

MAPFRE Nicaragua, S.A.:
Your Best Choice

- **Reputable** - Part of MAPFRE Group, the No. 1 insurance company in Latin America with the fastest growth in turnover and profitability in the region.
- **Flexibility** - MAPFRE offers a complete range of products and services adjusted to each client's needs and requirements. MAPFRE provides solutions whenever and wherever the client needs it. Easy access to quotes and new payment methods.
- **Commitment** – MAPFRE has grown along the Nicaraguan territory, to ensure efficient attention, extend business with new clients, and strategic allies, and establish a new agency network. A dedicated telephone service is available 24 hours a day, 7 days a week.
- **Specialization** - MAPFRE's structure of units and work teams with autonomous management, ensures a fast response time to clients. Reinforcement of the commercial line-up and specialization of each team ensures the tailored treatment required for each client's activity and organization. The Subscription area of Reassurance includes sufficient technical strength and contacts.
- **Value for Money** - MAPFRE offers competitive rates for each type of coverage that is provided.
- **Qualified Professional Staff** - The life insurance and commercial areas are fluent in English and MBA graduated. MAPFRE is currently also working on internal technical insurance courses, as a reinforcement for the company's different areas.

MAPFRE Nicaragua, S.A.:
Facts & Figures

- IGP Network Partner since: 2015
- Group Market Position (2019): No. 5
- Group Market Share (2019): 7.8%
- Financial Strength Ratings (MAPFRE Re):
 - AM Best (per 10/4/2019): A
 - Fitch (per 9/16/2019): A+
 - Standard & Poor's (11/18/2019): A+



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	✓
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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