

### MAPFRE Colombia: Your Best Choice

- **Reputable** - Part of MAPFRE Group, the number 4 insurance company in Colombia with solid creditworthiness, revenue growth and profitability.
- **Flexibility** - MAPFRE offers a complete range of products, both life and non-life, and services adjusted to each client's needs and requirements. As the most trusted global insurer, MAPFRE provides solutions whenever and wherever the client needs it.
- **A wide geographical coverage** – insurance company with presence in 22 major Colombian cities, plus an additional 150 offices spread over the country.
- **Commitment** - MAPFRE's extensive network of 150 branches throughout the Colombian territory ensures efficient and timely attention to the clients' requirements. A dedicated telephone service is available 24 hours a day, 7 days a week.
- **Specialization** - MAPFRE's structure of units and work teams with autonomous management, ensure a short 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** – Senior Life Insurance underwriters and commercial areas add in excess of 200 years of experience, whilst proficient in English, and MBA graduated.

### MAPFRE Colombia: Facts & Figures

- IGP Network Partner since: 2009
- Group Life Market Share (by premium volume): 5.78%
- Market Position (December 2018): No. 5
- Financial Strength Ratings:
  - Fitch (2/1/2019): AA-
- Financial Strength Ratings (MAPFRE Re):
  - AM Best (9/6/2018): A
  - Fitch (1/23/2019): A+
  - Standard & Poor's (7/24/2018): 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 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	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	✓

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	✓
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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