

It is truly a pleasure and a privilege to join with those represented on these pages in congratulating Nancy Bender as The Insurance Library's 2019 Insurance Professional of the Year. Despite being a trailblazer and incredibly successful business leader, Nancy neither expected nor particularly wanted to be the recipient of such a notable honor, in large part because she does not view her achievements as particularly remarkable. She just did what came naturally to her. But what came naturally to her was delivering a level of customer service that consistently exceeded expectations because Nancy strove to understand her clients' needs and do what was necessary to ensure they were met. Combined with a strong work ethic and commitment to technical mastery, that natural inclination resulted in Nancy's career offering a timeless model for success.

At a time when novel innovations and new applications of technology to the insurance business are receiving an arguably outsized share of attention, Nancy's career is a reminder that insurance always has been and to a large extent always will be a people business, where making and nurturing personal connections is an end to itself and not merely a means to achieving another goal.

Nancy's support of charitable causes is a testament to the principles of sharing the benefits of success and contributing to society. The Library has been fortunate to benefit from her positive yet practical outlook thanks to her service on our Board of Trustees for many years. We thank her for her service and relish the opportunity to present her with this well-deserved honor.

