

ALUCA

Life Insurance Excellence
AWARDS

Award and Nomination
Information





ALUCA Life Insurance Excellence Awards 2024

Now in its 7th year, the ALUCA Life Insurance Excellence Awards celebrate the value that great life insurance underwriting, claims, rehabilitation and other professionals 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 an incredible achievement– they are called Life Insurance Excellence Awards to reflect the best practice and excellence that we are looking for.

AWARDS NOMINATIONS OPEN

Thursday 8th February 2024 @ 10.00am AEDT

AWARD NOMINATIONS CLOSE

Wednesday 1st May 2024 @ 5.00pm AEST

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 (paid) member of ALUCA and for team entries **more than 55% of team members who submit a team member entry must be active financial (paid) ALUCA members** i.e., members must have been financial (paid) prior to submitting an entry.

Members of ALUCA can either nominate themselves or another member, if they have achieved great work in an award category. A member may also nominate their team for the team award categories if they feel they have contributed excellent business outcomes over and above business as usual. Leaders can also nominate, self-nominate or be nominated by another member.

PLEASE NOTE: All submissions must only relate to 2023 achievements (from 01.01.2023 to 31.12.2023). Any activity occurring prior to 2023 or in 2024 it will not be judged. Nominees must be current financial (paid) ALUCA members, plus meet the eligibility and criteria for each award. To be eligible for team awards, at least 55% of the team who enters must be current financial (paid) ALUCA members. See 'Who can enter – Award Nomination Rules' for more information.



How to enter

This year, we are excited to launch a new digital platform (Awardforce) for all ALUCA Excellence Award nomination submissions – making it simpler, faster and easier to enter.

All award nomination submissions MUST be entered via ALUCA's new Awards platform online: Visit <https://alUCA.awardsplatform.com/>

Via this new awards platform, you can register an account, start your entry (save it in-progress) and submit your entry to be judged.

Each submission consists of:

1. Category

- choose 1 of the 4 individual categories
- choose 1 of the 6 team categories

2. Nominate

- name of the nominee or team name

3. Manager's approval

- name and contact email

4. Answers to 4 questions

- each question has a word count limit
- you need to address the Award Key Criteria

5. Supporting documents

- limit of 3 supporting documents
- file format accepted DOC, PDF, PPTX, XLSX, JPG or PNG with a limit of 10mb per file.
- Videos will only be accepted via a link - Vimeo/YouTube



Leadership Award

AWARD ELIGIBILITY CRITERIA

This award acknowledges an individual life insurance leader who has demonstrated excellence by driving successful life insurance strategies with strong customer outcomes and has been a people leader for at least **6 years**.

AWARD KEY 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 support people/customers and how this was achieved.

Thought leadership and professional development/ education, which demonstrates the leader being proactive in their own professional development, in challenging and informing the industry as well as driving the ongoing education of their staff.

Performance and productivity initiatives the leader has implemented to positively impact more than just the bottom line.

Innovation and innovative thinking which clearly demonstrates how the leader has transformed their area and team to better serve their industry.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above i.e. strong customer satisfaction scores, strong employee engagement levels, strong stakeholder engagement, professional accreditation for them and their teams, speaking at external seminars or doing something for the industry outside of their organisation, strategy sessions minutes/ surveys/research etc.

THE QUESTIONS

Q1.

Why does the nominee deserve the ALUCA Leadership Award?
250 WORDS MAX

Q2.

How has the nominee excelled in the Leadership Award criteria?
300 WORDS MAX

Q3.

Describe the nominee's key leadership achievement or challenge they addressed in 2023 and the impact of their actions.
350 WORDS MAX

Q4.

Describe the benefits to your company and life insurance industry as a result of the nominee's leadership contributions in 2023.
350 WORDS MAX

Professional Award

AWARD ELIGIBILITY CRITERIA

This award category 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, rehabilitation or life insurance professional services such as forensic accounting, legal services.

AWARD KEY CRITERIA

Judged as going above and beyond their role as a life insurance professional through their commitment to the profession and the achievement of customer outcomes that are aligned to business and community needs, with examples that demonstrate all or some of the following:

Key development impact and achievements, such as contributing to project teams, steering groups, focus groups, committee(s) that went beyond business-as-usual, making a tangible contribution to their organisation or the wider community – have they been recognised in reward and recognition programs.

Thought leadership and ongoing professional development/education, which demonstrates the life insurance professional being proactive in their ongoing education and professional development and in challenging and informing the industry.

Performance and productivity initiatives the life insurance professional has implemented that positively impacted more than just the bottom line and aligned to the organisational strategy.

