

Insurance POST
**THE BRITISH
INSURANCE
AWARDS
2023**



Doing the right thing is in our DNA

As the world's largest publicly listed independent provider of claims management solutions, Crawford & Company knows all about helping people when the worst happens.

That's why our employees are also deeply committed to improving communities where they live and work. We're dedicated to making a real difference, collectively volunteering thousands of hours for causes we're passionate about.

So, we're more than proud to support The Insurance Charities and Insurance United Against Dementia. There can be no better reason to unite as an industry than to celebrate success at this year's British Insurance Awards and to raise much needed funds for two charities to make sure no one has to face the unexpected alone.

www.crawco.co.uk



Order of the night

Timings

18.00 Doors open & Drinks receptions

18.40 Guests seated

18.45 Welcome from Jonathan Swift,
director of content, Insurance Post

19:00 Starters served

19.45 Awards Part 1

20.30 Dinner Served

22.00 Awards Part 2

22.45 Awards finish & surprise entertainment

00.00 Awards end

00:00 Official after party at Percy's London

01.00 Royal Albert Hall closes

02.30 After party at Percy's closes

**Please note timings are always subject to change*

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British
Insurance
Brokers'
Association



In Aid of
**Alzheimer's
Society**



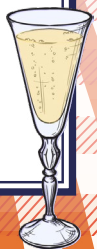
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Music Programme and Credits

The Mark De-Lisser Singers are an award winning collection of some of the best singers in the UK today. Having graced the stage with the likes of Alicia Keys, Ariana Grande, Diana Ross and Lionel Richie to name just a few, they continue to entertain audiences around the world with their infectious energy and stunning vocals. Their BAFTA award winning founder and director Mark De-Lisser, is the arranger of Stand by Me for Harry and Meghan's wedding in 2008 and the voice coach and musical director for ITV's The Masked Singer. You will have seen Mark and his singers most recently at The Coronation Concert at Windsor Castle for the Kings Coronation performing with many acts including Andrea Bocelli, Katy Perry and Take That.

Big Ocean Bands are a collective of the cream of Britain's most exciting and in demand musical talent working today.

Onstage will be
Guillaume Chareau Drums,
Marc Arciero Bass Guitar,
Dave Marks Keyboards +
Guitar, Rob Gentry Keyboards,
Karlos Edwards Percussion,
Thomas Hill Ros Guitar,
Between them, they have,
performed with some of
the greatest worldwide
artists of the modern
era, including ... Beyonce,
Mark Ronson, Take That,
The Spice Girls, Georgio
Moroder, Annie Lennox, Quincy
Jones, Pete Tong, Robert Palmer
and James Morrison. They
are honoured to be part
of BIA 2023 at London's
prestigious Royal Albert Hall.





Insurance **POST**
THE BRITISH
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2023

The Great

British Insurance Awards

Thank you to our judges



Vivek Banga



Peter Graham



Lisa Powis



John Blundell



Matthew Grant



Penny Searles



Jack Brownhill



Chris Hanks



Mervyn Skeet



Jonathan Clark



Karen Hogg



Jonathan Swift



Dominic Clayden



Emma Ann Hughes



Ashton West



Melissa Collett



Mike Keating



Steve White



James Dalton



Barbara Merry



David Williams



Angela Darling



John O'Roarke



David Worsfold



Sian Fisher



Helen Pope



Julia Graham



Jane Portas



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One strategic partnership across the **insurance life cycle**

Insurer clients working with our experienced and leading-edge technology supported teams benefit from:

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& get in touch





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The Risk and Resilience Award

ABI Prudential Risk and Regulation Team

AXA Insurance

Ecclesiastical Insurance

Insurwave

Quality Care Group

VisionTrack

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WNS has been recognized as a 'Leader' in insurance by several analysts, including in P&C Insurance by Everest Group for eight consecutive years; across P&C market segments by NelsonHall; and in Insurance BPO services by ISG.



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Analytics
Specialists



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Transformation
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Production

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SBS

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VisionTrack

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Insurance

LexisNexis is a proud sponsor of the 2023 Digital Insurance Innovation of the Year Award and congratulates all the nominees for the British Insurance Awards, for the 29th year running.

