

Aegon Hungary Composite Insurance Co: Your Best Choice

- AEGON is a **major market player** in Hungary in the provision of life, pension and investment products:
 - The third largest provider of pension schemes
 - The third largest provider of life insurance and income protection (based on adjusted premium income)
- **AEGON is an innovation leader** - a wide range of insurance services for general and niche needs is offered including: life, accident and medical cover, investments, and pensions.
- AEGON operates a dedicated **Customer Information Line** - 24 hours a day, 7 days a week.
- AEGON operates a **Public Web Portal** – an online tool to monitor and manage pension savings.
- **Stability and Expertise** - AEGON was Hungary's sole insurance company until 1986 and is the successor of the former national insurance company. In 1992, AEGON was acquired by the Netherlands-based AEGON Group.

Aegon Hungary Composite Insurance Co: Facts & Figures

- IGP Network Partner since: 1991
- IGP's share of the group portfolio (02/2020): 21.49%
- Market Ranking (Q4 2019): No. 3
- Solvency Ratio (Q4 2019): 154%
- Financial Ratings (for AEGON N.V.):
 - Fitch (11/12/2019): A-
 - Moody's (11/7/2019): A3
 - Standard & Poor's (per 2/21/2020): A-

Recent Awards & Recognitions

- 2019 - Association of Hungarian Independent Insurance Brokers: 1st Place in Category Motor Insurance, Household Insurance and Corporate P&C Insurance
- 2019 - Association of Hungarian Independent Insurance Brokers: 3rd Place in Category Personal Accident Insurance and Travel Insurance
- 2017 - Insurance Company of the Year: 1st Place in Category: Claim Settlement
- 2017 - Insurance Company of the Year: 2nd Place in Category: Service Provider



More Information

Mrs. Evelin Pető-Kiss

Aegon Hungary Composite Insurance Company
1 Üllői Street
Budapest 1091
Hungary

T +36 1 476-5353
E peto-kiss.evelin@aegon.hu
W www.aegon.hu





Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Quarterly
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	Quarterly
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	Quarterly
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	Quarterly
Policy issuance commitment: 95% within 20 working days	✓

* 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.

The International Group Program (IGP) is a registered brand name under John Hancock. IGP operates in the State of New York under JH Signature Insurance Agency, Inc., a NY licensed broker.

IGP Network Partners operating outside of the United States are not necessarily licensed in or authorized to conduct insurance business in any state in the United States including, the State of New York. The policies and/or contracts issued by a Network Partner to contract holders outside of the United States have not been approved by the NY superintendent of Financial Services, are not protected by the NY State guaranty fund and are not subject to the laws of NY or the laws and/or protections of any other state where the Network Partner is not licensed to do business.