

**CATEGORY 29**

**BEST OVERALL CUSTOMER EXPERIENCE  
OF THE YEAR**

**ENTRY FORM**

**ENTRY CONTACT INFORMATION:**

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| **Company name:** |  |
| **Contact name:** |  |
| **Job title:** |  |
| **Business email:** |  |
| **Telephone number:** |  |
| **Company logo: Transparent background (must be attached to your email as a separate file)** |  |
|  | |
| **Permission to enter the Loyalty Awards:  (Signature)** |  |
| **Signed by: (Name & Surname)** |  |
| **Role:** |  |
| **Date:** |  |

**DECLARATION:**

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| I hereby declare that all evidence submitted as part of this awards entry, is 100% factual and further evidence can be requested by the judges should more clarity be required.  I understand that falsely provided information will lead to disqualification, at the discretion of the judging panel.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I have read the small print.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I give permission for the submitted logo and winning paragraph to be used in the awards announcement and website, should this entry receive recognition.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**SUMMARY:**

This award will be awarded to the brand which delivers the best overall customer experience in its loyalty programme engagement, across various touchpoints.

**Please ensure that the judges can test the following:**

1. Registration (the judges will need to receive an authentic membership profile. This profile will need to include everything the judge requires to test adequately, i.e. if they require a bank account number to register, you will need to provide a dummy account number.)
2. Reward redemption (the judges will need to have a dummy account with points to test redemption.)
3. Customer Support
4. Security

Once payment is received for this category entry, the brand will be contacted to set up a call regarding setting up the dummy account as above. This will explain what is required in detail.

**What we require:**

* Entry contact information
* Signed declaration and permission
* Transparent logo
* Winning paragraph
* 1 page executive summary
* Submission (max 4 pages) – all boxes completed
* Supporting evidence files (max 5 items)

**Entry fees:**A fee is charged per category entry. Once you have submitted your entry, an invoice will be emailed to you. All entry fees must be paid in full before the date stipulated in the small print. Unfortunately, no refunds can be processed once entries are submitted.  
  
**All entries must be emailed to: info@southafricanloyaltyawards.com**Should your file sizes be too big for email, please share via dropbox or wetransfer**.**

**AGENCY SUBMISSIONS (On behalf of clients)**  
If you are an agency and entering the awards on behalf of your client, you will need permission and sign-off from your client to enter their details for the awards. We require the signed agreement to accompany your entry. **Please note:** We will not review your entry if we have not received a signature from your client.

**WINNING PARAGRAPH (max 150 words):**

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| (To be published should your entry receive recognition – permission must be granted in the declaration on page 2) |

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| **E EXECUTIVE SUMMARY:** |

**PLEASE PROVIDE THE JUDGES WITH REQUIRED LOGINS / INFORMATION TO TEST THE FOLLOWING:**

1. Registration (the judges will need to receive an authentic membership profile. This profile will need to include everything the judge requires to test adequately, i.e. if they require a bank account number to register, you will need to provide a dummy account number.)
2. Reward redemption (the judges will need to have a dummy account with points to test redemption.)
3. Customer Support
4. Security

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| --- |
| 1. **Registration (the judges will need to receive an authentic membership profile. This profile will need to include everything the judge requires to test adequately, i.e. if they require a bank account number to register, you will need to provide a dummy account number.)** |
| Please allocate login details. |
|  |

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| --- |
| 1. **Reward redemption (the judges will need to have a dummy account with points to test redemption.)** |
| Please allocate login details. |

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| 1. **Customer Support.** |
| Please allocate login details. |

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| 1. **Security.** |
| Please allocate login details. |

**SAVING CRITERIA:**

Once the above entry information has been completed, your files and supporting documentation must be saved in the following format when submitting your entry please:  
  
**file name** = category#-programmename-brandname.doc  
e.g. CATEGORY1-ROYALREWARDS-ROYALHOTEL.doc  
  
Once you have saved all your files in the correct format, simply enter by emailing: [info@southafricanloyaltyawards.com](mailto:info@loyaltyawardssouthafrica.com)

If your file sizes are too big, simply send it to us via dropbox or wetransfer.  
  
**CONFIDENTIALITY:**To view our confidentiality agreement that has been signed by all judges and South African Loyalty Awards employees, please [**click here.**](file:///C:\Users\Mandy\OneDrive%20-%20truth\SALA\JUDGES%20CODE%20OF%20CONDUCT%20FOR%20SOUTH%20AFRICA%20LOYALTY%20AWARDS%20.pdf)

**HAVE ANY QUESTIONS?**

Please call us on **021 715 8619** or email [info@southafricanloyaltyawards.com](mailto:info@loyaltyawardssouthafrica.com) and we will gladly assist!