



FSF Crediting Excellence
Gala Dinner & Awards 2022
Awards Criteria

16 NOVEMBER 2022 - THE HILTON HOTEL - AUCKLAND



FINANCIAL SERVICES FEDERATION

EQUIFAX[®]



About the Awards



The Financial Services Federation (FSF) is delighted for the return of its Crediting Excellence Awards in 2022, and invites members to participate in this special celebration of the sector.

This will be the third FSF Awards ceremony, which will be held at the Gala Dinner after the FSF Annual Conference on 16 November 2022 at the Hilton Hotel, Auckland.

The Awards showcase the positive impact FSF members contribute to the sector and its customers by recognising member companies and individuals who have demonstrated excellence and dedication to the sector. Particular emphasis is placed upon entrants' dedication to good outcomes for both consumer and business customers. Entries are judged individually by an independent panel of respected industry leaders.

Submissions close 11.59pm on Thursday 13 October 2022.

If you have any questions regarding the Awards, please contact Hannah McKee or fsf@fsf.org.nz. We understand it takes time to put together an entry and thank all entrants in advance for their efforts to be part of this special opportunity.

Good luck!



Why you should enter: What to know before entering:



Entering the FSF's Awards is an opportunity to showcase achievements, recognise stars in your team, gain recognition, promote the values of your organisation and the responsible non-bank sector as a whole.

Who can enter? Entries will be accepted from members of the FSF and their staff only, if you would like to enquire about membership we'd love to hear from you at fsf@fsf.org.nz.

Entries can be driven by the entrant or a third party, but all entries are to be endorsed by the employer or appropriate management personnel.

Can I enter again? We highly encourage anyone who has entered past awards but missed out to enter again, now could be your time!

How do I enter? Entries can be made now via an email form on FSF's website [or](https://www.fsf.org.nz) a short video emailed to fsf@fsf.org.nz.

Written entries should not exceed 1800 words total but have the option to upload two PDF documents of supporting evidence in addition to this. This might include, examples, milestones, case studies, accolades, key performance data, testimonials, references, stats, graphics, photos or other content that illustrates points in your entry. Video entries should not exceed four minutes in duration. Entry questions are weighted to help you decide where you put the most effort.

When do entries close? Entries close at 11.59pm on 13 October 2022. Finalists will be announced online approximately two weeks later. Don't hold back! This is your chance to tell us your story, be proud.

We are here to help. If you have a query about the entry process please do not hesitate to get in touch by emailing [Hannah McKee](mailto:Hannah.McKee@fsf.org.nz) or fsf@fsf.org.nz.



Autosure Rising star.

This individual award recognises new industry professionals who demonstrate outstanding achievement and commitment to the responsible New Zealand financial services sector.

Prize: \$1000.00 towards professional development

This award is open to young industry professionals with at least two years' experience who have demonstrated passion, achievement and dedication to the sector in the last 24 months.

Entries must be supported by the nominee's manager.

Entrants will be asked to complete the following:

1. Tell us a bit about yourself, your career story so far and what drew you to financial services. This may include any study, professional development, or volunteer or work experience undertaken. 15%

2. Tell us why you are passionate about working in the New Zealand Financial Services industry. 15%

3. Describe what you consider to be your top achievements in the last 24 months and why. This could also include contribution to the wider sector or community such as committee participation, speaking at events or running workshops, awards, volunteer work, community engagement, etc. 25%

4. Provide details of times when you displayed initiative, overcame obstacles, or implemented new ideas which displayed your dedication to good conduct and led to a mutually good outcome for a customer in the last 24 months. 20%

5. What are your career goals for the next 12 months and beyond, why, and your plans to achieve these. 20%

6. Tell us why winning this award is important to you. 5%

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Centrix Workplace champion.

This individual award recognises backstage heroes in the workplace whose outstanding attitude and support work empowers the organisation to thrive

Prize: \$1000.00 towards professional development

This award is for any staff member of an FSF member company who might be in administration, call centre, recoveries, collections, marketing, HR, or other support areas, who has displayed dedication to good outcomes for customers, or a workplace culture that empowers others to do so.

Entrants will be asked to complete the following:

1. Tell us a bit about yourself, your role, and why you are passionate about this role. 15%
2. Describe what you consider to be your top achievements in the last 24 months and why. This could also include contribution to the wider sector or community, overcoming a certain challenge, committee engagement, workshop or education facilitation, addressing an industry challenge or issue, volunteer work, community engagement, etc. 20%
3. Provide examples of outstanding initiatives you have implemented that illustrate a passion for your team or customers or had a direct positive impact on your organisation's company culture. 30%
4. What are your goals for the next 12 months and beyond, why, and your plans to achieve these? 20%
5. Tell us why winning this award is important to you. 15%

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Provident Insurance Leadership award.

