

### Why Partner with National Health Insurance Company - Daman

- **Daman is a leading health insurance company in the UAE** - As the region's leading specialised health insurer, providing comprehensive health insurance solutions to more than 2.6 million members in the UAE, Daman is the partner of choice for many of the country's most prominent organisations.
- **Large scale of operations and customer service** – Approximately 57 million claims are processed annually covering over 2.6 million lives. More than 30% of the processed pre-approvals are automated and 98% of PBM (Pharmacy Benefit Management) requests are responded to in less than 10 minutes.
- **Specialised capabilities** - Specialised teams and solutions including in-house actuaries, a strong medical investigation and fraud unit that performs FWA (fraud, waste & abuse) audits to protect client's healthcare funds and assist with claims cost containment, advanced data analytics, as well as physical branches across the UAE.
- **Wide range of solutions** – Daman offers customisable and flexible enhanced plans, as well as access to a large list of network insurance providers including government hospitals.
- **Diverse range of digital services** – Daman drives innovation through a combination of ultramodern technology and healthcare-related expertise with over AED 1 bn investments in modular IT infrastructure as well as self-developed client and member digital portals including virtual branches.
- **Customer-centricity** – Daman offers a wide suite of customer engagement channels – from digital apps to physical branches, as well as a 24/7 customer call centre and medical services authorization team who are in direct contact with Daman's network of over 3,000 medical facilities.
- **Financial strength & stability** - A+ Rated insurer (S&P, 5/27/2022). Daman is part of PureHealth, the UAE's largest integrated healthcare platform with an ecosystem that challenges lifespans and reimagines health spans with 28+ hospitals, 100+ clinics, multiple diagnostic centres, insurance solutions, pharmacies, health tech, procurement, investments and more.

### Awards & Recognitions for National Health Insurance Company - Daman

Daman has set high standards in the health insurance industry and has been awarded several internationally recognised awards and quality-focused certifications for our market-leading digitalisation and social initiatives in a relatively short space of time. Recent awards won in 2021 and 2022, included:

- 'Digital Insurance Innovation of the Year' - The Global Brands Awards 2022
- 'Best Insurer for CSR Initiative' – The Global Brands Awards 2022
- 'Insurance Personality of the Year' [Hamad AL Mehyas] – The Global Brands Awards 2022
- 'Most Innovative Health Insurance Company' – Global Economic Awards 2021
- 'Best New CEO in the Health Insurance Sector' - Global Economic Awards 2021

Read more about Daman's industry awards [here](#).



### More Information

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