

THE UK

HEALTH & PROTECTION AWARDS 2023

in association with

Allianz  Partners

THE WINNERS

OCT 11 2023

LONDON HILTON PARK LANE



LIFELONG PRIORITIES

Making an impact that lasts a lifetime

This is a sector that makes a real impact to all those who touch it, guiding people through the toughest times in their lives, supporting them and their loved ones.

Recognising the efforts of an entire industry is no easy feat but it is something Health & Protection is honoured to do.

Standing in front of the packed house of more than 750 at the London Hilton Park Lane it was clear that valuing and acknowledging those displays of excellence is also something you all want to be part of.

It was an impressive sight and I was struck by just how impassioned everyone is in doing the right thing for their customers and driving themselves forward by setting ever higher standards.

We welcomed 31 winners to the stage to collect their awards including those who had spent more than three decades in the industry to those who are just starting out.

For the first time we presented our Outstanding Newcomer Award recognising people who have made a significant impact in the first three years in the sector.

While there can only be one winner in Luc Genest we hope to see all those shortlisted in the category fulfilling their obvious potential and becoming prominent representatives and driving the market forward.



In that regard, it was a pleasure to present Outstanding Achievement Awards to two individuals who have made their mark during esteemed careers lasting more than a quarter of a century.

It is impossible to define the full impact of such significant people like David Battle and Sue Smith but their impact has already benefitted many and will be remembered for a considerable period forward.

As UK Health & Protection Awards judge Isaac Feiner said, the work this industry does can save lives and families, it can last a lifetime and benefit future generations.

That is what makes all your work so important

Owain Thomas
Editor of Health & Protection

MEET THE JUDGES

PROVIDER AWARDS JUDGES



Ian Abbot, International Director of Engage Health Group



Tom Baigrie, Chairman of LifeSearch



Vivine Cameron, Equality, Diversity and Inclusion Manager at CII



Chico Chakravorty, Founder of Doing Diversity Differently



Soraya Chamberlin, VP of Corporate Sales at HCA Healthcare



Steve Clements, Integrated and Global Solutions Leader at Willis Towers Watson



Tom Connor, Director of Drewberry



Jacquie Duckworth, Co-founder of The Uninvisibility Project



Isaac Feiner, Director, Lifepoint Healthcare



Claire Ginnelly, Vice-Chairwoman of the AMII



Andrew Green, Specialist PMI Consultant at Craigdallie Healthcare



Steve Herbert, Wellbeing & Benefits Director at Partners&



Ian Holmes, Managing Director of MEC



Jonathan Hsieh, CEO of Pacific Prime Americas



Lucy Irvine, Head of Employee Benefits at Advo



Nadia Jafar, Managing Director of Bluestone of London



Vikki Jefferies, Proposition Director of Primis



Kathryn Knowles, Managing Director of Cura Financial Services



Iain Laws, CEO of Towergate Health and Protection



Darren Manning, Managing Director of Global Albatross



Dave Middleton, Executive Chairman of the AMII



Marie Modini, Head of Business Development at SIP Medical Family Office



Amber Musson-Thorp, Commercial Head – Qatar, Lifecare International



Takako Nagata, Senior Employee Benefits Consultant International at PIB Employee Benefits



Marcia Reid, Non-Executive Director of Sherwood Healthcare



Ian Sawyer, Director of Assured Futures



Krystle Skelton, Customer Relations Adviser at Cura Financial Services



Dan Small, Managing Director of FJN Solutions



Emma Thomson, Head of Protection Development at Sesame Bankhall Group



Andrew Wilkinson, Director of Moneysworth

ADVISER AWARDS JUDGES



Christopher Claridge-Ware,
 Strategic Adviser at
 Perci Health



Katie Crook-Davies,
 Managing Director
 of Tabei



Jason Ellis, Group Protection
 Sales Director of Aviva UK
 Health and Protection



Ruth Gilbert,
 Partner at Insuring
 Change



Jim Harris,
 CEO and MD of
 HCB Group



Roshani Hill, Assistant
 Director, Head of Protection
 and Health at the ABI



Dominic Howard,
 Director of European Sales
 and Accounts at Teladoc
 Health



Christine Husbands,
 Commercial Director of
 RedArc



Sneh Khemka,
 Non-Executive Director
 of Synnovis



Iain McMillan,
 Director of Distribution
 at Bupa



Katherine Moxham,
 spokesperson
 for GRiD



Jessica Palmer, Senior
 Business Development
 Manager at Allianz Partners



Richard Walsh,
 of Sami Consulting



Rachael Welsh,
 Head of Marketing
 at Guardian



Ron Wheatcroft,
 Technical Manager at
 Swiss Re



Theresa Wighton,
 UK Group Sales Director
 at Bupa Global



Health

A red carpet runs diagonally across the page, bordered by a line of gold stanchions connected by a dark red rope. The background is a teal color with falling confetti and streamers in the upper right corner.

Proud sponsors of the drinks reception

Congratulations to this year's shortlisted nominees and winners. We hope you enjoy the celebrations.

Thank you to everyone who supported AXA Health at the UK Health & Protection Awards 2023.

JUDGING PROCESS

How the awards were won

Entries for the UK Health and Protection Awards 2023 were divided into two categories comprising a total of 27 awards – those from advisers and intermediaries, and those from insurers and other service providers.