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Digital Innovation of the Year

Allianz in partnership with Cytora

Aviva

AXA Retail

Clearspeed

SBS

Send



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Best Newcomer Award

Arma Karma

Blackford Group

MBL Global

Mosaic Insurance

The Movo Partnership

RS Bonds Surety



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**Committed to finding
solutions together.**

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**Lloyd's and London
market broker team
of the Year**

Bartlett Group


BPL Global


Clegg Gifford & Co


Lonmar Global Risks

Miller Insurance - Casualty team

Miller Insurance - Credit and Political Risk team

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- Co-op Insurance
- Howden UK & Ireland
- Staysure

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Personal Lines Insurer of the Year 2021 & 2022



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**Personal Lines
Broker of the Year**

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AllClear

BGL Insurance

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Proud sponsors of the British Insurance Awards 2023

Commercial Lines Broker of the Year
SME/Mid Corporate

Good luck to all the finalists:

AbbeyAutoline

Clegg Gifford & Co

Howden UK & Ireland

Partners&

Specialist Risk
Insurance Solutions

Tower Insurance
Brokers



Five Stars
Insurance Times
Commercial Lines Survey 2023



Winner
British Insurance Awards
Broker Partner of the Year



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**Commercial Lines
Broker of the Year –
SME/Mid Corporate**

AbbeyAutoline

Clegg Gifford & Co

Howden UK & Ireland

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Specialist Risk Insurance Solutions

Tower Insurance Brokers



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**Broker Partner
of the Year**

Ageas UK

Allianz

Arch Insurance

Flock

Kingsbridge Contractor Insurance

NBS Underwriting



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Insurance
POST

**ESG: Sustainability
Initiative of the Year**

Allianz

Aviva

Centor Insurance & Risk Management

PCS, Verisk

QBE Europe

VitalityCar



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**ESG: Diversity
& Inclusion Initiative
of the Year**

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BUPA UK

Covéa Insurance

QBE Europe

RSA Insurance



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Crawford & Company

Davies + Aon

QBE International with Wharton Business Consulting



Proud to once again sponsor the BIA
Young Achiever of the Year Award

Insurance claims and coverage expertise is deeply ingrained in every Kennedys office globally.

Our lawyers provide a range of specialist legal services to insurers and reinsurers, corporates, healthcare providers, public sector bodies and other organisations, for all lines of business, delivering straightforward advice even when the issues are complex.

Kennedys is committed to supporting and developing young talent in the insurance industry – helping to nurture the sector’s future leaders; today’s Young Achievers.

Global reach / Local expertise



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**Young Achiever
Award**

Lee Crouch, Allianz

Charlotte Duncalf, Sedgwick

Alexandra Goona, Somp International

Amy Milne, Crawford & Company

Tom Murray, NFU Mutual Yorkshire Central (Murray,

Morrison & Knowles)

Harish Pesala, Balkerne

Nina Rauch, Lemonade

Ellie Saunders, CFC



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Industry Impact Award

Amazon launches insurance shop

Beazley's Cyber Catastrophe Bond

Clyde & Co and BLM merge

FCA finalises rules and guidance on Consumer Duty

Policy Expert £2bn capacity deal with Accredited Europe

Stonegate BI decision



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European Insurance
Technology **News**

**Insurance Partner
of the Year**

Crawford & Company – Smart Subsidence

CyberCube

Enterprise Rent-A-Car

DWF Law

Sedgwick

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**Insurance Personality
of the Year**

Announced on the night

**Best Insurance
Employer
- Large Employer**

AND-E UK

Allianz

AXA UK

QBE Europe

Zurich



Best Insurance Employer - SME

Bikmo Cycle Insurance

HSB UK & Ireland

Flood Re

Konsileo

NBS Underwriting

Plan Group

So-Sure



The Unsung Hero of the Year

Tracey Fisher, RSA Insurance Group

Ian Gibbs, Sedgwick

Ted Gregory, PCS, Verisk

Benedict Harper, DWF Law

Heather McMillian, McLarens

Phil Pearce, Aviva

sherlock®
DETECTION



PET'S NAME: Jack Brown
PET'S INJURY: broken paw

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**Claims Initiative
of the Year
– Insurance Partner**

Autoglass

Claims Consortium Group

Charles Taylor

Crawford & Company – Livestock Portal

DWF Law and Aviva

WeatherNet (part of Synergy Cloud)



**Congratulations to all finalists of the
The British Insurance Awards 2023**

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**Claims Initiative
of the Year - Insurer**

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AXA Insurance

Brit Insurance

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Liberty Mutual Re

Lloyd's and Vitesse

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Enterprise solutions.