This individual award recognises senior financial services professionals who have displayed significant leadership to empower their team, promote good conduct, company culture, and outcomes for customers.

Prize: \$1000.00 towards professional development

Entrants will be asked to complete the following:

1. Provide an introduction about yourself, what you stand for as a leader, and why you are passionate about working in financial services. 15%
2. Describe what you consider to be your top achievements in the last 24 months and why. (This could include contribution to the wider sector or community, execution on implementing a new idea, overcoming a certain challenge, committee participation, accolades, speaking engagements, workshop or education facilitation, publication contributions or research, addressing an industry challenge or issue, volunteer work, community engagement, etc.) 30%
3. Describe initiatives you have lead which promote good conduct, culture, lifted professional standards and lead to better outcomes for customers. 30%
4. What are your aspirations for the next 12 months and beyond to continue promoting good conduct within your team and/or the wider financial services sector. 15%
5. Tell us why winning this award is important to you. 10%

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Happy Prime

Team spirit award.

This team award recognises outstanding teams within a company whose achievements have led to the betterment of the wider organisation and customers as a whole.

This category is open to any team operating within an FSF member company with an outstanding team spirit and high achievement. This may include teams in operations, loan origination, fraud or risk, IT, development, customer support, marketing and communications, collections, and others.

Entrants will be asked to complete the following:

- Tell us what your team does, who it consists of, and your shared value as a team. 20%
2. Provide details of how in the last 24 months your team overcame a challenge or implemented an initiative that contributed to improving customer care and service and/or company conduct and culture. 20%
3. Tell us about your team's other top achievements in the last 24 months. This could include performance in working towards your organisation's wider strategy, or contributions to the wider sector or community. 25%
4. What are your team's goals for the next 12 months and beyond to continue the betterment of the wider organisation and customer care. 20%
5. Tell us why winning this award is important to the team. 15%

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Spiers Finance Innovation Award.

This corporate award is open to any FSF member company that has displayed significant innovation, initiative, and thought-leadership to enhance their company's or that of their company clients' abilities to thrive.

This award is open to any FSF member that has displayed significant innovation, initiative, and thought-leadership to significantly enhance their company's, or that of their company clients,' abilities to meet compliance obligations, embed best practice culture and conduct practices and provide responsible and high-quality financial services products.

This award is aimed at FSF affiliate members that offer services to the sector to showcase their offerings but is also open to full FSF members.

Entrants will be asked to complete the following:

- Provide a description of your organisation, its story, and any milestones. (20%)
- 2. Explain how in the last 24 months your company's innovation, initiative and/or thought-leadership has significantly enhanced the provision of responsible credit, leasing, or credit-related insurance products and/or meeting of compliance obligations and/or embedding best practice culture and conduct practices. 55%
- 3. Provide a statement as to what your company sees as its role in future innovation and thought-leadership in supporting the sector in its efforts to ensure mutually successful outcomes for both them and New Zealanders. 25%

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Equifax

Community & Sustainability Award.

This corporate award celebrates FSF member companies involved in initiatives that have a positive impact on the lives of New Zealanders.

This award is open to any Financial Services Federation member company (full or Affiliate) which has demonstrably embraced corporate social responsibility and/or sustainability through an initiative, partnership, campaign, or support for a particular project which has had a positive impact in financial services, wider community, or New Zealand as a whole.

Entrants will be asked to complete the following:

1. Provide a description of your organisation and its strategy particularly regarding corporate social responsibility, community, and sustainability. 20%
2. Explain the way in which the company has involved the business and staff in a project to enhance sustainability and/or benefit certain members of the community or New Zealand as a whole, and why. 40%
3. Provide evidence or supporting content as to how this initiative has made a positive impact. 20%
4. A statement from the company as to what their corporate social responsibility plans are for the next 12 months or beyond. 25%

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Entries should be made via the written online form on FSF's website or a short video. Written entries should not exceed 1800 words total. Those submitting via online form also have the option to upload two PDF documents of supporting evidence in addition to this. Video entries should be submitted to fsf@fsf.org.nz, these should not exceed four minutes in duration. Winners will be announced at the Awards ceremony on 16 November 2022.

Award entries are only available to members of the FSF. Finalists are encouraged to attend the awards at The Hilton Auckland 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.

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. FSF may alter any aspect of the awards should it see fit. Decisions made are final. Entries are judged individually by an independent panel of respected industry leaders bound by confidentiality. Entries close at 11.59pm on 13 October 2022 and finalists will be announced approximately 2 weeks later. Decisions are final.

Photos will be taken on the Awards night to be used for marketing and media purposes. Winners may be asked by the FSF to contribute to any post- Award marketing material such as a short interview.

If you have any questions, please contact Hannah McKee, hmckee@fsf.org.nz, or Sue Bentley, sbentley@fsf.org.nz.