PROVIDER AWARDS

The insurer and provider categories were put to a public vote for readers of Health & Protection to choose those companies which performed best in their respective markets over the previous year.

Thousands of votes were received from advisers and intermediaries, with the top performers in each category being whittled down to form the shortlists.

Each provider was then invited to submit an entry for each category they were shortlisted in against a set of key criteria. The criteria for each category is detailed on the awards website.

The independent judging panels, chosen for their insight and expertise, then reviewed, assessed and vigorously debated the entries in each category to decide the ultimate winners.

ADVISER AWARDS

The adviser awards were open to entries from any advisers, intermediaries or broker firms operating in the relevant UK or international categories.

This year saw the Outstanding Newcomer Award introduced to recognise the individual who had made the biggest mark since entering the health and protection industry in their first three years.

Entries were submitted against a key set of criteria for each category which are available on the awards website. The independent judging panels then evaluated and examined each submission before an intense final judging day where the winners were decided.

Health & Protection would like to thank all the judges for playing such a vital part in giving their time and expertise to assess the entries and decide the final winners.

AWARDS SHORTLISTS

PROVIDER AWARDS SHORTLISTS

BEST DIVERSITY & INCLUSION STRATEGY

SPONSORED BY FJN SOLUTIONS

Aviva
Bupa
Zurich

BEST GROUP HEALTH INSURANCE PROVIDER

Aviva UK Health
Axa Health
Benenden Health
Bupa
Freedom Health
Vitality
WPA

BEST INDIVIDUAL HEALTH INSURANCE PROVIDER

Aviva UK Health
Axa Health
Bupa
Freedom Health
The Exeter
Vitality
WPA

BEST CASH PLAN PROVIDER

Axa Health
BHSF
Bupa
Health Shield
Medicash
Simplyhealth
Westfield Health

BEST INDIVIDUAL PROTECTION PROVIDER

AIG Life
Aviva
Legal & General
MetLife
National Friendly
Scottish Widows
The Exeter
Vitality
Zurich

BEST GROUP PROTECTION PROVIDER

AIG Life
Aviva
Canada Life
Legal & General
MetLife
Unum
Yulife
Zurich

BEST INTERNATIONAL INDIVIDUAL HEALTH INSURANCE PROVIDER

Allianz Partners
April International
Axa Global Healthcare
Bupa Global
Cigna Global
Freedom Health Insurance
International Medical Group (IMG)
Now Health International
William Russell

BEST INTERNATIONAL GROUP HEALTH INSURANCE PROVIDER

Allianz Partners
Axa Global Healthcare
Bupa Global
Cigna Global
Freedom Health Insurance
International Medical Group (IMG)
Now Health International
UnitedHealthcare Global
William Russell

BEST CUSTOMER SERVICE DELIVERY

Aviva
Axa Global Healthcare
Bupa
Freedom Health
MetLife
National Friendly
Now Health International
The Exeter
WPA
YuLife

BEST SUPPORT OR ADD-ON SERVICE - INSURER

Aviva
Axa Global Healthcare
Bupa
Cigna Global
MetLife
Now Health International
Vitality
YuLife

BEST SUPPORT OR ADD-ON SERVICE - THIRD PARTY PROVIDER

Doctor Care Anywhere
Health Assured
Healthhero
Nuffield Health
Peppy
RedArc
Spectrum Life
Square Health
Teladoc
Telus Health (formerly LifeWorks)

BEST HEALTH & PROTECTION TECHNOLOGY INNOVATION

Allianz
Aviva
Axa Health
Bupa
Cigna Global
Now Health International
Vitality
YuLife

BEST WELLBEING PROVIDER

Aviva
Axa Global Healthcare
Bupa
Cigna Global
Health Assured
Vitality
YuLife

ADVISER AWARDS SHORTLIST

BEST SALES & RETENTION ADVICE TEAM

Advo
 First Point
 Hooray Health & Protection
 Lifepoint Healthcare
 Pacific Prime
 Santé Group
 Sherwood Healthcare
 Switch Health
 Towergate Health & Protection

BEST INDIVIDUAL HEALTH INSURANCE ADVICE FIRM

ActiveQuote
 Advo
 Assured Futures
 Lifepoint Healthcare
 Lloyd & Co Employee Benefits
 Phoenix Health & Protection
 Santé Group
 Sherwood Healthcare
 SIP Medical Family Office
 Switch Health

BEST GROUP HEALTH INSURANCE ADVICE FIRM

Advo
 Benefex
 Engage Health Group
 Lifepoint Healthcare
 Phoenix Health & Protection
 PK Group
 Premier Choice Group
 Sherwood Healthcare
 Towergate Health & Protection
 Wingate Benefit Solutions

BEST INTERNATIONAL INDIVIDUAL CLIENT ADVICE FIRM

First Point
 Global Albatross
 Lifecare International Insurance
 Brokers
 Pacific Prime
 SIP Medical Family Office
 Towergate Health & Protection

BEST MENTAL HEALTH ADVICE FIRM

Broadstone
 MEC
 Proactive Medical & Life
 Towergate Health & Protection

BEST INTERNATIONAL GROUP ADVICE FIRM

BDHL
 Bluestone of London
 Engage Health Group
 Lifecare International Insurance
 Brokers
 Pacific Prime
 Towergate Health & Protection

