

Mandatum Life: Your Best Choice

- **Reputable** - Part of the Sampo Group and one of the most solvent and respected life insurance companies in Finland. Premiums written in 2019 totaled EUR 1,596 mln and more than 25,000 companies and organisations put their trust in Mandatum Life.
- **Continuous product development** - Innovation coupled with decades of experience in life insurance guarantee Mandatum Life's ability to offer solutions that are not available anywhere else.
- **Market Leader** - Reliable, valued and well-known expert in group pension business with a market share of over 50% in unit-linked group pension products.
- **Personalized Service** - Long term client relationship with a pro-active approach from a designated Account Manager, providing the best expertise in life and pension solutions.
- **Knowledgeable** - Expert lawyers, specialized in insurance and tax issues, ensure swift reaction to the changes in the environment.
- **Efficient administration** - Access to secured web-pages allowing updates and making changes to the policies and choice of funds.
- **Extensive Wealth Management and Investment Solutions** - Know-how based on 140 years of experience, with solutions that only large institutional investors can provide.

Mandatum Life: Facts & Figures

- IGP Network Partner since: 1988
- IGP's Share of the Group Portfolio: 11%
- Corporate Risk Market Share (2019): 33.3%
- Corporate Pension Market Share (2019):
 - With profit & unit linked: 52.6%
 - Unit-linked only: 61%
- Solvency Ratio (12/31/2019): 176%
- Financial Ratings (LT Issuer Rating):
 - Moody's (5/30/2018 - for Sampo Plc): A3
 - Standard & Poor's (9/18/2019 - for Mandatum Life): A+

Recent Awards & Recognitions

- No. 1 place in Great Place to Work survey for large companies in 2019



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	✓

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)	✓

* upon specific client request and/or payment of additional fee.





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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