



FINANCIAL SERVICES FEDERATION

CREDITING EXCELLENCE AWARDS 2019



CATEGORY: CENTRIX OUTSTANDING SUPPORT PERSON

Prize: \$500.00 towards professional development

Entry Guide

Thank you for taking the time and an interest in entering for this award, this guide contains everything you need to know to enter.

- **Entries close midnight on Wednesday, 20 August 2019. Extended to Tuesday 27 August 11.59pm.**
- Entries should be uploaded at the Conference/Awards section of the FSF website (www.fsf.org.nz). You will receive an email acknowledging receipt of your entry and outlining the next phase of the process.
- Winners will be announced at the Awards ceremony on 16 October at The Grand Millennium Hotel. Finalists will be notified one month before the Awards.
- If you have any questions, please contact Hannah McKee, hmckee@fsf.org.nz, or Sue Bentley, sbentley@fsf.org.nz.

About this Award

This award is open to any person working for a Financial Services Federation member company in the recoveries, collections, marketing, HR, administration, or other support areas, who has demonstrably displayed dedication towards ensuring good outcomes for both customers and the business, or fostering a company culture to support others to do so.

Entries must be completed in full and provided to the Financial Services Federation together with:

1. A brief introduction about the entrant.
2. A statement from the person entering about what responsible and ethical conduct and culture in a financial services organisation means to them and how they carry this out in their work.

3. Two examples of where the entrant has gone above and beyond what is required of them in terms of displaying or promoting responsible and ethical conduct and culture in a financial services organisation.
4. A statement from the entrant as to their plans for the next 12 months and beyond (whether this means projects or upskilling themselves or others) to continue to do this.

Tips for your entry:

- Don't hold back! Tell us your story, be proud, and don't skimp on the details, but as a suggestion, we recommend Questions 1, 2, and 4 not exceed a combined 2500 words.
- Where possible, include examples, milestones, case studies, key performance data, testimonials, etc.
- Include where appropriate, charts, stats, graphics, photos or other visual devices that might illustrate points in your entry.

Terms & Conditions

- Award entries are only available to members of the FSF. Finalists are encouraged to attend the awards on October 16 where the winner will be announced.
- Prizes are in New Zealand dollars and are to be used in good faith by the winner towards the cost of further professional development.
- Photos will be taken on the Awards night, please advise FSF if you have any concerns.
- Upon submitting, entrants agree that all content in their Entry Document is true and correct to the best of their knowledge at the time of entering.
- Entries can be driven by the entrant, a colleague, supporter or employer, but all entries are to be endorsed by the employer or appropriate management team member. Those nominating someone else must gain permission from the person they are nominating.