BEST WORKPLACE WELLBEING ADVICE FIRM

Advo
 Lifecare International Insurance
 Brokers
 Premier Choice Group
 Towergate Health & Protection
 Wingate Benefit Solutions

BEST INDIVIDUAL PROTECTION ADVICE FIRM

ActiveQuote
 Moneysworth
 Partners&
 Peak Mortgages and Protection
 PIB Employee Benefits
 Proactive Medical & Life
 Switch Health
 The Orchard Practice
 Towergate Health & Protection
 Vita

BEST GROUP PROTECTION ADVICE FIRM

Benefex
 Lloyd & Co Employee Benefits
 MEC
 New Homes Mortgage Service
 PIB Employee Benefits
 PK Group
 Sherwood Healthcare
 Towergate Health & Protection
 Wingate Benefit Solutions

BEST SMALL PROTECTION ADVICE FIRM

3 Pillars Financial Planning
 Home Group Financial
 Lloyd & Co Employee Benefits
 Moneysworth
 The Orchard Practice

BEST SMALL HEALTH INSURANCE ADVICE FIRM

BDHL
 First Point
 Hooray Health & Protection
 Incorporate Benefits LLP
 Lifepoint Healthcare
 Lloyd & Co Employee Benefits
 MEC
 Phoenix Health & Protection
 SMP Healthcare
 Wingate Benefit Solutions

BEST HEALTH INSURANCE ADVISER

Sue Smith, Advo
 Stuart Box, Engage Health Group
 Tom Brown, Lloyd & Co Employee
 Benefits
 Peter Lurie, Proactive Medical & Life
 Mike Smith, Sherwood Healthcare
 Lianne Harrington, SMP Healthcare
 Jacob Wellfair, Switch Health

BEST PROTECTION ADVISER

Katy Davies at Henry Dannell (*for her
 work at Hanbury Wealth Management*)
 Joshua Gerstler, The Orchard
 Practice
 Nicola Thurston, Switch Health
 Andy Walton, Lloyd & Co Employee
 Benefits
 Caroline Wilson, Partners&

OUTSTANDING NEWCOMER AWARD

Shaun Payne, 3 Pillars Financial
 Planning
 Luc Genest, Advo
 Juliette Kemp, Assured Futures
 Jemma Trehearn, BDHL
 Katy Davies at Henry Dannell (*for her
 work at Hanbury Wealth Management*)
 Esme Pearson, Hooray Health &
 Protection
 Hannah Royster, New Homes
 Mortgage Service
 Alex Wegrzyn, Switch Health
 Isabella Streames, Velvet Mortgage &
 Insure Services



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AWARDS WINNERS

PROVIDER AWARDS WINNERS

BEST DIVERSITY & INCLUSION STRATEGY

Sponsored by FJN Solutions

Zurich

Highly Commended: Aviva

BEST CUSTOMER SERVICE DELIVERY

Bupa

Highly Commended: Aviva (protection operations)

BEST HEALTH & PROTECTION TECHNOLOGY INNOVATION

Axa Health

BEST SUPPORT OR ADD ON SERVICE - THIRD PARTY PROVIDER

Telus Health

BEST SUPPORT OR ADD ON SERVICE - INSURER

Bupa

BEST CASH PLAN PROVIDER

Medicash

BEST WELLBEING PROVIDER

Bupa

BEST INTERNATIONAL INDIVIDUAL HEALTH INSURANCE PROVIDER

April International

BEST INTERNATIONAL GROUP HEALTH INSURANCE PROVIDER

Allianz Partners

BEST INDIVIDUAL HEALTH INSURANCE PROVIDER

Bupa

BEST INDIVIDUAL PROTECTION PROVIDER

Zurich

BEST GROUP HEALTH INSURANCE PROVIDER

WPA

BEST GROUP PROTECTION PROVIDER

Unum

PROVIDER OF THE YEAR

Sponsored by HCA Healthcare

Zurich

ADVISER AWARDS WINNERS

BEST MENTAL HEALTH ADVICE FIRM

Sponsored by Aviva
Broadstone

BEST WORKPLACE WELLBEING ADVICE FIRM

Sponsored by Bupa
Lifecare International

BEST ADVISER SALES & RETENTION TEAM

Hooray Health & Protection

BEST INDIVIDUAL PROTECTION ADVICE FIRM

Towergate Health & Protection
Highly Commended: PIB Employee Benefits

BEST SMALL PROTECTION ADVICE FIRM

Moneysworth

BEST GROUP PROTECTION ADVICE FIRM

Benefex
Highly Commended: PIB Employee Benefits and Towergate
Health & Protection

BEST INTERNATIONAL INDIVIDUAL CLIENT ADVICE FIRM

Lifecare International

BEST INTERNATIONAL GROUP ADVICE FIRM

Engage Health Group

BEST INDIVIDUAL HEALTH INSURANCE ADVICE FIRM

Advo

BEST SMALL HEALTH INSURANCE ADVICE FIRM

Hooray Health & Protection

BEST GROUP HEALTH INSURANCE ADVICE FIRM

Sponsored by Bupa
Advo
Highly Commended: Benefex

BEST HEALTH INSURANCE ADVISER

Peter Lurie at Proactive Medical & Life

BEST PROTECTION ADVISER

Sponsored by Guardian
Andy Walton at Lloyd & Co Employee Benefits
Highly Commended: Katy Davies at Henry Dannell (*for her
work at Hanbury Wealth Management*)

