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IIAT names Patricia Ann Daniel ACSR of the Year at 112th Annual Conference & Trade Show

WACO, TX – June 17, 2009 – The Independent Insurance Agents of Texas (IIAT) is proud to announce Patricia Ann Daniel, assistant vice president and insurance consultant with Extraco Banks, N.A. dba: Extraco Insurance in Waco, has been awarded the Accredited Customer Service Representative (ACSR) of the Year at the 112th Annual Conference & Trade Show. This award is given annually to an ACSR in Texas who exemplifies outstanding leadership and service to the independent agency system and to the public.

“We are pleased to recognize Patricia Daniel with this well-deserved award, seeing she has set the stage for how important great client service is in the insurance business,” said IIAT President Garry Kaufman. “She is dedicated to keeping her skills current, helping others learn and constantly enhancing professionalism among us all.”

As an ACSR specializing in life and health insurance, Daniel oversees the Employee Benefits Department for Extraco Insurance, serving as the in-house agent for hundreds of Extraco Bank employees. She is responsible for not only ensuring employees are receiving the best products, but serving as a point of contact for their needs and requests for information. Her peers, managers and Human Resources staff say Daniel puts in the hours and always has a positive and helpful attitude.

Daniel began her insurance career selling and collecting debit life insurance, and then moved into the teacher retirement system for 21 years with the Waco Independent School District. In 1994, she returned to the insurance agency business, working for Insurors of Texas before her current employment at Extraco Banks, N.A.

In 2008, Daniel was given a Top Financial Partners Award at Extraco for having increased Employee Benefits sales 246 percent over the previous year. She also sits on the Board of Directors for the Heart of Texas Association of Health Underwriters and the National Association of Female Executives, Women’s Information Network. In addition to continuing education, Patricia has spent many community service hours in Waco volunteering for the Salvation Army, Habitat for Humanity, the Caritas Project and more.

“Being happy, helps me accomplish more for my clients,” says Daniel. “You have to focus on the people and be willing to educate and help the customer with all of your expertise.”

The ACSR of the Year receives a cash prize, a complimentary trip to the IIAT Conference & Trade Show, and is nominated for the National ACSR of the Year award program sponsored by the Independent Insurance Agents & Brokers of America.

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About IIAT

The Independent Insurance Agents of Texas (IIAT) is the nation’s largest state association of Trusted Choice[®] agencies. IIAT represents approximately 1,800 agencies and more than 15,000 agents and insurance professionals. Trusted Choice[®] independent agents represent multiple insurance companies. Since they are not employees of any single insurance company, they are advocates for insurance consumers helping them comparison shop for cost-effective and customized coverage. IIAT is also affiliated with the Independent Insurance Agents & Brokers of America and works with legislative, regulatory and judicial bodies in Texas on behalf of independent insurance agents across the state. More information on IIAT can be found online at iiat.org.