Use of innovative thinking and collaboration which clearly demonstrates how the professional transformed their role via ideas, out-of-the-box thinking and collaboration to better service the life insurance industry. This could be via leading a project, researching new practices/theories or undertaking training in a new area i.e., design thinking etc.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above i.e. strong customer satisfaction scores, strong stakeholder engagement scores, professional accreditation for them and their team or peers, positive outcomes/surveys/research etc.

THE QUESTIONS

Q1.

Why does the nominee deserve the ALUCA Professional Award?

250 WORDS MAX

Q2.

How has the nominee excelled at the Professional Award criteria?

300 WORDS MAX

Q3.

Describe the nominee's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and life insurance industry as a result of the nominee's contributions in 2023.

350 WORDS MAX

03.

INDIVIDUAL AWARDS

Rising Star Award

AWARD ELIGIBILITY CRITERIA

Recognises a life insurance individual with less than **3 years** in the life insurance industry who has demonstrated excellence in a life insurance claims, underwriting or rehabilitation, over and above business-as-usual.

AWARD KEY CRITERIA

An ALUCA member with less than three years' experience in the life insurance industry. The judges will be looking for an individual who has demonstrated all or some of the following:

Development initiatives, which clearly demonstrate their contribution to the team/department in which they work over and above what is expected, with examples of excellent underwriting, claims or rehabilitation service that went beyond business-as-usual for their level and how this was achieved.

Significant strides in professional development in 2023, along with evidence of commitment to pursuing relevant professional qualifications.

Performance and productivity initiatives implemented by the nominee which positively impacted more than just the bottom line.

Use of innovative thinking and collaboration, which clearly demonstrates how the nominee transformed their area via out-of-the-box thinking and collaboration to better service the life insurance industry.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above i.e. industry accreditation, commitment to their ongoing education, involvement in the life insurance industry beyond their own organisation, attending seminars, webinars, claim/underwriting/rehabilitations outcomes, strong customer satisfaction scores surveys/research etc.

THE QUESTIONS

Q1.

Why does the nominee deserve the ALUCA Rising Star Award?

250 WORDS MAX

Q2.

How has the nominee excelled at the Rising Star Award criteria?

300 WORDS MAX

Q3.

Describe the nominee's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and life insurance industry as a result of the nominee's contributions in 2023.

350 WORDS MAX

David Mico Industry Contribution Award

AWARD ELIGIBILITY CRITERIA

This special award will be presented to an ALUCA member who has actively been involved in challenging and promoting the life insurance industry. This could be volunteering at ALUCA, being part of a life insurance industry group, and/or excelled in their on-going professional development specific in life insurance. This award is open to all life insurance industry professionals.

AWARD KEY CRITERIA

This award recognises an ALUCA member who has contributed to the life insurance industry over and above business-as-usual. The judges will be looking for an individual who has demonstrated all or some of the following:

Key development impact and achievements such as participating in an ALUCA committee or a life insurance industry group, or cross-industry mentoring, making a tangible contribution to the wider life insurance community – have they been recognised in reward and recognition programs.

Evidence of self-directed continued learning and development (ALUCA Affiliate CPLI level and above highly commended) to demonstrate ongoing investment in professional development.

Evidence of knowledge transfer and application for the betterment of the industry, both across their own company and the wider industry. For example, successful delivery of training to upskill others, authoring of articles, white papers and/or publications, contribution to industry working groups, speaking opportunities such as conference presentations, panel discussions, webinar delivery, engagement with regulators, relevant not-for-profit organisations and/or government agencies.

Innovation and innovative thinking, which clearly demonstrates how the nominee has used out-of-the-box thinking to better service and contribute to the life insurance industry.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above i.e. examples of contributing or promoting the industry, increased learning and recognition with others not just in your own organisation, CPLI accreditation, industry education and examples of ongoing education you have attended in 2023 – seminars, online activities etc.

THE QUESTIONS

Q1.

Why does the nominee deserve the ALUCA David Mico Industry Award?

250 WORDS MAX

Q2.

How has the nominee excelled at the David Mico Industry Award criteria?

300 WORDS MAX

Q3.

Describe the nominee's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the nominee's contributions in 2023.

350 WORDS MAX

05.

TEAM AWARDS

Claims Team Award

AWARD ELIGIBILITY CRITERIA

Open to any life insurance, reinsurance or super fund claims team.

AWARD KEY CRITERIA

The judges will be looking for a life insurance claims team that can demonstrate excellence in life insurance claims performance in 2023, with some or all of the following:

Claims team development initiative(s) implemented by the nominated team in 2023 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 and/or technology by the team to transform their area and better service the life insurance industry i.e. using innovative thinking and/or technology in claims to streamline internal systems or processes to the mutual benefit of the team, their company, customers and the wider life insurance industry.

