

BT FINANCIAL GROUP SCOOPS THREE ACCOLADES AT AB+F INSURANCE AWARDS 2011

BT Financial Group has won three awards at last night's prestigious annual AB+F Insurance Awards.

It was also a finalist for General Insurance Company of the Year.

BT Financial Group, which offers both life and general insurance, took out:

- Innovation of the Year (for Life Insurance tele-claims)
- Call Centre of the Year (for Life Insurance contact centre)
- General Insurance Product of the Year (for Home and Contents).

BT Financial Group won the Innovation of the Year award for its first-to-market tele-claims service that allows a proportion of disability claims assessments to be conducted over the phone freeing up time to offer clients an innovative face-to-face claims lodgement service.

Head of Life Insurance, Phil Hay, said the award was the culmination of a highly-successful year which began with the launch of its life insurance offering to the independent financial adviser market.

"We're proud of the innovative ways we're helping advisers and ultimately customers with simpler, easy-to-use products. The Awards reflect the hard work of a committed team working closely with advisers to understand their needs," Mr Hay said.

Head of General Insurance, Jim Glossat, said the home and contents award came in a year where thousands of Australians had benefitted from the fact that the policy was comprehensive and covered all types of floods.

"In a difficult year for many Australians following the natural disasters, we're pleased to have been able to help many Australians quickly get back on their feet," Mr Glossat said.

BT Financial Group's home and contents insurance is available through Westpac, St.George, BankSA and Bank of Melbourne. Yesterday BT Financial Group announced it had been awarded a 5-star rating by Canstar Cannex and taken out the Canstar Cannex National Award for Outstanding Value Contents Insurance for the second year in a row.

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BT Financial Group

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HOME LOANS
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securitor

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