OUTSTANDING NEWCOMER AWARD

Luc Genest, Advo

ADVICE FIRM OF THE YEAR

Advo

OUTSTANDING CONTRIBUTION AWARD

Sponsored by Allianz Partners
David Battle

OUTSTANDING CONTRIBUTION AWARD

Sponsored by Allianz Partners
Sue Smith

CONGRATULATIONS TO
ZURICH
WINNERS OF
**PROVIDER OF
THE YEAR 2023**

We look forward to seeing
you all again next year

PROVIDER AWARDS

PROVIDER OF THE YEAR

sponsored by HCA Healthcare

Zurich

This insurer impressed with its entries across the spectrum. The judges highlighted its commitment and dedication to the sector in more than just building products and selling policies – although it was applauded for highly relevant developments in this regard.

They also praised it for showing how it was improving service for advisers and being a top contributor to bettering conditions across the wider industry for end customers.

They also recognised it for playing a clear, leading role in driving change throughout the sector.



Cindy Warden of Zurich accepts the award from Soraya Chamberlain of HCA Healthcare and host Russell Kane.

Amazing things, delivered by exceptional people

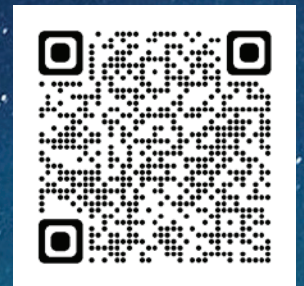
Congratulations to all of the 2023 UK Health & Protection Award winners.

These awards recognise the organisations,
teams and individuals that are leading the way.

They also encourage us all to keep innovating
and building even better solutions and supports
for clients and customers.

[#futurereadyhealth](#)

[FIND OUT MORE](#)



PROVIDER AWARDS

ADVICE FIRM OF THE YEAR

Advo

This firm consistently impressed the judges displaying excellence across individual and group clients, including how it operates in core and adjacent sectors.

They praised this organisation and its team for showing expertise, empathy and passion when working with customers.

Judges also recognised that it showed real clarity in how it added value to clients. One judge needed only one word to describe it... "outstanding".

Colin Boxall, executive director of Advo said: "This is Advo's 26th year, and it seems things just keep getting better and better. We have been fortunate in the past to win categories, but never the overall advice firm. It's just simply marvellous.

Why this year, not others? I believe it's because each year we build on our proposition, we understand just that little bit more each year about what our clients need and how to best to deliver.

And what is the key? It's simple, having fantastic people. We might be a mixed bunch, but we all share similar traits; a blend of professionalism, knowledge, ability and empathy. I could not be prouder of the whole team.



Chris McCracken, Sue Smith, Colin Boxall and Ellie Sultana of Advo accept the award from Owain Thomas of Health & Protection and host Russell Kane.

ADVISER AWARDS

OUTSTANDING CONTRIBUTION

Sponsored by Allianz Partners

David Battle

Our first Outstanding Contribution Award goes to David Battle who has spent his career on both sides of the health and protection sector – working for and leading the biggest insurers and advice firms in the country.

After starting in consulting roles for insurers he focused on the group market, eventually becoming head of corporate pricing and development at Axa PPP.

That was followed by crossing the divide to the intermediary world where he took on senior leadership roles at Lorica. After seven years at Lorica with more than five at the helm, Aon took over the business in 2014 and Battle became CEO for Aon's UK health proposition focused on medical insurance, group risk and workplace wellbeing benefits. Seven years later he took over as CEO for UK regions.

At the end of the year Battle will be retiring after a decade at Aon and 30 years in the health and protection industry.



David Battle accepts the award from Patrick Lawlor of Allianz Partners and host Russell Kane

OUTSTANDING CONTRIBUTION

Sponsored by Allianz Partners

Sue Smith

Our second Outstanding Contribution Award goes to Sue Smith who has worked in the industry world for more than 30 years after an ill-fated enquiry to buy a policy resulted in a job offer selling it.

She has since played a key role in the evolution and development of the UK health insurance advice industry driving forward its professionalism and recognition by regulators.

This includes being one of the founding members of the Association of Medical Insurance Intermediaries as it then was in the late 1990s and her ongoing work within the organisation since. Smith has been highly influential in the way the market operates, improving its professionalism, recognition and standing among regulators and fellow practitioners. She is seen as a trailblazer by many in the industry, helping to open its doors to a wider and more diverse population along the way and has been a strong believer of the power of personal advice and support within the industry.



Sue Smith accepts the award from Owain Thomas of Health & Protection and host Russell Kane

Huge congratulations to all nominees and winners for all categories!

The biggest congratulations of all goes to Zurich for winning the
'Best Diversity and Inclusivity Strategy' award!



We look forward to seeing you all at next year's event.

www.fjnsolutions.co.uk

PROVIDER AWARDS

BEST DIVERSITY & INCLUSION STRATEGY

Sponsored by FJN Solutions

Zurich

Highly Commended: Aviva

Judges praised this firm for a very comprehensive submission highlighting what has been achieved and awareness of how far it still has to go.

