

### Allianz Sigorta A.Ş.: Your Best Choice

- **Leading health insurer in Turkey** - With more than 70 years of experience in the insurance sector, Allianz Sigorta is the pioneer health company with almost 500,000 individual, more than 250,000 corporate insureds and 35.25% market share (December 2018).
- **Country wide coverage** - Your employee's health falls under the Allianz Guarantee all round Turkey with the most extensive network of contracted institutions, doctors and pharmacies nationwide.
- **Most advantageous market conditions** -
  - LTRG (Life Time Renewal Guarantee)
  - Upper age limit - the highest in the market
  - Shortest waiting list for diseases in the sector
  - Limits to stay abroad are not applicable
- **New provision system** - Your employees will spend less time in hospital:
  - 63% of all provisions are approved automatically within 5 minutes
  - Acting with ID number only during provision
  - SMS notification as soon as provision is approved
- **Access to contracted networks** - The Allianz Sigorta advantages are also valid in other health institutions - easily accessible via the most comprehensive search, e.g. 20-30% discount for dental care, 30-50% discount for optical care and 20% discount at sports centers.
- **Both the company and employee save** - Price advantages and reduction of health expenses:
  - Low claims and premium management
  - Alternative benefit and service offers
  - Close claims follow up with periodic performance reports
  - Low co-payment rates in the contracted network
  - Advantages for first-degree relatives
  - 100% co-payment opportunity through Allianz Contracted Expert Doctors
- **The Allianz Sigorta advantages are also valid in other health institutions** - easily accessible via the most comprehensive search, e.g. 20-30% discount for dental care, 30-50% discount for optical care and 20% discount at sports centers.

### Allianz Sigorta A.Ş.: Facts & Figures

- IGP Network Partner since: 1988
- Group Health Market Share (December 2019): 36.45%
- Group Health Ranking (December 2019): No. 1
- Solvency Ratio (12/31/2019): 180%
- Financial ratings (for Allianz SE)
  - A.M. Best (9/5/2019) A+
  - Moody's (1/10/2020) Aa3
  - Standard & Poor's (8/14/2019) AA

### 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	
- 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	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	✓
Helpline availability 24/7	✓





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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