

ADNIC:
Your Best Choice

- **One of the leading providers of risk underwriting solutions across the Middle East and North Africa (MENA) region** - Founded in 1972, ADNIC is a publicly listed composite insurance provider headquartered in Abu Dhabi (UAE). They provide the UAE and the greater MENA region with affordable and customized insurance solutions as well as risk underwriting solutions.
- **Leading Multi-Line insurance Provider** - a wide network of branches as well as sales and service centers across the country, staffed with a dedicated team of over 500 insurance professionals.
- **Innovation and Product Development** - through continuous investment in innovative technology and market intelligence, ADNIC develops products that are customized to meet individual needs.
- **Wide Product Range** - ADNIC offers a wide range of general, health and life insurance products and solutions for small, mid-sized and large companies and multinational corporations with a base in the UAE, including: group medical, liabilities, life, marine cargo, marine hull, motor fleet, property and travel insurance.
- **One App, Endless Convenience** - In 2014, ADNIC was the first composite insurance company in the UAE to launch an interactive mobile app for its medical insurance customers. The app is a menu driven, user-friendly solution, which helps manage and track medical insurance claims while on the go. It offers safe, easy, fast and complete access to ADNIC's medical insurance services with a simple touch.
- **Global Recognition** - ADNIC is considered as one of the industry leaders in the region and is committed to upholding the highest level of corporate governance and maintaining strong financial discipline. This commitment has been consistently recognized by global rating agencies and insurance industry bodies.
- **Trusted Insurance Partner** - with long standing expertise in providing reinsurance and support:
 - Competitive premium rates, free cover limits, flexible terms, benefits & arrangements to suit client needs
 - Robust reinsurance support (with A & above rated reinsurers)
 - Dedicated actuarial team
 - A competitive marketing team to address all concerns related to Underwriting, Claims, Finance, Legal, Compliance, Operations team.

ADNIC:
Facts & Figures

- IGP Network Partner since: 2014
- Overall Market Ranking: No. 2
- Financial Ratings:
 - Standard & Poor's (7/25/2019): A- (stable)

Recent Awards & Recognitions

- "UAE Insurer Award" at the MENA IR Awards 2020
- "Corporate Social Responsibility Award" at the Golden Shield Excellence Awards 2020.
- Mohamed Bin Rashed Al Maktoum Business Excellence Award 2019
- Finnovex Award 2019
- "Best Company in Resolving Insurance Dispute" at Insurance Authority Awards 2018
- ISO 10002:2018 certification (awarded for Quality Management System compliance to the standard) by Lloyds Registered Quality Assurance, a leading global certification body
- ISO 9001:2015 certification (awarded for Quality Management System) by Lloyds Registered Quality Assurance, a leading global certification body'



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	Bi-Annually
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 10 working days	✓
- Medical: 95% within 10 working days	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Ad hoc
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	Annually
Premium statement commitment: 95% within 20 working days	✓





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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