It was recognised for going beyond traditional dimensions of diversity by creating policies for these areas and for having strong evidence of the schemes and programmes introduced and measuring their impact.



Nick Homer of Zurich accepts the award from Dan Small of FJN Solutions and host Russell Kane



We are extremely proud to win **Best Individual Health Insurance Provider of the Year** award!

Thank you

to all who voted for us, and to our intermediary partners for their unwavering support.



WINNER

Best Individual Health Insurance Provider

PROVIDER AWARDS

BEST INDIVIDUAL HEALTH INSURANCE PROVIDER

Bupa

We are extremely proud to win Best Individual Health Insurance Provider of the Year award. This recognition is a testament to our people who have worked tirelessly to ensure our customers receive the best possible service and adapted to the ever-shifting landscape. As we continue to strive to become the world's most customer centric healthcare company, we are committed to delivering excellent customer experiences through quality healthcare, great value, and frictionless access.

We have further enhanced our services by introducing Bupa Bluea health and raising awareness of critical health issues such as cancer, through our Inside Health events. We are grateful to all who voted for us, and to our intermediary partners for their unwavering support.

We are dedicated to continually work with our partners to ensure we are developing strong working relationships and commit to proactively keeping them updated and engaged.

Looking ahead to 2024, we will remain true to our values; brave, caring, and responsible, as we pursue our mission to help people live longer, healthier, and happier lives, and create a better world



Richard Glassborow of Bupa accepts the award from Lucy Irvine of Advo and host Russell Kane



Health Insurance

Thank you

PROVIDER AWARDS

BEST GROUP HEALTH INSURANCE PROVIDER

WPA

Being the 2023 Best Group Health Insurance Provider celebrates WPA's commitment to enhancing employee productivity and delivering exceptional value to our corporate clients.

It also reflects our unwavering dedication to purpose, products, people, and supporters. Our purpose revolves around facilitating access to top-tier healthcare, while our products are modern, innovative, and tech-driven. Our people prioritise empathy and respect.

We only do health insurance.

Our strategy revolves around customers which has helped us maintain the lead on Trustpilot and be the Which? Recommended Provider for medical insurance.

Thanks to all of our supporters, not only for placing us 'on top of the podium' but also for your valuable feedback, which drives our ongoing product improvements and competitive edge.

Thanks too to the Health & Protection team for uniting our industry to celebrate excellence at the October awards and congratulations to all on, what was, a memorable evening.



Kathryn Vellacott of WPA accepts the award from Iain Laws of Towergate and host Russell Kane – photo



We're thrilled to have won **Best International Individual Health Insurance Provider!**

At the heart of our ambition is a commitment to consistently deliver **the best care and support** to our members and intermediary partners.

Thank you for your **trust and continued support**. We look forward to building on our successes together!

THE UK
**HEALTH &
PROTECTION
AWARDS 2023**

WINNER

Best International Individual
Health Insurance Provider

 **april**
International

PROVIDER AWARDS

BEST INDIVIDUAL INTERNATIONAL HEALTH INSURANCE PROVIDER

April International

We're thrilled to have been named Best International Individual Health Insurance Provider at this year's Health & Protection Awards.

This accolade is another huge achievement for April International, having also secured a five-star service rating for the second year running in Health & Protection's 2023 International Private Medical Insurance Report earlier this year.

These accomplishments are a testament to all our team members. Their commitment, dedication and professionalism have played a significant role in our success.

We received recognition across a number of different areas, including sales support, service standards for advisers and clients, our value-added services, compliance, new products, and our measures on cost control.

At the heart of our ambition is a commitment to consistently deliver the best care and support to our members and intermediary partners.

With more than 30 years' experience in the IPMI market, we focus on simplifying insurance by providing innovative, reliable, and customer-focused insurance solutions.

We want to say a huge congratulations to all the finalists and winners of this year's awards. We'd also like to thank the judges for recognising our achievements and to our intermediary partners for their continued support, which has been instrumental in helping us reach new heights.

We value your partnership and trust in our services, and we look forward to building on our successes together in the future.



Joe Thomas of April International accepts the award from Marie Modini of SIP Medical Family Office and host Russell Kane

Allianz  Partners

Amazing things, delivered by exceptional people

We're over the moon to have picked up
an award this year!



It's deserved recognition for our
exceptional people, and their passion
to innovate and provide the best
support possible to our customers.

Thank you to all of our partners
for your continued trust and
collaboration.

#futurereadyhealth

FIND OUT MORE



AWP Health & Life SA, acting through its Irish Branch, is a limited company governed by the French Insurance Code. Registered in France: No. 401 154 679 RCS Bobigny. Irish Branch registered in the Irish Companies Registration Office; registered No.: 907619, address: 15 Joyce Way, Park West Business Campus, Mangor Road, Dublin 12, Ireland. Allianz Care and Allianz Partners are registered business names of AWP Health & Life SA.

PROVIDER AWARDS

BEST INTERNATIONAL GROUP HEALTH INSURANCE PROVIDER

Allianz Partners

I am truly delighted that Allianz Partners, Health has been recognised as the Best International Group Health Insurance Provider at the prestigious UK Health & Protection Awards 2023.

This achievement is a testament to the unwavering commitment of our entire team and our mission to provide comprehensive health insurance solutions and deliver service excellence on a global scale.

