

### UnipolSai Assicurazioni S.p.A.: Your Best Choice

- **Leader in Non-Life & Life Business**
  - UnipolSai Assicurazioni S.p.A. is the multi-business insurance company of the Unipol Group, Italian leader in Non-Life business, particularly in vehicle liability insurance.
  - Holding a leading position in Life business too, UnipolSai, with more than 10 million customers, occupies a position of absolute prominence in the national ranking of insurance groups
  
- **Competitive Positioning** - Services and security, along with affordable prices, are the key points on which UnipolSai intends to focus its resources, in the direction of an ethical, fair and thus better relationship with the customer.
  
- **Accessibility, Foresight, Respect, Solidarity, Responsibility** - These are the 5 principles expressed in the Charter of Values of the Unipol Group and to which we are committed every day. The Charter of Values, approved by the Board of Directors of Unipol Gruppo Finanziario S.p.A. on 11 December 2008, is the result of a great collective effort. All employees of the Group companies and agents' representatives (over 6,000 people) contributed to its drafting.
  
- **Network Throughout Italy** - The company currently operates through 4 divisions (Unipol, La Fondiaria, Sai, Nuova MAA and La Previdente) and the largest network of agencies in Italy, consisting of approximately 2,700 insurance agencies and 7,300 sub-agencies across the country, through which it offers a complete range of insurance solutions.

### UnipolSai Assicurazioni S.p.A.: Facts & Figures

- |                                   |       |
|-----------------------------------|-------|
| • IGP Network Partner since:      | 1967  |
| • Group Life Market Share (2017): | 3.8%  |
| • Group Life Ranking (2017):      | No. 6 |
| • Overall Ranking (2017):         | No. 5 |
| • Solvency Ratio: (3/27/2018):    | 241%  |
| • Financial Strength Ratings:     |       |
| - AM Best (6/21/2018):            | A-    |
| - Fitch (9/6/2018):               | BBB   |
| - Moody's (10/23/2018):           | Baa3  |



### 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	-
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	-
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	Annually
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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