

## ENTRY FORM

### Customer Service Award – Nominate your Customer Care champion

The Worldpay Customer Service Award recognises individuals who deliver exceptional service to domestic, commercial or agricultural customers. This award highlights the everyday professionalism, empathy, quick thinking and problem-solving that builds trust in our industry. Entries are welcome from all UKIFDA member companies.

#### HOW TO ENTER

1. Check your nominee meets the **CRITERIA** below.
2. Complete the details in **SECTION 1-3**.
3. Email the entry form and any optional supporting evidence to [ds@ukifda.org](mailto:ds@ukifda.org) before the closing date of **26<sup>th</sup> February 2026**.

#### CRITERIA

The entry must be completed by the employee's manager/proposer.

**Your nominee must:**

- Be employed by a UKIFDA member company.
- Have worked at the company for at least a year.

#### SECTION 1 – Proposer Details

Your Name			
Company			
Address			
		Postcode	
Email		Tel No	

#### SECTION 2 – Nominee Details

Nominee Name			
Company			
Job Title/ Role		Date Started at Company	

**SECTION 3 – Tell us about your nominee**

Please give brief answers (a few sentences each is sufficient) in the sections you wish to complete.

**1. What is the main responsibility of your nominee – describe how they fulfil their role?**

*(E.g. how they support customers.)*

**2. What challenges or customer needs have they addressed?**

*(E.g. communication, delivery resilience, vulnerable customers, digital access, problem-solving.)*

**3. What did they do that stands out and how did it impact customers or the business?**

*(E.g. action taken, initiative shown, consistency, empathy, creativity, responsiveness.)*

**4. Additional Supporting Information**

*You can include quotes, examples or attach up to one page of additional supporting information (optional).*

**Nominee Name****Supporting Evidence**

The UKIFDA assessment team reviews all applications received, and its decision is final.

**CLOSING DATE FOR ENTRIES 26<sup>th</sup> February 2026**