



INSURETHEBOX WINS 2019 NORTH EAST CONTACT CENTRE AWARD

Global pioneer of telematics based car insurance

Receives double recognition for people development

www.insurethebox.com

Newcastle, 13 February 2019 – Global pioneer of telematics-based car insurance insurethebox has been named People Development Heroes of the Year in the 2019 North East Contact Centre (NECCA) Awards, which recognise the achievements of frontline and support staff that have made North East contact centres some of the best in the world.

This award follows another strong year for insurethebox, one of the largest employers in Newcastle's Quorum Business Park, which houses some of the UK's leading businesses. insurethebox has won a number of awards, including *Insurance Times* Tech & Innovation awards for data analytics excellence and technology innovation.

The People Development Heroes of the Year award is presented to the organisation that demonstrates a commitment to innovative skills development programmes, enabling their people to deliver exceptional customer service. insurethebox Customer Service Advisor Jonathan Gordon has also been highly commended in the Advisor of the Year category, which recognises outstanding performance, innovation, and customer service.

Andy Preacher, Group Head of People and Culture UK, commented: *"insurethebox is delighted to receive this award in recognition of our focus on enhancing organisational performance through innovation in learning and development. We have invested heavily in the North East and will continue to create development programmes which are modern, flexible and personal and which allow us to provide the best possible customer experience. In 2018 alone we have delivered over 1400 hours of training as part of our broader development framework. These awards recognise our focus on people and development and our commitment to excellent customer service. I am also delighted to congratulate Jonathan Gordon for his commendation and his ongoing passion, enthusiasm and relentless energy for putting the customer first."*

The North East Contact Centre Awards were established in 2004 and award winners are selected annually based on feedback from a panel of judges. This year's winners were announced on 8 February 2019.

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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.