

NOMINATION OF LIZ RANDOLPH FOR NABIP HAROLD R. GORDON MEMORIAL AWARD

I would like to submit this letter in support of Liz Randolph for NABIP's Harold R. Gordon Memorial Award. I have had the privilege of working closely with Liz for the last year and have been thoroughly impressed with not only her benefit knowledge but also her ability to communicate benefits clearly.

Liz has extensive experience in employee benefits. She has served in Human Resources roles from the employer side and her more recent experience has been supporting employers from the brokerage side. Regardless of her role, Liz is meticulous in her work.

I witness on a daily basis the gratitude expressed by Liz's employer customers for her efforts to ensure their needs are taken care of. Her customers know that if they have a question, Liz will get them an answer that is thorough and accurate. Having been in their shoes, Liz can very easily translate between the benefits world and the employer obligations in a given situation. She never just gives an answer, it is an explanation and education opportunity.

Many accolades also come from the participants that Liz interacts with. She consistently addresses concerns in a professional yet empathetic manner to those trying to navigate their benefits. She goes above and beyond what is requested leading to a positive experience for the member. This goes a long way for someone that might not be well versed in how benefits work and/or facing a medical challenge.

I appreciate your consideration of Liz Randolph for this prestigious award. She would be a worthy recipient.

Thank You.

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