



ALUCA

Life Insurance Excellence Awards 2019

Applications OPEN November 30th 2018

Applications CLOSE April 11th 2019

ALUCA LIFE INSURANCE EXCELLENCE AWARDS

The ALUCA Life Insurance Excellence Awards is now in its second year. They are about celebrating the value that great Life Insurance underwriting, claims, rehabilitation and other professionals/services contribute to the industry. They also provide an opportunity for the best in the profession to recognise the fantastic work being done by their peers and colleagues.

Winning or being shortlisted as a finalist for an ALUCA Life Insurance Excellence Award is not easy – they are called Life Insurance Excellence Awards to reflect the best practice and excellence that we are looking for.

WHO CAN ENTER

The awards are open to all members of ALUCA regardless of country of residence. Each entrant for an individual award must be a current financial member of ALUCA and for team entries **more than 50% of team members who submit a team member entry must be active financial ALUCA members** i.e. members must have been financial prior to submitting an entry.

Members of ALUCA can either nominate themselves or another member, if they have achieved great work in any or all of the individual award categories. A member may also nominate their team for the team award categories if they feel they have contributed excellent business outcomes. Leaders can also nominate, self-nominate or be nominated by another member.

HOW TO ENTER

Award entrants must provide responses addressing each of the award criteria and demonstrate excellence in their field against the category they are entering on the official ALUCA application form (max 1,250 words). Only entries on an official application form will be accepted with the heading title "**ALUCA Award Nomination 2019** " and sent to **E: secretariatofficer@aluca.com**

JUDGING PANEL

The judging panel will comprise key cross industry leaders and senior industry professionals

JUDGING CRITERIA

Is as per the awards criteria for each award category.

AWARD PRIZES

- All finalists and winners will be able to use the ALUCA designated award logo
- All Individual winners (bar the David Mico award) will receive a complimentary place to ALUCA's biennial conference in 2020 or an option for an ALUCA coaching package provided and sourced by ALUCA.
- David Mico award winner to receive a cash prize of \$1,500
- Team winners to receive a speaker event organised by ALUCA with an ALUCA speaker for their team at their offices. This prize must be taken by March 2020 and will be a speaker selected by ALUCA.

AWARD OPENS

Friday November 30th, 2018

AWARD CLOSES

Thursday April 11th, 2019

WINNERS ANNOUNCED

May 22nd, 2019 at the ALUCA Life Insurance Excellence Awards dinner : tickets will be available on the ALUCA website events webpage shortly.



INDIVIDUAL AWARDS

ALUCA Life Insurance Leadership Excellence award

This award acknowledges an individual life insurance leader who has demonstrated excellence by driving successful Life insurance strategies with strong customer outcomes.

ALUCA Life Insurance Claims Excellence of the year award

This award recognises an individual life insurance claims professional who has demonstrated excellence via their achievement of key claims business and customer outcomes.

ALUCA Life Insurance Underwriter Excellence Of the year award

This award recognises an individual life insurance underwriter who has demonstrated excellence via their achievement of innovative underwriting business/customer outcomes

ALUCA Life Insurance Rehabilitation excellence of the year award

This award acknowledges an individual life insurance rehabilitation professional who has demonstrated excellence via their achievement of innovative rehabilitation business and customer outcomes.

ALUCA excellence in Life Insurance Rising star of the year award

This individual award recognises an individual who has worked in life insurance for less than three years who has demonstrated excellence in a rising Life insurance claims, underwriting or rehabilitation role.

ALUCA David Mico excellence in Life Insurance education award

A special award for an individual who has excelled in their on-going professional development in Life Insurance via education - open to all Life Insurance Industry professionals.

NB An additional award has been included *ALUCA Volunteer of the Year award* - Please note the application form for this is at aluca.com

TEAM AWARDS

ALUCA Life Insurance excellence Claims Team of the Year award

This award recognises a Claims team who have shown leadership and innovation as a team in the life insurance claims area that enhances customer outcomes.

