

## Gothaer Lebensversicherung AG: Your Best Choice

- **Celebrating 200 years of experience** - Founded in 1820, Gothaer Insurance Group ranks among Germany's largest insurance groups and is one of the country's largest mutual insurance associations. With approximately 4.3 million clients in the private as well as the small and medium-sized enterprise sector, gross premiums of EUR 4.4 billion and a broadly diversified business portfolio, the premium income is spread over the non-life, life and health market segments.
- **Solution-driven and service-oriented** - With first-class risk and financial products, quality advice as well as comprehensive and best-fit solutions, Gothaer positions itself on the German insurance market as one of the leading solution-driven holistic service insurers in Germany, offering a wide range of life, health and general insurance products and solutions:
  - Gothaer Lebensversicherung AG: insurance protection and financial planning strategies.
  - Gothaer Krankenversicherung AG: healthcare
  - Gothaer Allgemeine Versicherung AG: property and casualty insurance
- **Gothaer Lebensversicherung AG: a prime, highly esteemed life insurance provider** - tailor-made corporate insurance coverage programs with innovative solutions for biometric insurance and unit-linked policies with guarantees, ability to provide high-end solutions for second pillar group pension solutions.
- **Innovative, market-driven and cost-efficient disability protection: "Fähigkeitenschutz"** - Humans have numerous skills, some of which are essential for being able to take an active part in life, e.g. standing, walking, speaking, sitting and writing, but also mental performance or the ability to act independently. "Fähigkeitenschutz" covers the loss of up to 18 defined basic abilities.
- **Financially strong** - The S&P rating reflects the confidence in Gothaer's value-based management strategy, the broad mix of distribution channels, the proactive change in product mix towards high-yield insurance and the ability to adjust to rapidly changing market conditions.
- **Leading Insurance Partner and Investor of renewable energies** - Gothaer is professionally involved in all areas of renewable energies, from development to operation: wind energy, solar energy, bio energy, geothermics and water power.

## Gothaer Lebensversicherung AG: Facts & Figures

- IGP Network Partner since: 2015
- Solvency Ratio (2018): 427%
- Financial Ratings:
  - Standard & Poor's (9/24/2019): A- (Positive)

## Recent Awards & Recognitions

- Corporate Health Award (2013/2015/2016/2017/2018) for outstanding operational health management in the insurance / finance sector
- Deutscher Unternehmenspreis Gesundheit ("Move Europe – Partner Excellence" - certificate 2007 - 2014): This award is granted to companies and organizations with an exemplary health management that align both individual behaviour and workplace as part of the corporate strategy.
- FF Cyber Rating by Franke und Bornberg for "Gothaer Cyber-Versicherung für Gewerbekunden"



## 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: generally within 10 working days	✓
- Disability: generally within 21 working days	✓
- Medical: generally 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: generally 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:	
- generally within 1 working day for telephone inquiries	✓
- generally 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: generally 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 general inquiries	✓
Helpline availability	✓
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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