This entry kit is supplied to help you prepare your MFAA Excellence Awards entry prior to submitting it.

You can draft, review and finalise your awards question responses based on the information supplied in this document before copying and pasting them into the MFAA Excellence Awards online entry portal.

**Please note:** You cannot use this form to submit your answers. No email submissions will be accepted. You can only enter the MFAA Excellence Awards by using the **online submission portal accessible from the 4th of January 2021** via the following url: <https://mfaa.eventsair.com/2021-mfaa-excellence-awards-submissions/cindportal>

**Category: Customer Service Award – Individual**

**Entry criteria**

Open to individual finance brokers.

You may enter either the *Customer Service – Individual* or *Customer Service – Business* award, NOT BOTH.

Must hold either an individual MFAA membership or be the nominated representative of an entity that holds a broking business MFAA membership.

Must have held, or been employed under, an MFAA membership for the duration of the qualifying period (1 January – 31 December 2020).

All answers and testimonials should refer to the qualifying period (1 January – 31 December 2020).

You are encouraged to include examples in your answers.

You should adhere to the word limit. Judges will mark down answers that exceed the word limit.

**ENQUIRIES**

VISIT: awards.mfaa.com.au  
EMAIL: awards@mfaa.com.au

**Business overview**

*Word limit: 100 words*

Provide a brief overview of your organisation and the markets and market conditions in which you operate.

The business overview is for context only, to help judges understand your business’ unique circumstances. It will not be scored by the judges.

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| *Draft your answer here.* |

**Customer service - new customers**

*Word limit: 250 words*

Outline your customer service value proposition – why should a customer choose to use you as their broker?

Providing examples, what experience do you give new customers that you would describe as 'excellence in customer service'?

How do you use your customer service point-of-difference to attract new business?

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| *Draft your answer here.* |

**Customer service – existing customers**

*Word limit: 250 words*

Outline how you manage your existing customer base, including how you build customer loyalty and retention.

Detail what tools, processes and instances of customer contact do you use to ensure you maintain customer relationships.

Provide an example where a customer service situation had not gone to plan. Describe how you resolved this issue and what actions you undertook.

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| *Draft your answer here.* |

**Business results**

*Word limit: 250 words*

Describe how your excellence in customer service has resulted in improved business results. Outline what parts of the business improved.

Provide examples where your excellence in customer service has led to repeat business or referrals.

What percentage of loans written during the qualifying period were from your existing customer base?

What percentage of loans written during the qualifying period were for new customers?

Of the new customer loans, what percentage was generated from referrals from your existing customer base?

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| *Draft your answer here.* |

**Additional information for judge’s consideration**

*Word limit: 150 words*

Please inform the judges as to why you believe you are deserving of this award. This is your opportunity to summarise why you feel you deserve to win this category, and/or to include any additional information not noted in your entry so far.

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| *Draft your answer here.* |

**Testimonials**

*Testimonials are optional and will be read by the judges, but not scored.*

Should you have evidence, please upload into the online submission portal two pieces of feedback from customers (e.g. email, social media post, thank you letter, testimonial) that you received during 2020. There is the space in the portal for two attachments, up to a maximum of 3MB each. Please upload as a .jpeg or a PDF.

If you received any nominations to enter the MFAA Excellence Awards, you may copy and paste up to two testimonials that you received with your nominations into the online submission portal.

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| *Optional: Testimonial 1* |
| *Optional: Testimonial 2* |

**Personal declaration**

When entering the MFAA Excellence Awards, you will be required to agree to the following personal declaration in order to proceed.

* The information given in this application is complete, true and correct;
* I am not or have not been subject to any disciplinary proceedings by the MFAA, my aggregator, sub-aggregator or by AFCA (or any EDR scheme I am a member of) currently and/or within the qualifying period;
* I have adhered to and continue to adhere to the [MFAA Code of Practice](https://www.mfaa.com.au/about-us/membership-framework/code-of-practice) and [MFAA Disciplinary Rules](https://www.mfaa.com.au/about-us/membership-framework/disciplinary-rules);
* I have read, understood and agree to the [MFAA Awards Terms and Conditions](https://mfaa.eventsair.com/2021-mfaa-excellence-awards-submissions/awards-tcs).

**OTHER THINGS TO NOTE**

You will need to provide your MFAA member number and a high-resolution headshot photo (for individual awards) or business logo image (for business awards), recommended size 2-3MB, in either .jpeg or .png format to set up your contact page.

You may only enter each category once.

If you are submitting on behalf of another person, please ensure you create a new submission login for them and enter their contact details. Please do not submit for multiple people within the same login.

**2021 MFAA Excellence Awards – Terms & Conditions**

The promoter of the MFAA Excellence Awards (the Awards) is the Mortgage & Finance Association of Australia (MFAA) (ACN: 006 085 552).