ALUCA Life Insurance excellence Underwriting Team of the Year award

This award acknowledges an Underwriting team who have shown leadership and innovation as a team in the life insurance underwriting area that enhances customer outcomes.

ALUCA Life Insurance excellence Team of the Year award - Customer service

This team award recognises teams working in life insurance who have demonstrated an outstanding commitment to innovative customer care to provide great customer outcomes.

ALUCA Life Insurance excellence Team of the Year award - Innovation

This award will honour a team working in the life insurance sector who have shown excellence in life insurance through innovative processes/products/services/data/ technology etc.



ALUCA Life Insurance Leadership Excellence Award

ELIGIBILITY

Open to people leaders operating in the Life Insurance sector (life insurance, reinsurance and service providers) who is a current member of ALUCA and has demonstrated excellence by driving successful Life insurance strategies and putting people and customers at the centre of the organisation over and above business as usual.

KEY AWARD CRITERIA

Judged as going above and beyond their role requirements as a leader with examples that demonstrate all or some of the following:

- **Leadership development initiatives** that helped to engage/mentor staff and how this was/is achieved
- Demonstrated **thought leadership and ongoing professional development / education** - is the leader proactive in their own professional development and in challenging and informing the industry?
- **Performance/Productivity** - What initiatives have you implemented that have positively impacted more than just the bottom line?
- **Innovation - innovative thinking** - How have you transformed your area to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong customer satisfaction scores, strong employee engagement levels, strong stakeholder engagement, professional accreditation, seminars etc attended in last 12 months, strategy sessions minutes/ surveys/research etc... i.e. planning minutes, analysis conducted, research carried out

KEY AWARD CRITERIA (word limit max 1,250 words)

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why you/your colleague deserves the award... how did they go above and beyond?" declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Claims Excellence Award

ELIGIBILITY

Open to Claims professionals operating in the Life Insurance sector (life insurance, reinsurance, super funds and service providers) who is a current member of ALUCA and has demonstrated excellence via their achievement of business outcomes over and above business as usual.

KEY AWARD CRITERIA

Life Insurance Claims professionals:

- **Claims development leadership initiatives** such as engaging/mentoring staff or examples of exceptional claims service that went beyond business-as-usual and how this was/is achieved
- Demonstrated **thought leadership and ongoing professional development / education** - is the claims leader proactive in their ongoing education and professional development and in challenging and informing the industry?
- **Performance/Productivity** -What initiative/s have you implemented that positively impacted more than just the bottom line and aligned to the organisational strategy
- Use of **innovative thinking and collaboration** - How have you transformed your area via out of the box thinking and collaborating to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong customer satisfaction scores, strong stakeholder satisfaction scores, claims outcomes / surveys/research etc...

KEY AWARD CRITERIA (word limit max 1,250 words)

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why you/your colleague deserves the award... how did they go above and beyond?" declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or a 3 minute video or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Underwriting Excellence Award

ELIGIBILITY

Recognises Life Insurance Underwriting professionals who demonstrate excellence via their achievement of business outcomes over and above business as usual .

Key Awards Criteria

Judged as going above and beyond their role requirements as an Underwriter with examples that demonstrate all or some of the following:

- **Underwriting development initiatives** such as engaging/mentor staff or examples of exceptional underwriting outcomes that went beyond business-as-usual and how this was/is achieved
- Demonstrated **thought leadership and ongoing professional development / education** - is the Underwriting professional proactive in their ongoing education and professional development and in challenging and informing the industry?
- **Performance/Productivity** - What initiatives have you implemented that have positively impacted more than just the bottom line?
- **Innovation - innovative thinking** - How have you transformed your area via out of the box thinking and collaborating to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong satisfaction scores, life insurance underwriting outcomes, strong employee engagement levels, strong stakeholder engagement, strategy sessions minutes/surveys/research etc... i.e. planning minutes, analysis conducted, research carried out

Word limit max 1,250 words - + supporting documentation/testimonials

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why you/your colleague deserves the award, how they/you go above and beyond..." declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Rehabilitation Excellence Award

ELIGIBILITY

Recognises Life Insurance Rehabilitation practitioners in Life Insurance who demonstrate excellence via their achievement of business outcomes over and above business as usual.

