

**Insular Life:  
 Your Best Choice**

- **Reputable** – Insular Life was established on November 25, 1910 as the first Filipino-owned life insurance company, and remains to be the only life insurance company in the country with 107 years of continued service.
- **Expertise & Financial Stability** – Insular Life is the largest Filipino life insurance company with a consolidated asset base of PHP 140 Billion. Its strong asset base has consistently increased through the years through prudent and conservative investment strategies, protecting the policyholders’ interest at all times.
- **Affordable Products** – Recognizing that needs change over time, Insular Life’s product roster positioned for protection, savings, education, health, retirement and estate planning, among others, ensure that the Filipino and his family experiences financial well-being today and in the future.
- **Personalised Service** - Intimate knowledge of their needs and priorities ensure commitment to each client by providing dedicated and personalized service.
- **Accessible** - With over 50 branches nationwide and the availability of online facilities which allow one to review policy information details, settle premiums or connect with an Insular Life representative to name a few, provide for better and more convenient customer experience.

**Insular Life:  
 Facts & Figures**

- IGP Network Partner since: 1967
- Overall Ranking (YE 2017): No. 7
- RBC2 rating (2017): 184%
- Financial Ratings: Not rated

**Awards & Recognitions**

- Life Office Management Association (LOMA) Award of Excellence – 13 times
- Reader’s Digest Trusted Brand Gold Award for Life Insurance Category - 2017 & 2018
- 2017 Insurance Asia Awards:
  - Domestic Life Insurer of the Year – Philippines
  - Digital Insurance Initiative of the Year – Philippines



**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 14 working days                              | ✓       |
| - Disability: 95% within 14 working days                         | ✓       |
| - Medical: 95% within 14 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 31 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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