

# Liberty Corporate Awards



We are the proud winner of the following awards:

## PMR.africa Diamond Arrow award – Product providers and insurers 2010

For the second consecutive year, Liberty Corporate has pocketed the PMR.africa Diamond arrow award in the “Product providers and insurers” category.

Amongst other things, the assessment criteria included:

- Administration/IT systems
- Communication (general and specific to benefit offering)
- Claim payments
- Flexibility/adaptability
- Staff accessibility and knowledge
- Quality and speed of problem resolution
- Speed/ease of claim settlements
- Value added initiatives and value for money
- Website accessibility for members & employers

Out of a possible score of 5, Liberty Corporate scored a whopping 4.25 and was therefore rated highest in the category: Large Pension Fund Administrators and Product Providers: Insurers administering more than 100 000 members.

## PMR.africa Diamond Arrow award – retirement funds sector 2010

We are very proud to announce that Liberty Corporate has recently been awarded the PMR.africa “Diamond Arrow Award” in the City of Johannesburg survey focusing on the Business Sector: Pension / Retirement Fund Administrators.

### How we were rated

Ratings are based on the perceptions of the respondents (corporates and senior government officials) in the City of Johannesburg. A total of 2 545 ratings and nominations were sourced overall in the city.

Companies and institutions were rated against the following criteria:

- Companies/institutions that have done most to enhance economic growth and development of the city
- Levels of management expertise
- Implementation of corporate governance
- Brand awareness

## PMR.africa Golden Arrow award – insurance companies in Southern Cape and Karoo 2010

In the Business Sector: Insurance Companies (Life) in the Southern Cape and Karoo Region, Liberty Corporate is highest rated on an overall rating of 4.09 out of a possible 5.00, and has received the Golden Arrow Award.

The ratings are based on the perceptions of the respondents (corporates and senior government officials in the Southern Cape and Karoo region). A total of 2 139 ratings and nominations were sourced overall in the region.

Companies and institutions were rated against the following criteria:

Companies/institutions that have done most to enhance economic growth and development of the region

- Levels of management expertise
- Implementation of corporate governance
- Brand awareness

## PMR.africa Golden Arrow award: Consultants and Actuaries 2010

The Consultants and Actuaries team is a highly skilled unit within Liberty Corporate that specialises in the provision of advisory and consultancy services to the large funds market. This team will be the driving force behind Liberty Corporate as we position ourselves more prominently in the large funds space.

We were recently awarded the PMR.africa Golden Arrow award for service excellence which once again proves that we are on the right track.

## Winner of the 2009 FIA Employee Benefits - Product Supplier of the year Award 2009

The Financial Intermediaries Association of Southern Africa (FIA) represents over 12 000 independent Advisers across the whole insurance industry and the award measures “Overall Satisfaction” as an aggregate across 3 criteria:

Relationship Quality • Service Quality • Product Quality

## PMR.africa Golden Arrow award: Large pension fund administrators and product providers 2009

Principal Officers and Trustees of listed and large companies in South Africa rated (amongst other items):

- Accessibility to appropriate administrative personnel and knowledge of staff Communication, Administration and IT systems
- Relationship; Service and Product Quality
- Flexibility and Adaptability
- Power of staff to make decisions and the quality of problem resolution
- Speed and ease of claim settlements
- Value for money and value added initiatives

## Voted 2nd in the Sunday Times top brands survey 2009

- Best Business to business brand (insurance category)