Key Awards Criteria

Judged as going above and beyond their role requirements as a Rehabilitation professional with examples that demonstrate all or some of the following:

- **Rehabilitation development initiatives** such as examples of exceptional rehabilitation service that went beyond business-as-usual and how this was/is achieved
- Demonstrated **thought leadership and ongoing professional development / education** - is the Rehabilitation Leader proactive in their ongoing education and professional development and in challenging and informing the industry?
- **Performance/Productivity** - What initiatives have you implemented that have positively impacted more than just the bottom line?
- **Innovation - innovative thinking** - How have you transformed your area via out of the box thinking and collaborating to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong customer satisfaction scores, life insurance rehabilitation customer outcomes direct or indirect, stakeholder engagement, strategy sessions minutes/surveys/research etc... i.e. planning minutes, analysis conducted, research carried out

Word limit max 1,250 words - + supporting documentation/testimonials

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary: Why you/your colleague deserves the award, how they/you go above and beyond..." declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA Excellence in Life Insurance Rising Star of the Year Award

Recognises a Life Insurance individual with less than three years in their role who has demonstrated excellence in a Life insurance claims, underwriting or rehabilitation role over and above business as usual .

ELIGIBILITY

An ALUCA member with less than three years in their life insurance claims, underwriting or rehabilitation role. The judges will be looking for a person who:

- Has made **significant strides in their professional development** in the past 12 months along with evidence of commitment to pursuing relevant professional qualifications.
- Can clearly demonstrate their **contribution to the team/department** in which they work over and above what is expected.
- **Performance/Productivity** - What initiatives have you implemented that have positively impacted more than just the bottom line?
- **Innovation - innovative thinking** - How have you helped to transform your area via out of the box thinking and collaborating to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie industry accreditation, claim/underwriting/rehabilitations outcomes / surveys/research etc...

Tangible outcomes with examples of the awards criteria

Word limit max 1,250 words - + supporting documentation/testimonials

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why you/your colleague deserves the award and how you/they go above and beyond..." declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA David Mico Excellence in Life Insurance Education Award

ELIGIBILITY

This special award will be presented to an ALUCA member who has excelled in their on-going professional development in Life Insurance via education over and above business as usual and can demonstrate this for the last 12 months - open to all Life Industry professionals - including product, CMO's.

KEY AWARDS CRITERIA

- The winner can clearly provide proof of their **excellence in life insurance education professional development** in the **past 12 months**;
- **Evidence of self-directed learning** and advancing a deep knowledge of the required life insurance skills and competencies over and above on the job training.
- **Application of knowledge** and increased capabilities to benefit the industry this could be via their engagement with stakeholders to help affect a notable change that benefits the industry's standing in the eyes of the public such as via workshops, seminars etc
- **Innovation - innovative thinking** - how have you transformed your area via out of the box thinking to better service your industry with your increased knowledge?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie examples of new developments across the industry, increased learning and recognition with others, industry education and examples of ongoing education you have attended in last 12 months - seminars, online activities etc ,

Word limit max 1,250 words - + supporting documentation/testimonials

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why you/your colleague deserves the award and how you/they go above and beyond..." declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Excellence Claims Team of The Year Award

ELIGIBILITY

Open to any life insurance or reinsurance, super funds claims team. The judges will be looking for a life insurance claims team that can demonstrate a combination of some or all of the following over and above business as usual.

KEY AWARDS CRITERIA

Claims team professionals:

- **Claims team development initiative/s** -What claims initiative/s has the team implemented in the last 12 months that have positively impacted more than just the bottom line and aligned to the organisational strategy?
- Demonstrated **stakeholder engagement** - with claimants/business partners to keep them informed and up-to-date
- Use of **innovative thinking/technology/ collaboration** - How has the team transformed your area to better service your industry? ie Use of innovative thinking and or technology in claims to streamline internal systems or processes to the mutual benefit of the team, their business, customers and the wider Insurance industry
- **Team professional development** - how have you increased the professionalism of the team to help transform your area and provide strong claims outcomes to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong customer satisfaction scores, strong stakeholder satisfaction scores, team's commitment to ongoing professional development/ number who are accredited/ claims outcomes / surveys/research etc...

