

News Release



Professional Insurance Agents Association of Ohio

600 Cross Pointe Road • Gahanna, Ohio 43230
Phone: (614) 552-8000 • Toll-free: (800) 555-1742
Fax: (614) 552-0115 • www.ohiopia.com

Contact: Kristen Dohrmann
E-mail: kristen@ohiopia.com

For Immediate Release

Aug. 3, 2010

Sandi Kesterke Named Ohio's 2010 Outstanding Customer Service Representative of the Year

Columbus, Ohio – Sandi Kesterke of Dawson Companies in Rocky River, was recently named Ohio's 2010 Outstanding Customer Service Representative (CSR) of the Year by The National Alliance for Insurance Education & Research.

“Sandi maintains such a compassionate and professional relationship, not only with her clients, but also with her co-workers,” said Sarah Browne, CISR, Dawson Companies. “She is always willing to go above and beyond her duties to help her clients.”

To qualify for the top state honor, 2010 candidates submitted an essay about how they got into the insurance industry and the direction the CSR position is moving toward in the future. Additionally, candidates must have demonstrated commendable service to their agencies, their industry and their community.

“I certainly stayed in this profession by choice,” Kesterke said. “No two days are ever alike but, I enjoy the challenge. Policy language and technology are two things that constantly change, but the one constant that remains is the gratification of knowing I am able to help my clients, sometimes through the most trying and difficult times of their lives. That is the main reason I stayed in the business.”

Kesterke is also very active in her community, volunteering her time to many organizations, including the Juvenile Diabetes Annual Walk-a-Thon.

Professional Insurance Agents Association of Ohio, Inc. was founded in 1933 and remains the state's largest organization representing independent insurance agents. PIA's membership includes approximately 1,300 independent insurance agencies, their employees and their customers. Independent agents provide auto, home and business insurance from many different companies to match consumers with the best choices for their particular needs.