

23rd May | Royal Garden Hotel, London | #ITCLAIMSAWARDS



Category list

OPEN FOR ENTRY

Claims Product Solution of the Year
Claims Service Solution of the Year
Claims Start up – **NEW for 2019**
Claims Team of the Year
Customer Care Solution of the Year
Fraud Prevention Solution of the Year
Legal Partner of the Year
Third Party Claims Management Team of the Year

NOMINATED CATEGORIES

Claims Champion of the Year
Claims Newsmaker of the Year – **NEW for 2019**
Commercial Lines Insurer of the Year – **NEW for 2019**
Personal Lines Insurer of the Year – **NEW for 2019**
Vehicle Outsourcing Solution of the Year – **NEW for 2019**
Rehabilitation Solution of the Year – **NEW for 2019**

Entry deadline – 13 March 2019

OPEN FOR ENTRY

Claims Product Solution of the Year

This award recognises a product solution that has enhanced and added value to a firm's claims service.

Entrants must be able to demonstrate positive results over the last 12 months [since January 2018] from an overall strategy that has successfully delivered a stand-out product or initiative.

This category is open to insurer, broker or service provider firms (across personal or commercial lines), that meet the above criteria.

1. Please describe the solution/initiative/project you are entering (50 words max)
2. How has it enhanced the claims service and your customers'/clients' experience? (100 words max)
3. What is unique and/or outstanding about it and how has it helped you gain a competitive advantage? (150 words max)
4. How does it meet/exceed your company objectives? (100 words max)
5. Please provide three metrics you use to measure success (one of which must be financial) with results against targets set for each metric. (250 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers/clients and/or a statement from the Managing Director to support your entry.

Claims Service Solution of the Year

This award recognises a service solution that has enhanced and added value to a firm's claims service.

Entrants must be able to demonstrate positive results over the last 12 months [since January 2018] from an overall strategy that has successfully delivered a stand-out service or initiative.

This category is open to insurer, broker or service provider firms (across personal or commercial lines), that meet the above criteria.

1. Please describe the solution/initiative/project you are entering (50 words max)
2. How has it enhanced the claims service and your customers'/clients' experience? (100 words max)
3. What is unique and/or outstanding about it and how has it helped you gain a competitive advantage? (150 words max)
4. How does it meet/exceed your company objectives? (100 words max)
5. Please provide three metrics you use to measure success (one of which must be financial) with results against targets set for each metric. (250 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers/clients and/or a statement from the Managing Director to support your entry.

Claims Start up – **NEW for 2019**

This category is open to all Claims start-ups (launched within the last three years) able to demonstrate that they have made a positive impact in the claims space.

Entrants should be able to demonstrate success in putting ideas into action. Innovation and original business ideas will be looked upon favourably. Customer/client testimonials will also be welcome.

- 1.** Please describe when your start-up began and what it does (100 word max)
- 2.** What is unique and/or outstanding about it and how has it given your company/client a competitive advantage? (150 word max)
- 3.** Can you give any evidence of success such as KPIs and/or financial performance? (100 words max)
- 4.** Where do you see your start up in five years' time? (100 word max)

Please note: This next section is optional but filling it may help judges in their decision making.

Please provide any testimonials from customers/clients and/or a statement from the managing director to support your entry (max 50 words per statement)

Claims Team of the Year

This award recognises an outstanding claims team that has worked together to achieve positive outcomes for their organisation and/or customers and can demonstrate real impact.

Entrants must be able to evidence success over the last 12 months [since January 2018].

- 1.** What is the size and makeup of your team and what is the scale of claims managed on an annual basis? (50 words max)
- 2.** What was the team's specific area of focus in 2018 and what approach did they take to deal with this? (150 words max)
- 3.** How were these strategies implemented? (50 words max)
- 4.** What is unique and/or outstanding about your team's approach and how has it given your company a competitive advantage? (150 words max)
- 5.** How has the team's approach met/exceeded company/clients' objectives? (100 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers and/or a statement from the Managing Director to support your entry.

Customer Care Solution of the Year

This award recognises companies that go the extra mile to ensure outstanding levels of customer care.

Entrants must be able to evidence success over the last 12 months [since January 2018] from a strategy that has reaped tangible benefits for both their customers and their business as a whole.

This category is open to insurer, broker and service provider firms that meet the criteria above.

1. What does your solution/initiative/service do? (50 words max)
2. Who were the target beneficiaries? (50 words max)
3. What is unique and/or outstanding about it and how has it given your company/client a competitive advantage? (150 words max)
4. How does it meet/exceed your company objectives? (100 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers/clients who have benefited from this solution/partnership.

Fraud Prevention Solution of the Year

This award recognises companies that are leading the way in insurance fraud prevention.

