

Press release

Stoke / 18 August 2009

Fortis Insurance Solutions announced as finalist in key innovation awards

Local employer, Fortis Insurance Solutions (FIS) has been shortlisted in the category for ‘Most Effective Partnerships Strategy’, for the prestigious *ifs* Financial Innovation Awards¹. The awards will be judged by an independent panel of industry experts and winners will be announced on Thursday 3 December at the Grand Connaught Rooms in Covent Garden.

The *ifs* Financial Innovation Awards recognise innovation, creativity, continuous improvement in the financial services industry and reward the work of those companies who improve the quality of the customer experience. With over 300 employees based at its offices in Trentham Lakes North, FIS has been recognised for the successful delivery of an innovative motor insurance proposition for Greenbee, the financial services arm of the John Lewis Partnership. This further demonstrates Fortis Insurance Solutions’ commitment and capability to design innovative insurance solutions that effectively meet the needs of their different customer groups and to deliver bespoke solutions for partners.

Commenting on the success, Geoff Carter, Managing Director at FIS said: “We are delighted to have been shortlisted for achieving such a successful joint venture with our partner Greenbee, whilst working to deliver a service that improves our customer satisfaction. The foundation for everything we do is based on our ethos of putting the customer at the heart of our business. We recognise the important role that our employees play in driving innovation and delivering service excellence. Our relationship with Greenbee is another significant step forward in developing partnerships with high profile brands through expanding our distribution in the insurance industry.”

The Company has secured several significant deals with major brands, complementing existing partnerships with clients including Forces Financial (a provider of financial services to the armed forces and police), donatesomeback.com for the delivery of its home

Fortis

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and motor insurance products and renewed its contract with Alliance & Leicester for its travel insurance account.

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Notes to editors

¹ The *ifs* Financial Innovation Awards are held by the *ifs* School of Finance, an international organisation incorporated by Royal Charter, providing qualifications to the financial services industry since 1879. Today the *ifs* School of Finance has over 80,000 students in 100 countries.

In previous years Fortis has been awarded the following accolades by the Financial Services body:

- ‘Most Promising New Product’ 2008 – awarded for the insurer’s launch of an innovative ‘reverse auction’ price comparison website.
- ‘Most Effective Insurance Initiative’ 2007 – awarded for the insurer’s continuous improvement of customer service through a new initiative with its motor claims suppliers.
- ‘Most Innovative Application of Technology’ 2007 – awarded for the insurer’s innovative introduction of SMS technology in the sale of travel insurance.

About Fortis

Fortis (Insurance UK) is a leading provider of award-winning personal and commercial lines insurance solutions in the UK. Fortis UK has two main divisions, manufacturing both non-life and life products, which are distributed through a range of channels including brokers, IFAs, intermediaries, affinity partners and the Internet, as well as various wholly or partially-owned companies (RIAS, Fortis Insurance Solutions, Affinity Solutions Ltd, Text2Insure and InsureTECH Systems).

Insuring in excess of 6.7 million customers and working with a range of partners, Fortis is recognised for delivering consistent and high-quality customer experiences. It employs almost 3,000 people with a head office based in Eastleigh and others in Belfast, Bournemouth, Gloucester, Haywards Heath, London, Redditch, and Stoke-on-Trent. In 2008, its non-life profit before tax and interest was £76 million and its non-life GWP was £760 million.

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