

### Allianz Yaşam ve Emeklilik: Your Best Choice

- **Leading life and pension company in Türkiye** - One of the four largest companies in the Turkish market providing corporate and private pension plans, life insurance products and personal accident products with a focus on high quality service.
- **Addresses customers' different financial expectations** - With plans and services tailored to different types of corporate and individual customers, provides solutions for all pension, life insurance and personal accident needs.
- **Excellence in service** - Established the first Insurance and Pension Academy in Türkiye to provide service levels beyond standards with highly skilled and certified professionals. Leverages analytical customer segmentation to provide differentiated services and offers. Tailored treatment for its high value customers includes dedicated VIP advisors and a VIP call center.
- **Focus on Customer Satisfaction** - First Turkish company to receive a CMSAS 86:200 (Complaints Management) certificate from the British Standards Institution.
- **Advanced Value-Added Services** - Offers customized financial reporting options for its corporate customers. Free comprehensive personal finance planning instruments to help its customers to project their cash flows in retirement.

### Allianz Yaşam ve Emeklilik: Facts & Figures

- IGP Network Partner since: 1989
- IGP's Share of Group Portfolio: 60%
- Market Share (individual & group - 12/2020): 11.67%
- Market Ranking (individual & group - 12/2020): No. 2
- Solvency Ratio (12/31/2021): 141.04%
- Financial ratings (for Allianz SE)
  - A.M. Best (10/8/2021) A+
  - Moody's (7/8/2022) Aa3
  - Standard & Poor's (5/23/2022) AA

### Recent Awards & Recognitions

- 2018 - A.L.F.A. Award in Pension and Insurance category, where brands that create the best customer experience are rewarded.

### More Information

Mrs. Ceylan Alver

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### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 21 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Monthly

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 20 working days	✓

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	✓

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries	✓
Helpline availability 24/7	✓





The information in this document is subject to change without notice. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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