

**MAPFRE Vida S.A. :**  
**Your Best Choice**

- **Reputable** - Part of MAPFRE Group, the No. 1 insurance company in Latin America with the fastest growth in turnover and profitability in the region.
- **Flexibility** - MAPFRE offers a complete range of products and services adjusted to each client's needs and requirements. MAPFRE provides solutions whenever and wherever the client needs it.
- **Broad geographical coverage** - The only insurance company in Brazil with presence in all Brazilian capitals.
- **Commitment** - MAPFRE's extensive network along the Brazilian territory ensure efficient attention to clients. A dedicated telephone service is available 24 hours a day, 7 days a week.
- **Specialization** - MAPFRE's structure of units and work teams with an autonomous management, ensure a fast response time to clients. Specialized teams ensure the particular treatment required for each client's activity and organization.
- **Value for Money** - MAPFRE offers competitive rates for each type of coverage that is provided.
- **Qualified professional staff** - Life insurance underwriters and commercial areas are fluent in English, and MBA graduated.
- **SIX Sigma Compliance** - All MAPFRE staff have at least a "yellow belt" qualification.

**MAPFRE Vida S.A.:**  
**Facts & Figures**

- IGP Network Partner since: 2006
- Group EB Market Share (12/2019): 17.9%
- Group EB Ranking (12/2019): No. 1
- Financial Strength Ratings (MAPFRE Re):
  - AM Best (10/4/2019): A
  - Fitch (9/16/2019): A+
  - Standard & Poor's (11/18/2019): A+

**Recent Awards & Recognitions**

- Among the 10 best companies to work for in Latin America by Great Place to Work - GPTW 2019
- 1st place in the "Top 5 Long-Term Exchange Rate" ranking by the Central Bank of Brazil - BACEN 2019
- Included in The Sustainability Yearbook 2019.
- "2019 Best Insurance Company" by Education Magazine (for 9<sup>th</sup> consecutive year)



**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 10 working days	✓
- Medical: 95% within 10 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Upon request
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	Monthly
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	Monthly
Policy issuance 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)	-





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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