

To whom it may concern:

I am writing to submit a nomination request for the Harold R. Gordon Memorial Award.

I am new to a company where NABIP is used, and we receive consistent communication from within the organization. The company I am employed with is Brown & Brown in Nashville, Tennessee. I would like to nominate Liz Randolph, who truly has been someone whose vision, integrity, and contributions have made a lasting difference, which would make her the perfect recipient of the annual Harold R. Gordon Memorial Award.

I personally have been a nurse for 25 years but have recently, since December 2024, taken a position as a patient advocate/care coordinator for an employee benefits group. In my team, I have met Liz Randolph. Throughout my career, I have worked for several large managed care companies, from commercial, retail, state, and federal plans, and I have met a lot of people in my 25 years in the benefits world. Liz is the account manager on my team, and I was extremely impressed with her. I immediately realized she has a wealth of knowledge, but not only that, she embodies extreme care and empathy for all the employees she helps every day. I instantly picked up on this warm, caring role she has for her employees and their employer groups.

There are many people who know a lot about employee benefits, but knowing Liz has had a long history in this industry and seeing such extreme compassion still, even after so many years, really inspired me. It is truly amazing to witness her deep care for her role. She is a humble, calm, and soothing person. I have seen firsthand her impressive knowledge in employee benefits. I have heard several stories already about her quick responses, her organization in the industry, and the significant impact she has made on employees. She has helped me vastly, and I have been absolutely impressed with her spirit. I just recently learned she has 30+ years of work in employee benefits.

Not only have I heard and read many impressions left from our teammates prior to my arrival, but I have also seen and experienced them myself. Recently, one employee with a company she works with left this statement to our management, which was sent to all of us about Liz's actions: **"Liz helped a member who was truly grateful for assistance in getting the information he needed. Many times, we may not realize how our everyday actions can be a godsend for those we service. Thanks for your efforts, Liz! 'Oh my God, you are AMAZING!!! Thank you so so much!!! I personally hate messing with insurance websites because I always forget my login, but you completely circumvented it by sending them directly!!! You are a godsend!!!! Seriously, thank you!!!! Hope you have just an amazing day!!!!'**

Additionally, here are some other statements I have found that were left about Liz: **"Liz is a rockstar. She jumps right in like no other. I would be lost without her!"** and one other I have found by another manager listed on our team site. **"Liz has been SO incredible to work with whenever we have crossed paths. She is clear, kind, and knowledgeable -- and, in the last two days, she's helped me track down information for two projects that she hasn't been involved with... without question or complaint. Her character and service are outstanding. Thank you for Being the LINK, Liz!"**

Every day, I see employees respond to her emails as she quickly helps them navigate enrolling and unenrolling with employee benefits and life events, from difficult emotional events such as death and divorce to joyous occasions like births and marriages. Each time, Liz is always quick to respond and help the employees with their benefits. She has been an extreme wealth of knowledge to me. I learned recently Liz completed her bachelor's degree in human resources management in 2015 and has also worked as an insurance broker for 12 years throughout her other years of employee benefits. She has had experiences in open enrollment, plan administration, and managing multiple avenues of employee benefit programs, through professional organizations such as LinkedIn I have noticed she has received multiple recommendations from a variety of compliance and employee benefit related professionals throughout the years. I personally want to say with my past 25 years in the healthcare industry and dealing with employee benefits, Liz has impressed me greatly. That is, I feel, saying a lot as I have met a lot of amazing coworkers. Liz is a hidden gem, and I don't want her talent to remain hidden any longer. I want to show how her dedicated decades of work and knowledge in employee benefits have created a huge ripple in a giant ocean of employee benefits. Those ripples of her years of dedication and continued work will forever touch so many further generations of us involved in this industry, allowing us to make giant waves with her being one of the trailblazers for us in these years she has committed to the industry.

Liz Randolph truly has been someone whose vision, integrity, and contributions have made a lasting difference, which would make her the perfect recipient of the annual Harold R. Gordon Memorial Award.

Sincerely,

Allison Milford

Care Coordinator

Brown & Brown

Allison.Milford@bbrown.com

Direct: (615) 620-7709

Personal Mobile: (470)-248-9442