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AWARDS 2008

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**RUNNER UP: 2007, 2002, 2001**

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Tom Broughton

## Introduction from the editor

The onset of the global financial crisis has resulted in further dramatic change in the general insurance sector in 2008.

Turmoil in the capital markets has placed unprecedented pressures on insurers, as clients and broking partners clamour for information.

It is likely that a fierce debate will rage in 2009 as the implications of the downturn become clear. Regulation is likely to become more onerous, both at a local and at a global level. Companies of all sizes are likely to come under greater scrutiny as governments take a central role in driving economies – and demand transparency from businesses.

Meanwhile, consolidation is likely to continue in the UK broking sector next year, albeit at a slower pace than in 2008. Consolidators will be forced to better integrate their empires and the companies at the very top of the heap are likely to merge, when and if the market hardens. There is likely to be a step change too in the use of technology by intermediaries – all of which could mean we're looking at a new set of award winners at the end of 2009.

But before we bring 2008 to a close, I would like to congratulate all the winners and shortlisted entrants of the 2008 Insurance Times Awards. I would also like to thank all those who entered and our hard-working judges. We are grateful to our sponsors for their tremendous support and to everyone who attended the awards ceremony in Birmingham for making the night such a success. **IT**

*Companies of all sizes are likely to come under greater scrutiny as governments take a central role in driving economies*

## AWARDS 2008



## THE 2008 WINNERS

### CLAIMS INITIATIVE OF THE YEAR

**AI CLAIMS SOLUTIONS**

### TECHNOLOGY INITIATIVE OF THE YEAR

**CGI**

### RISK MANAGEMENT INITIATIVE OF THE YEAR

**AON**

### CUSTOMER SERVICE INITIATIVE OF THE YEAR

**KWIK FIT INSURANCE**

### TRAINING PROGRAMME OF THE YEAR

**CRAWFORD & COMPANY**

### INSURER INNOVATION OF THE YEAR

**RSA**

### SERVICE PROVIDER OF THE YEAR

**WEATHERNET**

### LOSS ADJUSTER OF THE YEAR

**CUNNINGHAM LINDSEY**

### CORPORATE SUSTAINABILITY AWARD

**DAS LEGAL EXPENSES INSURANCE COMPANY**

### E-BUSINESS AWARD

**CONFUSED.COM**

### THE BROKERS' BROKER

**NEIL GRIMSHAW, RAVENHALL RISK SOLUTIONS**

### UNDERWRITER/LLOYD'S SYNDICATE OF THE YEAR

**QBE EUROPEAN OPERATIONS**

### MOTOR INSURER OF THE YEAR

**FORTIS**

### PERSONAL LINES INSURER OF THE YEAR

**CHUBB**

### COMMERCIAL LINES INSURER OF THE YEAR

**HISCOX**

### GENERAL INSURER OF THE YEAR

**NORWICH UNION**

### BROKER/INTERMEDIARY INNOVATION OF THE YEAR

**INSUREPINK**

### INDEPENDENT REGIONAL BROKER OF THE YEAR

**HIGOS INSURANCE SERVICES**

### NATIONAL BROKER OF THE YEAR

**WILLIS**

### PERSONAL LINES BROKER OF THE YEAR

**SWINTON GROUP**

### COMMERCIAL LINES BROKER OF THE YEAR

**SWINTON COMMERCIAL**

### NEW ENTRANT OF THE YEAR

**ABC INSURANCE**

### NEW ACHIEVER OF THE YEAR

**NEIL GRIMSHAW, RAVENHALL RISK SOLUTIONS**

### INDUSTRY ACHIEVER OF THE YEAR

**JOE PLUMERI**

**PATRICK SMITH**



**ARC, the Account Reconciliation Centre from CGI is this year's winner of the Technology Initiative**



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**THE 2008 JUDGES**



**1 Steve Burrows**  
Chief executive, Cobra Network

**2 Ian Clark**  
Partner, Deloitte & Touche

**3 Adrian Colosso**  
Group chief executive, Heath Lambert

**4 Michael Cook**  
Director, Navigant Consulting UK

**5 Simon Cooter**  
Distribution director, UK division,  
Brit Insurance Holdings

**6 Theo Duchon**  
Chief executive, Acturis

**7 Bev Fitzgerald**  
Managing director, Fitzgerald Consulting

**8 Mark Grice**  
Insurance partner and head of broking, Mazars

**9 Judy Holt**  
National broker manager, Allianz Commercial

**10 John Kitson**  
Sales and marketing director, Norwich Union

**11 Stephen Lathrope**  
Partner, UK financial services, Accenture

**12 Olly Laughton-Scott**  
Managing partner, IMAS Corporate Advisors

**13 Jamie Marchant**  
Marketing and communications director,  
Groupama Insurances

**14 Martin McLachlan**  
Managing director, Polaris UK

**15 Hugh Price**  
Partner, Hugh James

**16 Peter Staddon**  
Head of technical services, Biba

**17 Stuart Reid**  
Chief executive, Venture Preference

**18 Dr Alexander Scott**  
Chief executive, Chartered Insurance Institute

**19 Andrew Sibbald**  
Partner, Lexicon

**20 Barry Smith**  
Chief executive, Fortis UK

**21 Martin South**  
Chief executive, Marsh

**22 Graeme Trudgill**  
Technical and corporate affairs executive, Biba

**23 Neil Utley**  
Group chief executive, Equity Insurance Group

**24 Tim Wilson**  
Sales and marketing director, Close Premium  
Finance

**25 Jon Woodman**  
Trading director, broker, RSA



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**2nd** Mark Wooldridge - Home and Legacy

