



2020 Awards for Product and Service Innovation

Full List of Shortlisted Entries

Customer Innovation & User Experience

Legal & General Retail Retirement
Annuity Ready

NS&I
Alexa - Speaking to a New Generation

Wesleyan Financial Services
The Next Step

Customer Service

Cascade Cash
Enhances Digital Portal Experience with Exceptional Customer Service

Legal & General Home Buying Survey
SmarrSurvey

TSB
Fraud Refund Guarantee

Data Usage and Analytics

AI
Disrupting Credit Risk. Disrupting Market.

Aire
Give Credit Where It's Due

mnAI
Dealflow Revolution



2020 Awards for **Product and Service Innovation**

Financial Inclusion and Diversity

Aire

Give Credit Where It's Due

Starling Bank:

Raising Standard of Banking for Small Businesses

The Big Exchange

Innovator of the Year

Legal and General Retail Retirement

Raisin UK

Sparrows Capital

Insurance

This category had only one standout winner

To be announced 20 May 2020

International Award

Al-Amal Microfinance Bank

E-Loan

Sberbank

Sales Lab Project



2020 Awards for Product and Service Innovation

Investments

Oxford Risk
Behavioural Finance

The Assetz Capital IFISA

Marketing and Communications

Aegon & Cowry
Personalised Pension Video Summaries

Weselyn Financial Services
The Next Step

Mobile and Cybertech

This category had only one standout winner
To be announced 20 May 2020

One to Watch

Canoe Intelligence
The Fintech to Watch for Alternative Investors

mnAI
Dealflow Revolution



2020 Awards for
**Product and
Service Innovation**

Payments

Banking Circle
Correspondent Banking

Planet Merchant Services

Previsé
Payments

Product Development

Countrywide Surveying Services
Homefact

Skipton Funeral Plan

Security

Blackout by Blackout Technologies

Natwest / HooYu
Customer On-Boarding Journey

Nuggets
Take back control of your data

Transforming the Workplace

This category had only one standout winner
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