

MAPFRE Seguros Guatemala, S.A.: Your Best Choice

- **Strong and Global** - As part of one of the most important insurance groups in the world, the MAPFRE Group.
- **Competitive** - Being the No. 4 in Guatemala's market ranking (per December 2017), with a wide list of competitive products and rates.
- **Full Range of Insurance Products and Services** - including life, disability, accidental death and dismemberment (rider) and burial insurance. MAPFRE is also known for its group health solutions, which offer a range of medical benefits and an extensive network of physicians, laboratories, hospitals and pharmacies.
- **Continuous Improvements** - With a variety of covers in Property, Health and Medical in accordance and compliance with the client's requirements.
- **Professional Staff** - a high level Management Board, integrated with experts in the insurance business with a great deal of experience in their fields.
- **Client Oriented** - MAPFRE exercises their best effort, day by day, to align their processes to the better satisfaction and experience of their clients. MAPFRE Guatemala is able to tailor its products and services to the needs of a specific group and has plans for smaller groups.

MAPFRE Seguros Guatemala, S.A.: Facts & Figures

- IGP Network Partner since: 2015
- Group Market Share (12/2017): 7.3%
- Group Market Ranking (12/2017): No. 6
- Overall Ranking (12/2017): No. 4
- 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

Recent Awards & Recognitions

- Article published in "MONEDA" magazine, (June 2015's edition), highlighting MAPFRE Guatemala's scaling up of 3 positions in Central America's Insurers Market's ranking report, with more than US\$31 million in premiums, being named as an "Outstanding Insurance Company".
- A Great Place to Work Company in 2014/2015/2016/2017 by GTPW



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	Daily
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)	-





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