**3rd** Phil Wright - Southend-on-Sea Borough Council

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Scotland (SCO16433)



## Claims Initiative of the Year



**WINNER**

# AI CLAIMS SOLUTIONS

Chris Shaw, commercial director of Ai Claims Solutions, centre, receives his award from Tom Broughton, editor of Insurance Times, right, as awards host Alan Dediccoat looks on





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## Technology Initiative of the Year



**WINNER**  
**CGI**

Liz Latter, head of credit risk practice at CGI, and Tim Gregory, vice-president systems integration and consultancy at CGI, centre, receive their award from David Grant, head of sales and marketing at Equity Red Star, right, with host Alan Dedicat in the background

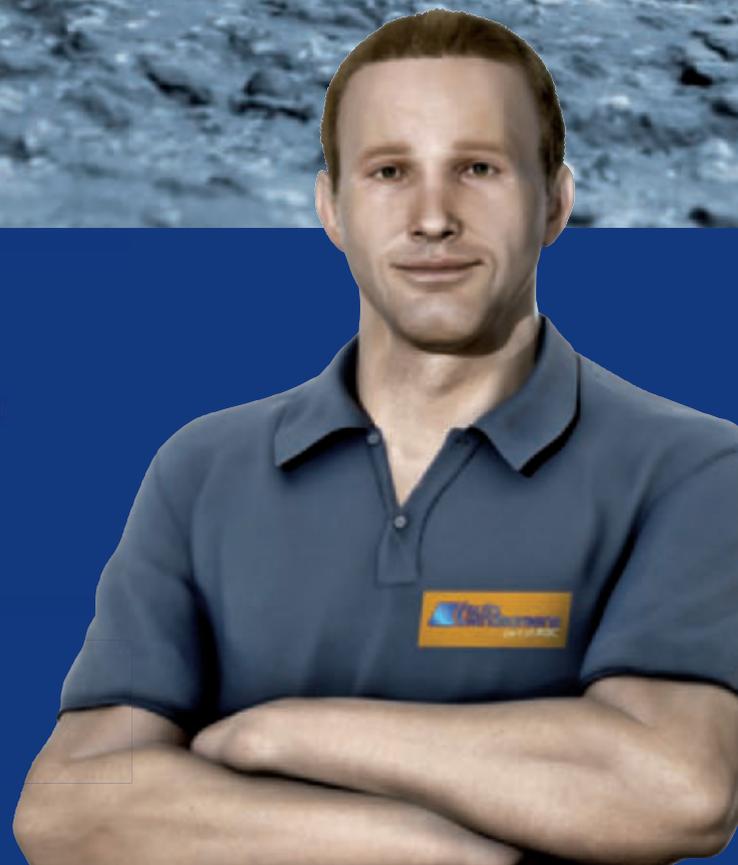


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# Risk Management Initiative of the Year



