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October 16, 2020

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## **Brooke Miano Presented with IIA of IL Agent of the Year Award**

Springfield, IL. (October 2019) – The Independent Insurance Agents of Illinois (IIA of IL) presented Brooke Miano, CISR, of Brown & Brown of Illinois in Naperville, IL., with the IIA of IL Agent of the Year Award during the association's annual convention, held virtually.

The Agent of the Year Award honors the outstanding performance and achievement of an individual who is a retail agent member of the IIA of IL. The nominee must be a licensed agent and contribute to their agency's performance through production, use of technology, professional development, and civic responsibility.

A 2018 *Insurance Business America* Hot 100 agent, and 2017 CSR of the Year, Miano's insurance interest peaked while working as a file clerk in her mother's office. She joined Brown & Brown of Illinois five years ago and has been promoted three times. Miano currently serves as Select Accounts Executive, a department created two years ago to focus on small commercial accounts. She believes the accounts with revenue up to \$25,000 are just as important as the agency's large clients, and she continually exceeds client expectations.

Miano is also active in her community where she organized a 2018 IIA Day of Giving event benefitting two charities and annually collects supplies and unwrapped gifts around the holidays to donate to Family Shelter Services, a domestic violence organization.

When the agency was forced to work remotely in the spring of this year, Miano quickly pivoted and embraced the use of technology. She took advantage of programs and apps available to continue serving her clients without interruption and efficiently communicating with her team.

Miano plans to obtain her CRIS and CIC designations in the near future and will continue to participate in leadership training offered through the agency.

*The Independent Insurance Agents of Illinois is an association representing Trusted Choice® independent insurance agents throughout the state. IIA of IL membership is comprised of 1,000 insurance agencies representing 10,000 licensed independent agents engaged in all facets of the insurance industry, including property, casualty, life and health. Its members are businesses that offer customers a choice of policies from a variety of insurance companies. In addition to serving the professional needs of members, IIA of IL works for the betterment of the insurance industry through legislative and consumer awareness programs. The IIA of IL is headquartered in Springfield, Illinois. Visit IIA of IL's website at [www.iaofil.org](http://www.iaofil.org).*

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