Team Professional Development, increasing the professionalism of the team to help transform your area and provide strong claims outcomes to better service the life insurance industry.

NOTE

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

THE QUESTIONS

Q1.

Why does the team deserve the ALUCA Claims Team Award?

250 WORDS MAX

Q2.

How has the team excelled at the Claims Team Award criteria?

300 WORDS MAX

Q3.

Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the team's contributions in 2023.

350 WORDS MAX

06.

TEAM AWARDS

Underwriting Team Award

AWARD ELIGIBILITY CRITERIA

Open to any life insurance or reinsurance underwriting team.

AWARD KEY 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.

Demonstrated stakeholder engagement and/or collaboration to deliver outstanding and memorable customer service and/or stakeholder outcomes.

Use of innovative thinking and/or technology by the team to transform their area and better service the life insurance industry i.e. using innovative thinking and/or technology in underwriting to streamline internal systems or processes to the mutual benefit of the team, their company, customers and the wider Insurance industry.

Team professional development, increasing the professionalism of the team to help transform your area and provide strong underwriting outcomes to better service the life insurance industry.

NOTE

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

THE QUESTIONS

Q1.

Why does the team deserve the ALUCA Underwriting Team Award?

250 WORDS MAX

Q2.

How has the team excelled at the Underwriting Team Award criteria?

300 WORDS MAX

Q3.

Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the team's contributions in 2023.

350 WORDS MAX



Customer Service Team Award

AWARD ELIGIBILITY CRITERIA

Open to any life insurer, reinsurer or service provider team setting new standards in customer service and engagement.

AWARD KEY CRITERIA

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

Customer service development initiative(s) that the team have either developed, improved or implemented to provide exceptional customer service and customer outcomes that went beyond business-as-usual. Must be able to demonstrate continued customer engagement rather than isolated instances.

Demonstrated stakeholder engagement and/or collaboration to deliver outstanding and memorable customer service and/or stakeholder outcomes.

Use of innovative thinking and/or technology in addressing customer needs or issues i.e. responding with innovation to the benefit of the customer and life insurance market.

Team professional development, increasing the professionalism of the team to help transform your area to make the customer journey smoother and/or increased customer engagement to better service the life insurance industry.

NOTE

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 i.e. strong customer satisfaction scores, evidence of consistent levels of service, claims/rehab/underwriting outcomes, surveys, research, ongoing team professional development specific to customer service capabilities and knowledge, examples of going the extra mile for the customer etc.

THE QUESTIONS

Q1.

Why does the team deserve the ALUCA Customer Service Team Award?

250 WORDS MAX

Q2.

How has the team excelled at the Customer Service Team Award criteria?

300 WORDS MAX

Q3.

Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the team's contributions in 2023.

350 WORDS MAX



Innovation Team Award

AWARD ELIGIBILITY CRITERIA

Open to any life insurer, reinsurer or service provider team setting new standards in life insurance innovation - which could be in process, product, service, technology, data, media etc. Covering both business-to-consumer and business-to-business relationships.

AWARD KEY CRITERIA

Judges will be looking for a team who has gone above and beyond their role requirements, with examples that demonstrate all or some of the following:

Use of innovative thinking and/or technology, with demonstrated examples of innovation and out-of-the-box thinking in addressing customer/stakeholder needs or issues.

Innovation initiative(s) the team developed/implemented in 2023 that positively impacted more than just the bottom line and aligned to the company strategy.

Innovative industry contribution and how this has contributed towards the transformation of their area/sector i.e. the impact to the company and the life insurance industry.

Team professional development, increasing the professional development of the team and fostering innovative/out-of-the-box thinking to address challenges or customer needs via ongoing professional development.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above, with evidence the innovation is original, with evidence of success with the innovation and may include data to show improved 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.

THE QUESTIONS

Q1.
Why does the team deserve the Innovation Team Award?
250 WORDS MAX

Q2.
How has the team excelled at the Innovation Team Award criteria?
300 WORDS MAX

Q3.
Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.
350 WORDS MAX

Q4.
Describe the benefits to your company and the life insurance industry as a result of the team's contributions in 2023.
350 WORDS MAX



Partnership Impact Team Award

AWARD ELIGIBILITY CRITERIA

Open to any cross-company partnership demonstrating outstanding collaboration for greater life insurance customer outcomes and/or benefits to the life insurance industry. Partnerships may be across insurers, reinsurers, service providers, government, non-government organisations or not-for-profit organisations.

AWARD KEY CRITERIA

Judges will be looking for a team who has gone above and beyond their role requirements, with examples that demonstrate all or some of the following:

Partnerships/collaboration development initiative(s) with a provider or other organisation to co-design/ implement outstanding solutions that address challenges or customer needs in 2023.

