

**Dai-ichi Life Insurance Company, Limited:
Your Best Choice**

- **Experience** - One of the leading life insurance companies in Japan, with more than 100 years experience. Focusing on unique services for subsidiaries of multinationals through the IGP Network since 1971.
- **Financial Stability** - The 3rd largest life insurance company in Japan, with a stable financial structure and strong solvency margins.
- **Flexibility** - Flexible administration services for IGP clients, including coverage from the first day of employment, maximum coverage up to JPY 100 million per participant, etc.
- **“By your side, for life”: Dai-ichi’s philosophy since its foundation** - Since the foundation in 1902, the Dai-ichi Life has always put the customer first, committed to contribute to local communities by passing on peace of mind through providing life insurance and related services.
- **Quality Services** - Comprehensive services and information, including detailed consulting services for management and welfare systems.

**Dai-ichi Life Insurance Company, Limited:
Facts & Figures**

- | | |
|---|--------|
| • IGP Network Partner since: | 1971 |
| • IGP’s Share of the Group Portfolio: | 3% |
| • Group Market Share (3/31/2019): | 12.4% |
| • Group Ranking (3/31/2019): | No. 3 |
| • Solvency Ratio (12/31/2019): | 988.0% |
| • Financial Strength Ratings(per 2/14/2020) | |
| - AM Best: | A+ |
| - Fitch: | A+ |
| - Standard & Poor’s: | A+ |

More Information

Mr. Yoshihiro Hamada

The Dai-ichi Life Insurance Company,
Limited
13-1, Yurakucho 1-chome, Chiyoda-ku
Tokyo 100-8411
Japan

T +81 50 3780 2370

F +81 3 6745 0030

E Hamada148@dl.dai-ichi-life.co.jp

W www.dai-ichi-life.co.jp/english/index.html





Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness



Claims payment commitment

- Death: 100% within 5 working days
- Disability: 100% within 5 working days
- Medical: 100% within 5 working days



Claims Processing Accuracy

Measurement of claims payment accuracy



Accuracy commitment: 100% of claims



Account Servicing: Responding to Inquiries

Measurement of responsiveness per client



Inquiry commitment:

- 100% within 1 working day for telephone inquiries
- 100% within 1 working days for written inquiries



Premium Statements

Measurement of timeliness of premium statements (bills)



Measurement of timeliness of premium statements (bills) per client



Policy Issuance per Individual

Measurement of timeliness of policy issuance





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.