



INSURETHEBOX SHORTLISTED IN 2019 NORTH EAST CONTACT CENTRE AWARDS

**Global pioneer of telematics based car insurance receives double nomination for
commitment to people development**

www.insurethebox.com

Newcastle, 16 December 2018 – insurethebox, global pioneer of telematics based car insurance, has been shortlisted in two categories in the 2019 North East Contact Centre (NECCA) Awards. The NECCA Awards celebrate the success of the region’s leading industries and recognise the achievements of employees who make North East contact centres among the best in the world. The winners will be announced at an awards ceremony at Ramside Hall Hotel on 8 February 2019.

insurethebox is a finalist in the People Development Heroes category, which showcases those who demonstrate a commitment to innovative skills development programmes, enabling their people to deliver exceptional customer service. Jonny Gordon, Customer Service Team Member, has also been shortlisted in the Advisor of the Year category, which recognises a Contact Centre or Customer Service Operator working at adviser level who has demonstrated outstanding achievement. Jonny was nominated by insurethebox for his passion, enthusiasm and relentless energy for putting the customer first.

Andy Preacher, Head of People and Culture for insurethebox, commented: “insurethebox has invested heavily in the North East and now employs over 350 colleagues in our Quorum office. We take learning and development seriously, and are proud to support employees from the beginning of their careers through a range of apprenticeships, technical qualifications and certifications, to enable them to provide the best possible customer experience. In 2018 alone we have delivered over 1400 training sessions as part of our GEAR (Grow, Engage, Accelerate, Race) career development framework for employees. These award nominations reflect our focus on people development and commitment to excellent customer service.”

The North East Contact Centre Awards were established in 2004 and winners are selected based on feedback from a panel of judges.

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Media enquiries to:

Parm Heer/Patrick Moorcroft/Wendy Harrison

Tel: 0208 977 9132

Email: itb@harrisonsadler.com

Notes to Editors

insurethebox

Insure The Box Limited launched in June 2010 with its first product, insurethebox, and now holds over 4.5 billion miles of driving data and associated claims. As well as insurethebox and drive like a girl (another Insure The Box brand) it also administers other telematics offerings. Insurethebox is owned by Aioi Nissay Dowa Europe Limited which is part of the major Japanese insurance group MS&AD Holdings, Inc.. The group is taking a leading role in the development of technologies that will change the face of motor insurance and the way we view the car.