In a highly competitive category, featuring prominent industry players, this win is a resounding endorsement of the exceptional standards we uphold at Allianz Partners.

The judges' feedback highlighted our standout performance, emphasising our dedication to providing high levels of member service.

We have invested significantly in broker training and digital health, reinforcing our commitment to offering the best possible service to our valued brokers, clients, and members.

I would like to extend our deepest gratitude to our brokers, clients, and members for their trust and unwavering support. Their partnership has been pivotal in achieving this remarkable milestone.

This award reflects our dedication to providing the best-in-class international group health insurance solutions and setting new industry standards. We are not just a company; we are a partner in the global health insurance landscape.

Thank you for supporting our hard work, and we pledge to continue pushing the boundaries of what's possible in the realm of international health insurance.

David Myers, chief sales officer of Allianz Partners, Health



Jessica Palmer of Allianz Partners accepts the award from Nadia Jafar of Bluestone of London and host Russell Kane



THE UK
**HEALTH &
PROTECTION
AWARDS 2023**

in association with
Allianz  **Partners**

WINNER

Best Customer Service Delivery

We're incredibly proud to have won Best Customer Service Delivery!

Bupa. Better for business

A huge thank you to our clients and intermediary partners for their continued support. Delivering the best support to our customers is pivotal to our business. That's why we're continually making improvements to our processes, communications, and services to help improve the experience we deliver to our customers.

Find out more visit bupa.co.uk/business

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PROVIDER AWARDS

BEST CUSTOMER SERVICE DELIVERY

Bupa

Highly Commended: Aviva (protection operations)

We are delighted to win Best Customer Service Delivery. We saw a significant increase in demand on our services in early 2023, but we are very proud of our team who worked so hard to make sure we were returned to delivering the highest standards of service so quickly.

Our focus is to build a hassle-free service offering for our members, where authorisations are automatically approved from a digital GP appointment, we offer convenient support options including phone, chat and email plus tools in our apps and work to make the process as seamless as possible for our customers.

This is all part of our ambition to be the world's most customer centric healthcare company.

We know there is much more to do, but this award gives us confidence we are on the right track.

A huge thank you to everyone who voted for us and to our intermediary partners for their continued support.



Lorri-Ann Gillies of Bupa accepts the award from Marcia Reid of Sherwood Healthcare and host Russell Kane



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in association with
Allianz  **Partners**

WINNER

Best Add-on or Support
Service (Insurer)

We're thrilled to have won Best Add-On Service!

Bupa. Better for business

At Bupa, we strive to provide industry-leading access to care, with our diverse array of customers in mind. We have worked to deliver additional support services to ensure our customers and intermediary partners are empowered with the best resources possible.

Find out more visit bupa.co.uk/business

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BEST ADD ON OR SUPPORT SERVICE - INSURER

Bupa

We are extremely proud to have been awarded Best Add-on Service.

We're prioritising the role of health and wellbeing by building more inclusive care. Our health and wellbeing add-on services have been designed with our diverse customer base at the forefront.

Menopause care, fertility check and assisted fertility are three out of five of our most requested benefits, showing that this type of support really resonates with our customers. Our Inclusive Health package differentiates itself from our more long-standing healthcare offerings.

We already offered many inclusive healthcare services, but we knew we could do more in terms of support-services.

Our continual evolution of this proposition will include the launch of a neurodiversity benefit in 2024 which offers assessment and diagnosis for numerous neurodiverse conditions and more focus on men's healthcare.

We couldn't achieve this without the support of our intermediary partners. Thank you for recognising us for this award and we're excited to maintain this momentum in 2024.



Nicole Sinclair of Bupa accepts the award from Jackie Duckworth of The Uninvisibility Project and host Russell Kane

LifeWorks is now

 **TELUS**® Health

Helping build the
healthiest workplaces
on the planet.

Enhancing the mental and
physical wellbeing of employees.



PROVIDER AWARDS

BEST ADD-ON OR SUPPORT SERVICE - THIRD PARTY PROVIDER

Telus Health

It is an honour to be recognised for our leading mental health and wellbeing solutions at the Health & Protection Awards 2023.

With a focus on mental and physical health, our goal is to be a trusted partner in employee wellbeing.

Last year was a pivotal year, LifeWorks joined forces with TELUS Health to provide enhanced comprehensive health and wellbeing solutions to employers globally.

September 2023 marked 1 year since this transition took place to support employers around the globe with health and wellbeing solutions encompassing physical and mental health.

Today, we strive to be a trusted partner in employee health and wellbeing, and are committed to empowering employers with the tools they need to care for their employees and their families.

This commitment is deeply rooted in our mission to be the most trusted wellbeing organisation in the world - and we're doing this by building the healthiest communities and workplaces on the planet.

We'd like to thank all the judges at Health & Protection for their time and recognition to help us achieve this award.



Laura Wolks of Telus Health accepts the award from Takako Nagata of PIB Employee Benefits and host Russell Kane

A specialist **employee benefits** provider



Helping the working world thrive throughout life's moments[®]

Award-winning health and wellbeing solutions



Group Income Protection



Group Life Insurance



Group Critical Illness



Dental Insurance



Help@hand
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PROVIDER AWARDS

BEST GROUP PROTECTION PROVIDER

Unum

We're immensely proud to have won Best Group Risk Provider at the Health & Protection Awards.

