



Life Insurance Excellence Awards

AWARDS NIGHT

8th June 2023

Dockside Cockle Bay, Sydney



EDUCATE ADVOCATE CONNECT



- 6.30 REGISTRATION and NETWORKING
MC for the night
Marney McQueen
- 7.00 INTRODUCTION and WELCOME
Amanda McKernan, ALUCA CEO
- 7.05 GUEST SPEAKER
Mark Mathews
Big Wave Surfer
- 8.00 SHORT BREAK
- 8.10 Life Member Award
Award presentation
Joanne Faglioni, ALUCA Chair, Clearview
- 8.23 Life Insurance Excellence
Leadership Award Presentation
Award presentation
Jo Hetherington, TAL
- 8.30 Life Insurance Excellence
Professional Award Presentation
Award presentation
Paula Bourke, SCOR
- 8.37 Life Insurance Excellence
Rehabilitation Award Presentation
Award presentation
Kresh Wright and Lucy Hartley, Swiss Re
- 8.44 Life Insurance Excellence
Rising Star of the Year Award Presentation
Award presentation
Carola Moore, AIA Australia



- 8.50 Life Insurance Excellence
David Mico Education Award Presentation
Award presentation
Dean Mico
- SHORT BREAK
- 9.10 Life Insurance Excellence
Underwriting Team Award Presentation
Award presentation
Marney McQueen, MC
- 9.18 Life Insurance Excellence
Claims Team Award Presentation
Award presentation
Jonathan Davies, Medilaw Group and
Jessica Hall, mlcoa
- 9.26 Life Insurance Excellence
Customer Service Team Award Presentation
Award presentation
Caroline Duffy, FINEOS
- 9.34 Life Insurance Excellence
Innovation Team Award Presentation
Award presentation
Marney McQueen, MC
- 9.42 Life Insurance Excellence
Volunteer Hero Award
Award presentation
Amanda McKernan, ALUCA CEO
- 9.50 CLOSING SPEECH



ALUCA Life Members

ALUCA's life membership award is the most distinguished and highest award that the Association presents. The Award recognises current members who have provided a long-term commitment to ALUCA, who have actively participated in ALUCA and have made a substantial contribution to the Life insurance industry specific to life insurance underwriters, claims and rehab professionals and its ongoing sustainability.

These prestigious awards are only provided when a deserving candidate/s can demonstrate that they meet ALUCA's key criteria for Life membership. This includes providing outstanding and sustained services over a long period to the Association and its objectives, providing a strong and recognised contribution and impact to the life insurance industry specific to underwriting, claims and rehabilitation providers amongst other key objectives.



ALUCA Life Insurance Excellence Leadership Award

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

FINALISTS

Jo Pavlides - MetLife Australia
Miranda Wozniak - Australian Retirement Trust
Mitali Waghmare - AIA Australia
Rebecca Meiklejohn - AIA Australia



ALUCA Life Insurance Excellence Professional Award

This is a new award category and combines the former Claims and Underwriting category into one and has been expanded to include services professionals too. It recognises an individual life insurance professional who has demonstrated excellence via their achievement of key business and customer outcomes this could be in claims, underwriting, or life insurance professional services such as forensic accounting, legal services.

FINALISTS

Alex Kelly - MLC Life Insurance
Ariel Extrem - MetLife Australia
Lauren Moulton - AIA Australia
Melissa Andrew - Hannover Life Re



ALUCA Life Insurance Excellence Rehabilitation Award

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

FINALISTS

June Khaw - Hannover Life Re
Lauren Chiera - AIA Australia
Lynley Moore - MetLife Australia
Melissa Colonna - MetLife Australia



ALUCA Life Insurance Excellence Rising Star of the Year Award

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

FINALISTS

Brooke Maddison - MetLife Australia
Kieran Seenan - MLC Life Insurance
Lisa Gregory - Australian Retirement Trust
Samantha Martin - AIA Australia



ALUCA Life Insurance Excellence David Mico Education Award

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.

FINALISTS

**Michele Castles - AIA Australia
Rebekah Raftopoulos - Workcom**



DAVID MICO AWARD



ALUCA Life Insurance Excellence Underwriting Team of The Year Award

This award acknowledges an Underwriting team who have shown excellence, leadership and innovation as a team in life insurance underwriting that enhance customer outcomes.

FINALISTS

ClearView Underwriting Team - ClearView
TAL Underwriting Risk & Strategy Team - TAL
Zurich Group Underwriting Team - Zurich



ALUCA Life Insurance Excellence Claims Team of The Year Award

This award recognises a Claims team who have shown excellence, leadership and innovation as a team in life insurance claims, enhancing customer outcomes.

FINALISTS

Corporate and Retail Claims Team - MetLife Australia
Munich Re Life Claims Team - Munich Re
Retail Claims Fast Track (RCFT) Team - MLC Life Insurance



ALUCA Life Insurance Excellence Customer Service Team of The Year Award

This team award recognises teams setting new standards in customer service and engagement over and above business as usual

FINALISTS

**Customer Experience Team - Integrity Life
Health Connect (Teleinterview) Team - Zurich & OnePath
QInsure Claims Team - Australian Retirement Trust
Strategy and Recovery Team - MetLife Australia**



ALUCA Life Insurance Excellence Innovation Team of The Year Award

This award honours a life insurance team who have delivered excellence 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.

FINALISTS

**Hesta Claims and Rehab Team - AIA Australia
MetLife 360Health Team - MetLife Australia
TAL Retirement-Group Longevity Insurance - TAL
Zurich Digital Underwriting Team - Zurich**



ALUCA Life Insurance Excellence Volunteer Hero of The Year Award

This award recognises those who generously donate their valuable time and talent for the good of the industry - bringing so much life, light and goodwill to our organisation.

All finalists and winners will be able to use the
ALUCA designated award logo



VOLUNTEER HERO AWARD

Judging Panel

The judging panel comprised key cross-industry leaders and senior industry professionals. ALUCA thanks all of them for their contribution to these Awards.

Adam Edwards – FINEOS

Alex Homer – TAL

Alissa Holz – RGA

Alph Edwards – Turks

Angela Dentrinos – SCOR

Carly Van Den Akker – Swiss Re

Christopher Healey – TAL

Christine Cupitt – CALI

Devi Uka – Fidelity Life NZ

Jane Dorter – KPMG

John de Vischer – Hannover Life Re

Margot Wilson – Hannover Life Re

Natalie Eckersell – Munich Re

Paula Bourke – SCOR

Peter Tilocca - Zurich

Renae Smith – AIA Australia

Samantha Fjellstead – Pacific Life Re

Suzi Leung – Zurich

Tracy Cunningham - GenRe

Joanne Faglioni – ALUCA Chair & ClearView

Duncan Cordell – ALUCA Deputy Chair

Ryan Katzen – ALUCA Board & Swiss Re

Carola Moore – ALUCA Board & AIA Australia

Jo Hetherington - ALUCA Board & TAL

Lucy Hartley – ALUCA Board & Swiss Re

Carmel Twist – ALUCA Board & RGA

Nathan Flaus - ALUCA Board & GenRe

Ingrid Thorn – ALUCA Board & Swiss Re

Paul Bennell - ALUCA Group Claims & TAL

Alex Kelly - ALUCA Group UW & MLC Life Insurance

Alicia Gibbs - ALUCA Group Rehab

Amanda McKernan – ALUCA CEO & UNSW

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