

MAPFRE Paraguay: Your Best Choice

- **Market Leader** - Number 1 in premiums written for 14 years in a row. MAPFRE Paraguay continues to be the leading insurance company in the market thanks to differentiated services, adequate levels of efficiency, a very conservative financial structure, the prestige of the brand and, above all, the support of its parent company. MAPFRE has been present in Paraguay for more than 28 years, seeking to satisfy its customers with innovation and the quality that characterizes it.
- **Commitment Before Catastrophe** - On August 1, 2004, Paraguay experienced the highest loss of human lives in a fire tragedy at Supermarket Ycua Bolaños. MAPFRE Paraguay kept their transparency, ethics and honor principles of their commitments, so that on August 8, 2004 a payment of USD 3.2 million (Gs. 16.743.417.849,00) was made.
- **Extended Services:**
 - Integral Service, 24 Hours, SI 24: direct and personalized attention within the country and Mercosur. Also international assistance, always relying always on the company's resources.
 - Servi MAPFRE SI 24: In Asunción and Santa Rita, considered as the most advanced claims attention centers and other insurance services in Paraguay.
- **Technology** - MAPFRE Paraguay is fully aligned with technological modernization and the digital transformation that the insurance market is experiencing. MAPFRE Paraguay promotes its digital transformation, enhances new technologies to optimize its services and thus offer innovative experiences according to the needs, requirements and expectations of its policyholders.
- **Trade and Banker's Reference** - An important portfolio of investments in financial instruments, working with banks and highly solvent financial institutions. Every year, an objective performance or benchmark is projected, and based on this projection the behavior of the investments is measured monthly in order to take the corrective measures, if necessary. The same applies to the balance of the invested capital.
- **Presence Throughout the Country** - Wide territorial, regional and national coverage, with representative agencies.
- **Payment Collections** - Wide network of collections and electronic collections of insurance payments.
- **Confidence** - Great confidence & trust by reinsurers for the issuance of local policies under global programmers.

MAPFRE Paraguay: Facts & Figures

- IGP Network Partner since: 2008
- Market Share (by premium volume): 17.83%
- Market Position (by premium volume): No. 1
- 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

Awards & Recognitions

- One of the 5 best companies to work for in Paraguay in 2009, 2010, 2013 and 2014 - By Great Place to Work
- 2012-2013-2014-2015-2017 "Top of Mind" award by ANEMP (Management Consulting Office) in the "insurance companies" category
- 2015-2016 "Prestige award" for brand reputation
- 2017 - acquired AAA stable qualification by Feller, highest qualification given to insurance companies on the Paraguayan market



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	Upon request
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 10 working days	✓
- Medical: 95% within 10 working days	n/a

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Upon request
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	Upon request
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	n/a
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 for more details.

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IGP operates in the State of New York under Signator Insurance Agency, Inc., a NY licensed broker.

IGP has provided the website address of our Network Partners for your convenience.
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