**WINNER**  
**AON**

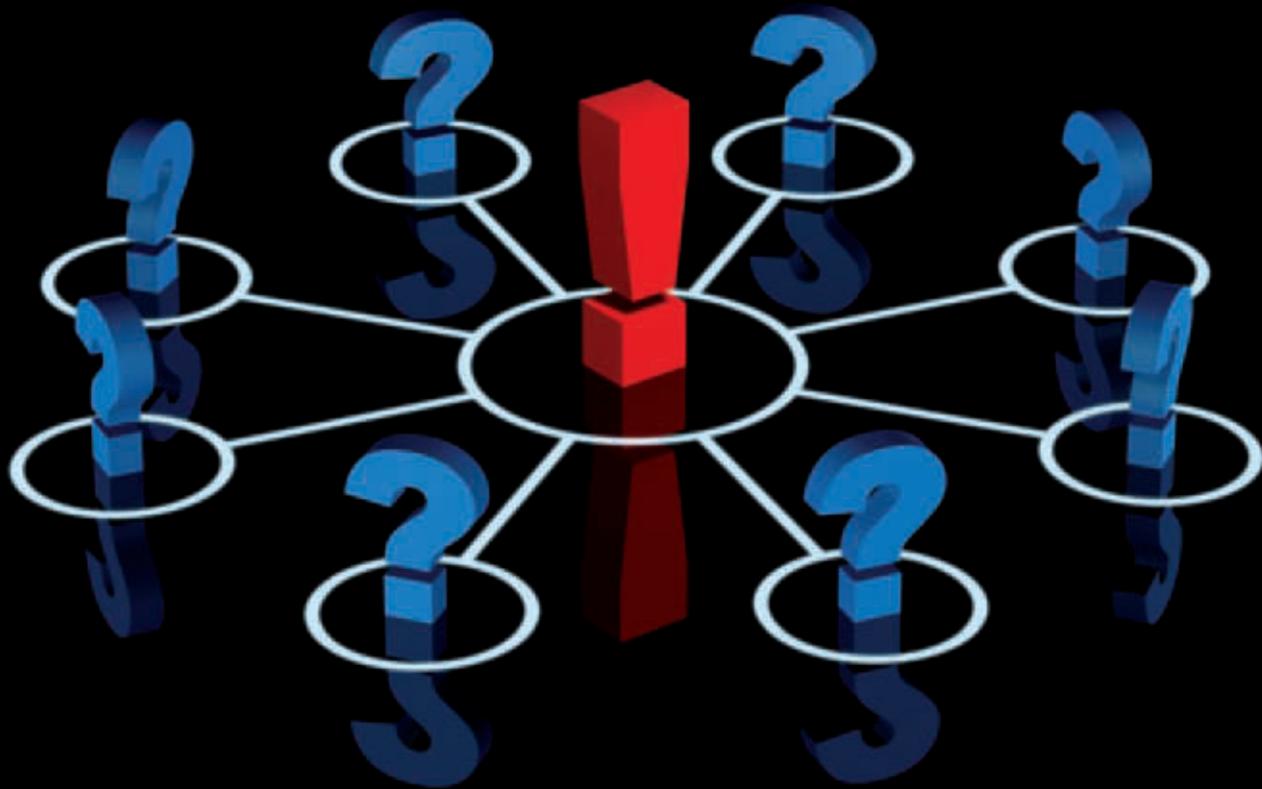
Michael Porteous, senior consultant at Aon Global Risk Consulting, left, and Sonia Cazenave, consultant at Aon Global Risk Consulting, receive the award from Abu-Haris Shafi, managing director of RAC Auto Windscreens

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- Managing legal and loss adjusting fees – is it all about price in the tender process?
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- Reducing and tackling fraud in claims – detecting fraud with greater speed/accuracy to ensure genuine claims are processed more efficiently and the total cost of the claims process reduced.
- How can insurers benefit from supply chain management systems and are there successful strategies which can be learnt from other industries?
- Looking to the future – the major issues which will impact motor claims.

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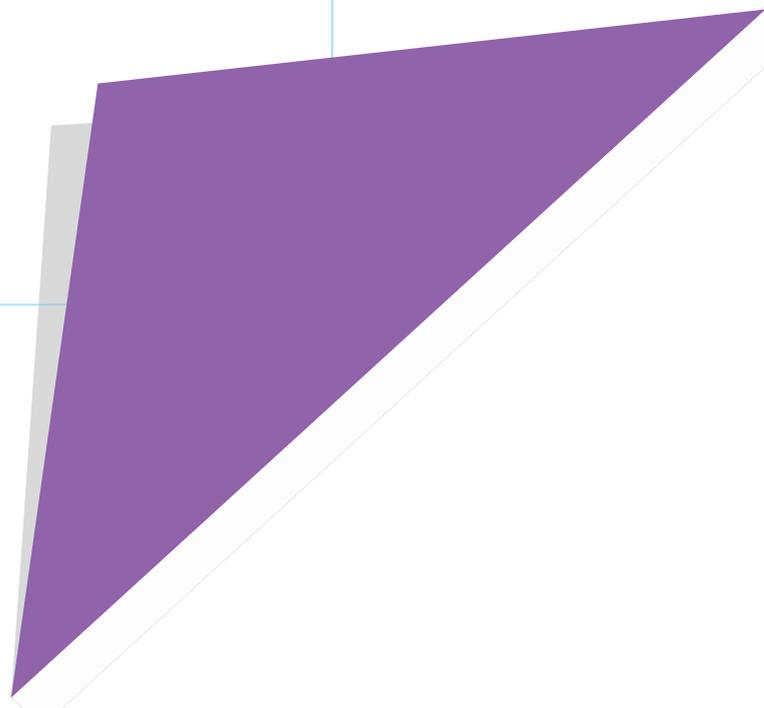
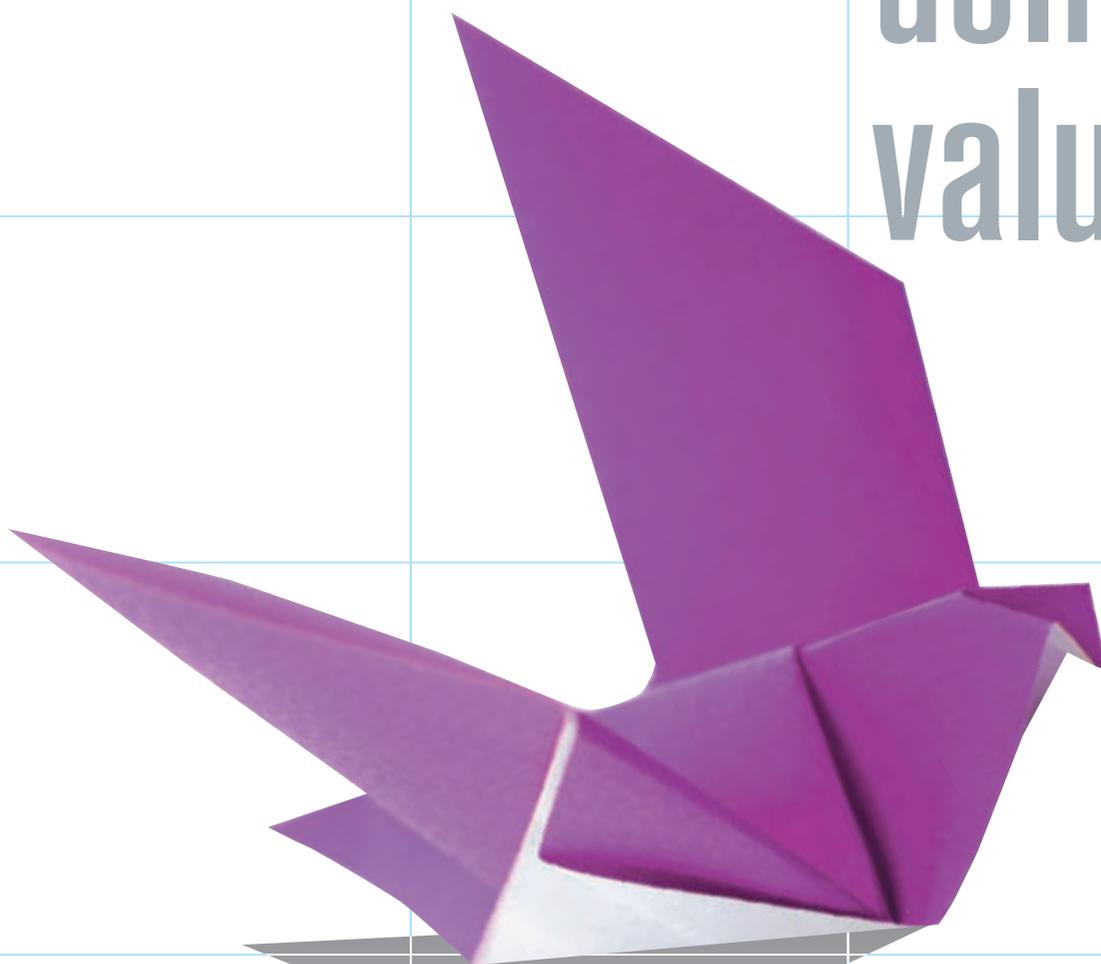
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## Customer Service Initiative of the Year