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Customer Experience Award

Allianz

BGL Insurance

Policy Expert

RSA Insurance



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☰ Policy **673456345623** Active

Policy holder	Event Type
Peter Petrov	Damage vandalism
Policy period	
20/08/2021 - 20/08/2021	

Claim Open - For Evaluation
22020000000343

Event type	Event Date
Fire	25.04.2022 0:00
Reported	Loss revenue
25.04.2022	0.00 EUR



Claim

Assessment

Find out more at www.fadata.eu

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**Customer Care
Award**

Allianz

Aviva

Covéa Insurance

Howden UK & Ireland

Vetsure

Zurich



Major Loss Award

**Clear Insurance Group, Crawford & Company,
Harris Balcombe and Zurich Insurance**

Charles Taylor

Davies and AICL (Saga)

Davis French & Associates

Liberty Mutual Re

McLarens and Zurich Insurance

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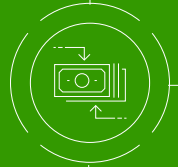
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Company of the Year**

Ansvar Insurance

AXIS International

CFC

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RSA Insurance

Markel UK

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**Commercial Lines
Insurer of the Year**

Allianz

Arch Insurance

Aviva

AXA Insurance

QBE

Zurich

Congratulations to this year's British Insurance Awards finalists for Insurance Broker of the Year



Every year, the British Insurance Awards celebrate the brightest lights in the insurance industry and broker community. And every year, we at Aviva are honoured to sponsor the Insurance Broker of the Year Award, recognising the vital role brokers play in meeting client needs and pushing forward what's possible every day.

- **Bartlett Group**
- **Clegg Gifford & Co**
- **Konsileo**
- **BGL Insurance**
- **Howden UK & Ireland**
- **Partners&**



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PCCLP5966 06/2023



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Insurance Broker of the Year

Bartlett Group

BGL Insurance

Clegg Gifford & Co

Howden UK & Ireland (A-Plan Insurance)

Konsileo

Partners&



DAC BEACHCROFT

To start a conversation with us on ESG issues,
please contact [Helen Faulkner](#).





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DAC BEACHCROFT

**General Insurer
of the year**

Allianz

Aviva

AXA Insurance

Policy Expert

QBE Europe

Zurich

IMAGINE



IMAGINE *the possibilities*

Life's 'what if...?' moments can be overwhelming. Yet, 'what if' can open a world of possibilities — instead of leading to feelings of helplessness, it can spark hope. And with the right partners, it's easier to imagine the possibilities instead of the perils.

In the unexpected, Sedgwick is here for you — helping people, restoring property, preserving brands, and empowering performance. We bring the best of our global and local resources to turn the possibilities you're envisioning into realities.

Imagine a world where caring counts... Sedgwick is a proud sponsor of the Achievement Award at the 2023 British Insurance Awards.



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**Achievement
Award**

Announced on the Night



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Sponsor profiles



ageas

We're totally focused on Personal Lines that make a difference for customers, and a proposition that ticks all the right boxes with brokers. Unlike most other Personal Lines insurers in the UK, our broker business also represents more than 80% of our annual GWP – so we're committed to long-term partnerships that can help brokers' businesses, just as much as they helps ours.

www.ageas.com



Arch | Insurance

Welcome to Arch Insurance UK Regional Division

Our award-winning Arch Insurance UK Regional Division provides specialised insurance solutions for a wide range of UK businesses, delivered by our team of experienced and empowered local underwriters across our 11 regional hubs.

Our brand promise: Pursuing Better Together encapsulates how we do business at Arch Insurance. It is an approach that is based on collaboration, responsiveness and a genuine commitment to continually raising the bar. We aim to provide brokers with a high-quality tailored service and, as part of Arch Capital Group Ltd., offer AA- rated security and capacity to ensure our relationships are built for the long term.

We offer Accident, Sickness & Travel, Commercial Combined, Financial & Professional Lines, Marine, Motor, Property Owners, Terrorism and Trades and Professions insurance.

Get in touch with your local regional Arch branch to discover our full suite of insurance solutions and more on the business we write.

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ARC Legal Group is a specialist provider of ancillary products and services with deep knowledge and experience in each of our chosen markets. With over two decades of industry experience, we are experts in our field with superb product and market knowledge with digital innovation at the heart of our business. We are reliable, ethical, and obsessed with delivering high quality 'bespoke' products and excellent customer service.

