

# FS AWARDS

CELEBRATING EXCELLENCE IN FINANCIAL SERVICES

In association with



# 2023

# Category Criteria

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# Specialist Lender Award

The Specialist Lender Award recognises the creative use of finance for 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 includes 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.

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# Fintech Innovation Award

The Fintech Innovation Award will recognise the very best initiatives, systems and products 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 track record of benefitting both the organisation and its customers.

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# Fintech Team of the Year

The Fintech Team of the Year award recognises a visionary core group of executives that collectively offer a wealth of expertise in systems design and development. This team is already making a change in the finance sector through the implementation of new technologies.

Our judges are looking for innovation, implementation and an excellent company culture.

# FS Trust Award

The FS Trust Award honours organisations that exemplify trust as a fundamental pillar of their operations within the industry.

Our judges are looking for companies that have earned the confidence and loyalty of their customers through their transparent practices, ethical conduct, and commitment to deliver exceptional service.

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# Insurance Innovation 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 be outlined how they listen to customers, develop new solutions and excel at risk management and claims management.

# 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.

# Compliance & Reg Tech Award

This award recognises providers who are continually 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.

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# International Finance Award

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.

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# Fund Management Company of the Year

The Fund Management Company Award will be given to the institution that has provided the most inventive fund 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, managing and planning for their client's current and future needs.

# Fund Admin Company of the Year

The Fund Admin Company Award honours fund administrators who provide exceptional client service in independently verifying the fund assets and valuations under a manager's portfolio, while also demonstrating a thorough knowledge of the continually evolving regulatory environment.

Judges will be looking for excellence in accounting, reporting and transparency.

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# Diversity, Equity & Inclusion Award

This award will recognise a company's contribution and impact in promoting and improving diversity, equity & inclusion within the financial services sector.

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

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# FS Challenger Award

The FS Challenger Award will recognise a new entrant to 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 generate tangible environmental and/or social benefits.

Our judges are looking for quality in governance, social responsibility, environmental responsibility and investor relations.

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# Employee Experience Award

The winner of the Employee Experience award must value and prioritise employee experience, and have demonstrable evidence thereof. The successful nominee should deliver a world-class employee experience to deliver outstanding results.

Our judges will be looking for a company that fosters a positive work environment and relationship with its employees and has a high rate of retention. We define the employee experience as the total of all interactions an employee has with their work environment and culture.

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# Sustainable Investment Award

The FS Sustainable Investment Award will celebrate sustainable investment propositions. The award will be given to companies who are at the forefront of making a positive impact on society – with a major focus on the long-term benefits of investing in companies with a strong sustainability and ESG record. This award is open to fund managers, pension providers, and financial institutions offering ESG-focused investment products and services. A successful finalist in this category will provide evidence of positively contributing towards the uptake and success of sustainable investment practices.

Our judges will be looking for proof of excellence in ESG investing in terms of research, ratings, investment solutions and initiatives that help generate a positive impact on the integrity, growth, and success of their investments.

# 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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# Category Criteria

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

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