

GENERAL INSURANCE INDUSTRY AWARDS 2011

STAGE 2 APPLICATION FORM

	Office Use Only
Applicant ID Number:	

Award Category:	SUPPORT SERVICES TO THE INDUSTRY
Company Name/Applicant Name	
Address	
Name of Primary Contact Person:	
Day time Phone Number:	
Email Address:	
Name of Alternative Contact Person:	
Alternative day time contact Phone Number:	
Alternative Contact Email Address:	

RELEASE STATEMENT AND SIGNATURE

I state and attest that:

- I have reviewed the information provided by myself/my organisation in this application
- I understand that members of the Panel of Evaluators and Judges will review this application
- I have read the term and conditions of entering the IBANZ Awards and agree to participate as outlined

To the best of my knowledge:

- No untrue statement of a material fact is contained in this application
- No omission of a material fact that I am legally permitted to disclose and that affects my organisation's ethical and legal practices has been made. This includes, but is not limited to, sanctions and ethical breaches
- I am not under investigation by any statutory body (NZ Police, Insurance & Savings Ombudsman etc)

Name: _____

Signature: _____

Title: _____

Date: _____

General Insurance Industry Awards 2011 - General Application Requirements:

1. Answer all the questions

Please answer all the questions in each of the sections. Where you believe that a question is not relevant please write one or two sentences explaining why you believe this to be the case.

2. Limit on the size of your application

Please ensure that your application does not exceed 10 pages including appendices (excluding title page, profile, and glossary). If your application exceeds 10 pages, the excess over 10 pages will not be evaluated.

3. Present the information effectively

Use the most effective tools to present the information clearly and simply; graphs, charts, tables or other tools may do this better than words.

e.g.

- Process flow charts or matrices are often useful for answering “how” questions succinctly.
- Lists, matrices or tables can be used for answering “what” questions.
- Graphs and tables are most useful for illustrating results. They should be clearly labelled for easy interpretation. Be aware that you may need to provide some narrative for the results to ensure the evaluators understand, and interpret them correctly.

Please provide a glossary of terms and abbreviations, in table format and in alphabetical order.

4. Use your space allowance carefully

Keep in mind the weight of the score given to each of the sections as you write them, and give higher scoring sections more attention. For example, the Results section is worth 50% of the evaluation score, so potentially it should be allocated 50% of the available pages.

General Insurance Industry Awards 2011: Application Criteria

CATEGORY- Support Services to the Industry

This award recognises excellence of performance and delivery of support services, by you or your company servicing the insurance industry.

You will have demonstrated and proven measureable achievements in the following criteria:

- Professional standards, acting ethically and with integrity
- Providing constant exceptional support of products and services
- Excellent relationships with clients
- Prompt response to requests
- Excellent communication and relationship skills

Applicant Profile

The Profile is a brief snapshot of you/your organisation. It is used by the evaluators to provide context and to assist them to understand you/your organisation. The profile is not evaluated or scored.

- What is your organisational structure, (roles, positions, locations, number of employees)?
- What are the main products and/or services you provide to the insurance industry?
- Who are the specific client groups and segments that you provide your products and/or services to?

Section 1 - Customer Focus (300 points)

- 1) How do you determine the requirements of your industry clients with regard to the product and/or service you provide?
- 2) How do you determine the level of satisfaction with the product and/or service you provide?
- 3) How do you seek and use customer feedback to improve the delivery of the product/service you provide?

Section 2 - Processes (200 pts)

- 1) Explain how you provide the product/service.
- 2) How do you monitor the performance of the delivery of the product/service in order to ensure that it meets the customer requirements?

Section 3 - Results (500 pts)

The purpose of Section 3 is to examine data and information that provides evidence of your performance and achievements in relation to Sections 1 and 2.

Please provide actual data over the **last 12 months** and where possible show trends demonstrating ***sustained performance over time***.

- 1) Describe your performance in relation to the successful delivery of your products/services.
- 2) Describe your performance in relation to customer satisfaction (this might include industry clients and also the end customers as recipients of the product/service)