

## Seguros Monterrey New York Life: Your Best Choice

- **Experienced** - One of the leading life and health insurance companies in Mexico and the second largest in the individual life insurance market.
- **Extensive Office Network** - Main operations in Mexico City, Monterrey and Guadalajara with 24 offices and 14 virtual offices located throughout Mexico.
- **Financial Advisory Professionals** - Employing the largest insurance sales force in the country with the highest percentage certified by the American College (Financial Education for Securities, Banking & Insurance Professionals).
- **Ready for Solvency II** - Strongest solvency margin in the market with 179%.
- **Pioneer** - Seguros Monterrey introduced the concept of experience-rated health insurance to Mexico and founded the first company in Mexico for the administration of health plans.
- **Customer Information Line** - A dedicated phone line, available 24 hours a day, 7 days a week.
- **Online Technology** - Easy access to information and services, which allows for the delivery of policies, certificates and cards.
- **Competitive Benefits** - Carefully selected benefits can help reduce costly employee turnover, boost morale and, in turn, help assure your company's stability and productivity.
- **Alfa Medical** - A flexible and reliable insurance with extensive coverage of hospitals and physicians nationwide. Three levels of cover available: Maximum - Optimal - Standard.

## Seguros Monterrey New York Life: Facts & Figures

- IGP Network Partner since: 1967
- Market Share: 10.1%
- Market Position: No. 4
- Financial Ratings for New York Life Insurance Company:
  - A.M. Best (per 12/19/2019): A++
  - Fitch (per 12/18/2019): AAA
  - Moody's (per 12/23/2019): Aaa
  - Standard & Poor's (per 12/18/2019): AA+

## Awards & Recognitions

- 2018 Award by "Great Place to Work" - 11th year in a row
- CONDUSEF Award (2018) - Insurance Company with the Best Service and Attention Countrywide.
- World Finance Magazine Award (2017) - Best Life Insurance Company in Mexico



## 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 21 working days	✓
- Medical: 95% within 21 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Monthly
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	Monthly
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	Monthly
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)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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