

Commercial lines Broker of the year SME/Mid Corporate

Open to all UK-based insurance brokers, appointed representatives and independent intermediaries serving the SME and mid-corporate markets. Entrants should demonstrate a combination of some or all of the following:

- How they have responded to the demands of SME/Mid-Corporate customers with products/schemes or offering/s relevant to their needs
- Top quality service
- Evidence of any value-added services or support such as risk management
- Evidence of SME/mid-corporate product and/or service innovation in the context of profitable growth
- Testimonials from insurers/business partners will help validate an entry

Personal Lines Broker of the Year

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Open to all UK-based insurance brokers, appointed representatives and independent intermediaries serving the personal lines and micro-commercial market. Entrants should demonstrate a combination of some or all of the following:

- How they have responded to the demands of personal lines consumers with products/schemes or other offering/s relevant to their needs
- Top quality personal lines service
- Evidence of any value-added services or support
- Evidence of personal lines/micro-commercial product and/or service innovation in the context of profitable growth
- Testimonials from insurers/business partners will help validate an entry

Insurance Broker of the Year

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Open to all UK-based insurance brokers and intermediaries serving the commercial and/or personal lines markets who do business throughout the UK. The judges will be looking for a company that can demonstrate a combination of some or all of the following:

- Profitable growth and customer retention
- Staff progression and promotion of professionalism
- Innovation whether in product/scheme development; marketing; and/or utilisation of technology/digital channels
- Examples of initiatives aligned with the broker or intermediary's strategic and business goals

Lloyd's and London Market Broking Team of the Year

Open to all insurance brokers working in the Lloyd's and London market. This award aims to reward teams working in - but not exclusively - product areas such as aviation, cyber, marine, political risk/contingency, property owners, transport/freight etc.

Or industry sectors such as construction, energy and mining, financial institutions, pharmaceuticals, public sector, telecommunications etc. The judges will be looking for a Lloyd's and London market broking team that can demonstrate a combination of some or all of the following:

- Profitable growth and customer retention within their niche specialism
- Unrivalled service in their chosen market
- Innovation whether in product development; risk management; modelling and/or utilisation of technology/digital channels
- An initiative or initiatives that responded to the sophisticated demands of a client, including case studies

Risk and Resilience Award

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Open to any individual or organisation that can demonstrate that they have implemented an initiative or programme that has achieved the objective of making said organisation or clients/customers of said organisation more resilient to risks that could have a detrimental effect on their business.

Entrants should demonstrate a combination of some or all of the following:

- Board level engagement and how this is achieved
- Alignment/integration with the organisation's business model
- Risk leadership, highlighting the use of risk management to support achievement of operational and/or strategic objectives
- Improved resilience with examples including the implementation of rapid response plans or application of lessons learned, including near misses
- Knowledge sharing among stakeholders to introduce good practice
- Tangible outcomes with examples such as evidence of cost savings, reduced error rates or sustained revenue enhancement/profitability

Claims Initiative of the Year – Insurer

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Open to any claims department or section of an UK-based insurer, MGA, Lloyd's syndicate, or broker/intermediary. The judges will be looking for a company that can demonstrate a combination of some or all of the following:

- Examples of a response to a single event, major issue or multiple claims that went beyond business-as-usual
- Use of innovative thinking/technology to make the claimant's journey smoother and/or to streamline internal systems to the mutual benefit of the entrant and their customer
- Innovative use of supply chain/partnerships to deliver great customer service
- Evidence of staff engagement with claimants/business partners to keep them informed and up-to-date
- Testimonials from customers will help validate an entry

Claims Initiative of the Year – Outsourced Partner

Open to any firm/third party offering claims handling and claims management services to the insurance industry including law firms, loss adjusters, disaster recovery/restoration specialists, assessors and claims management companies. The judges will be looking for a company that can demonstrate a combination of some or all of the following:

