

NATIONAL INSURANCE AWARDS 2024

WINNERS' REVIEW

nationalinsuranceawards.co.uk

Sponsored by



Supported by



Brought to you by



In partnership with



Showcasing outstanding performance in general insurance

NATIONAL INSURANCE AWARDS 2024

Congratulations to the winners



Commercial Lines Insurer of the Year

CNA Hardy

Commercial Lines Broker of the Year

– Sponsored by Investec

Business Insurance Solutions

Commercial Lines Specialist Broker of the Year

Quality Care Group

Personal Lines Broker of the Year

GoShorty

Personal Lines Insurer of the Year

Financial & Legal Insurance Company

Health Insurance Award

Medicash

Pet Insurance Award

Petsure

Travel Insurance Award

Goodtogoinsurance.com

Claims Initiative of the Year

RightIndem

Lloyd's and the London Market Award

Clegg Gifford

Cyber Product of the Year

CyberCube

Insurtech Award – Platform

IS2

Insurtech Award – Platform Commercial Lines

FintechOS

Insurtech Award – Platform Personal Lines

SO-SURE App

Insurtech Award - Commercial Lines Specialism

Praedicat

Insurtech Award – Analytics

Greater Than

Insurtech Award – Motor Specialism

Radius Insurance Solutions – onboard

NATIONAL INSURANCE AWARDS 2024

Congratulations to the winners

Communications Team of the Year

Genasys

Innovative Product Award – General

GoShorty

Innovative Product Award – Commercial Lines

NFU Mutual and Skyline Insurance - Parametric Heat Stress Insurance

Innovative Product Award – Personal Lines

Sky Protect Smart Home Insurance

Initiative of the Year

Principal Insurance

ESG Award

Markerstudy Group

Specialist Coverage Award

British Insurance Brokers' Association

Growth Company of the Year

Movo Partnership

Insurance Recruiter of the Year

WPR

Insurance Law Award

Keoghs

Inclusion and Diversity Award

Davies

Loss Adjusting Award

Woodgate & Clark

Best Workplace in Insurance

Pound Gates Insurance Brokers

MGA Award

NBS Underwriting

HIGHLY COMMENDED

Cyber Product of the Year

KYND



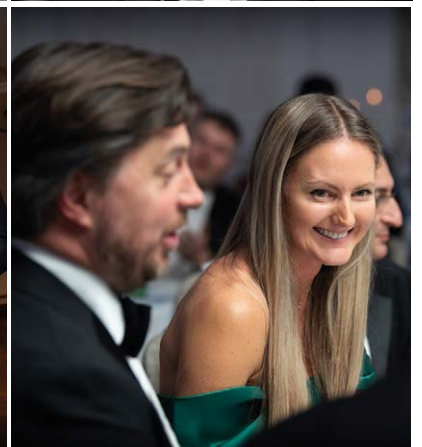
NATIONAL 2024

INSURANCE AWARDS



NATIONAL 2024

INSURANCE AWARDS





Ancile Insurance
GROUP LIMITED

Your trusted travel insurance partner

Specialists in cover for medical conditions and older travellers. We can help you earn commission from the customers you currently turn away, as well as meet your sign-posting obligations for older customers and those with pre-existing medical conditions.

To find out more about partnership opportunities visit ancileinsurance.com or email dp@ancileinsurance.com



Ancile Insurance
GROUP LIMITED

Protection through insurance, innovation and technology.

Travel Insurance Award



Sarah Findlay, marketing director; and Chris Payne, COO, Ancile Insurance Group; pictured with Olivia Richardson, head of marketing, Perspective Publishing, and awards host Hal Cruttendon

Winner [Goodtogoinsurance.com](https://www.goodtogoinsurance.com)

The winning entry: This year's winning entry was able to demonstrate to the judging panel that they are successfully addressing a major issue for travellers that is often excluded.

Goodtogoinsurance.com is dedicated to helping those with medical conditions get the travel insurance they need to enjoy a holiday abroad. All policies are specifically designed for people with pre-existing conditions and include elements of cover that most other policies don't offer. Policies provide cover to people who are on a waiting list for treatment or surgery for a diagnosed condition. The insurer's silver policies provide cover for emergency medical treatment and repatriation, without the additional cancellation, baggage and other sections of cover usually included in travel insurance – ensuring that the most important elements of cover are available, affordably.

Some travel insurance providers will automatically refuse cover to individuals with a terminal condition. Goodtogoinsurance.com can in most cases cover people with terminal conditions, as long as the prognosis is more than six months from the return date of the trip. Further, mobility aids are covered for loss, theft or damage up to £2,500 per person; and prescription medication is

NATIONAL INSURANCE AWARDS 2024 WINNER

Travel Insurance Award

covered up to £300 per person. A 24-hour medical assistance team can also help with obtaining replacement medication.

