

Eagan Insurance Agency For Immediate Release



Laura W. Calcagno, CPIW, CISR Wins 2011 Outstanding CSR of the Year for the State of Louisiana

Laura Calcagno of Eagan Insurance Agency has been honored by the National Alliance for Insurance Education and Research as 2011 Outstanding Customer Service Representative of the Year for the State of Louisiana. This is the second time Laura has been selected for this honor, with her first award coming 18 years ago in 1993. This award, regarded as the foremost national award of its kind, recognizes the contributions and commitment of those who serve clients within the insurance industry.

To qualify for the top state honor, candidates submitted an essay on the following topic: **“Many insurance service professionals believe that their personal relationships with clients may be threatened by agencies’ and companies’ efforts to use more technology, such as the internet, instant messaging, and automated systems. Discuss four courses of action(s) that a CSR, Account Executive, or Account Manager can take to preserve and/or enhance relationships with clients and/or companies while continuing to utilize and benefit from current technologies.”** Additionally, entrants must have demonstrated commendable service to their agencies, their industry and their community. The only eligibility requirement for this award is that the candidate must be an insurance customer service representative, or have primary responsibility for insurance customer service duties.

Laura Calcagno has been in the insurance industry for over twenty-nine years. She earned an Associate Degree in General Studies from the University of New Orleans and achieved her CISR designation. Additionally, she was recognized by the City of New Orleans as Toastmaster of the Year and is an active member of The Insurance Women of Greater New Orleans.