

## Samsung Life Insurance Company: Your Best Choice

- **Market leader in the provision of group life insurance and corporation pensions** – Samsung has grown to become the largest and most successful life insurance company in Korea.
- **Financial stability** - Samsung Life has maintained a credit rating of 'AAA' from all three domestic credit rating agencies for 14 consecutive years, a first among Korean life insurers. Samsung was the first insurance company in Korea to be rated 'AAA' by the National Information & Credit Evaluation office.
- **Reliable and quality services** - Samsung was the first insurance company in Korea to receive ISO 9001 and 9002 certifications based on the quality and reliability of its services.
- **Quality communication** - Qualitative and efficient communication with HQ and local office at the plan level and with employees at the participant level.
- **Asset management** - Knowledge and experience of investment/risk professionals combined with flexible investment platform and products.
- **Client satisfaction management** – Samsung introduced a one-stop hospital service, opened an integrated call center, and conducted an extensive BPR (Business Process Re-engineering) and quality/ service evaluation.
- **Seeking ultimate customer satisfaction** – Having placed the highest management priority on customer satisfaction in 2003, Samsung Life has become the country's undisputed No. 1 life insurance provider according to a number of customer surveys and other professional surveys run by reputable institutions.
- **Brand value** – The Samsung Life brand has been the most valuable brand within the life insurance category, ranking 1st for 19 consecutive years in the Korea Management Association's Korea Brand Power Index (K-BPI).

## Samsung Life Insurance Company: Facts & Figures

- IGP Network Partner since: 1980
- IGP's Share of the Group Portfolio (premiums): 33%
- IGP's Share of the Group Portfolio (policies): 35%
- Market Ranking: No. 1
- Market Share (by premium volume): 50%
- Solvency Ratio: 316.6%
- Financial Ratings:
  - National Information & Credit Evaluation: AAA

## Awards & Recognitions

- National Customer Satisfaction Index (NCSI): Ranked 1st for 15 consecutive years in life insurance
- Korean Customer Satisfaction Index (KCSI): Ranked 1st for 14 consecutive years in life insurance
- Korea Standard Service Quality Index (KS-SQI): Ranked 1st for 16 consecutive years in life insurance
- Ranked 421st in 2018 Fortune Global 500 Companies, highest rank among Korean companies.
- Korea's Most Admired Companies: Ranked 1st for 15 consecutive years in life insurance
- Awarded 1st place in 2015 Korea Wealth Management among all financial institutions in Korea



## 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	Quarterly
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	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	✓

### 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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