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NIBA AWARDS HONOUR BROKING EXCELLENCE

Winners of the NIBA awards have been revealed at the annual national NIBA Convention on the Gold Coast today.

Lisa Carter of Clear Insurance in Queensland has been named the winner of this year's QBE-sponsored Stephen Ball Memorial Award for Insurance Broker of the Year.

QBE Chief Customer Officer, Commercial Lines, Jason Clarke, congratulated Lisa: "Lisa's extraordinary commitment to client advocacy, professional excellence, customer service and her community, saw her stand out amongst this year's truly impressive group of finalists.

"At QBE our broking partners are key to our success, which is why we're proud to partner with NIBA to recognise the best in the business through this important award each year. Significantly, it not only allows finalists to showcase their achievements, but also helps raise the bar across the industry by showing what's possible."

In addition to the acknowledgement, Lisa has won a \$20,000 travel and education prize to further her professional development.

Continuing the winning streak for the sunshine state, Caitlin Carson of Marsh in QLD was awarded the Vero-sponsored Warren Tickle Memorial Award for Young Professional Broker of the Year.

In congratulating Caitlin on her win, Andrew Mair, Executive General Manager, Intermediaries, at Vero said: "Caitlin has demonstrated an outstanding commitment to her professional development, providing leadership to peers and a dedication to high standards and excellence."

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NIBA CEO Dallas Booth said all Insurance Broker of the Year and Young Professional Broker of the Year finalists were exceptional brokers, and the awards recognise and celebrate their hard work: “They set a benchmark for the rest of the profession.

“Lisa is a highly regarded insurance broker, setting exemplary standards of professionalism in the way she supports and advises her clients,” said Mr Booth.

“And Caitlin has achieved a huge amount in her career to date and sets a massively high standard for other Young Professional brokers to emulate. She is certainly a well deserving recipient of the Young Professional Broker of the Year award,” he added.

“NIBA would also like to sincerely thank QBE and Vero for their sponsorship of the two awards.”





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NIBA ACKNOWLEDGES INDUSTRY STALWART WITH LEX McKEOWN TROPHY

Meanwhile, this year's Lex McKeown Trophy for lifetime achievement was awarded to Gary Gribbin from Insurance House.

NIBA President Eric Harris congratulated Gary: "There is no one more deserving of the Lex McKeown trophy. Gary is the embodiment of everything the trophy stands for – professionalism, integrity and generosity.

"His network is huge; it extends around the world and goes beyond insurance transactions. Gary is the kind of guy who will always challenge you and he always has the answer to most conundrums," said Mr Harris.

"He is very well respected, in Australia as well as in the London market where he spent six years. His friends value his knowledge, his intellect, his wit, his passion for excellence in insurance, and most of all his friendship." he added.

It was the legendary Warren Tickle, who convinced Gary to return to Australia to become the Head of Insurance and Risk Management at Victoria College, which later became part of Deakin University.

Gary's arrival in academia coincided with the enactment of the industry-changing Insurance Agents & Brokers Act and the Insurance Contracts Act. In his role as head of the only university-level insurance qualification, he has been incredibly influential in raising the professional standard of generations of insurance managers.



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NIBA RECOGNISES INSURERS

More than 4000 NIBA member brokers were invited to rate insurers' products and services in a range of categories as part of the annual NIBA Broker Market Survey. This year the Insurer Award was expanded to include two General Insurers of the Year.

NIBA has recognised the best in the Small and Medium category as well as the Large insurer segment.

Chubb was awarded Small/Medium General Insurer of the Year.

In this segment brokers appreciate, the high levels of product and service that are typical of these companies.

The selection criteria included measures relating to value for money, responsiveness and trust. Using a combination of factors in the Survey, Chubb provided a very strong Broker Experience ranking.

NIBA CEO, Dallas Booth congratulated Chubb on the win: "The award recognises the strong efforts Chubb has put in to servicing and supporting brokers and their clients in the past year."

Vero was awarded the Large General Insurer of the Year.

This award acknowledges the efforts of the large general insurers operating in the Australian market, where very significant amounts of gross premium are placed.

Congratulating Vero, Mr Booth said, "This award is a testament to the work Vero puts in to understanding and servicing intermediaries and their clients."

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About NIBA

NIBA is an independent industry association representing approximately 320 firms and more than 3500 individual intermediaries, who handle almost 90 per cent of the commercial insurance transacted in Australia.

Brokers play a major role in insurance distribution, handling \$18 billion in premiums annually and placing around half of Australia's total insurance business.