

## Probate Provider of the Year – North & Midlands

This award goes to a probate provider who has kept the interests of both the client and strategic provider at the forefront of its practice. The winning submission will demonstrate how the organisation works effectively with all stakeholders to achieve the best outcomes.

The provider will demonstrate a winning mix of staff competency and training, alongside processes which make the lives of the strategic partners and clients easier.

The winning submission will demonstrate how the organisation delivers a uniformly excellent service for clients located specifically in their given region.

### Criteria

The winner of this award will:

- demonstrate the ability to deliver high standards of service and support to clients.
- demonstrate how they provide real benefits to clients and strategic partners.
- show that they work consistently to improve efficiencies and reduce costs for all parties.
- show innovation in developing and bringing to market new service offerings.
- provide at least case study within the last 12 months that demonstrates the team's approach to probate work.

Where possible, provide evidence of reviews/recognition/ testimonials/recommendations.