

Service

The goal of the Service award for Home Insurance is to recognise the providers that have consistently delivered the highest quality of service to their customers – those that have provided services and information to actively remove the pressures of making financial decisions.

Our judging criteria are based on the aspects of service which Home Insurance customers told us matter most to them. Using the form below, please provide evidence of the following, including any points of differentiation/USPs:

Criteria

Submission – please include evidence

How is the business actively improving the claims service?

Responsiveness of website and application designs across mobiles and tablet devices

Other services introduced to help make customers lives simple?

Innovation

The goal of the Innovation award for Home Insurance is to recognise the providers that have innovated to improve the lives of their customers – those that have provided technologies / tools to make using that product simpler, more intuitive and time efficient. This could include product innovation e.g. apps and online experience, tools and tech.

Our judging criteria are based on the aspects of innovation which Home Insurance customers told us matter most to them. Using the form below, please provide evidence of the following, including any points of differentiation/USPs:

Criteria

Submission – please include evidence

Any unique propositions available which could benefit customers? (obtainable to CTM customers)

Technology and tools available to make the claims process more efficient / simpler

Technology and tools to easily change / update policy e.g. The edition of high valued items

Other innovation introduced to help make customers lives simple