**WINNER**

# KWIK FIT INSURANCE

Anton Manley, managing director of Smart Company at Kwik Fit, centre, receives his award from Peter Staddon, head of technical services at Biba, right, as host Alan Dediccoat looks on





**Insurancetimes**  
AWARDS 2009

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**Gold**

**Dates for your diary...**

31 July 2009	Deadline for Entries
11 September 2009	Announce Finalists
5 – 9 October 2009	2nd Stage Judging
12 October 2009	Sponsors and Finalists Drinks Reception
4 December 2009	Insurance Times Awards

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**[www.insurancetimes.co.uk/awards](http://www.insurancetimes.co.uk/awards)**



## Training Programme of the Year



**WINNER**

# CRAWFORD & COMPANY

Benedict Burke, UK and Ireland chief executive of Crawford & Company, centre, receives the award from Tom Broughton, editor of Insurance Times, right, as host Alan Dediccoat looks on





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# Insurer Innovation of the Year



**WINNER**  
**RSA**

Mark Potts, engineering, strategy and planning leader at RSA, left, and Tom Cass, energy business manager at RSA, second from right, receive the award from Sarah Adams, banking, finance and insurance sector manager at Ordnance Survey, as host Alan Dediccoat looks on



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LEGAL SERVICES



## Service Provider of the Year



**WINNER**

# WEATHERNET

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**Insurancetimes**  
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Loss Adjuster of the Year



**WINNER**

# CUNNINGHAM LINDSEY

Jon Dilley, property adjuster at Cunningham Lindsey, second from left, and Bill Padley, special accounts director at Cunningham Lindsey, receive their award from Nigel Paget, managing director of Copart UK, right, as host Alan Dediccoat looks on



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## Corporate Sustainability Award



**WINNER**

# DAS LEGAL EXPENSES

Adam Simms, finance director of SSG, second from left, presents the award to the team from DAS Legal Expenses Insurance Company – Helen Gunn, environment and corporate responsibility adviser, Karen Dursley, group facilities manager, and Lyndon Willshire, head of sales and marketing – as host Alan Dediccoat looks on



