

2011 FIA Award winners announced

The winners of the annual Financial Intermediaries Association of Southern Africa (FIA) Awards for 2011 were announced on 9 June 2011 at a gala ceremony held at the Sandton Convention Centre.

According to **Brian van Flymen**, recently elected President of the FIA, the awards provide intermediaries with the opportunity to recognise the leading product suppliers in the financial services industry. "These awards are an important tool with which the intermediary industry is able to pay recognition to, and honour, those providers in the industry who provide excellent service to clients via the intermediary channel."

Santam came out with top honours in two of the categories, winning short-term insurer of the year (Commercial) and short-term insurer of the year (Corporate) for the second consecutive time.

Short-term insurer of the year (Personal Lines) was awarded to Hollard, while Commercial and Industrial Acceptances (CIA) won the accolade of Underwriting Manager of the Year.

Independent research company, Bluestream Research, was appointed to conduct a customer satisfaction survey among the FIA's members with the three main criteria being assessments of product quality, service quality and relationship quality.

Van Flymen says the full results are given to all product providers so they can determine how well they scored against the winner as well as benchmark themselves against the industry average in each category. "Product providers can use this information to assist them in recognizing those areas in which they need to improve and those in which they are performing well."



Smile of a winner ... A delighted Nic Kohler, Hollard CEO, receives the award for Short-term Insurer of the Year for Personal Lines, and is flanked by newly elected FIA President, Brian van Flymen, and Barry Taylor, FIA Director and Chairperson of the Short-term Exco.

Success stories ... Winners of the annual FIA Awards proudly display their certificates. (L to R): Nic Kohler, Hollard, Hylton Kallner, Discovery Group, Dr Jonathan Bloomberg, Discovery Health, Richard van Dijk, Sanlam, Andre de Waal, Commercial and Industrial Acceptances, Ian Kirk, Sanlam, Alan Ehret, Stanlib, Andrew Warren, Liberty



Below is the full list of 2011 winners:

2011 AWARD CATEGORY	WINNER
Short-Term Insurer of the Year – Personal Lines	HOLLARD
Short-Term Insurer of the Year – Commercial Lines	SANTAM
Short-Term Insurer of the Year – Corporate	SANTAM
Underwriting Manager of the Year	COMMERCIAL AND INDUSTRIAL ACCEPTANCES
Long-Term Insurer of the Year – Risk Product	LIBERTY
Investment Supplier of the Year - Retail Investments	STANLIB
Long-Term Insurer of the Year – Recurring Savings	DISCOVERY LIFE
Employee Benefits Product supplier of the Year	SANLAM
Health Care Product Supplier of the Year	DISCOVERY HEALTH