

### MAPFRE Uruguay: Your Best Choice

- **Market Leader** - The leading private insurance company in Uruguay, with a tradition of over hundred years.
- **Reputable** - Part of MAPFRE Group, the No. 1 insurance company in Latin America.
- **Quality of service** - MAPFRE's products and services ensure a maximum of quality and transparency, with accurate and rapid claims payments.
- **Innovative** - Technological innovation facilitate administrative tasks and ensure a continuous development of the products and services offered, according to the new and changing needs of the market.
- **Specialization** - Specialization in every business unit to obtain the highest level of efficiency in the service to the client.
- **Large sales network** - The first and only company in the market to develop a nation-wide network including over 600 intermediaries, guaranteeing efficient attention to clients.
- **Coordination and Decentralization** - MAPFRE's nation-wide network of commercial offices, agents and brokers takes advantage of the resources and capacities of the whole organization and ensures a rapid response time to clients.

### MAPFRE Uruguay: Facts & Figures

- IGP Network Partner since: 2008
- Group Life Market Share (12/31/17): 31.38%
- Group Life Ranking (12/31/17): No. 1
- Overall Ranking (12/31/2017): No. 2
- Solvency Ratio: (12/31/2017) 163.8%
- Financial Strength Rating:
  - Moody's (6/24/16): Aaa.uy (local)/Baa2 (int)
- Financial Strength Ratings (MAPFRE Global Risks):
  - AM Best (9/8/2017): A
  - Fitch (7/27/2017): A-
  - Moody's (2/24/16): A3
  - Standard & Poor's (8/11/2017): A

### 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 10 working days	✓
- Disability: 95% within 10 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	✓
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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