



**THE NATIONAL ALLIANCE**  
for Insurance Education & Research

June 4, 2007

Ms. Donna S. Monks  
DiMalteo Insurance Service Center  
79 Bridgeport Avenue  
Shelton, CT 06484

Dear Donna:

It is a pleasure to notify you of your selection as the 2007 Connecticut Outstanding CSR of the Year. What a sense of pride and gratification you must feel. It is commendable to have someone of your caliber speak so well for CSRs through your fine essay. Congratulations!

A news release announcing the 2007 state recipients of the Outstanding CSR of the Year Award is forthcoming. This release will be sent to industry publications and leaders. A release tailored for your personal recognition locally will be sent to you within the next few weeks.

The PIA of Connecticut will contact you regarding plans for the presentation of your state award. It is certainly our pleasure to recognize your achievement at a time when industry colleagues can applaud your success.

The 2007 state awards represent the excellent work of many worthy candidates. Connecticut and 36 other states are represented in the national competition. Our Blue Ribbon Panel of Judges will select the National Outstanding CSR of the Year and four finalists. Having profiled your accomplishments for our panel of judges, I genuinely appreciate your achievements and your understanding of the most precious of our assets—our clients.

The 2007 National Outstanding CSR of the Year receives a diamond and gold lapel pin cast with the Outstanding CSR of the Year emblem, and a \$1000 cash award. A scholarship applicable to any program offered by The National Alliance for Insurance Education & Research is also awarded in the recipient's name to the winner's employer, for use, as the employer deems appropriate.

It was a delight to get to know you through your writing, and we wish you the best of luck in the national judging. We also wish you success as you continue your professional education through programs offered by the National Alliance. Again, thank you very much for your participation. You are held in very high esteem indeed!

Sincerely,

William T. Hold, CIC  
Chief Executive Officer