Word limit max 1,250 words - + supporting documentation/testimonials

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why your team deserves the award and how the team goes above and beyond?" declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or a 3 minute video or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Excellence Underwriting Team of The Year Award

ELIGIBILITY

Open to any life insurance or reinsurance underwriting team. The judges will be looking for an underwriting team that can demonstrate a combination of some or all of the following over and above business as usual.

KEY AWARDS CRITERIA

Judged as going above and beyond their role requirements as an Underwriting team with examples that demonstrate all or some of the following:

- **Underwriting development initiative/s** that the team have either developed, improved or implemented to provide exceptional underwriting outcomes that went beyond business-as-usual and how this was/is achieved in the last 12 months?
- Demonstrated **stakeholder engagement** or **collaborative use of partnerships** to deliver outstanding and memorable customer service/stakeholder outcomes
- **Innovation - innovative thinking** - How has the team transformed your area to better service your industry? ie Use of innovative thinking and or technology in underwriting to streamline internal systems or processes to the mutual benefit of the team, their business, customers and the wider Insurance industry
- **Team professional development** - how have you increased the professionalism of the team to help transform your area and provide strong underwriting outcomes to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above ie strong satisfaction scores, life insurance underwriting outcomes, testimonials, professional accreditation and ongoing education of team, strong stakeholder engagement, use of data/ surveys/research etc... i.e. planning minutes, analysis conducted, research carried out

Word limit max 1,250 words - + supporting documentation/testimonials

Time period for customer service 1.1.2018 - 31.12.2018

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why your team deserves the award and how they go above and beyond?"
declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or a 3 minute video or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Excellence Team of The Year Award: Customer Service

ELIGIBILITY

Open to any life insurer, reinsurer or service provider team setting new standards in customer service and engagement over and above business as usual. The judges will be looking for entries that:

KEY AWARDS CRITERIA

- Have clearly demonstrated and implemented an **excellent level of customer service** backed by clear standards and validated monitoring of performance. Must be able to demonstrate continued customer engagement rather than isolated instances
- Use of **innovative thinking or technology** - Innovation and outside the box thinking in addressing customer needs or issues ie responding innovatively to the demands of the market.
- **Performance/Productivity** -What customer service initiative/s has the team implemented in the last 12 months that have positively impacted more than just the bottom line and aligned to the organisational strategy?
- **Team professional development** - how have you increased the professionalism of the team to help transform your area to make the customer journey smoother / increased customer engagement to better service your industry?

Please note judges are looking for tangible outcomes with examples and proof points that support the above whether those customers are in business-to-business or business-to-consumer relationships. ie strong customer satisfaction scores, evidence of consistent levels of service, claims/rehab/underwriting etc outcomes / surveys/research , ongoing team professional development specific to customer service capabilities/knowledge, examples of going the extra mile for the customer etc.

Word limit max 1,250 words - + supporting documentation/testimonials

Time period for customer service 1.1.2018 - 31.12.2018

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why your team deserves the award and how they go above and beyond?"
declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



ALUCA Life Insurance Excellence Team of The Year Award - Innovation

ELIGIBILITY

Open to any life insurer, reinsurer or service provider team setting new standards in life insurance innovation over and above business as usual which could be in process, product, service, technology, data, media etc. Covering both business-to-consumer and business-to-business relationships. Judges will be looking for:

KEY AWARDS CRITERIA

- Use of **innovative thinking or technology** - demonstrated examples of innovation and outside the box thinking in addressing customer/stakeholder needs or issues
- What **innovation initiative/s** has the team developed/implemented in the last 12 months that has positively impacted more than just the bottom line and aligned to the organisational strategy?
- **Industry innovative contribution** - how the innovation has contributed towards the transformation of their area/sector ie the impact to the organisation and/ or Life insurance
- **Team professional development** - how have you fostered innovative/out of the box thinking across the team to address challenges or customer needs ?

