

Aegon Hungary Composite Insurance Co: Your Best Choice

- AEGON is a **major market player** in Hungary in the provision of life, pension and investment products:
 - The third largest provider of pension schemes
 - The third largest provider of life insurance and income protection (based on adjusted premium income)
- **AEGON is an innovation leader** - a wide range of insurance services for general and niche needs is offered including: life, accident and medical cover, investments, and pensions.
- AEGON operates a dedicated **Customer Information Line** - 24 hours a day, 7 days a week.
- AEGON operates a **Public Web Portal** – an online tool to monitor and manage pension savings.
- **Stability and Expertise** - AEGON was Hungary's sole insurance company until 1986 and is the successor of the former national insurance company. In 1992, AEGON was acquired by the Netherlands-based AEGON Group.

Aegon Hungary Composite Insurance Co: Facts & Figures

- IGP Network Partner since: 1991
- IGP's share of the group portfolio (Nov 2018): 26.43%
- Market Ranking (Q4 2018): No. 3
- Solvency Ratio (Q4 2018): 181%
- Financial Ratings (for AEGON N.V.):
 - Fitch (9/24/2018): A-
 - Moody's (1/24/2019): A3
 - Standard & Poor's (per 6/11/2018): A-

Awards & Recognitions

- Insurance Company of the Year 2017: 1st Place in Category: Claim Settlement
- Insurance Company of the Year 2017: 2nd Place in Category: Service Provider
- Figyelő Top 200: 2014 Financial Institution of the Year
- Excellence in Customer Service Award 2014: Insurance Industry Special Award
- European Excellence Awards 2014: Shortlist member
- CSR Hungary Award 2014



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	Quarterly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 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	✓

* upon specific client request and/or payment of additional fee.





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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