- Examples of a response to a single event, major issue or multiple claims that went beyond business-as-usual
- Use of innovative thinking/technology to make the claimant's journey smoother and/ or to streamline internal systems to the mutual benefit of the entrant and their customer
- Great collaboration with insurers or other service providers to act to the betterment of the claimant's end journey
- Evidence of staff engagement with claimants/business partners to keep them informed and up-to-date
- Testimonials from customers/insurer and broker partners will help validate an entry

Major Loss Award

Open to departments of insurance companies, Lloyd's syndicates, MGAs, loss adjusters, self-insureds and corporates [or a combination of any of these] engaged in responding to major loss. Entrants should:

- Use a case study(s) to demonstrate how they have responded to a UK or International major loss, which will be defined as any claim the size and scope of which takes it well beyond the routine or an incident that gives rise to a surge in claims following a natural or manmade disaster

Examples might be single incidents that give rise to a large and complex claim (e.g. a fire in a chemical plant); or an incident that gives rise to multiple claims in a single location (e.g. a major flood, terrorist attack or storm).

The claim/s could cover catastrophic property and/or personal injury loss/es
The judges will be looking for entries that:

- Demonstrate ability to respond to such incidents, utilising the company's own resources and co-ordination of those provided by third party suppliers
- Testimonials from insurers/business partners will help validate an entry

Customer Care Award

Open to any UK-based insurer, broker or MGA. The judges will be looking for entries that:

- Have clearly demonstrated an excellent level of customer care backed by clear standards and validated monitoring of performance.
- Proof of the impact of an innovative customer care strategy on retention levels and client satisfaction

Outsourced Partner of the Year

Open to any organisation or third party providing a professional, advisory or technical service directly to the general insurance market or its supply chain.

The judges will be looking for:

- Evidence that a business has responded innovatively to the demands of the market
- Evidence of consistent levels of service and customer satisfaction, whether those customers are in business-to-business or business-to-consumer relationships
- Evidence of enhanced business success through their relationship with the insurance market
- Testimonials from insurers/business partners will help validate an entry

Digital Insurance Innovation of the Year

This will focus on the effective and agile use of technology by general insurance companies and brokers as part of the wider shift to digitalisation. Covering both business-to-consumer and business-to-business relationships, judges will be looking for examples of a combination of at least one or some of the following:

- How firms that have fully engaged customers through technology platforms such as; telemetry, block chain, RPA, AI, apps or mobile devices to enhance their end-to-end insurance journey and create a single 360-degree view of consumer interactions.
- Evidence of success in applying the latest technologies and generating profitable business as part of a holistic response to the digital shift.
- Evidence of improved customer engagement and personalisation.
- Evidence of enhanced customer service and an integrated adoption of tools such as data analytics.
- Evidence of how a firm has reduced complexity, thereby lowering costs and increasing their ability to respond to change.

Open to insurers, MGAs, brokers and service providers, individually or working in partnership

Investing in the Profession/Training Award

Open to any firm or third party operating within the UK general insurance market. The judges will be looking for a company that can demonstrate a combination of some or all of the following:

- How their organisation and staff have successfully championed the development of professionalism
- Adoption of the chartered agenda across their business, or the implementation of training across the business, or to meet a specific need
- Adoption of best practice and strong professional values throughout the organisation
- How a programme has played an integral strategic role within the business, contributing to its success
- Evidence of benchmarking against external standards. Entries should also highlight how any initiatives have contributed to business success

Technology Award

This award focuses on business and administrative processes. Judges will be looking for:

- Evidence that the application of new information and communications technology has enhanced the quality, efficiency and cost-effectiveness of its business administration
- Evidence of greater efficiency, better customer service, lower error rates and effective implementation within agreed budgets and timetables

Open to UK-based insurers, MGAs, brokers and service providers, individually or working in partnership

Business Sustainability/Corporate Social Responsibility Initiative of the year

The judges will be looking for a company or project that:

- Can demonstrate how they have embraced the principles of business sustainability/CSR within their operations
- Examples could include using resources and energy as efficiently as possible, promoting social inclusion, sustainable communities and/or well-being
- The initiative could be an international, national or local project and should demonstrate a coherent and integrated approach
- Shows evidence of the delivery of policies in action
- Displays a clear statement of how any initiative is aligned with the company or organisations strategic and business goals

Diversity & Inclusion Award

Open to all. Joint entries are welcome.