Flexibility is central to our business ethos, and our underwriting knowledge and capacity is supported by our parent company, AmTrust, and trusted relationships with a host of major 'A rated' underwriters including RSA and Great American Insurance.

An AmTrust Financial company.

Contact us: enquiries@arclegal.co.uk
www.arclegal.co.uk



Auto Windscreens is a leading UK vehicle glass repair, replacement and ADAS calibration provider that prides itself on delivering value and an excellent service to insurance partners through technical expertise and a high-quality customer journey.

Through its dedicated 24/7 contact centre, online booking process, growing network of 73 service centres and 300-strong mobile fleet, the company provides a smooth and convenient claims experience.

In 2022, the business achieved a score of 93.1 in the Institute of Customer Service's Business Benchmarking Customer Satisfaction Index and is rated Excellent with a TrustScore of 4.7 out of 5 on Trustpilot.

Auto Windscreens is proud to have committed to becoming a net zero business by 2045.

www.autowindscreens.co.uk



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At Aviva we make it our goal to understand what we can do to grow stronger together, applying our insight to shape support around you and your clients needs pushing forward what's possible, every day.

And as proud champions of the UK broking community, we're pleased to support the British Insurance Awards and join together to recognise and celebrate the excellence in our industry.

It takes you. It takes Aviva

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carpenters group

Carpenters Group is one of the UK's leading providers of insurance and legal services. We work in partnership with insurers, brokers and MGA's to deliver a variety of fully outsourced claims solutions. Our team has grown to approximately 1000 employees across six offices throughout the UK. We have sites in Liverpool, Birkenhead, Leeds, Haywards Heath and Glasgow.

Our team's insurance experience combined with our legal expertise gives us the size, scale and strength to successfully work in partnership with any insurer or broker. Our long-standing relationships are testament to the quality of our service. Our focus is always on the customer and ensuring their claims journey consistently exceeds expectation.

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We are a professional body dedicated to building public trust in the insurance and financial planning profession. Our strapline Standards. Professionalism. Trust. embodies our commitment to driving confidence in the power of professional standards: competence, integrity and care for the customer. We deliver that commitment through relevant learning, insightful leadership and an engaged membership. Our 122,000 members commit to high professional standards by maintaining continuing professional development and adhering to a published ethical code. Our Royal Charter requires us to secure and justify the confidence of the public.

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Solving claims challenges through innovation and expertise.

For more than 80 years, Crawford has led the industry through a relentless investment in people and the innovative tools that empower them. This unique combination enables us to provide unrivalled claims management solutions to insurance carriers, insurance brokers and corporations worldwide.

- Loss Adjusting
- Third Party Administration
- Managed Repair
- On-Demand Services
- Catastrophe Response

At Crawford, we're not just embracing change, we're leading it. We're thinking beyond the traditional and bringing together digital solutions to meet our customers' needs today while anticipating the needs of tomorrow.

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CRIF Decision Solutions Ltd., a CRIF Group company, provides information services, and open banking and digital solutions for the UK financial sector to support decision management, consumer profiling, fraud prevention and digital transformation. It is also the outsourcer appointed by Claims Portal Ltd. to operate the RTA, EL and PL portal. CRIF Decision Solutions Ltd. has been supporting the UK insurance industry for over 25 years and is a provider of the Claims and Underwriting Exchange Register (CUE).

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Davies are a specialist professional services and technology firm, working in partnership with leading insurance, highly regulated and global businesses.

We help our clients to manage risk, operate their core business processes, transform and grow. We deliver professional services and technology solutions across the risk and insurance value chain, including excellence in claims, underwriting, distribution, regulation & risk, customer experience, human capital, digital transformation & change management.

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Founded in 1957, Enterprise Rent-A-Car is an internationally recognised brand with more than 7,600 corporately owned neighbourhood and airport locations in more than 90 countries and territories around the world.

Specialising in the provision of replacement vehicles and courtesy cars that are relied upon in the event of an accident, Enterprise also provides daily and weekend rental for private or business use. In the UK alone, Enterprise operates in excess of 100,000 vehicles through a network of more than 450 branches, with 92% of the UK population living within 10 miles of an Enterprise location.

As a privately owned company, Enterprise prides itself on its ability to react quickly to changes and challenges in the market. This flexibility, together with a continuous focus on innovation and growth through service excellence, means Enterprise has the strength, and ability to succeed, no matter the market conditions."

www.enterprise.co.uk



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EXL

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EXL (NASDAQ: EXLS) is a leading operations management and analytics company that helps our clients build and grow sustainable businesses.