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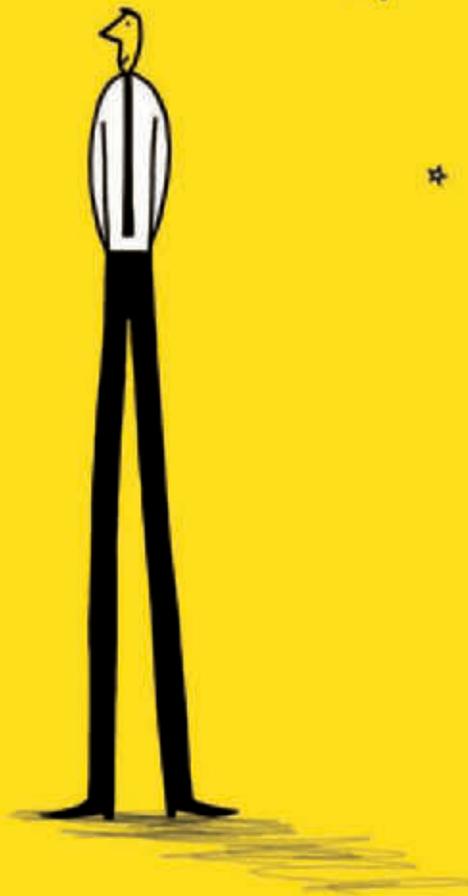
**WINNER**

**CONFUSED.COM**

Dan Andrews, head of business development at MMA Insurance, left, hands the award to Peter Ablett, commercial director at Confused.com



a star among many



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**Insurancetimes**  
AWARDS 2008  
The Brokers' Broker



**WINNER**

**NEIL GRIMSHAW**

Neil Grimshaw, director of Ravenhall Risk Solutions, centre, receives his award from Brian Spinks, head of corporate sales and marketing, Norwich Union, right, as host Alan Dediccoat looks on



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**Insurancetimes**  
AWARDS 2008

## Underwriter/Lloyd's Syndicate of the Year



**WINNER**  
**QBE**

Ash Bathia, managing director casualty at QBE European Operations, centre, receives the award from Tom Broughton, editor of Insurance Times, as awards host Alan Dediccoat looks on

  
**stars**

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Motor Insurer of the Year



**WINNER**

**FORTIS**

Adam Clarke, director of underwriting development at Fortis, centre, collects his award from Chris Shaw, commercial director of Ai Claims Solutions, as host Alan Dediccoat looks on





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## Personal Lines Insurer of the Year



**WINNER**

**CHUBB**

Simon Mobey, UK and Ireland personal lines manager at Chubb, centre, receives the award from Wendy Harfield, director of operations at Lanes Assistance Services, as host Alan Dediccoat looks on



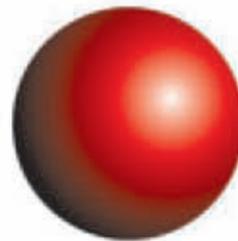


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Commercial Lines Insurer of the Year Award 2008

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## Commercial Lines Insurer of the Year



**WINNER**

# HISCOX

Justin Bowen, professional indemnity underwriting manager at Hiscox, centre, receives the award from David Rasche, executive chairman at SSP, right, as host Alan Dediccoat looks on





*proud sponsor of the  
General Insurer  
of the Year Award*

*Crawford & Company would like to congratulate*

*Norwich Union*

*on winning the General Insurer of the Year Award*



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## General Insurer of the Year



