

# FS AWARDS

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES



## 2022

# Category Criteria

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## Contents

Specialist Lender Award.....	3
Customer Experience Award.....	3
Innovative Banking Product Award.....	3
Fintech Innovation Award.....	4
Cyber Security Award.....	4
Insurance Provider Award.....	4
Payments Innovation Award.....	5
Compliance & Reg Tech Award.....	5
Best Business Bank.....	5
Asset & Wealth Management Award.....	5
Blockchain Initiative Award.....	6
Diversity, Equality & Inclusion Award.....	6
FS Challenger Award.....	7
Sustainable Finance Award.....	7
Pádraig Ó hUiginn Outstanding Contribution to Financial Services.....	7
Grand Prix Award.....	7
Category Criteria.....	8

# Specialist Lender Award

The Specialist Lender Award recognises the creative use of finance to businesses in a specific sector, or in a specialist or niche way. A successful company will have had a clear and demonstrable business impact over the past 12 months.

The judges will be looking for clear differentiators including qualitative and quantitative evidence of customer growth, innovation, customer satisfaction, feedback, and impact on the business, sector or industry.

# Customer Experience Award

The customer experience award recognises a Financial Service Company that has a customer-centric approach. CX is the result of every interaction a customer has with your business, from navigating the website to talking to customer service, receiving expert advice and the product/service they bought from you.

Our judges are looking for organisations that share a collective vision and consolidated approach across all areas of the business resulting in consistent customer satisfaction.

# Innovative Banking Product Award

The Innovative Banking Product Award aims to identify and reward the most innovative projects across consumer and institutional banking.

Our judges are looking for originality and the uniqueness of the product within the marketplace. The impact and capacity of the product to deliver a competitive edge and return on investment will be awarded.

**FS AWARDS**

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES

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2022  
Category  
Criteria

# Fintech Innovation Award

The Fintech Innovator Award will recognise the very best initiatives, systems and products created which demonstrate outstanding innovation in finance.

Our judges are looking for a company that contributes to the advancement of technology within the sector, and the innovation will have a proven record of benefitting both the organisation and its customers.

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# Cyber Security Award

The successful recipient will be awarded for meaningful and measurable advances in security and innovative solutions to common cyber challenges in today's context. It rewards the creative thinking necessary to take the preventative measures needed to remain one-step ahead so responses to attacks can be quick and efficient.

Our judges are looking to see how new technology and its application are helping people and businesses, whether it be protection from malware, phishing, denial of service or man in the middle attacks. The deployed solutions must show advances or innovation over common levels of practice.

# Insurance Provider Award

The successful recipient will be awarded for outstanding performance in the area of providing insurance and/or assurance through product innovation while encouraging the growth of insurance as a core component and by demonstrating that it provides optimal solutions to customers.

Our judges are looking for a company that meets the needs of both intermediaries and end-users. It should have outlined how they listen to customers, develop new solutions and excel at risk management and claims management.

2022  
Category  
Criteria

# Payments Innovation Award

The Payments Innovation Award recognises the invaluable contribution that a business makes to the payments industry. Initiatives can include areas such as product enhancements, new products, research tools, practice management programs, wholesaler support, service improvements, etc.

Our judges are looking for innovative solutions that solve a real problem and create tangible business benefits.

**FS AWARDS**

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES



# Compliance & Reg Tech Award

This award recognises company providers who are increasingly finding solutions to help with regulatory & compliance challenges, and span a wide range of regulatory requirements.

Our judges are looking for RegTech solutions designed to significantly improve the regulatory response and provide efficient and effective compliance.

# Best Business Bank

Awarded for developing cross border solutions to ensure seamless international trade and offering clients cost-effective world wide trading.

Our judges are looking for initiatives that solve all cross border obstacles, providing convenient and fast business solutions.

# Asset & Wealth Management Award

2022  
Category  
Criteria

This award will be given to the institutions that have provided the most appropriate wealth management services. It will recognise the leading institutions and investment specialists within our industry that represent the benchmark of achievement, innovation and customer service.

Our judges look for companies who have demonstrated a 'holistic' approach in coordinating all the services needed to manage wealth and plan for their clients current and future needs.

## Blockchain Initiative Award

This award will recognise an initiative that is utilising blockchain technology to increase the speed, efficiency, accuracy and cost-effectiveness of payments in any part of the financial services industry.

Judges will be looking for evidence of blockchain innovation and how the deployment of the technology has led to changing the way existing infrastructure operates.

## Diversity, Equality & Inclusion Award

This award will recognise a company's contribution and impact in promoting and improving diversity, equality & inclusion within the Financial Services Sector.

Our judges are looking for companies that have identified and removed the industry's barriers to entry, who actively promoted inclusion, internally and externally and finally demonstrated a strong passion for celebrating diversity & equality in all of its forms.

## FS Challenger Award

The FS Challenger Award will recognise a new entrant to

**FS AWARDS**

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES

In association with



2022  
Category  
Criteria

the market that is challenging the way we do business and introducing new achievements among customers using IFS solutions to gain a competitive advantage or create value through innovation. The recipient will clearly demonstrate innovation within their business and growth potential for their product or service.

Our judges are looking for an innovative Challenger that shows disruptive innovation to digitally transform their business and uses IFS solutions to derive a competitive advantage.

## Sustainable Finance Award

This award recognises innovative projects that have the potential to transform an organisation into a more sustainable one and seek to identify and to generate tangible environmental and/or social benefits.

Our judges are looking for the quality of their governance, social responsibility, environmental responsibility and investor relations.

## Pádraig Ó hUiginn Outstanding Contribution to Financial Services

This award will be given to an individual with a long-established record of service in the Financial Services sector.

## Grand Prix Award

The Grand Prix Award is a special commendation for outstanding excellence. This prestigious award goes to the company/project/initiative that received the highest average mark from our esteemed judging panel.

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CELEBRATING EXCELLENCE IN FINANCIAL SERVICES

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2022  
Category  
Criteria

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We request that all submissions are less than 1000 words and will take the following key points into consideration:

- » Overview / Objective
- » Strategy
- » Innovation
- » Results
- » Customer Impact

**FS AWARDS**

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES

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2022  
Category  
Criteria

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