

# Pinecrest

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## Nancy C. Kleis is recognized for outstanding customer service

BY DEBORAH BALSHEM

The Society of Certified Insurance Service Representatives (CISR) and the Society of Certified Insurance Counselors recently named Nancy C. Kleis as 1998 Outstanding Customer Service Representative (CSR) of the Year for Florida.

The award recognizes the contributions of customer service representatives within the insurance community and is regarded as the foremost national award of its kind.

"I was just happy to be nominated. I certainly didn't expect to be chosen," Kleis said. "Winning was just icing on the cake."

To qualify for the honor, Kleis was first nominated by her employer, Morris & Reynolds Insurance, for outstanding work and then was required to submit an essay on the topic "The Role of the CSR and Why Being a Customer Service Representative is my Chosen Profession."

"Service and underwriting professionals are the very heart of the insurance industry," said Mark J. Rolland, president of the Society of CISR. "Nancy exemplifies the qualities required to be eligible for the award. This honor is our way of recognizing her contribution."

Nancy entered the insurance profession in 1983 and has been a Senior Client Service Underwriter with Morris & Reynolds since 1997, overseeing business account clients in the Commercial Insurance Department. In 1994, she earned the Chartered Property and Casualty Underwriter

designation and in 1988 she merited the Accredited Advisor Insurance Professional title.

A Miami resident since 1976, Kleis resides in the Palmetto Bay/Pinecrest area and is married and a mother of two: Kevin, 6, and Kelli, 2.

"Nancy embodies the care that each person at Morris & Reynolds strives to provide to our clients and does so while balancing the challenges of being a working mom. She is the consummate professional, balancing concern for her clients with quality results in every project she undertakes," said Douglas H. Reynolds, president and CEO of Morris & Reynolds. "I know I speak for every member of our company, as well as the clients whom she serves, when I say how proud we are of Nancy for being awarded this prestigious honor."

The Reynolds family has been in the insurance profession in Miami since 1910. Morris & Reynolds Insurance is one of Florida's oldest and largest independent Insurance Agencies, founded in 1950 and located at 8925 SW 148 St.; telephone: 305-238-1000. The company represents over 100 of the world's leading markets and provide all forms of protection.

"Over the last several years, Morris & Reynolds insurance has grown significantly and has been very fortunate to add a large number of insurance professionals to our team," said Vice President Bob Reynolds, who nominated Kleis for the award. "Nancy's efforts, as evidenced by her winning the award, are indicative of the type of work that our entire office is producing."

### Positive PEOPLE in Pinecrest

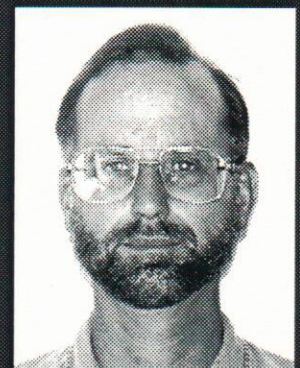
These Positive People help add to the quality of life in Pinecrest. Look inside for their stories.



CANTOR MARK KULA



SANDY CANTOR



WALTER GOULD