Unum UK chief distribution officer Glenn Thompson, said: "This award is a testament to the dedication and caring spirit of every Unum colleague who comes to work each day, always striving to help the working world thrive.

"Yet winning Best Group Risk Provider is more than just recognition of what we've achieved over the past year; it's also a motivation to continue driving innovation in our market, creating products and experiences that make a meaningful difference to the UK's workplaces.

"This award means even more because the judging panel included respected representatives from many of our valued intermediary partners.

"They understand who we are, what we do and see first-hand the benefits their clients get from our products as we improve our proposition to help even more people across the country with financial security and workplace wellbeing. We were delighted to be recognised for this."



Matthew Whitehouse of Unum accepts the award from Dave Middleton of the Association of Medical Insurers and Intermediaries (AMII) and host Russell Kane

PROVIDER AWARDS

BEST CASH PLAN PROVIDER

Medicash

The judges said this firm was an excellent submission endorsed by advisers and showed strong customer engagement recognising diverse client needs.

It also demonstrated strong growth and retention figures alongside digital enhancements and co-operation with advisers.



Matt Pourous of Medicash accepts the award from Vivine Cameron of the Chartered Insurance Institute and host Russell Kane

BEST HEALTH & PROTECTION TECHNOLOGY INNOVATION

AXA Health

Judges noted this provider boasted an impressive development of innovative new services brought together in one app.

Its support for neurodiverse populations along with other issues such as fertility, men's and women's health was applauded and feedback from patients was positive.



Tim Newman of Axa Health accepts the award from Ian Sawyer of Assured Futures and host Russell Kane

PROVIDER AWARDS

BEST INDIVIDUAL PROTECTION PROVIDER

Zurich

Judges loved this varied submission which covered many areas of the sector. The winner was recognised as a business transforming itself with an entry featuring very powerful testimonials and evidence of going the extra mile.

They also commended it for being a market thought leader and working closely with advisers.



Cindy Warden of Zurich accepts the award from Tom Baigrie of LifeSearch and host Russell Kane

BEST WELLBEING PROVIDER

Bupa

This firm really stood out to the judges for some great developments on mental health and women's health initiatives.

They also praised the case study and evidence of positive outcomes for members from those initiatives it has introduced.



Nicola Green of Bupa accepts the award from Isaac Feiner of Lifepoint Healthcare and host Russell Kane





ADVISERS.



KIDS
NEED
YOU.

Each year in the UK, around 4,000 children and young people are diagnosed with cancer.*

That's why our Children's Critical Illness Protection can be added to any type of adult cover.

So, whatever cover parents need, children no longer need to remain unprotected.

*Source: Cancer Costs, Young Lives Vs Cancer research sponsored by Guardian, 2023.

GUARDIAN 1821

Let's get kids covered.



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BEST PROTECTION ADVISER

sponsored by Guardian

Andy Walton of Lloyd & Co Employee Benefits

Highly Commended: Katy Davies of Henry Dannell (for her work at Hanbury Wealth Management)

The judges were highly impressed with this individual and who they said goes above and beyond for their clients.

They cited an excellent case study along with detailed evidence of their performance and support for customers.



Andy Walton of Lloyd & Co Employee Benefits accepts the award from Rachael Welsh of Guardian and host Russell Kane

ADVISER AWARDS

BEST HEALTH INSURANCE ADVISER

Winner: Peter Lurie of Proactive Medical & Life

Judges applauded this winner who produced a really strong submission which showed real commitment and hard work being put in for their clients and the wider industry.

They recognised the desire to do the right things for clients alongside persistence around declined claims and a depth of market knowledge.



Peter Lurie of Proactive Medical & Life accepts the award from Christine Husbands of RedArc and host Russell Kane

OUTSTANDING NEWCOMER AWARD

Winner: Luc Genest of Advo

This winner was an adviser that judges said produced an excellent entry showing a very well-rounded approach to all aspects of the job and who has great potential for the future.

They highlighted his strong sales and retention statistics, powerful testimonial from clients and impressive entry to the market.



Luc Genest of Advo accepts the award from Claire Ginnelly of the Association of Medical Insurers and Intermediaries and host Russell Kane



Congratulations to Broadstone for winning Best Mental Health Advice Firm

This achievement is a testament to your commitment to delivering mental health advice to your clients. A very well deserved win!

THE UK
**HEALTH &
PROTECTION
AWARDS 2023**



ADVISER AWARDS

BEST MENTAL HEALTH ADVICE FIRM

sponsored by Aviva

Winner: Broadstone

This was a team that wowed judges with a very impressive entry showing a strong and quick response to the mental health crisis.

The judges applauded a really strong case study with good evidence points on its success and an ability to systemically grow its offering.



Emily Jones of Broadstone accepts the award from Jason Ellis of Aviva and host Russell Kane

“

**Congratulations
to all the
winners and
nominees**

”

Bupa

Huge congratulations to Lifecare International, winners of the ‘Best Workplace Wellbeing Advice Firm’, sponsored by Bupa.

Wellbeing at work matters. Many of us spend a lot of time working, so it’s important to create and nurture healthy habits in our workplaces. At Bupa Global, we believe in empowering everyone to take care of their mental and physical wellbeing, which leads to a better work and home environment. This is why we were proud to sponsor this award.

