

Muang Thai: Your Best Choice

- **Expertise** - Continuously & successfully operated for more than 60 years with strong brand image in the market as well as in Thai people's mind.
- **Fully integrated customer service system** – State of-the-art customized group insurance services system to provide one-stop integrated service to clients. Fast, flexible and efficient.
- **Excellent claims processing** - One of the most advanced computer systems in Thailand, resulting in an efficient medical claims processing system.
- **International quality service standard** - ISO 9001:2015 certification for group insurance service. Muang Thai aims to continuously deliver quality services.
- **Quality staff** – Experienced and talented professional staff deliver innovative solutions and quality service. The service teams include physicians and nurses, who provide claims support, 7 days a week.
- **Flexible solutions** – Extensive experience to help companies develop and deliver customized employee benefit solutions to meet corporate needs and objectives.
- **Stability** – High financial stability with RBC level of 402% in Q3 2019.
- **Innovation:**
 - **Online Services** - online group web access as well as mobile app (iOS and Android) provided to HR and insured members.
 - **Telemedicine:** new feature on the mobile application, where customers can receive medical advice and treatment via Video Call (for outpatient care only).
- **Wellness Care** – Promoting better health condition in the workplace via Health Tip (regular circulation emails or newsletters including updated health or workplace safety information) and Health Seminar (health talks by experienced health professionals with health controlling & promotion programs that match client needs)
- **Special Privileges on Store or Merchandise Discounts** - by presenting Muang Thai HealthCare card at participating shops, restaurants or hotels via the “Smile Plus” Program

Muang Thai: Facts & Figures

- IGP Network Partner since: 1983
- IGP's Share of the Group Portfolio: 9%
- Group EB Market Share (2019): 12.3%
- Group EB Ranking (2019): No. 2
- Overall Ranking (2019): No. 3
- Financial Ratings:
 - Standard & Poor's (11/12/2019): BBB+
 - Fitch (3/25/2020): AAA(th)/A-

Recent Awards & Recognitions

- Prime Minister's Insurance Awards 2017 by Office of Insurance Commission (OIC)
- Life Insurance Company of the Year by Asia Insurance Industry Awards 2018
- Life Insurance Company with Outstanding Management: 1st Place in 2006 – 2017
- 2018 Life Insurer of the Year Thailand by Insurance Asia News
- Best Life Insurance Company - Thailand 2018 Awards by International Finance Awards 2018
- International standard certification ISO 9001: 2015, ISO 27001: 2013 and ISO 22301:2012
- New Insurance Product of the Year Award from Asian Banking and Finance 2018
- Marketeer No. 1 Brand Thailand 2018, Life Insurance Brand Awards by Maketeer
- Superbrands Award from Thailand 2006-2018
- Thailand Top Company Awards 2018 , Top Innovative Company Awards by Business+



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 5 working days	✓
- Disability: 95% within 5 working days	✓
- Medical: 95% within 5 working days (direct claims)	✓

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 10 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 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.

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