



**Moneyfacts  
compare.co.uk**

**Awards 2025**

# Categories and Methodology

In February, the 2025 Moneyfactscompare.co.uk Awards will take place at the Royal Lancaster London hotel. This change follows a successful rebrand of the company's comparison website in 2023 and promises an exciting future for the awards which will be bigger and better than ever in 2025! The name may be different, but the trust of the award and excellence of the evening will be the same!



## STAGE 1

### Stage 1 of the judging process:

Shortlists for these awards are first assessed by our highly-qualified research team who, using a strict set of criteria, drill down into the small print of each provider's product range to measure their technical strengths and weaknesses. Only the companies that offer the best products go on to form these shortlists. For the Consumers' Choice award, we talked to Moneyfactscompare.co.uk visitors and shortlisted organisations that have put new initiatives into place, have innovative offerings or have gone the extra mile to make them worthy of special recognition.



## STAGE 2

### Stage 2 of the judging process:

The shortlists are then tested in our consumer surveys, which cover personal finance, household finance and family finance. The consumer scores the providers they have had experience with in each relevant category. This second stage helps to decide the overall result, so the consumer contribution really influences who comes out on top.

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Pet Insurance Provider of the Year

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Car Insurance Provider of the Year

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Health Insurance Provider of the Year

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Life Insurance Provider of the Year (Direct)

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Travel Insurance Provider of the Year

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Home Insurance Provider of the Year

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Cashback Site of the Year

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First-Time Mortgage Buyers' Choice

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High Street Mortgage Provider of the Year

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Remortgage Buyers' Choice

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Personal Loan Provider of the Year

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Credit Card Provider of the Year

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Credit Builder Card Provider of the Year

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Current Account Provider of the Year

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Current Account Switching Provider of the Year

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Student Account Provider of the Year

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High Street Savings Provider of the Year

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Fixed Rate Savings Provider of the Year

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App-only Savings Provider of the Year

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Offshore Account Provider of the Year

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ISA Provider of the Year

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Branch Network of the Year

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Online Banking Provider of the Year

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Banking App of the Year

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Digital Wealth Management Provider of the Year

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Credit Card App of the Year (This category will be decided by survey scores for any apps provided by consumer responses.)

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Consumers' Choice

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Best Customer Service (This category will be decided by analysing only the customer service scores for each provider.)

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Best Claims Service (This category will be decided by analysing only the service scores received from customers who have made a claim with the provider.)

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