MAPFRE BHD Compañía de Seguros, S.A. ranks among the top five insurance companies in the Dominican Republic in terms of market share and is jointly owned by the Mapfre Group and Centro Financiero BHD. It offers both group and individual insurance and has made significant investments in the development of new products, as well as technology designed to enhance customer service. Fitch Ratings has given Mapfre BHD Compañía de Seguros a first-time national insurer financial strength rating of A- (Strong).

Centro Financiero BHD is one of the most prominent financial services groups in the Dominican Republic. It is comprised of several companies, including Banco BHD, the third-largest commercial bank in the country.

Mapfre is the largest foreign insurance group in Latin America and the largest insurance company in its home country, Spain. The Mapfre Group was founded in 1933 and offers insurance, reinsurance and financial services. It is a Fortune Global 500 company and has a presence in more than 40 countries. In 2012, Reactions magazine (part of the Euromoney Group) named Mapfre as the best Latin American insurance company for the seventh consecutive year.

MAPFRE BHD Compañía de Seguros has over 306 employees and over 600 sales agents and 597 brokers. It has been an IGP Network Partner since 1998.

ARS Palic Salud, S.A. is a Health Risk Administrator created by Centro Financiero BHD to provide health services via an extensive network of medical providers. With the goal of being recognized as one of the best Health Risk Administrators in the Dominican Republic, substantial investments in qualified personnel, equipment and information technology were made in the establishment of ARS Palic Salud.

Known for providing a high level of service, ARS Palic Salud has extended its customer service hotline so that clients can obtain information on issues related to their health coverage 24 hours a days, seven days a week. It also offers many services to both clients and providers via the internet.

ARS Palic Salud was established in 2003 and joined the International Group Program that year. It has over 350 employees.

Key Products

**Life**
- Life
- Accidental Death and Dismemberment
- Permanent and Total Disability
- Dependent Life
- Optional Supplemental Life

**Medical**
- Cash Flow Medical
- Dental
- Hospital and Surgical
- Major Medical

**Pensions**
- Managed Funds for Private Pensions

Social Security

Old Age, Disability and Survivors’ Benefits

Overview: A dual system of mandatory individual accounts and social assistance programs for the needy.

The former “pay-as-you-go” system is being phased out. Pensioners who began receiving their social security pension before June 2003 and public-sector employees who didn’t join the individual account system are still covered by the “pay-as-you-go” program.

Eligibility: Mandatory Individual Account

All employees in the private sector are required to participate in the mandatory account system. Participation is voluntary for citizens of the Dominican Republic living outside the country, workers in the public sector and employees in the private sector who were older than age 45 in 2003.

Social Assistance Program

Program to assist those who are unemployed, needy, severely disabled, or who have an income below the minimum wage.

Contributions: Mandatory Individual Account

Old Age, Disability and Survivors’ Benefits

Employer: 7.10% of covered payroll
Insured: 2.87% of covered earnings

Sickness and Maternity Benefits

Employer: 7.09% of covered payroll
Insured: 3.04% of covered earnings

Workers’ Compensation

Employer: Contributions are based on degree of risk.
Insured: None

Social Assistance Program

Cost of the social assistance program is borne by the government.
Benefits:

**Mandatory Individual Account**

- **Old Age Pension**
  
  Based on the value in the individual’s account.

- **Disability Pensions**
  
  Insured must have a chronic illness or injury and exhausted sickness and work injury benefits.

  **Permanent Total Disability** – loss of 66.7% of earnings capacity
  The benefit is 60% of the insured’s average earnings in the three years immediately before the disability. Paid until either retirement or death. No minimum or maximum applies.

  **Partial Disability** – loss of 50% of earnings capacity but less than 66.7%
  The benefit is 30% of the insured’s average earnings in the three years immediately before the disability. No minimum or maximum applies.

- **Survivors’ Benefits**
  
  The benefit is 60% of the insured’s average earnings in the three years immediately before the death of the insured.

  Spouses 55 years and older receive the pension for life. Spouses age 50 to 55 receive a pension for six years. Spouses younger than age 50 receive a pension for five years.

  If there are orphans younger than age 18 (21 if student), the pension must be divided between the spouse and the orphan(s).

**Social Assistance**

- **Old Age Pension**
  
  A benefit is paid to needy individuals over the age of 60. The benefit is means tested.

- **Disability Pensions**
  
  A benefit is paid to individuals of any age who are classified as needy and severely disabled. The benefit is means-tested.

- **Survivors’ Pensions**
  
  A benefit is paid to needy survivors, including: spouses or partners, unmarried children under age 18 or 21 if a full-time student. There is no age limit for disabled orphans. The benefit is means-tested.
Summary of Social Security and Customary Private Employee Benefit Plans

Sickness and Maternity: Cash benefits for sickness and maternity are provided by social insurance.

Contributions:
- **Employer:** 7.09% of covered payroll
- **Insured:** 3.04% of covered earnings
- **State:** 2.0%

The maximum earnings used to calculate contributions are 10 times the legal monthly minimum wage. There is no minimum earnings limit for calculating contributions.

Cash Sickness Benefit: The insured must have contributed for at least 12 months or be receiving a pension. The benefit is 60% of earnings in the previous six months (40% if the insured is hospitalized) and is paid for up to 26 weeks. There is a three-day waiting period.

Cash Maternity Benefit: The insured must have contributed for eight months in the 12 months before childbirth or not been working during the previous 12 months. The insured receives three months of earnings that is paid six weeks before childbirth and six weeks after the expected date of birth.

Medical Benefits: Medical benefits are provided to all citizens of the Dominican Republic via a system of universal health care.

Benefits include:
- Inpatient and outpatient care
- Surgical procedures
- Specialist care
- Maternity
- Pediatric care
- Medications and prescription drugs
- Prosthetic devices for the disabled
- Emergency services
Customary Private Benefits Practice

**Group Life Insurance:**

- **Death Benefit:** An amount equal to a multiple of salary. The benefit is reduced by 50% upon attainment of age 65 and is excluded at age 70.

- **Accidental Death and Dismemberment:** An amount equal to the death benefit. The benefit is excluded at age 70.

- **Permanent and Total Disability:** An amount equal to the death benefit. The benefit is excluded at age 70.

**Group Health Insurance:** All employees may be included. A waiting period may be required.

Benefits include:

- Daily Cash Hospital Benefit
- Physician’s Care – In-Hospital
- X-rays
- Laboratory Services
- Reimbursement for Surgery
- Maternity

Major Medical and Comprehensive medical plans may be offered.