

AMP Life Limited: Your Best Choice

- **Market Leader** - AMP is a specialist risk insurer and a leader in the Australian group insurance marketplace.
- **Expertise & Stability** - AMP have been a significant force in the life insurance industry for more than 160 years and have a proven track record in the market.
- **Commitment** - AMP are committed to meeting their clients' needs for group insurance in a challenging superannuation and life insurance marketplace.
- **Reputation** - AMP's brand and reputation are acknowledged as a leader in the Australian financial services market.
- **Portfolio** - AMP provides group insurance cover for near 1,200,000 Australians. In addition, in 2015 AMP paid a total of 9,924 claimants in individual and group insurance claims.
- **Part of AMP Group** - The AMP Group is one of the leading wealth management companies in Australia and New Zealand. They have:
 - Over \$1.95 billion in annual life insurance premiums (2015)
 - Around \$159.9 billion in assets under management
 - One of Australia and New Zealand's largest advice networks, with over 4,000 advisers

AMP Life Limited: Facts & Figures

- IGP Network Partner since: 1967
- Group Market Position (September 2016): No. 6
- Group Market Share (September 2016): 7.2%
- Financial Ratings:
 - Standard & Poor's (11/4/2016): AA-

Recent Awards & Recognitions

- Winner of the 2016 Life Insurer of the Year award (by Insurance Industry Awards)
- Winner of the 2016 Excellence and Innovation in Return to Work award (by ALUCA and ICA in partnership with Swiss Re)
- Winner of the 2016 Outstanding Value award for AMP Flexible Super (by CANSTAR)
- AMP Signature Super Top 10 Corporate Product Insurance Features 2017- Heron



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	Monthly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 21 working days	✓
- Medical: 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
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	
Premium statement commitment: 95% within 20 working days	✓

Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	✓
Helpline availability 24/7	-
On-line Administration (real-time)	✓





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