Commenting on the win, Sarah Findlay, marketing director, Ancile Insurance Group, said: "We are extremely proud to have won the travel insurance award for Goodtogoinsurance.com. Providing travel insurance solutions to older travellers and those with existing medical conditions has been our specialism for more than 10 years, so it's fantastic to be recognised for this. Our aim has always been to offer travel insurance when other providers can't, to enable more people to enjoy a holiday abroad with appropriate cover in place. Goodtogoinsurance.com is specifically designed for travellers with pre-existing medical conditions and the product has been adapted to reflect this, including elements of cover that standard policies don't have, such as cover for prescription medication, mobility aids, and for those on a waiting list for treatment for a diagnosed condition.

"Goodtogoinsurance.com policies are available direct to the consumer via our website, call centre and price comparison sites. Our TV, press and digital campaigns drive customers to us, and if they purchase once they tend to come back. We also offer partnership solutions to other insurance providers, enabling them to serve potential customers that they would otherwise turn away, and helping them to meet their age signposting obligations and the FCA rules around customers with medical conditions. Packages range from simple links to fully branded sites and call centre support."

[goodtogoinsurance.com](https://www.goodtogoinsurance.com)

[goodtogoinsurance.com](https://www.goodtogoinsurance.com)



BIBA
FIND INSURANCE
0370 950 1790
Monday to Friday 09:00-17:30

**If you can't cover them,
maybe we can find a
broker who can...**

Find Insurance Service
0370 950 1790

- ✓ **Travel and protection insurance for people with medical conditions**
- ✓ **Insurance for those living in flood risk areas**
- ✓ **Insurance for older drivers**
- ✓ **Commercial insurance**
- ✓ **And so much more**

If you can't write it, signpost it!

www.biba.org.uk/find-insurance/

NATIONAL INSURANCE AWARDS 2024

Specialist Coverage Award



Jordan Kirby, manager, Find Insurance Service, and Nicola Maguire, head of commercial, the British Insurance Brokers' Association; pictured with Camilla Capece, commercial manager at Insurance Today, and awards host Hal Cruttendon

Winner **BIBA**

The winning entry: BIBA is the worthy winner of this important award for its unwavering commitment and dedication to insureds through its wide-ranging Find Insurance Service.

The British Insurance Brokers' Association is the UK's leading general insurance intermediary organisation representing the interests of insurance brokers, intermediaries and their customers. BIBA has demonstrated its commitment to working across the industry and with the charity sector to increase awareness of the insurance solutions available to customers meaning more and more people gain access to the insurance products they need.

BIBA's Find Insurance Service has operated online and via the telephone since 2006. In the year to October 2023, the service had received over 310,000 enquiries from customers struggling to find insurance, many of whom were vulnerable customers. The longest running initiative is the Transparency and Access in Motor and Travel Insurance for Older People. This is joined by the Find Insurance Travel Medical Insurance Directory, and the Find Insurance Flood Directory, which is supported by Defra, the Association of British Insurers and Flood Re.

NATIONAL INSURANCE AWARDS 2024 WINNER

Specialist Coverage Award

Commenting on BIBA's win, CEO Graeme Trudgill said: "I along with all of BIBA am delighted with the recognition received by our Find Insurance Service, which connects those seeking insurance with members that can help them.

"Navigating the insurance landscape can be daunting, especially for vulnerable individuals or those with non-standard needs. Our Find Insurance Service helps personal and commercial customers find specialist brokers who are best placed to assist with securing suitable insurance. The award provides well deserved recognition to everyone involved. Including the BIBA Find Insurance Team, BIBA's Access to Insurance Committee and the wider industry who play a huge role in 'signposting' customers.

"We will continue to work with stakeholders, the industry and charities to raise awareness of the service. Ultimately, we would like signposting to increase further, we need everyone to know that 'if you can't cover them, maybe we can find a broker who can' – please refer customers to our Find Insurance Service 0370 950 1790, Monday to Friday 09:00-17:30.

"In addition if non-BIBA member brokers would like to join us to help support our service, they can contact our membership team – membership@biba.org.uk."

biba.org.uk



**British
Insurance
Brokers'
Association**

Winner

Commercial Lines Insurer of the Year



NATIONAL 2024
INSURANCE AWARDS

Industries

Construction • Financial Institutions • Healthcare • Life Science • Manufacturing •
Natural Resources • Professional Services • Technology • Wholesale Durable Goods

Products

Casualty • Management Liability • Marine • Package • Professional Indemnity • Property

www.cnahardy.com

NATIONAL INSURANCE AWARDS 2024

Commercial Lines Insurer of the Year



Kerry Poole, assistant vice-president, commercial claims; and David Legassick, vice-president and head of commercial, CNA Hardy; pictured with Steve Turner, Perspective Publishing, and awards host Hal Cruttendon

Winner CNA Hardy

The judges: With its commitment to service excellence and superlative customer feedback, CNA Hardy are the worthy winner of this important award.