**WINNER**

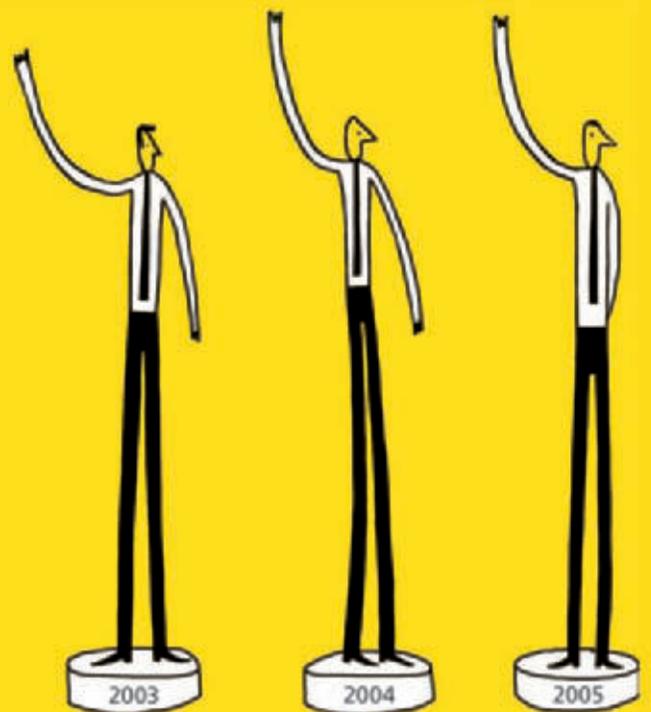
# NORWICH UNION

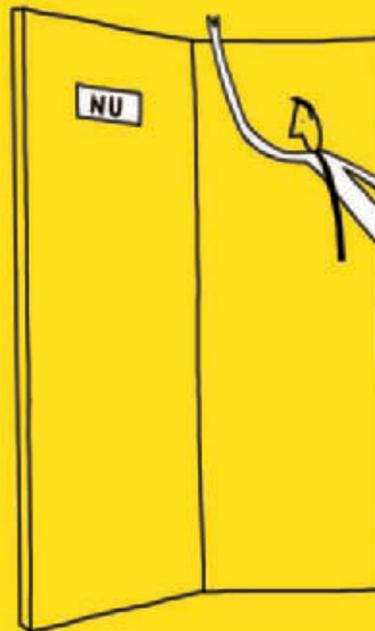
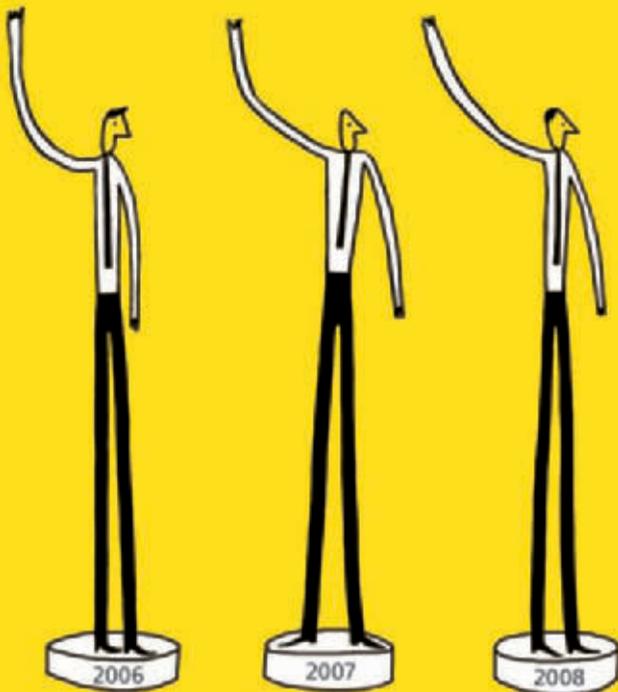
George Berrie, director of trading at Norwich Union, centre, receives the award from Benedict Burke, UK and Ireland chief executive of Crawford & Company, right, as host Alan Dediccoat looks on



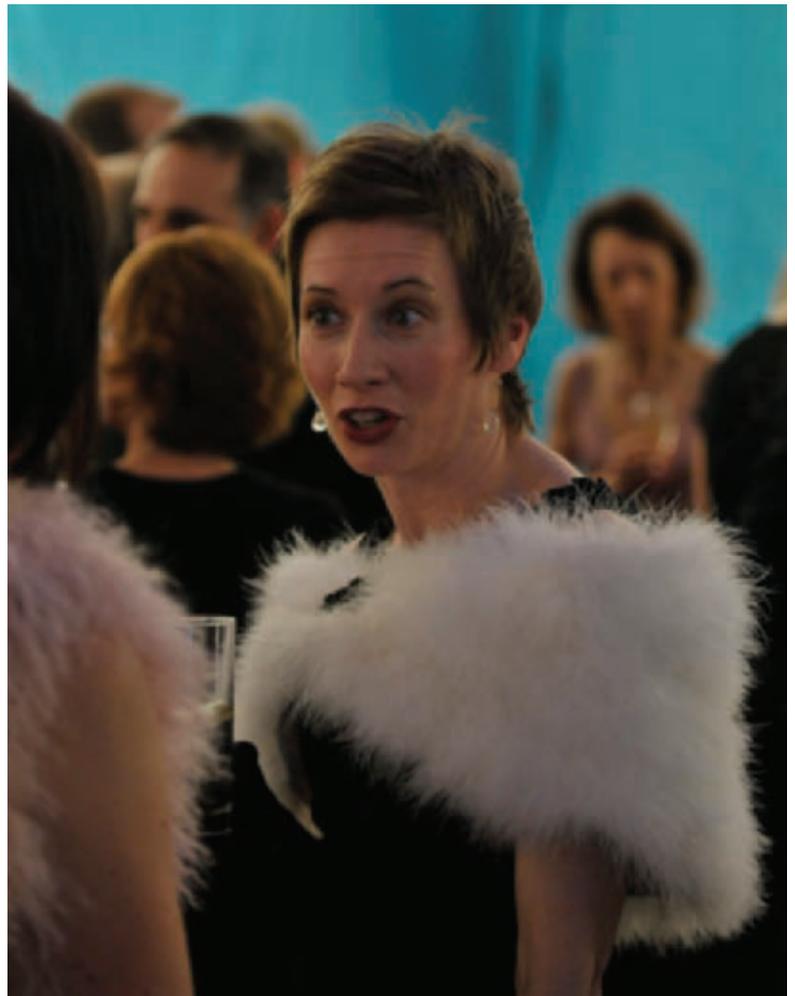


after six in a row,  
we'll never win  
General Insurer  
of the Year again

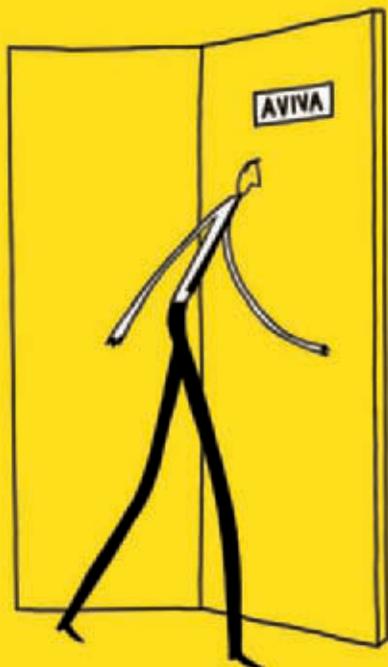




# AWARDS 2008



at least not as Norwich Union...