The judges will be looking for a company or project that:

- Aims to boost diversity and inclusion that has clear and measurable objectives
- Can demonstrate how they have embraced the principles of diversity and inclusion within their operations
- The initiative could be an international, national or local project and should demonstrate a coherent and integrated approach
- Evidence of the delivery of policies in action
- A clear statement of how any initiative is aligned with the company or organisations strategic and business goals

Insurtech Start-Up Award

Open to any insurtech organisation/subsidiary less than five years old by 31 December 2019, that can demonstrate success in making a noteworthy contribution to the UK general insurance market in its short life time, and is now looking to take the next step whether in terms of funding [seed to Series A for example] or diversification/recruitment.

Entrants could include:

- An insurtech has identified a significant market failing and/or gap and filled it
- An insurtech that has helped advance the sector using the latest technologies either as a third party provider or at the consumer interface
- An insurtech that has made a difference to the customer experience at inception, when making mid-term adjustments or in the event of a claim
- The business may not be significantly profitable or have fulfilled its objectives to date, but will need to demonstrate a plan that evidences great future potential for Series A/B investors and customers

Brand Management Award

Open to any UK-based insurer, broker or MGA. The judges will be looking for entries that:

- Demonstrate - within the context of an overall brand strategy - how their organisation has used a range of techniques to improve market share, enhance customer loyalty, raise awareness or break into new markets, be that in the business-to-consumer or the business-to-business area.
- A successful brand strategy could include the use of data analytics to identify a customer segment to target; social media to better connect with specific consumers; more traditional medium such as print, radio or television marketing; or a successful sponsorship deal
- It will be particularly important to demonstrate the achievement of results against targets.

Young Achiever Award

Open to anyone working in the UK general insurance industry aged 30 or under on the closing date of **2 March 2020**. The judges will be looking for a person who has achieved the following:

- Made significant strides in their professional development
- Can clearly demonstrate their contribution to the organisation, team or department in which he or she works
- Has made a mark outside their employer, either on a macro industry level or through business aligned activities
- All nominations must be made or supported by the person's departmental manager

Insurance Personality of the Year

This special award will be presented to an individual who has made an outstanding contribution in the last 12 – 18 months, whether through the advancement of the organisation that employs them, or the wider insurance industry.

Open to anyone working in the UK insurance industry.

The winner could be someone who:

- Has led a sea change within a business through their strategic vision and/or a successful acquisition
- Helped the wider sector through their engagement with stakeholders, regulators and politicians to effect a notable change that benefits the industry's standing in the eyes of the public and commerce
- Firms will be able to nominate candidates they think fits this criteria and the BIA judging panel will determine the winner, which will be announced at the Awards ceremony

Achievement Award

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This special award will be presented to an individual who has made an outstanding contribution to the success of the insurance industry through their illustrious career.

Previous winners include: Peter Wood, Victor Blake, Sir David Rowland, Allan Bridgewater David Prosser, Scott Bell, Simon Bolam, Robert Hiscox, Walter Merricks, Lord David Hunt, Patrick Snowball, Gerry Loughney, David Slade, Ashton West, Peter Cullum, Reg Brown, Barry Smith, David Herzell, Jonathan Evans, Stephen Catlin, John O’Roarke and Annette Court.

Specialist Insurer of the Year

Open to all insurers or MGAs authorised to conduct business in the UK that have a deep understanding and expertise in a specialist line(s), including - but not restricted to - legal expenses, high net worth, specie, cyber, marine, aviation, engineering, animal health, political risks; or working with dedicated industry sectors/professions.