The winning entry: CNA Hardy provides specialist, market-leading insurance solutions for commercial businesses and professionals globally. With a network spanning over 165 countries, the company is built on a shared vision and culture, targeting areas where it can genuinely add value.

CNA Hardy strives to achieve enduring distribution partnerships, deep specialism, and excellent service levels with one partner describing the insurer's approach as long-term business partner as a "willingness to invest time in understanding the client's business and be open minded enough to challenge current thinking" – embodying CNA Hardy's approach to the business of insurance. The insurer has gained significant recognition for both underwriting and claims in broker surveys with its Financial Institutions team coming first in the market, in its peer group, and the highest of all markets for broker satisfaction. Its Energy team also ranked the Bench Strength Leader in a highly regarded independent market survey.

NATIONAL INSURANCE AWARDS 2024 WINNER

Commercial Lines Insurer of the Year

CNA Hardy's underwriters are industry and product specialists who are passionate about their industries and alive to the ever-changing needs of clients. Risk control support from professionals whose expertise aligns with that of underwriters is another key plank of the insurer's service offering. With a global network of risk control engineers, its management of risk is based on the common root causes of loss, with historical learnings from claims incorporated within its loss prevention work.

Commenting on receipt of the award, president and CEO of CNA Hardy, Jalil Rehman, said: "We are thrilled to have been named Commercial Lines Insurer of the Year at the National Insurance Awards. This is a major achievement and a reflection of our commitment to delivering outstanding service and results. This accolade is validation of our continuous efforts to meet and exceed the expectations of our clients and stakeholders.

"This achievement has only been possible with the hard work, dedication, and commitment of every member of the CNA Hardy team. Everyone has played a crucial role in our success, and this award is a collective celebration of our shared efforts.

"The Commercial Lines Insurer of the Year award reflects our journey so far and, as we celebrate this milestone, it also motivates us to set higher standards for ourselves in the future."

cnahardy.com

CNA / HARDY

Join us on our Net Zero journey



We've put our **stake in the ground** and made our intentions clear, **setting interim 2030 targets** to reduce emissions by 31% in Scope 1, remove emissions entirely in Scope 2 and reduce emissions by 43% in Scope 3.

We're **embedding sustainability** into our culture, by encouraging **all stakeholders** to take action and make a positive contribution towards **driving change for good**.

Sustainability | Markerstudy Group



**INVESTORS
IN PEOPLE**



**MARKERSTUDY
GROUP**

ESG Award



Thomas Williams, ESG manager, Markerstudy Group; pictured with awards host Hal Cruttendon

Winner Markerstudy Group

The judges: In a highly competitive category, this growing organisation was able to outline an impressive series of goals and outcomes from their ESG initiatives.

The winning entry: With a 5,200-strong workforce, Markerstudy Group recognised a huge opportunity to make a positive impact on the communities around it – socially, financially and environmentally. Key to achieving its ESG goals is a shared passion throughout the workforce – effectively the backbone of the company’s ESG strategy. Markerstudy Group seeks to embed ESG into its culture, to create a more socially-responsible workplace, to support a healthy, happy and collaborative workforce.

In the past judging year, Markerstudy Group has donated £227,908 from colleague fundraising or charitable donations through its Motiv8 Committee, including £25,000 raised by 43 colleagues for Macmillan Cancer Support during a triathlon-style challenge. It has also seen 1,142 colleagues spend 5,032 hours giving back to causes that matter to them; and chose the Alzheimer’s Society as its first national Charity of Choice. The company also became corporate partner of Auditory Verbal UK, a charity that looks to give all deaf children the same opportunities as their hearing peers.

NATIONAL 2024 INSURANCE AWARDS

WINNER

ESG Award

Commenting on receipt of the award, Lizzie Smith-Foreman, chief marketing, communications and sustainability officer at Markerstudy Group, said: “We’re absolutely delighted to have been recognised by winning the ESG Award. ‘Putting fun into insurance’, has been our innovative approach to business since we were founded in 2001. This was further developed in 2023 with the introduction of a new Employee Engagement and Sustainability division to build on community commitment and colleague engagement.

“We’re embedding ESG into our culture and want our business to reflect our ambitions and support the areas in which we live and work, as well as our customers and colleagues. We’re working to achieve sustainable and profitable growth, nurture differences, grasp all opportunities and embrace change – with a view to building a future legacy.

“Our colleagues have always been keen to help charities and the environment – we couldn’t have achieved this accolade without them – and this year, we’ve been able to take our ESG strategy one step further. As a group, we’re united in our mission to do what we can for those around us and to reduce our impact on the world. We are proud that this award helps to show we care, and know how much it matters.”

[markerstudygroup.com](https://www.markerstudygroup.com)



NATIONAL 2024

INSURANCE AWARDS