## General Insurer of the Year

Thank you for supporting us and helping us win the title of Insurance Times General Insurer of the Year for the sixth year in a row.

But that's all about to change. In 2009, Norwich Union will step aside and give another name the chance for glory.

Not that we've lost our competitive edge – far from it. It's just that by next summer, we'll have a shiny new identity: Aviva.

Rest assured, we'll be working harder than ever on being best in sector for both brokers and customers. And with your support we'll hope to collect a string of accolades as Aviva, too.

we know what's what



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BGNAG7196

*To every grumpy man  
who never signed up  
to be one...*



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## Broker/Intermediary Innovation of the Year



**WINNER**

# INSUREPINK

Fiona Macrae, creator of insurepink, collects her award from Paul Meehan, customer experience director at AXA Insurance, right, as host Alan Dediccoat looks on



# We carry some weight in legal expenses insurance.



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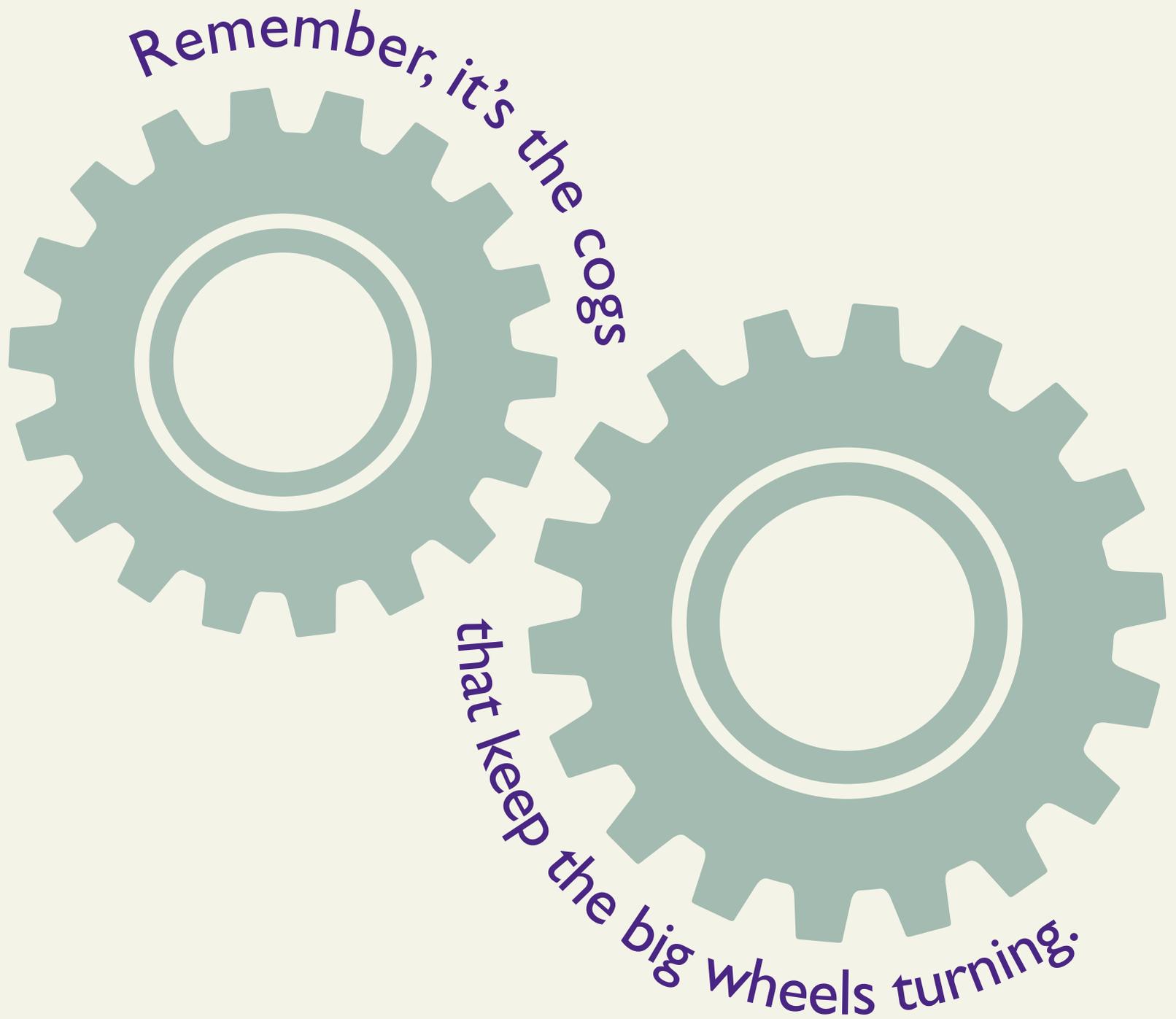
# Independent Regional Broker of the Year



**WINNER**  
**HIGOS**

Ian Gosden, managing director of Higos Insurance Services, centre, collects his award from Nick Garner, managing director at MSL Legal Expenses, right, as host Alan Dediccoat looks on





We're proud to be cogs. Working behind the scenes, driving businesses forward - it's what we do best. That's why millions of people rely on us to keep their lives running smoothly. It's a responsibility we don't take lightly. So every minute of every day we're working on behalf of our brokers and customers.