Entrants should demonstrate a combination of some or all of the following:

- How they have responded to the demands of customers with a product/scheme or offering/s relevant to their needs
- Evidence of any value-added services or support such as risk management advice/in-house claims handling
- Profitable growth and customer retention
- Innovation whether in product/scheme development; marketing; and/or utilisation of technology/digital channels
- Examples of other initiatives aligned with the insurer's strategic and business goals
- Testimonials from insurers/business partners/clients will help validate an entry

Commercial Lines Insurer of the Year

Open to all insurers authorised to conduct business in the UK

The firms shortlisted for this award will be expected to do a short presentation to the British Insurance Award judges, at which they will be able to fully explain their commitment to meeting commercial customer demands; a broad strategic vision; track record of innovation and growth/ profitability.

However, all we need for now is for you to list five reasons why you should be shortlisted as Commercial Lines Insurer of the Year.

Our esteemed judging panel will be aware of your businesses recent results and track record; so this gives you a chance to list five things that they might not be aware of that make your business stand apart as the Commercial Lines Insurer of the Year.

This could include examples of product developments; diversification; staff engagement; partnerships; transformational deals; digital advancement; exceptional service and/or successful political lobbying [to name just eight] that make the business stand out from the field.

You can submit customer testimonies to support your entry

Personal Lines Insurer of the Year

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Open to all insurers authorised to conduct business in the UK

The firms shortlisted for this award will be expected to do a short presentation to the British Insurance Award judges, at which they will be able to fully explain their commitment to meeting personal lines customer demands; a broad strategic vision; track record of innovation and growth/profitability.

However, all we need for now is for you to list five reasons why you should be shortlisted as Personal Lines Insurer of the Year.

Our esteemed judging panel will be aware of your businesses recent results and track record; so this gives you a chance to list five things that they might not be aware off that make your business stand apart as the Personal Lines Insurer of the Year.

This could include examples of product developments; diversification; staff engagement; partnerships; transformational deals; digital advancement; exceptional service and/or successful political lobbying [to name just eight] that make the business stand out from the field.

You can submit customer testimonies to support your entry.

General Insurer of the Year

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Open to all insurers authorised to conduct business in the UK.

The shortlist for this category will be made up of the firms that the judges believe have demonstrated through entries in other BIA categories including - but not restricted to - Personal Lines Insurer of the Year, Commercial Lines Insurer of the Year, Customer Care, Claims Initiative, Investing in the Profession and Digital Insurance Innovation - that they are a business that stands out from the field.

The firms shortlisted for this award will be expected to do a short presentation to the British Insurance Award judges, at which they will be able to fully explain their commitment to meeting customer demands; a broad strategic vision; track record of innovation and growth/profitability.

Industry Impact Award* - New for 2020

This award recognises the importance of business deals, partnerships and key hires, and rewards the organisation or individual behind the most seismic event of the year in terms of general insurance.

Examples could include:

- A major affinity/white-label deal
- An outsourcing/insourcing arrangement
- A transformational acquisition
- A major investment in a new or existing business
- A business realignment or restructure

The shortlist will be chosen by the judging panel and the winner will be decided by a vote among attendees of the British Insurance Awards at the Royal Albert Hall.

**This award replaces the Transformational Deal of the Year*

Broker Partner of the Year – New for 2020

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Open to any UK-based insurer, MGA, wholesaler or Lloyd's syndicate

The judges will be looking for a company that can demonstrate a combination of some or all of the following:

- Examples of a product development/innovation that has helped brokers better service their client's needs
- Examples of customer relationship management that has resulted in greater engagement with the broker segment
- Use of innovative thinking/technology to make the broker's life easier
- Use of third party partnerships to help brokers deliver great customer service
- Testimonials from customers will help validate an entry

Best Insurance Employer Award – New for 2020

The winner of this award will be decided by the respondents to the Insurance Post Best Insurance Employer survey which will be published in Q1 2020.