

MAPFRE Panama, 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.
- **Broad geographical coverage** – 13 offices spread all over the country.
- **Flexibility** - MAPFRE offers a complete range of products and services, with a high level of customer loyalty, solvency and quality.
- **Health coverage in Central America** - MAPFRE in Central America meets the needs for health coverage for regional corporations, based on a high level of service, customer focus and a unique model of success.

MAPFRE Panama, S.A.: Facts & Figures

- IGP Network Partner since: 2015
- Group EB Market Share (12/31/2017): 13.15%
- Group EB Ranking (12/31/2017): No. 2
- Overall Ranking (12/31/2017): No. 3
- Solvency Ratio (12/31/2017): 282%
- Financial Strength Ratings (MAPFRE Global Risks):
 - AM Best (9/8/2017): A
 - Fitch (7/27/2017): A-
 - Moody's (2/24/16): A3
 - Standard & Poor's (8/11/2017): A

Recent Awards & Recognitions

- “Best Companies to Work For in Central America 2016” by Great Place to Work
- Dino Mon (Executive Director and CEO of MAPFRE Panama) named “Insurer of the Year 2015” by CAPECOSE (Panamanian Chamber of Business Insurance Brokerage)
- MAPFRE is among the 20 companies with the best reputation in the world and leads the Merco 2015 for the insurance sector in Latin America,



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 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	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)	-





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