

TAS Life Insurance Company: Your Best Choice

- **Market-leading** - Private joint-stock company operating since 2001 as the successor of CJSC “PrivatPolis” Insurance Company. Today, the company is one of the leading insurance companies in Ukraine, offering its clients a wide range of modern and innovative programs of individual and corporate life insurance together with high-quality professional services. Insurance company “TAS” is a member of one of the largest financial and investment group “TAS GROUP” in Ukraine.
- **Principles:**
 - *Partnerships:* each client is considered to be a partner, whose needs are a priority of the company;
 - *Long term strategy:* The company is consistent in its decisions and actions and seeks to establish long-term relationships with customers, employees and business partners;
 - *Innovations:* in order to achieve maximum results in its activities, the company creatively uses the acquired knowledge and practical experience, constantly introduces the latest technologies and is always ready for change.
 - *Reliability:* the company reacts responsibly to all tasks and decisions, executing agreements and commitments in a qualitative and timely manner;
 - *Building a strong team:* the company provides each employee with the opportunity to realize their personal potential and promotes the development of professional knowledge and skills;
- **Objectives** - To be a highly qualified financial planning consultant and a reliable life safety partner for every client.
- **Development of Branch Network** - Since 2007, the company has started building its own network of agents and continues to expand to the entire territory of Ukraine.
- **Memberships** - The National Association of Insurers of Ukraine

TAS Life Insurance Company: Facts & Figures

- IGP Network Partner since: 2011
- Market Ranking (Q3 2020):
 - Pension Insurance: No. 1
 - Amount of assets: No. 2
 - Amount of reserves: No. 2
 - Income from Insurance Reserves: No. 2
 - Insurance Claims: No. 2
 - Insurance Premiums: No. 2
- Financial Strength Ratings:
 - Credit-Rating Agency (12/22/2020): uaAins

More Information

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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	Quarterly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 10 working days	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Quarterly
Accuracy commitment: 98% of claims	✓

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	Quarterly
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	Quarterly
Policy issuance commitment: 95% within 20 working days	✓

Helplines and IT Capabilities

Employee help line to respond to employee inquiries	✓
Helpline availability during business hours	✓
On-line Administration (real-time)	✓





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