The MFAA reserves the right to amend these Terms and Conditions as it sees fit, provided that any such amendment shall not in any way affect any Awards already made pursuant to these Terms and Conditions subject to clause 7(d). The MFAA also reserves the right to remove any finalist from the judging process in accordance with clause 2(d) below.

**1. Binding Terms**

By entering the 2021 MFAA Excellence Awards (the Awards), you are entering into an agreement with the Mortgage & Finance Association of Australia ('MFAA' or 'we') on the terms and conditions set out in this document.

**2. Eligibility**

(a) To enter the awards, you must meet the entry criteria listed in the entry kit for each of the award categories you wish to enter.

(b) The final decision as to eligibility of a submission for a particular category is to be solely at the discretion of the MFAA.

(c) Employees and Directors of the MFAA (or any other associated party where the MFAA deems that relationship to hold an inappropriate conflict of interest) are not eligible to enter or nominate for the Awards.

(d) The MFAA, at its sole discretion, may decline acceptance and/or require withdrawal of any Awards submission at any time if there are relevant circumstances that may lead it to the reasonable view that the Member, and/or one of the Member’s representatives, may have engaged in conduct that may be a breach of the MFAA’s governance rules including the MFAA Constitution, Code of Practice and Disciplinary Rules or that the MFAA believes may bring the Association into disrepute.

(e) Eligibility is subject to the satisfactory completion and supply of the relevant Personal Declaration required in the member’s submission that is deemed to be acceptable by the MFAA.

**3. Entry submission**

(a) All entries for consideration must be lodged online using the MFAA’s designated online nomination portal and must include all required information. The opening date for lodging submissions online can be found on the MFAA Awards website.

(b) Only information that pertains to the period from 1 January 2020 to 31 December 2020 can be included in the entry, unless otherwise requested. Entrants warrant that all information they supply is not false, misleading or deceptive and that where required, the MFAA may check or confirm an entrant's entry information with their aggregator.

**4. Entry Closing Date**

Submissions must be received by the closing date and time stated on the MFAA Awards website. The MFAA has the sole discretion to extend the entry closing date as it sees fit.

**5. The Judging Process**

(a) All commercially sensitive data will be held in strict confidence. All judges sign a confidentiality agreement prior to commencing adjudication.

(b) The MFAA will arrange for the external adjudication of entries for each category of the Awards in accordance with the rules developed by the MFAA.

(c) As results are audited by an independent external auditor, award entrants agree that the judges’ decisions are final in all circumstances and are not open to debate or challenge.

(d) The MFAA may at its sole discretion choose to not select any finalist/s in a particular award category if that is deemed appropriate. The MFAA will notify all entrants as to whether they have been selected as a finalist and will announce the winner in each category at the awards presentation ceremony.

**6. Promotion**

Entrants consent that, through the act of submitting an entry in the MFAA Excellence Awards, they give their permission, without further written or verbal consent, for any images, video or speech taken of them at the state or national MFAA Excellence Awards events, or associated events, to be used in future MFAA Excellence Awards advertising and marketing material including, but not limited to, relevant printed or electronic promotional items, web ads, on websites and in news articles.

**7. Presentation and Award**

(a) The MFAA Excellence Awards trophy and the award remain the property of the MFAA, to which entrants agree unreservedly by entering these awards.

(b) The MFAA reserves the right to invite another person to accept the award on the winner’s behalf if the winner is not present at the relevant presentation.

(c) Award recipients may only promote their award win for a period of five years from the date of the presentation of the award, provided he, she or they remain a member of the MFAA for that entire period.

(d) In the event that the award recipient is expelled from the MFAA or has a relevant membership suspended or cancelled by the MFAA Tribunal, the award recipient must return the award trophy and certificate to the MFAA and the individual and/or business agrees to cease using the words 'MFAA award winner’, ‘MFAA Award finalist' or any similar words in any promotional literature or other promotional or other media and agrees to pay the MFAA’s costs, if any, incurred to enforce this requirement.

(e) Where an award winner or finalist is subject to an adverse finding in any investigation or disciplinary proceedings, or criticism by ASIC or by any other regulatory body or by a Court or relevant tribunal or a relevant person becomes a bankrupt or becomes subject to the Bankruptcy Act as amended as an individual or as an owner, director or partner in relation to any aspect of a business, the MFAA, at its sole discretion, may withdraw any Award made to the individual and require the return of the award trophy and certificate to the MFAA and the individual agrees to cease using the words 'MFAA award winner’, ‘MFAA Award finalist' or any similar words in any promotional literature or other promotional or other media and agrees to pay the MFAA’s costs, if any, incurred to enforce this requirement.