Please note judges are looking for tangible outcomes with examples and proof points that support the above with evidence that the innovation is original with evidence of success with the innovation and may include data to show improved strong customer satisfaction scores, claims and or underwriting and or rehabilitation outcomes / surveys/research/efficiency gains, quality or accuracy of data improvements, improved customer engagement and personalisation via service improvements, technology use, social media, mobile technology, process improvements, product improvements, new service delivery, customer service etc

Word limit max 1,250 words - + supporting documentation/testimonials

Time period for innovation 1.1.2018 - 31.12.2018

Submission must include ALL of the following:

1. Name of company being entered for the award:
2. Your summary " Why your team deserves the award and how they go above and beyond?"
declaration: Max 250 words
3. Address each key criteria point and provide proof to support your points Max 1,000 words
4. Supporting documentation /Testimonials (limit of 3 testimonials or 3 links)

All applications will be treated confidentially.



LIFE INSURANCE EXCELLENCE AWARDS

Terms & Conditions

Individual prizes: are for an ALUCA conference place for 2020 plus Gala dinner. The package does not include travel and accommodation, any insurances, taxes, additional spending money, charges, levies, hotel incidentals, tours and activities or meals not included in conference registration (except where specified). The coach package will be chosen by ALUCA. Team prizes are for a tailored speaker session that will be selected by ALUCA to talk exclusively to your team. The package does not include any venue costs or other associated costs such as travel etc if it is an interstate speaker.

RULES

1. The awards are open to all members of ALUCA regardless of country of residence. Each entrant must be a current financial member of ALUCA one month prior to their application. Entrants must work in the life insurance industry. Individual entry is not open to members of the ALUCA National Board.
2. As a condition of entry, an entrant accepts these terms and conditions and any rules, policies or procedures that may be adopted by ALUCA from time to time. ALUCA may change, amend or vary these terms and conditions and may extend the period of, or cancel, the Life Insurance Excellence Awards without notice. All details are strictly confidential.
3. Members of ALUCA who wish to participate in the Awards must complete the official application form and send it to either awards@aluca.com or secretariatofficer@aluca.com by 12 April 2019 at 5.00pm AEST. Only entries accompanied by an official application form will be accepted.
4. Entrants in the Awards must submit a written paper (not exceeding 1,250 words in length) addressing each of the award criteria. Each entrant must include the word count on the application form and at the bottom of their paper. The judges may at their discretion, direct that over-length papers be returned to entrants prior to judging and subsequently accept those papers for judging if they are modified to the word limit.
5. The entrant must certify that they meet the conditions and that their employer has no objection to the paper being entered.
6. ALUCA accept no liability for late, lost or misdirected entries
7. Prizes are not transferable or exchangeable and no prize can be taken solely in cash except for the David Mico award.
8. The judges decision is final and is strictly confidential.
9. Liability for any tax on any benefits provided to entrants pursuant to the Award is the sole responsibility of the entrant.
10. The winners for each award category will be published on the ALUCA websites and other potential media sources. The entrant accepts these conditions and gives permission for publishing of the name and/or photos.
11. The judging panel may decide that there are insufficient entries which meet the minimum expectations/criteria within a category. A category may be withdrawn under such circumstances

AWARDS PRIZES

- All finalists and winners will be able to use the ALUCA designated Life Insurance Excellence award logo for their category and the year the award was won.
- All Individual winners (bar the David Mico award) will receive a complimentary place to ALUCA's biennial conference 2020 or an option for a coaching package as determined and organised by ALUCA. Strictly no cash alternative.
- David Mico award winner to receive a cash prize of \$1,500.
- All team winners to receive a special speaker session for their team and other colleagues organised and defined by ALUCA with an ALUCA speaker to be taken by March 2020.
- All winners to receive an ALUCA Life Insurance Excellence award trophy for their category and the year the award was won.





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educate | develop | connect