Entrants must be able to demonstrate positive results over the last 12 months [since January 2018] from a strategy that has successfully helped to identify and prevent fraudulent applicants and claimants.

This category is open to fraud or claims teams within insurer or broker firms that meet the criteria above.

1. Please describe the solution/initiative/project you are entering (50 words max)
2. How has it enhanced fraud prevention and your customers'/clients' experience? (100 words max)
3. What is unique and/or outstanding about it and how has it helped you gain a competitive advantage? (150 words max)
4. How does it meet/exceed your company objectives? (100 words max)
5. Please provide three metrics you use to measure success (one of which must be financial) with results against targets set for each metric. (250 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers/clients and/or a statement from the Managing Director to support your entry.

Legal Partner of the Year

This award recognises a law firm that has made a demonstrable and positive difference to their insurance business partner/s claims handling, via the provision of stand-out legal services, products or advice.

Entrants must be able to evidence success over the last 12 months [since January 2018].

1. What solution/product/service did you provide? (50 words max)
2. Who were the target beneficiaries? (50 words max)
3. How has your partnership improved your clients' claims handling process? (100 words)
4. What is unique and/or outstanding about it and how has it given your client a competitive advantage? (150 words max)
5. How does it meet/exceed your company objectives? (100 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers/clients who have benefited from this solution/partnership.

Third Party Claims Management Team of the Year

This award recognises any third party claims management team or loss adjustor that has worked together to achieve positive outcomes for their insurer or broker clients that have had a demonstrable impact.

Entrants must be able to evidence success over the last 12 months [since January 2018].

1. What is the size and makeup of your team and what is the scale of claims managed on an annual basis? (50 words max)
2. What was the team's specific area of focus in 2018 and what approach did they take to deal with this? (150 words max)
3. How were these strategies implemented? (50 words max)
4. What is unique and/or outstanding about your team's approach and how has it given your company a competitive advantage? (150 words max)
5. How has the team's approach met/exceeded company/clients' objectives? (100 words max)

Please note: This next section is optional but filling it in may help judges in their decision making.

Please provide any testimonials from customers and/or a statement from the Managing Director to support your entry.

NOMINATED CATEGORIES

These categories can't be entered but some of them will require the nominees to attend the stage 2 judging day on 1st May.

Claims Champion of the Year

This award celebrates an outstanding individual who is making a major contribution to general insurance claims in the UK and a real difference to the lives of their customers.

This category is not open for entries. Nominations can be put forward for consideration by our expert judging panel. Please email events@insurancetimes.co.uk with the name of your nominee and tell us in a couple of paragraphs why you think this person deserves to be the Claims Champion of the Year.

The recipient will be revealed at the Awards Ceremony on 23 May.

Claims Newsmaker of the Year – NEW for 2019

The leading insight brand for the UK general insurance market, Insurance Times remains at the heart of the biggest stories shaping our industry. Throughout the year we publish hundreds of stories, provide exclusive news and deliver analysis and context on the ever-changing UK general insurance market. Which of these stories has had the biggest impact on the UK Claims industry throughout 2018?

This category is not open for entries. A shortlist will be put together by the Insurance Times' editorial team. In the run up to year's Awards, the industry will be asked to decide and vote for their Newsmaker of the Year.

Commercial Lines Insurer of the Year – NEW for 2019

This award recognises a commercial lines insurer that has made a demonstrable and positive difference to the commercial lines broking arena, via the provision of stand-out services, products or advice.

This category is not open for entries. The shortlist will be selected by the Insurance Times' research team from the results and findings of the 'Insurance Times Five Star Ratings Report'. *All shortlisted companies will be invited to present to our expert panel of judges on 1st May.*

Personal Lines Insurer of the Year – NEW for 2019

This award recognises a personal lines insurer that has made a demonstrable and positive difference to the personal lines broking arena, via the provision of stand-out services, products or advice.

This category is not open for entries. The shortlist will be selected by the Insurance Times' research team from the results and findings of the 'Insurance Times Five Star Ratings Report'. *All shortlisted companies will be invited to present to our expert panel of judges on 1st May.*

Vehicle Outsourcing Solution of the Year – NEW for 2019

This award recognises innovative approaches to delivering a mobility solution to clients while their vehicle is off the road due to a claim.

Entrants must be able to demonstrate positive results over the last 12 months (since January 2018) from an overall strategy that has successfully delivered a stand-out service for clients.

This category is open to insurers, brokers and service providers.

Rehabilitation Solution of the Year – NEW for 2019

This award recognises innovative approaches to efficiently delivering high quality care and support services to injured clients.

Entrants must be able to evidence measurable results over the last 12 months (since January 2018).

This category is open to insurers, law firms or rehabilitation service providers.