

Please make sure you have all the following content and attachments ready.  
Your submission should only include information that applies to the qualifying period : 1 january - 31 december 2016.

This form can be used as a draft only for MFAA Excellence Awards 2017 submissions.  
All submissions must be done on our website - no email submissions will be accepted.  
You can copy and paste your responses from the editable PDF into the online submission form.

Visit [awards.mfaa.com.au](http://awards.mfaa.com.au) to submit.

## General Information

**First name**

**Company**

**Last name**

**Award Category**

**E-mail**

**Award Name**

**Phone**

**MFAA Membership Number**

**State**

*Company Awards - From 1 to all 6 states  
Individual Awards - 1 state only*

 **Picture**

*Company Awards - Company logo  
Individual Awards - Portrait*

JPG or PNG - min width 400 px - max size 3 MB

## Questions & General Criteria

*150 word statements for each of the following criteria.*

### Overview

Provide a brief overview of your role, your organisation and the communities and regions in which you operate. Include the demographics and socio-economics of the area.

### Professionalism

Provide an example where you undertook an action that improved your professionalism in the areas of skill, competence or character.

### Integrity and Ethics

Provide an example of where you had to communicate your integrity and ethical standards to achieve a desired business outcome.

## Questions & General Criteria

*150 word statements for each of the following criteria.*

### **Industry Role Model**

Provide an example where you demonstrated that you are a good role model for the industry.

### **Innovation and Diversification**

Provide an example of how you embraced innovation that resulted in a new system, process or strategy that had an impact on your organisation, its employees or customers in a positive way.

### **Marketing and Promotion**

Provide an example of marketing initiatives that have been developed and the results achieved during the qualifying period.

## Questions & General Criteria

*150 word statements for each of the following criteria.*

### **Customer Service**

Provide an example of a process or behavior improvement that has led to an enhanced customer service outcome and a positive result for your business.

### **Achievements and Success (Confidential)**

Provide an example of key achievements and or customer service solutions which you are most proud of during the qualifying period.

### **Community Leadership**

*Required for SOLD Community Champion Award only*

Provide an example of how you or your organisation have been responsible for implementation of social or community service programs.

## Questions & General Criteria

150 word statements for each of the following criteria.

### Business and Sales Performance (Confidential)

*Not required for the Support Service Provider and Loan Administrator Awards*

Provide an example of how you performed as a business. Examples may include total value of your loans, average size of loans, conversion rates, repeat and referral business, total number of loans settled during qualifying period, average number of loans settled on a monthly basis, comparison to performance against same period 12 months ago.

## Referee details

**First name**

**Company**

**Last name**

**Role**

**E-mail**

**Phone**