Team professional development, increasing professional development of the team and fostering innovative/ out-of-the-box thinking through your partnership to address challenges or customer needs via ongoing professional development.

Collaborative industry contribution, towards the transformation of their area/sector i.e. how the partnership/collaboration has positively impacted the life insurance industry.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above, with evidence that supports the outstanding partnership/ collaboration.

THE QUESTIONS

Q1.

Why does the team deserve the ALUCA Partnership Impact Award?

250 WORDS MAX

Q2.

How has the Team excelled at the Partnership Impact Team Award criteria?

300 WORDS MAX

Q3.

Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the team's partnership and collaboration in 2023.

350 WORDS MAX

10.

TEAM AWARDS

Best Technology Team Award

AWARD ELIGIBILITY CRITERIA

Open to any life insurer, reinsurer or service provider team who can demonstrate their outstanding and innovative achievement in the area of technology application for good, to improve the life insurance industry and/or customer/community outcomes.

AWARD KEY CRITERIA

Judges will be looking for a team who has gone above and beyond their role requirements, with examples that demonstrate all or some of the following:

Technology development and applications, including how the technology solution positively addressed challenges or customer needs in 2023.

Performance/productivity, including how the use of the technology increased efficiencies, positively impacted resources and impacted more than just the bottom line.

Innovation in technology, and how this improves or advances the practice/progress within the life insurance industry.

Team professional development, increasing the professional development of the team and fostering innovative/out-of-the-box thinking with your technology to address challenges or customer needs via ongoing professional development.

NOTE

Please note judges are looking for tangible outcomes with examples and proof points that support the above, with evidence that supports the outstanding use of technology.

THE QUESTIONS

Q1.

Why does the team deserve the ALUCA Best Technology Team Award?

250 WORDS MAX

Q2.

How has the team excelled at the Best Technology Team Award criteria?

300 WORDS MAX

Q3.

Describe the team's key achievement or challenge they addressed in 2023 and the impact of their actions.

350 WORDS MAX

Q4.

Describe the benefits to your company and the life insurance industry as a result of the team's exceptional use of technology in 2023.

350 WORDS MAX



AWARD PRIZES

All finalists and winners may use the ALUCA designated Life Insurance Excellence Award logo for their category and the year the award was won.

The ALUCA David Mico Industry Award winner will receive a cash prize of AUD \$1,000.

All winners will receive an ALUCA Life Insurance Excellence Award trophy for their category and the year the award was won.

JUDGING PANEL

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

AWARD NOMINATION RULES

1. All entries must only relate to 2023 achievements (**from 01.01.2023 to 31.12.2023**). Any activity occurring prior to 2023 or in 2024 it will not be judged.
2. The awards are open to all members of ALUCA regardless of country of residence. Each entrant must be a **CURRENT FINANCIAL (paid)** member of ALUCA prior to submitting an entry. Entrant's work must relate to the life insurance industry. Individual entry is not open to members of the ALUCA National Board.
3. 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.
4. Members of ALUCA who wish to participate in the Awards must submit their entry and all documents by **Wednesday 1st May 2024 at 5.00pm AEST**. Entries will only be accepted via the **ALUCA Award Force link**.
5. You may submit nominations in multiple categories as long as you meet the Award Eligibility Criteria for each award category. Each nomination must be a NEW submission.
6. You can self-nominate or submit a nomination for someone else.
7. For Team awards, **55%** of the Team must be ALUCA members.
8. The entrant must certify that they meet the conditions and that their employer has no objection to the paper being entered.
9. ALUCA accepts no liability for late, lost or misdirected entries.
10. Prizes are not transferable or exchangeable.
11. Liability for any tax on any benefits provided to entrants pursuant to the Award is the sole responsibility of the entrant.
12. The winners for each award category will be published on the ALUCA website, ALUCA social media channels and other media sources. The entrant accepts these conditions and gives permission for publishing of their name/s and/or photos.
13. The judging panel may decide that there are insufficient entries which meet the minimum **Award Eligibility Criteria/Award Key Criteria** within a category. A category may be withdrawn under such circumstances.
14. Nominations not adhering to **Award Eligibility Criteria** and **Award Key Criteria** will not be accepted.
15. The judges' decision is final and is strictly confidential.



CHECK LIST

1.

Become an ALUCA member
if not already!

2.

Awardforce link to submit
<https://aluca.awardsplatform.com/>

3.

Meet the Award Eligibility Criteria and
Award Key Criteria

4.

Answer the 4 questions
within the word count

5.

Supporting files
in the correct format and file size
if supplying