

# **Outstanding CISR of the Year Award**

## **Frequently Asked Questions**

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**Q: When should I send in my nomination? The May deadline seems so far away ...**

**A:** Immediately. The deadline might seem far away, but there is much to do after your nomination is received. A “Congratulations” email will be sent to your nominee, along with an Entry Form, to provide necessary information about the contest, and you’ll want to give your nominee as much time as possible to complete the required essay.

**Q: How do I encourage my CSR to participate?**

**A:** Everyone needs encouragement, and some need more than others. Many individuals think they do not have a chance at winning awards, so therefore, never enter. Express your satisfaction with what an exceptional job your CSR does for the agency/company. You might even give a few examples of what you mean. Encourage other agency/company personnel to add their support by expressing their excitement about the CSR’s nomination. If you nominated anonymously, a typed message of encouragement along with a token gift can be secretly left to foster inspiration for becoming a candidate.

**Q: What if my CSRs do not have designations?**

**A:** Designations are not required to become a candidate. Any individual with primary duties involving insurance customer service is eligible to enter this competition regardless of job title, affiliation, or professional designation.

**Q: I appreciate all of my CSRs and the hard work they do. How do I make a nomination without offending the others?**

**A:** You may nominate anonymously. Your name will not be given out unless you give specific permission.

**Q: I was nominated to enter the Outstanding CSR of the Year competition. Can you tell me who nominated me?**

**A:** Many employers are concerned about hurting the feelings of other CSRs in the office; therefore, a nominator may specifically ask to not have his/her name given out.

**Q: How long does my essay have to be?**

**A:** We recommend writing an essay of no more than two double-spaced pages (approximately 1,000 words).

**Q: When are the state awards announced?**

**A:** The National Alliance will prepare a news release announcing all state recipients and distribute it to National Alliance board members, licensee associations, and media outlets across the country by early June. Following this announcement, you should contact your state winner to congratulate them and encourage him or her to attend your state’s annual conferment ceremony. Let them know you can’t wait to see them receive their certificate and be honored for their accomplishment.

**Q: When will we find out who has won the national award?**

**A:** A news release announcing the national winner will be prepared and distributed by The National Alliance in late June or early July.