



2023 factsheet



What are the Consumer Credit Awards?

- The Consumer Credit Awards are run by Smart Money People, the UK's dedicated financial services review site. Our unique platform helps us empower consumers to make more informed choices while enabling better business decisions for financial services companies.
- Now in their eighth year, we launched the Consumer Credit Awards to recognise the achievements of the credit industry – including loan providers, credit unions, credit information partners, retail finance and more. It's up to consumers to vote, making the awards both unique and a true endorsement of customer satisfaction.
- What sets the Consumer Credit Awards apart is that it's the voice of the customer that counts. So if you feel you offer truly stand-out products and services and you want the world to know about it, take part in the awards. It's free to enter and it's your customer's reviews that will decide the winners.



When are the 2023 awards?

9 May

Voting opens.

19 July

We'll announce the finalists for each category.

14 August

Voting closes.

7 September

We'll announce the winners with a digital ceremony.



How can you take part?

- All you need to do is choose the category, or categories, that suits and let us know you're taking part this year. We'll check you've got access to your company page to see your reviews come in. Then get your campaign ready.
- There are specific categories for loan providers, credit brokers, car finance, financial support and many more. You can view a full list of the categories on [our website](#).
- When voting opens you'll need to ask your customers to leave a review on Smart Money People which counts as a vote for you. We'll give you a personalised voting link which makes this easy for your customers to do. We'll support you throughout the voting campaign to ensure you're getting enough reviews to make it as a finalist.



How do we judge the awards?

- Unlike other industry events, winners are decided entirely by customer reviews, not by a panel of judges. Any eligible reviews left for your company on Smart Money People between the opening and closing dates will be counted.
- It doesn't matter how big your company is and it costs nothing to take part – the awards come down to quality customer reviews, nothing more.



Who runs the awards?

- The Consumer Credit Awards are run by us, Smart Money People. We're the UK's dedicated financial services review site. We give consumers a platform to write and read impartial reviews so they can feel confident in their financial purchases, while delivering data-driven insights to help companies better meet their customers' needs.
- Founded in 2014, Smart Money People's mission is to help financial services customers feel confident in their buying choices. The Consumer Credit Awards help to achieve this mission by acting as a symbol of excellence to both consumers and industry peers.
- The Consumer Credit Award are a core part of what Smart Money People do alongside our other awards - the British Bank Awards and the Insurance Choice Awards.

Quote from Smart Money People's CEO

If you're creating a blog or other promotional material to showcase your involvement in the Consumer Credit Awards feel free to use the following quote from **Smart Money People's CEO, Jacqueline Dewey**.

"It's been a difficult 12 months for consumers with rising interest rates, inflation and the cost of living crisis. Companies providing easy and fair access to credit, or helping consumers who have taken on more than they can now afford deserve to be recognised. Thanks to the data we collect with our reviews, the Consumer Credit Awards are an endorsement of customers' experiences, and a symbol of the best companies within the credit industry. After an interesting 12 months in the credit industry we're looking forward to see who stands out in 2023."



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