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**For Immediate Release**

For More Information, contact Jack E. Yohn, Jr., (717) 397-9600, ext. 291

**Beth Winter-McGarry Named 2011 Outstanding CSR of the Year in Pennsylvania**

The National Alliance for Insurance Education and Research has announced that Beth Winter-McGarry is the 2011 Outstanding Customer Service Representative (CSR) of the Year recipient for the state of Pennsylvania.

To qualify for this top state honor, Winter-McGarry submitted the winning essay on the topic, ***“Many insurance service professionals believe that their personal relationship with client 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, Winter-McGarry was selected for having demonstrated outstanding service and professionalism within the insurance community.

Winter-McGarry has been a commercial CSR with Murray since 1991 and is responsible for serving some of Murray’s largest and most complex commercial accounts. She earned a B.A. in International Studies and Spanish (dual majors) from Dickinson College, Carlisle, Pennsylvania. In addition, she has earned the Chartered Property Casualty Underwriter (CPCU), Certified Insurance Counselor (CIC) and Certified Professional Insurance Woman (CPIW) designations. In 2005, she was the recipient of the first annual Dennis Dvorchak Award of Excellence in recognition for the high level of service that she provides to her clients. She is a graduate of Leadership Lancaster, class of 1997. She was also the recipient of the 2010 Agency Sales Support Award.

She is past president of Insurance Professionals of Lancaster County and currently serves as Finance Committee Chair. She is a member of the Pennsylvania Dutch Chapter of the CPCU Society.

Peter Wengrenovich, Sr. Vice President and Commercial Services Division Manager at Murray says, “Murray has been contacted many times by clients to compliment Beth’s outstanding

performance on their accounts. Her extensive knowledge and expertise is a great asset to Murray and our clients.”

“Beth Winter-McGarry was chosen as a state winner for exemplifying the characteristics and qualifications required to be eligible for the prestigious National Outstanding CSR of the Year Award,” stated Dr. William T. Hold, Ph.D., CIC, CPCU, CLU, President of The National Alliance. “She represents the backbone of the insurance community, those customer service representatives distinguished for providing exceptional service on a daily basis.”

Winter-McGarry receives a framed certificate, embossed with the special Outstanding CSR of the Year bronze medallion symbol, and is now one of 40 individuals eligible for the national honor. The National Outstanding CSR of the Year Award carries a \$2,000 cash prize and a scholarship for the recipient’s employer to any program offered by The National Alliance. The national winner also receives a distinctive gold and diamond lapel pin cast with the Outstanding CSR of the Year emblem. Additionally, the winner’s name will be inscribed on a sculpture permanently displayed at the national headquarters in Austin, Texas.

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