

# Muang Thai Life

## Your Local Link to IGP in Thailand

### Why partner with Muang Thai Life?

#### Experience

Founded in 1951, Muang Thai is among the top three insurance companies in Thailand, as well as the leading national underwriter of group life and health insurance plans.

#### Integrated customer service

Muang Thai's state-of-the-art customized group insurance system provides one-stop integrated service to clients. Customers can access information and services anytime, anywhere. Innovation and modern technology are leveraged to quickly respond to changes and increase efficiency.

#### Efficient claims processing

Muang Thai's advanced computer systems provide an efficient medical claims processing system. The MTL Click Application reduces HR workloads and expenses in handling claims for employees. Members can check status of claims, and once all documents are received on-line, reimbursement can be done in 3-5 working days.

#### ISO 9001:2015 certification

Muang Thai was the first company in Thailand to achieve ISO 9002 certification, which was upgraded to ISO 9001 Version 2015. Its group area performs in accordance with ISO 9001 Version 2015 standards.

#### Quality staff

Experienced and professional staff strive to deliver innovative solutions and quality service. Service teams include physicians and nurses, who provide claims support, 7 days a week.

#### Flexible solutions

Muang Thai strives to understand the changing needs of customers in order to provide products and services that help them attain financial security and lead healthy and fulfilling lives. It continuously innovates its products to cater to the diverse needs of all customers, regardless of gender, age, lifestyle, community, or role and responsibility.

#### "SmilePlus" Program

Special privileges and discounts are available by presenting the Muang Thai HealthCare card at participating shops, restaurants, or hotels via the "SmilePlus" program.

#### Innovation

- Online Services: Online group web access and mobile app (iOS and Android) provided to HR and insured members.
- Telemedicine – New feature allows customers to receive medical advice and treatment via Video Call (for outpatient care only).
- E-Claim Services – Customers can upload images of claim documents, check claim status, and reimbursement can be made within 3-5 official days after completed documents received online.
- Wellness Care – Promoting better health conditions in the workplace via Health Tip (wregular circulation of emails or newsletters with updated health or workplace safety information), and Health Seminars (health talks given by experienced health professionals with health supporting & promotion programs that meet client needs).

## Facts & figures

- IGP Network Partner since 1983
- Financial strength ratings:
  - Fitch: A- / AAA(thai) (per (2/29/2024))
  - Standard & Poor's: BBB+ (per 10/31/2024)

## Recent awards & recognitions

- 2024: Muang Thai reached a historic milestone in the insurance industry. It received two prestigious awards at the Prime Minister's Insurance Awards, organized by the Office of Insurance Commission (OIC). These awards include the "Hall of Fame" Award for the 4th consecutive year, recognizing excellence across all aspects of the business; and the "Micro Insurance Award" for the 11th consecutive year. [Source: https://www.muangthai.co.th/en/about-mtl/projects/hall-of-fame-2024](https://www.muangthai.co.th/en/about-mtl/projects/hall-of-fame-2024)
- 2024: The Digital Insurer community voted Muang Thai Life Assurance as the winner of the "Insurer Innovation Award Global Finals".
- 2024: Muang Thai Life Assurance won four major international awards, reaffirming its excellence in human resource management and social responsibility. These accolades include:
  - HR Asia's "Best Companies to Work for in Asia 2024" award for the third consecutive year, along with the "Sustainable Workplace" award from HR Asia.
  - Two honors at the HR Excellence Awards 2024 organized by Human Resources Online: "Most People-Focused CEO" (Gold) and "Excellence in CSR Strategy" (Silver).
  - Named as an outstanding organization in labor relations and welfare for 2024 by the Department of Labour Protection and Welfare for the third consecutive year.
- 2024: The Asia Corporate Excellence & Sustainability (ACES) Awards recognized Sara Lamsam, CEO of Muang Thai Life Assurance Public Company Limited (MTL), who was honored as an Outstanding Leader in Asia.
- 2024: Based on criteria set by the Office of the Securities and Exchange Commission (SEC), Muang Thai Life Assurance received awards in three categories, reflecting its status as an organization that creates value as a "financial investment knowledge provider" in addition to offering products that are beneficial to society and the public.
- 2023: Muang Thai won the "OIC InsurTech Award" for the 3rd consecutive year at the Prime Minister's Insurance Awards.



## More information

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