

CLIENT SERVICE RECOGNITION AWARDS

TWO AWARD CATEGORIES

1. Nomination-based awards for other service staff and those not eligible (e.g. employed two years or less).
2. Metric-based awards for eligible CSRs/Account Managers/Account Executives.
 - ▶ Have worked at Leavitt Group for two years (this is necessary to have sufficient data for metrics)
 - ▶ Works in an account manager role
 - ▶ Directly manages a book with volume

METRICS

The book size metrics have the most weight and account for both large revenue books and books with a high customer count. Of the five measurements, the lowest score will be dropped.

METRIC	WEIGHT
Average Book Size	4
Pif-Adjusted Book Size	4
Customer Retention	2
Imputed PIF Retention	2
NPS Score	1

METRIC-BASED AWARDS

This award is for eligible CSR/Account Managers/Account Executives



CECILE WEBB CLIENT SERVICE AWARD

- ▶ One overall winner based on metrics.
- ▶ Attends conference and speaks.
- ▶ Diamond-level Blueboard experience.*



DIAMOND CLUB (TOP 10)

- ▶ Winners attend conference and walk across the stage.
- ▶ Diamond-level Blueboard experience.



RUBY CLUB (RANKED 11-20)

- ▶ Name is shown at conference during meals and between events, including virtual audience.
- ▶ Ruby-level Blueboard experience.



SAPPHIRE CLUB (RANKED 21-50)

- ▶ Name is shown at conference during meals and between events, including virtual audience.
- ▶ Sapphire-level Blueboard experience.

NOMINATION-BASED AWARDS

This award expands to recognize any service staff who fill other roles or who are not eligible for the metrics-based contest.



SANDRA L. MAXWELL SERVICE AWARD

- ▶ One overall winner based on nomination, as in years past.
- ▶ Attends conference and speaks.
- ▶ Diamond-level Blueboard experience.*



EMERALD CLUB (TOP 5)

- ▶ Name is shown at conference during meals and between events, including virtual audience.
- ▶ Emerald-level Blueboard experience.

**Sandra L. Maxwell overall winners receive a single Blueboard experience which is not doubled by being part of the top 10 or top 5.*