

MAPFRE Compañía de Seguros de Vida de Chile 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.
- **Innovation** - Pioneer products and services thanks to MAPFRE's experience and investment in both research and development. This enables them to offer innovative products and services that are one step ahead of the needs of businesses. Products are continuously reviewed and further developed to follow changes in market needs.
- **Flexibility** - MAPFRE offers a complete range of products and services tailored to each client's request. MAPFRE provides solutions whenever and wherever the client needs it.
- **Commitment** - MAPFRE's extensive network of 49 subsidiaries along the Chilean 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, ensures a rapid response time to clients. Specialized teams provide the particular treatment required for each client's activity and organization.
- **On-line Facilities** - Access to secured web-pages which facilitate the management and administration of the policies.
- **Value for Money** - MAPFRE offers competitive rates for each type of coverage provided.

MAPFRE Compañía de Seguros de Vida de Chile S.A.: Facts & Figures

- IGP Network Partner since: 2007
- Market Share (MAPFRE Generales Chile): 9%
- Financial Strength Ratings (MAPFRE Vida Chile):
 - Humphreys (3/29/2018): AA-
 - International Credit Rating (2/21/2018): A+
- Financial Strength Ratings (MAPFRE Global Risks):
 - AM Best (9/8/2017): A
 - Fitch (7/27/2017): A-
 - Moody's (2/24/16): A3
 - Standard & Poor's (8/11/2017): A



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	✓

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 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 other covers	✓
Helpline availability 24/7	✓





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

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