

Shin Kong Life: Your Best Choice

- **Market leader in the provision of life, health and investment products** – One of the largest providers of life, health and income protection benefits to companies in Taiwan.
- **Customer Service** - Over 50 branch offices and 23 policyholder service centres located throughout Taiwan.
- **Strong financial support** - Member of Shin Kong Financial Holding Company, one of the few insurance-lead financial holding companies in Taiwan.
- **Free Customer Information Review** - A complete assessment of finances including life cover, investments and personal loans.
- **Customer Information Line** - A dedicated telephone line available 7 days a week.
- **Unit-linked bonds and Investment Linked-Insurance** - Online tools to facilitate management and administration.
- **Qualified professionals** - Experienced and knowledgeable staff, trained in LIMRA International Marketing Courses and other training and education systems.
- **Value-added services** - 14 nation-wide service centres, customer cards, ATM cards for policy loans, motoring assistance, overseas rescue, and other varied loan services.

Shin Kong Life: Facts & Figures

- IGP Network Partner since: 1976
- IGP's Share of the Group Portfolio: 13%
- Group EB Market Share (2019): 9.42%
- Group EB Ranking (2019): No. 5
- Overall Ranking (2019): No. 4
- Solvency Ratio (2019): 244%
- Credit Ratings (6/26/2019):
 - Standard & Poor's (global long term): BBB
 - Taiwan Rating (national long term): twAA-

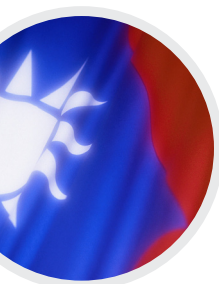


More Information

Ms Lori Wei
Shin Kong Life Insurance Company, Ltd.
Shin Kong Life Tower
17F, No. 66, Sec. 1, Zhongxiao W. Road
Zhongzheng District
Taipei City 100, Republic of China
Taiwan

T +886 2 23895858 ext. 2319
E skes5047@skl.com.tw
W www.skl.com.tw





Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Quarterly
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	Quarterly
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

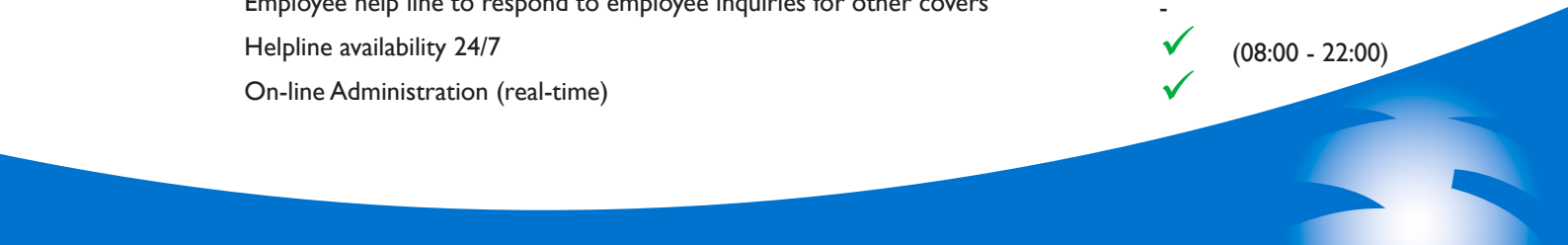
Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Quarterly
Premium statement commitment: 95% within 20 working days	✓

Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Quarterly
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	✓ (08:00 - 22:00)
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.

The International Group Program (IGP) is a registered brand name under John Hancock. IGP operates in the State of New York under JH Signature Insurance Agency, Inc., a NY licensed broker.

IGP Network Partners operating outside of the United States are not necessarily licensed in or authorized to conduct insurance business in any state in the United States including, the State of New York. The policies and/or contracts issued by a Network Partner to contract holders outside of the United States have not been approved by the NY superintendent of Financial Services, are not protected by the NY State guaranty fund and are not subject to the laws of NY or the laws and/or protections of any other state where the Network Partner is not licensed to do business.