FINDER AWARDS ENTRY GUIDELINES

The <u>Finder Awards</u> celebrate innovation across key categories including banking, insurance, telecommunications, retail and travel. There are 12 categories open for entry which are judged on criteria including innovation, range of features and impact.

This document explains the criteria and weighting we will use to assess each category and pick the winners.

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Entry process

Information for the Finder Awards will be collected directly from entrants through online submissions. Where available, Finder will cross-check this information against publicly available information. We reserve the right to revoke submissions if any information provided is found to be false, misrepresentative or misleading. Specific data points provided by entrants will be used for judging purposes only and will not be shared externally without the entrant's explicit consent.

You can submit your entry via the submission portal:

- https://finderawards.awardsplatform.com/

Assessment period

We request that all data entered through the submission forms is for the 12-month period prior to 30 April 2020. The deadline for submissions is 5pm AEDT Thursday 30 April 2020.

INNOVATION AWARDS

Best Banking Innovation

Entry criteria

What we're looking for: The most disruptive banking innovation available in Australia.
Who can enter: Any bank (including neo or digital bank), credit union, building society, financial institution or payments provider/platform operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe an innovation that you've introduced for your customers in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%
Provide evidence for the impact of the innovation since its introduction. Evidence could include improvements in customer numbers, revenue, engagement, NPS or other metrics.

Best Insurance Innovation

Entry criteria

What we're looking for: The most disruptive insurance innovation available in Australia.
Who can enter: Any insurance or insurtech provider operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe an insurance innovation that you introduced in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, the technology and/or features that differentiates your product/service from what's currently available in the market, and any challenges you faced.

Impact/success: 60%
- Provide evidence for the impact of the innovation since its introduction. Evidence could include improvements in customer numbers, revenue, fraud prevention, underwriting, customer experience, processing speed, claims outcomes, NPS or other relevant metrics.

Best Investment Innovation (new category)

Entry criteria

What we're looking for: The most disruptive investment innovation available in Australia.

Who can enter: Any bank, fintech, credit union, building society, financial institution, superfund, investment provider and/or adviser, investment app, broker, fund manager or brand within the Australian market.

Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%

- Describe an investment innovation that you've introduced in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%

- Provide evidence for the impact of the innovation during the assessment period. Evidence could include improvements in customer numbers, revenue, engagement, NPS or other metrics.

Best Online Customer Service

Entry criteria

What we're looking for: The best online customer service in Australia (encompassing chat, email, social and other digital platforms).
Who can enter: Any bank, financial, insurance, telco, shopping, retail or travel provider or brand operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 20%
- Describe what new and innovative steps you've taken to improve online customer service in the 12 months to 30 April 2020. Examples could include new support channels or new technologies or processes aimed at improving customer pain points.

Range of features: 20%
- Describe the approach/process you take in dealing with online customer service, including all the options you offer and the typical response times. What issues does your approach help to solve?

Impact/success: 60%
- Provide evidence for the success of your approach. Evidence could include improvements in response time, NPS, customer numbers and growth, customer experience surveys or other relevant metrics.

Best Retail Innovation

Entry criteria

What we're looking for: The most disruptive innovation in retail or shopping available in Australia.
Who can enter: Any store or retailer operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe a retail or shopping innovation that you've introduced in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it innovative or unique, any challenges you faced, and how it helped you stand out from your rivals.

Impact/success: 60%
- Provide evidence for the impact of the innovation since its introduction. Evidence could include improvements in customer numbers, time spent on site, average basket size, NPS or other relevant metrics.

Best Small Business Innovation (new category)

Entry criteria

What we're looking for: The most disruptive innovation for small businesses available in Australia.
Who can enter: Any business or brand that provides a product or service to small businesses (including a platform, app or software program) within the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe an innovation that you've introduced for your business customers in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%
- Provide evidence for the impact of the innovation during the assessment period. Evidence could include improvements in customer numbers, revenue, engagement, NPS or other metrics.

Best Tech Innovation

Entry criteria

What we're looking for: The most disruptive tech innovation in Australia.
Who can enter: Any bank (including a neo or digital bank), financial, insurance, telco, shopping, retail, travel provider or brand operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe a technological innovation that you've introduced in the 12 months to April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%
- Provide evidence for the impact of the innovation since its introduction. Evidence could include improvements in customer numbers, revenue, customer experience, processing speed, NPS or other relevant metrics.

Best Telco Innovation

Entry criteria

What we're looking for: The most disruptive telco innovation in Australia.
Who can enter: Any telco provider operating in the Australian market, including broadband and mobile phone providers.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe a telco innovation that you've introduced in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it innovative or unique, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%
- Provide evidence for the impact of the innovation during the assessment period. Evidence could include improvements in customer numbers, revenue, customer experience, processing speed, NPS or other metrics.

Best Travel Innovation

Entry criteria

What we're looking for: The most disruptive travel innovation in travel in Australia.
Who can enter: Any provider operating in the Australian travel market (including travel agents, airlines, cruise operators, hotels, tour companies, insurers, financial and travel money providers).
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe an innovation that you've introduced to your travel services in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it helped you stand out from your rivals.

Impact/success: 60%
- Provide evidence for the impact of the innovation during the assessment period. Evidence could include improvements in customer numbers, revenue, customer experience, NPS or other metrics.

Digital Disruptor of the Year

Entry criteria

What we're looking for: The most disruptive digital innovation in Australia.
Who can enter: Any bank (including a neo or digital bank), financial, fintech, insurance, telco, shopping, retail, property or travel provider or brand operating in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 40%
- Describe the digital product, process or innovation that you've introduced in the 12 months to 30 April 2020.
- Explain the reason for its introduction, what makes it unique or innovative, any challenges you faced and how it makes you stand out from your competitors.

Impact/success: 60%
- Provide evidence for the impact of the product, process or innovation during the assessment period. Evidence could include improvements in customer numbers, revenue, customer experience, processing speed, NPS or other relevant metrics.

Most Innovative Person

Entry criteria

What we're looking for: The most innovative person in Australia.
Who can enter: Any person who has introduced a new product, process or innovation in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 20%
- Describe what new product, process or innovation this individual introduced in the 12 months to 30 April 2020?
- How is the output unique or innovative? How has this innovation made the individual stand out?

Testimonials: 30%
- Provide two testimonials from colleagues, clients or other stakeholders that outline the individual's key achievements during the assessment period.

Impact/success: 50%
- Provide evidence for the success of this individual's innovative work. Evidence could include meeting or exceeding KPIs, improvements in revenues, improvements in customer numbers, NPS, customer experience surveys or other relevant metrics.

Most Innovative Team

Entry criteria

What we're looking for: The most innovative team in Australia.
Who can enter: Any team that has introduced a new product, process or innovation in the Australian market.
Word count: Limit your entry to 1,000 words or less.

Criteria

Innovation: 20%
- Describe what new product, process or innovation this team introduced in the 12 months to 30 April 2020.
- What makes the output unique or innovative? How did this innovation make the team or business stand out from its rivals?

Testimonials: 30%
- Provide two testimonials from colleagues, clients or other stakeholders that outline the team's key achievements during the assessment period.

Impact/success: 50%
- Provide evidence for the success of this team's innovative work. Evidence could include meeting or exceeding KPIs, improvements in revenue, improvements in customer numbers, NPS, customer experience surveys or other relevant metrics.