

Storebrand Livsforsikring AS: Your Best Choice

- **Market leader** - One of Norway's leading companies within occupational pensions, private pension savings, life insurance and health insurance. Storebrand Life Insurance has an overall share of 30% measured in terms of customers' funds in the Norwegian market.
- **Some figures for Storebrand Group:**
 - 100% of investments assessed by sustainability criteria
 - NOK 831 billion in assets under management
 - 40,000 corporate customers
 - 1,900,000 individuals
 - 5,000,000 yearly customers' dialogues
 - >1,700 employees
- **High level of customer satisfaction** - In the annual client satisfaction survey for the insurance industry, Storebrand has been listed as the Number 1 for the 10th consecutive year.
- **Attractive products** - As the market leader in product development, Storebrand offers a complete product range with low administrative costs, low asset management fees and a tailor-made first-class client service.
- **First-class investment returns** - for both DC and DB plans.
- **Cutting-edge IT tools** - Highly efficient digital tools facilitating management and administration for both employer and employees.
- **Increased focus on HSE (Health, Safety and Environment)** - Systematically focusing on HSE results in greater satisfaction and improved quality of life for employees. Corporate customers will experience better value creation and lower sick leave costs, as well as lower insurance premiums.
- **Responsible investments** - Savings and insurance are about security and trust. Responsible investments ensure that customers get the best possible returns.
- **Sustainable and Socially Responsible Investments** -
 - These lie at the core of Storebrand's savings strategy. They support a.o. the UN Global Compact. As Norway's largest private asset manager, their most important influence on the UN Sustainable Development Goals is tied to how they manage and invest more than NOK 700 billion.
 - In 2018 Storebrand launched the portfolio Wave - a portfolio in which the customer invests in companies that are working to solve the greatest challenges in gender equality (UN Sustainable Goal 5, 11, and 13)
- **Storebrand works hard to achieve their vision...** A future to look forward to!

Storebrand Livsforsikring AS: Facts & Figures

- | | |
|---|-------|
| • IGP Network Partner since: | 1984 |
| • IGP's Share of the group portfolio: | 5% |
| • DC Market Share: | 29.8% |
| • DC Market Ranking: | No. 1 |
| • DB Market Share: | 45.2% |
| • DB Market Ranking: | No. 1 |
| • Group Life Market Share: | 21.5% |
| • Group Life Market Ranking: | No. 2 |
| • Solvency II Ratio: | 172% |
| • Financial Ratings (Storebrand Livförsäkring AS) | |
| - Standard & Poor's (7/23/2019): | A- |

Recent Awards & Recognitions

- Represented on the Dow Jones Sustainability Index since it was established in 1999. Currently among the world's top 100 most sustainable companies.
- At the World Economic Forum in Davos (2017), Global 100 voted Storebrand among the 20 most sustainable company in the world.
- In 2016 Storebrand was voted the most innovative company in Norway.
- In 2017 Morningstar voted Storebrand Global Multifaktor as the "World's Best Global Equity Fund"



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 20 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 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	✓
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 for more details.

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