Discover more:

For premium insurance in the UK and Worldwide visit [bupaglobal.com](https://www.bupaglobal.com)

For our highest level of cover visit [bupaprivateclient.com](https://www.bupaprivateclient.com)

ADVISER AWARDS

BEST WORKPLACE WELLBEING ADVICE FIRM

sponsored by Bupa

Winner: Lifecare International

Judges praised this winner for an excellent submission and developing technology-based solutions necessary to deal with a diverse international population.

They also welcomed the more personalised interactive services and recognised that excellent communication material and level of service will tie a client in and make it a partnership.



Amber Musson Thorp of Lifecare International accepts the award from Nichola Thomson of Bupa Global and host Russell Kane

ADVISER AWARDS

BEST INDIVIDUAL HEALTH INSURANCE ADVICE FIRM

Winner: Advo

Judges said this outstanding advice firm evidenced how good it is at truly adding value, rather than just finding the cheapest premium.

They added that more firms could learn from the philosophy of not focusing on sales but on how good at listening to clients they are, noting that the firm went over and above its duties.



Simon Friday of Advo accepts the award from Christopher Claridge-Ware and host Russell Kane

BEST SMALL HEALTH INSURANCE ADVICE FIRM

Winner: Hooray Health & Protection

This winner was a standout firm for the judges by demonstrating the ability to create a customised and commercially astute solution.

It was praised for high retention statistics and customer satisfaction scores, supporting customers who had been unable to find cover and chasing declined claims.



Charlie Cousins of Hooray Health & Protection accepts the award from Dominic Howard of Teladoc and host Russell Kane



Transforming healthcare with **ConnectedCare**

Private healthcare is impacted by a number of challenges including delays to access, rising costs and risk of over treatment. At Bupa, we understand the need for joined up healthcare. By providing health insurance joined up with health services, we offer a streamlined member experience:



Access to a mental health therapist in **under 10 days** and a physiotherapist **within 2 days**



Same day all-clear, or **further diagnostics** for breast, bowel and prostate cancer



ADVISER AWARDS

BEST GROUP HEALTH INSURANCE ADVICE FIRM

sponsored by Bupa

Winner: Advo

Highly Commended: Benefex

An advice firm which judges said clearly delivers excellent service as standard.

They noted the strong case study and client testimonials along with how it introduced fertility benefits for a client and how its own portal supported employers and their employees.



Ellie Sultana of Advo accepts the award from Iain McMillan of Bupa and host Russell Kane

ADVISER AWARDS

BEST INDIVIDUAL PROTECTION ADVICE FIRM

Winner: Towergate Health & Protection

Highly Commended: PIB Employee Benefits

The winning adviser was applauded for an excellent submission that strengthened the client's financial position and supported them through bereavement issues.

Judges were pleased with the thorough job in reviewing existing cover and comprehensive approach to the final solution.



Zanele Sibanda of Towergate Health & Protection accepts the award from Katie Crook-Davies of Taber and host Russell Kane

BEST GROUP PROTECTION ADVICE FIRM

Winner: Benefex

Highly Commended: PIB Employee Benefits
and Towergate Health & Protection

For this winning firm the judges loved the impressive entry which detailed the shortened claims process and the innovative and unusual member contact process.

They also recognised the desire to support members through the cost of living crisis and noted its strong ethical approach to business.



Chris Read of Benefex accepts the award from Will Meredith of the Association of British Insurers and host Russell Kane

ADVISER AWARDS

BEST SMALL PROTECTION ADVICE FIRM

Winner: Moneysworth

An advice firm the judges recognised for working to protect more complex cases and which earned powerful testimonials.

They praised the firm for working to protect more complex cases and providing qualitative proof of success and clearly explaining its processes.



Richard Browne of Health & Protection accepts the award on behalf of Moneysworth from Ron Wheatcroft of Swiss Re and host Russell Kane

BEST INTERNATIONAL INDIVIDUAL CLIENT ADVICE FIRM

Winner: Lifecare International

Judges said this firm showed a great understanding of issues and support facing the client and conducted detailed analysis to enable placement of cover.

It also illustrated the effectiveness of its medical concierge service and how this can add value to the customer.



Amber Musson-Thorp of Lifecare International accepts the award from Jim Harris of HCB Group and host Russell Kane

ADVISER AWARDS

BEST INTERNATIONAL GROUP ADVICE FIRM

Winner: Engage Health Group

This firm achieved the first ever maximum score from judges with a truly excellent entry.

It was praised for showing a company which appreciates the complexity of the international sector and working in an innovative way to ensure delivery of the client's needs.

It was also applauded for having built its own broker network and understanding and integrating the domestic policies which judges noted is often overlooked by international firms.



Ian Abbott of Engage Health Group accepts the award from Sneh Khemka and host Russell Kane

BEST SALES & RETENTION ADVICE TEAM

Winner: Hooray Health & Protection

Judges applauded this firm for producing impressive results and outstanding retention with excellent staff training and innovative pooling arrangements.

They also praised its very proactive approach and for being extremely focused, noting it was also able to target sectors outside of the existing market.



Charlie Cousins of Hooray Health & Protection accepts the award from Chico Chakravorty of Doing Diversity Differently and host Russell Kane

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