

ETBFSI Excellence Awards 2019

Category	Name of Award	Winner
Customer Service	Best Customer Engagement Initiative of the Year- Bank	Axis Bank
	Best Customer Engagement Initiative of the Year- Insurance	Aditya Birla Sun Life Insurance Co. Ltd.
	Best Customer Engagement Initiative of the Year- HFL	PNB Housing Finance Limited
	Best Customer Engagement Initiative of the Year- Fintech / Tech Vendors	Novac Technology Solutions P.Ltd.
Emerging Players	Best Emerging FinTech Player of the Year	ClearTax
	Best Emerging Payment Bank of the Year	Fino Payments Bank
	Best Emerging Tech Vendor of the Year	IndiaLends
Financial Inclusion	Best Financial Inclusion Initiative of the Year - Bank	Union Bank of India
	Best Financial Inclusion Initiative of the Year - NBFC	Village Financial Services Ltd.
Innovation in Financial Services	Innovative Bank of the Year - Large Size Bank	Bank of India
	Innovative Insurance Provider of the Year	Reliance Nippon Life Insurance
	Innovative NBFC of the Year	Aye Finance Ltd.
Innovation in Payments & Wallets	Best Digital Payment Solution - Large Size Bank	ICICI Bank
	Best Digital Payment Solution - Tech Vendor	Financial Software and Systems
Partnership	Innovative Partnership Strategy of the Year - Bank	The Federal Bank Limited
	Innovative Partnership Strategy of the Year - Insurance	Acko General Insurance
Technology	Disruptive Technology Innovator of the Year - Bank	HDFC Bank
	Disruptive Technology Innovator of the Year - Insurance	Max Life Insurance Company Limited
	Disruptive Technology Innovator of the Year - NBFC	Aditya Birla Housing Finance Limited
	Disruptive Technology Innovator of the Year - Tech Vendor	NEC Technologies India Pvt. Ltd.
		Perfios Software Solutions Pvt. Ltd.
Innovation in Marketing	Marketing Initiative of the Year - Large Size Bank	HDFC Bank

Best CSR Practice of the Year	PNB Housing Finance Limited
Special Award for Mass Customer Outreach	Muthoot Finance
Best IT Risk Management & Cyber Security Initiative of the Year	Maharashtra Cyber Digital Crime Unit
Special Award for Best Customer Engagement Initiative of the Year	Reliance Nippon Asset Management