

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

achievements as particularly remarkable.

She just did what came naturally to her.

that consistently exceeded expectations

of such a notable honor, in large

part because she does not view her

But what came naturally to her was

delivering a level of customer service

because Nancy strove to understand

commitment to technical mastery, that natural inclination resulted in Nancy's career offering a timeless model for

At a time when novel innovations and

new applications of technology to the

insurance business are receiving an

arguably outsized share of attention,

business, where making and nurturing

personal connections is an end to itself

and not merely a means to achieving

Nancy's career is a reminder that insurance always has been and to a large extent always will be a people

success.

another goal.

her clients' needs and do what was necessary to ensure they were met. Combined with a strong work ethic and

































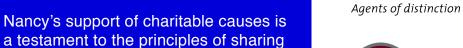








The Murphy Insurance Group



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.





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