We're also proud to be continuing our sponsorship of the National Broker of the Year award - recognising the importance of outstanding customer service and know how in our industry. Actively supporting talented brokers who make a difference.

Congratulations to Willis, winners of the National Broker of the Year award for 2008.



Sponsored by  
RSA



## National Broker of the Year



**WINNER**

**WILLIS**

Daniel Wilkinson, managing director, corporate risk solutions at Willis, centre, receives his award from Paul Donaldson, managing director, commercial at RSA, right, as host Alan Dediccoat looks on





Getting you there.

**FORTIS** 

Fortis is proud to sponsor the 'Personal Lines Broker of the Year' award at the 2008 Insurance Times Awards. This category recognises a broker that has demonstrated outstanding levels of customer care coupled with a strategy for long term sustainable growth.

[www.fortisinsurance.co.uk](http://www.fortisinsurance.co.uk)

Sponsored by  
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## Personal Lines Broker of the Year



**WINNER**

# SWINTON GROUP

Jackie Ordish, operations director at Swinton, receives the award from Barry Smith, chief executive of Fortis UK, right, as host Alan Dediccoat looks on



# Will this be their big Commercial break?

Congratulations to Swinton Commercial on being named Commercial Lines Broker of the Year. Success is something we're used to here at QBE – we're delighted to have received the award for Underwriter/Lloyd's Syndicate of the Year. It's our innovative approach and healthy appetite for risk that have helped to make us one of the UK's leading insurers. You can find out more by visiting us at [www.QBEurope.com](http://www.QBEurope.com) or emailing [differently@uk.qbe.com](mailto:differently@uk.qbe.com)



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QBE



## Commercial Lines Broker of the Year



**WINNER**

# SWINTON COMMERCIAL

Carolyn Callan, director of Swinton Commercial, collects the award from Chris Wallace, head of UK business development for QBE National, right, as host Alan Dediccoat looks on



# ABC Shine Above the Rest



**"You will never win if you never begin"**

Helen Rowland *b1876*

We are delighted to have won the '**New Entrant Award**' at The Insurance Times Awards on Friday 5th December.

This is a fantastic achievement and a great accolade for our team. It's hard to believe that we have only been around for 18 months and we would like to take this opportunity to thank our brokers for their support and encouragement.

We wish all Insurance Times readers a happy Christmas and prosperous New Year.

From the ABC Team

  
Part of Liverpool Victoria

  
**Insurancetimes**  
AWARDS 2008  
W I N N E R

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**Insurancetimes**

AWARDS 2008

New Entrant of the Year



**WINNER**

**ABC INSURANCE**

Phil Bunker, managing director of ABC Insurance, centre, receives his award from Tom Broughton, editor of Insurance Times, right, as host Alan Dediccoat looks on





## Our vision on talent

Research has shown that the success of people in organisations is generally more dependant on the right personal skill set and motivation than on sheer experience. This insight lies at the root of our mission statement: "Developing people for the Financial Industry".

Talent&Pro is an in-sourcing organisation for the Financial Industry with a specific focus on the insurance, reinsurance, banking and actuarial sectors.

Talent&Pro has consistently placed highly talented individuals with a wide variety of clients in various positions, ranging from operational project roles to middle management positions in back office, mid office and front office environments.

Talent&Pro invests in training, mentoring and coaching on specifically tailored professional training and personal development programmes. The development of our people is consistently monitored by a People Manager who helps them optimise their abilities, capacities and skills sets in line with the job requirements.



**We have people who make a difference!**

If you want to know more about what we can do for you please contact us.

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AWARDS 2008

New Achiever of the Year



WINNER

**NEIL GRIMSHAW**

Neil Grimshaw, director of Ravenhall Risk Solutions, centre receives the award – his second of the evening – from Cint Kortmann, chief executive international at Talent & Pro, right, as host Alan Dediccoat looks on





# CONGRATULATIONS PATRICK SMITH, SWINTON & JOE PLUMERI, WILLIS INDUSTRY ACHIEVERS 2008

As sponsors of the Industry Achievers Award, we are delighted to formally recognise an outstanding record and to congratulate all of this year's winners on their success.

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## Industry Achiever of the Year



**WINNERS**

# JOE PLUMERI PATRICK SMITH



Above left: Joe Plumeri, chief executive of Willis Group, delivered his acceptance speech via video link

Above right: Patrick Smith, chief executive of Swinton, left, receives his award from Michael Gaughan, managing director of FWD



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