**Insurance Company of the Year 2016**

### Award Criteria

# This award will recognise the insurer who has developed and maintained true commercial relationships with its repairer business partners and customers alike.

***To qualify for entry to this Award you must have a contracted, managed repair network. We will require access your approved repair partners from which he will take a random selection to contact for feedback.***

**Instructions**

Please complete this questionnaire and return by **Monday 16 May** to Emily Miles, emily@bodyshopmag.com. You will receive an email receipt for confirmation.

**What happens next?**

* Your submission will be sent to our awards assessor who will contact you if they have any queries or require any more information.
* A random selection of your network will be contacted and feedback obtained.
* A shortlist of qualifying entrants will be drawn-up.
* A report will be sent to *bodyshop’s* independent jury members for analysis.
* The awards assessor will present their findings to the panel during Jury Day.
* Each finalist selected will receive two dinner tickets for the bodyshop Awards.
* The winner will be announced at the Awards Dinner at Twickenham Stadium on 22 September.

**Information**

The information supplied will only be shared, in confidence, with *bodyshop* employees, the Awards Assessors and members of the independent Awards Jury. It will not be passed on to any other third party or used for any other purpose.

**Company details**

Company name:

Company reg no:

Address:

Website:

Contact name:

Job title:

Tel number:

Email address:

**Overview:**

In less than 100 words, please state the following:

* What are the objectives of your approved repairer network?
* How successful has the network been in achieving the set objectives over the past 12 months?

**Details of the programme:**

* What resources support the programme? eg repairer councils, communication channels, audits, support facilities, equipment purchase support
* What measures are in place to ensure suitability of work flow? eg FNOL, write-offs, cosmetic repairs, heavy damage
* How do you manage your network? (recruitment/performance/standards/contracts/capacities/inspections etc)
* What actions have you undertaken in the past 12 months to improve the standards of your network?

**Data:**

* Number and status of repairers within your network? (eg tier 1, tier 2, overflow)
* Adjustment/s to above within past 12 months?
* Volume of repairs directed through network within past 12 months?
* Increase/decrease in work volumes over past 12 months?
* What has been your average payment performance over the past 12 months?
* Customer satisfaction rating during past 12 months?

**Return Address**

Once you have completed this questionnaire, please return to:

Emily Miles, Email: emily@bodyshopmag.com

Please remember to also email Emily with a list of your approved repairers so that we can contact a random selection of them for feedback on your services

**Deadline: Monday 16 May 2016**