By orchestrating our domain expertise, data, analytics and digital technology, we look deeper to design and manage agile, customer-centric operating models to improve global operations, drive profitability, enhance customer satisfaction, increase data-driven insights, and manage risk and compliance.

Headquartered in New York, EXL has more than 31,700 professionals in locations throughout the United States, the UK, Europe, India, the Philippines, Colombia, Australia and South Africa.

EXL serves multiple industries including insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics, media and retail, among others

www.exlservice.com

fadata

Fadata is a leading provider of software solutions for insurance companies globally. We are on a mission to empower the insurance industry to drive customer engagement, innovation and business value. Together with our customers, we are on a journey to build the future of insurance and impact millions of people's lives every day.

Fadata has clients in over 30 countries across the globe. Headquartered in Munich, with international offices in more than 5 European cities, Fadata is backed by Private Equity Riverside and Lowell Minnick.

For more information, please visit www.fadata.eu



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Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 520 insurers in 38 countries, from new ventures to the largest and most complex in the world, run on Guidewire.

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Kennedys

Kennedys is a global law firm with particular expertise in litigation and dispute resolution – especially in defending insurance and liability claims. Insurance claims and coverage expertise is deeply ingrained in every Kennedys office worldwide. Its lawyers provide a range of specialist legal services to insurers, reinsurers, corporates, healthcare providers, public sector bodies and other organisations, for all lines of business, delivering straightforward advice even when the issues are complex.

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LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based and analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.co.uk and www.relx.com.



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Sponsor profiles *continued*



PayPal has remained at the forefront of the digital payment revolution for more than 20 years. By leveraging technology to make financial services and commerce more convenient, affordable, and secure, the PayPal platform is empowering millions of people and businesses across the globe.

PayPal partners with insurance companies to accelerate their digital journeys by improving customer experiences and orchestrating payment ecosystems from pay-ins to pay-outs, services and support. Our end-to-end payment solutions have helped insurers capture more opportunities, drive customer loyalty and streamline processes.

To learn more visit www.paypal.com/uk/insurance



Premium Credit is the leading provider of premium finance in the UK and Ireland. We are a multi-award winning company and only premium finance provider accredited by BIBA. We lend over £3.8bn each year as we deliver on our purpose to proudly support our community of more than 2.1m personal and commercial customers and partners in creating opportunities through convenient payments.

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RSA



RSA's heritage as one of the world's longest-serving general insurance companies offers stability, knowledge and experience for our diverse customers and broker partners. Since becoming part of Intact Financial Corporation, we have built upon these solid foundations and focused upon the future, where outperformance will be achieved through our core values of integrity, respect, excellence and generosity and ensuring we remain customer-driven in everything we do. Our customers are our biggest advocates, therefore a core pillar of our commercial lines strategy is to improve experience with optimised service levels, claims provision and product quality.

www.rsainsurance.co.uk



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WNS

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Company write up: WNS co-creates business transformation with 400+ global clients, including more than 65 leading insurers, re-insurers, brokers and InsurTech companies. Recognised as a leader by industry analysts such as ISG, Everest and NelsonHall, WNS transforms traditional insurance operations into a future-ready state. We offer a full spectrum of insurance solutions and services across property and casualty, life and annuity, and pensions. Relying on our deep domain knowledge, technology-enabled platforms, advanced analytics capabilities, and digital transformation expertise, we help insurers reduce risk and indemnity spending, lower the cost of service, and enhance agility and experiences in a digital-first world.

www.wns.com

Charity partners



www.theinsurancecharities.org.uk

Each year it helps hundreds of current and former insurance employees and their families in times of need. It can help with one-off payments, such as household repairs, provide on-going financial help and give practical support to those with health, money and housing concerns. Working throughout the UK and Ireland, it gave out over £612k in 2021/2022. It understands adversity can affect anyone and turn their life upside down. It wants to ensure no insurance employee in need of support misses out.



www.alzheimers.org.uk

IUAD Insurance United Against Dementia is an industry movement created and championed by leaders across insurance, in partnership with Alzheimer's Society. IUAD is committed to driving awareness across the industry of the support available to staff and customers affected by the disease. So far, IUAD has raised over £8 million to help fund Alzheimer's Society's support services and research programme, providing help for today and hope for tomorrow. The ambition is to raise £10 Million to help end the devastation caused by dementia.



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