2022 FSC Life Insurance Industry Award Nomination

Innovation in Claims Handling Services

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**About this award**

This award will honour a team/organisation that has demonstrated outstanding innovation in claims handling services that help their customers get back to their lives and transform the industry to meet the challenges of the future.

**Eligibility:**

* Must work for a Financial Services Council member organisation.
* The innovation must have been introduced after 27 July 2021.
* One nominee per organisation.

**Judging Criteria:**

* What was the innovation in your claims handling service?
* Why did you introduce the innovation?
* What metrics prove the success of the innovation (any metrics will be kept confidential)?
* How does this innovation demonstrate outstanding commitment to innovative thinking to transform the life insurance industry to meet the challenges of the next generation and sustain/grow your business?

**Notes:**

* This is a new award in 2022 that aims to showcase the claims handling teams within the membership, which have been innovative and produced services to help their clients.
* The innovation being nominated should clearly demonstrate why it should be considered the best innovation in claims handling services in the past 12 months by the Financial Services Council in a way that benefits consumers rather than purely for financial gain.
* See “*General Information to help you put in the best nominations*” on the last page for more hints.

**Nominee/s:**

|  |  |
| --- | --- |
| Nominee  |  |
| Nominee’s organisation |  |
| Nominee’s job title |  |
| Years in the industry |  |

**Nominator/s:**

|  |  |
| --- | --- |
| Nominator’s name |  |
| Nominator’s organisation |  |
| Nominator’s job title |  |
| Nominator’s email address |  |
| Nominator’s best contact number |  |
| Your relationship to the nominee |  |

**Answering the criteria**

|  |
| --- |
| What was the innovation in your claims handling service?  |

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| --- |
| Why did you introduce the innovation? |

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| --- |
| What metrics prove the success of the innovation (any metrics will be kept confidential)? |

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| --- |
| How does this innovation demonstrate outstanding commitment to innovative thinking to transform the life insurance industry to meet the challenges of the next generation and sustain/grow your business? |

**Supporting links or appendices:**

* Remember to put any links supporting the nomination here
* Remember to append any supporting documentation (max 3 docs) to the nomination before sending through. They will be viewed but not scored and won’t go towards your 500-word limit

For hints on putting your best nomination forward, see next page. Good luck!

**GENERAL INFORMATION TO HELP YOU PUT IN THE BEST NOMINATION/S**

1. Make it clear what you’re offering and why is now the time for this recognition?
2. If you can’t explain why your nominee deserves to win in one page, maybe get some help (point 9).
3. Testimonials help support your nomination and can form part of your attachments.
4. One application only per organisation in each award category
5. The length of your nomination must be no more than 500 words.
6. Anything after 500 words **will be redacted** before being sent to judges. A word count of this document prior to posting has been taken and a check will be made that all templated wording remains in the document.
7. Put a maximum of three (3) attachments or links to support your nomination (instead of wasting your word count). They will be viewed but not scored and won’t go towards your 500-word limit.
	1. Caveat – nomination content will be assessed but make sure your attachments support but are NOT part of your application.
	2. This evidence is to support what you’ve said in the 500 words.
8. No extensions for lodging nominations will be granted this year given the long runway to nominate. Nominations will need to be received by 5.30pm on Friday 1 July 2022.
9. A number of past winners have outsourced their applications to professional firms. You may wish to consider doing the same to strengthen your chances in the field.
10. When assessing your application, the judging panel will primarily refer to the information supplied in your application and support material. The panel will use their own relevant professional experience to decide the final winners by assessing the applicant’s excellence, innovation, leadership and diversity among other factors specific to the award category.