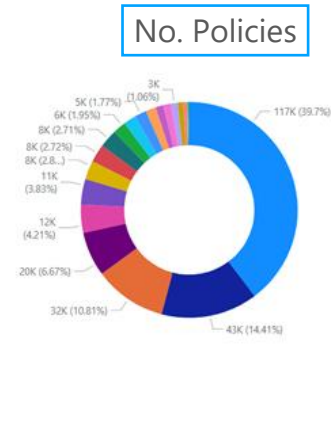


DOMINICAN REPUBLIC

- Voluntary Insurance Portfolio: 295,916 insureds
- Transactions / yr: > 11MM
- 11 Financial Institutions
- 7 w Microfinance Portfolios
- 19 Products w Variations (Segments)
- Average Monthly Premium: US\$2.69 (ex IUI Loans, Auto, Medical PC, Plastic Surgery)
- Average Entry Age: 37
- Client Satisfaction: 96%
- Constantly Add Value: Innovation

Cantidad de Polizas por Producto



No. Policies

- Producto
- Accidentes Personales
 - Asistencia
 - Exequial
 - Desempleo TC
 - Asistencia Salud
 - Salud Visual
 - Vida
 - Vida Educativo
 - Contenido Vivienda
 - RDH
 - Telemed
 - Cancer
 - Enfermedades Graves
 - Mas Vida
 - Dr. Click
 - Salud Preferencial
 - AP
 - Aeroambulancia
 - PYME
 - Vida Dolares
 - Proteccion Cajero

Polizas por Razon de Cancelacion

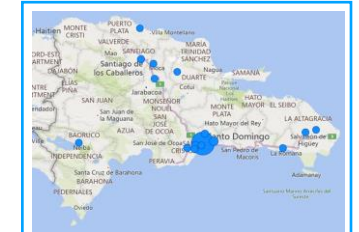


Cancellation Reasons

- Razon Cancelacion
- Falta de Pago
 - Voluntaria
 - Cuenta Cancelada
 - Reduccion de Gastos
 - Cancelada por Banco
 - Tiene Otros Seguros
 - Cuenta No Existe
 - Cuenta Inactiva
 - Poliza Duplicada
 - Bloqueo
 - Cuenta No Aplica
 - Error Usuario
 - Legal
 - Empleado Publico
 - Cliente Fallecido
 - Exclusion Edad
 - Beneficio Pagado
 - Invalida
 - Cancelara Cuenta
 - No Aplica
 - Reside Fuera del Pais

Involuntary Cancellations: 78%

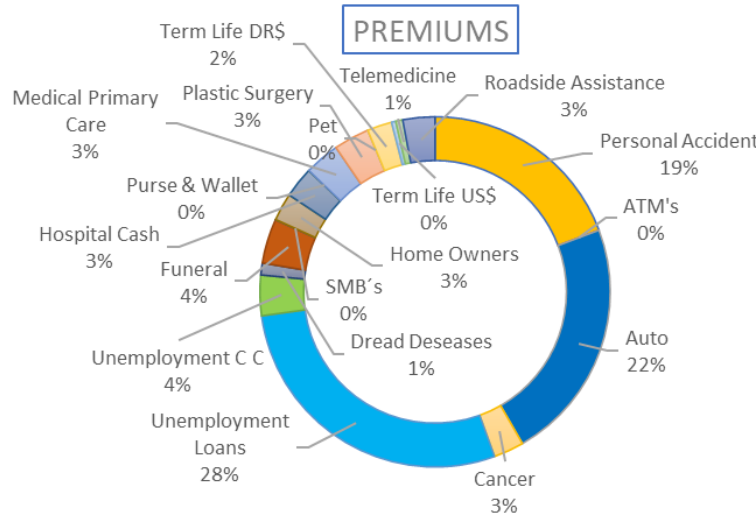
Voluntary Cancellations: 22%



Geolocation
SF/Policies/Products

- Underserved population
- Limited Disposable Income
- But Banked (collected premiums)
- Channels & Touch Points
- Social Protections / Impact
- Inclusive Solutions
- LOB in FI / Budgets
- User Experience
- Customer Experience
- New Product Diversification
- Workflows & Processes
- Communications
- Sales Incentives KPI's
- Constant Training Programs

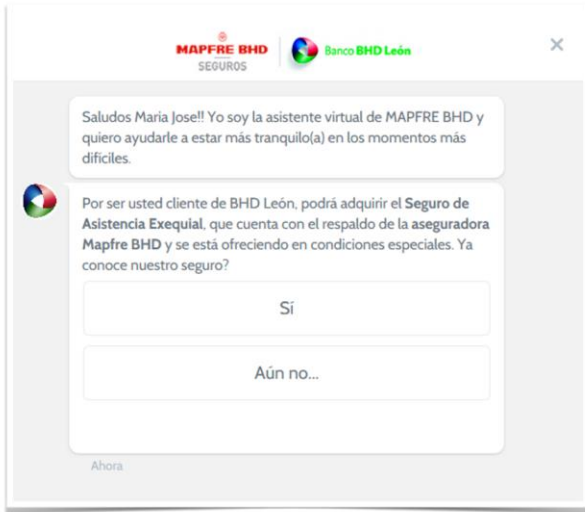
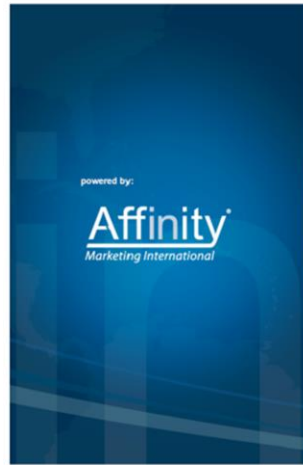
- Digital Transformation
- Simple, Automated, end-to-end processes
- Data Analytics
- Alignment w B Partners / Different Stages of Evolution
- Personalization
- Superior Customer Experience
- Omnichannel Engagment
- Digital Onboarding
- Constantly Add Value
- Integrations: API's / WS
- Integrations w Different Payment Options



PREMIUMS

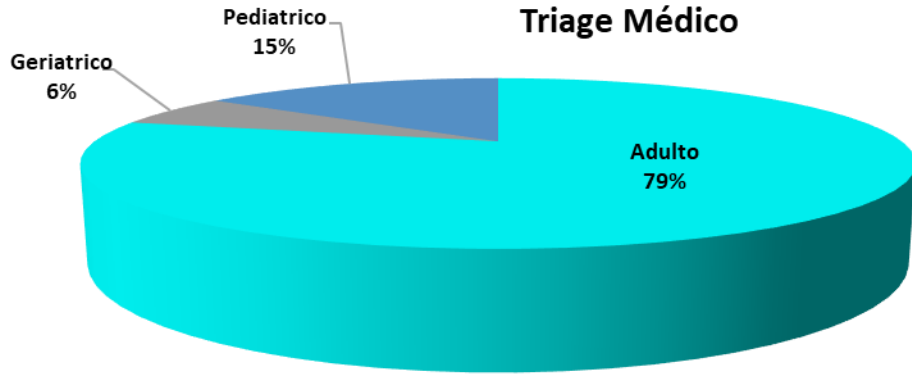


DISTRIBUTION CHANNELS

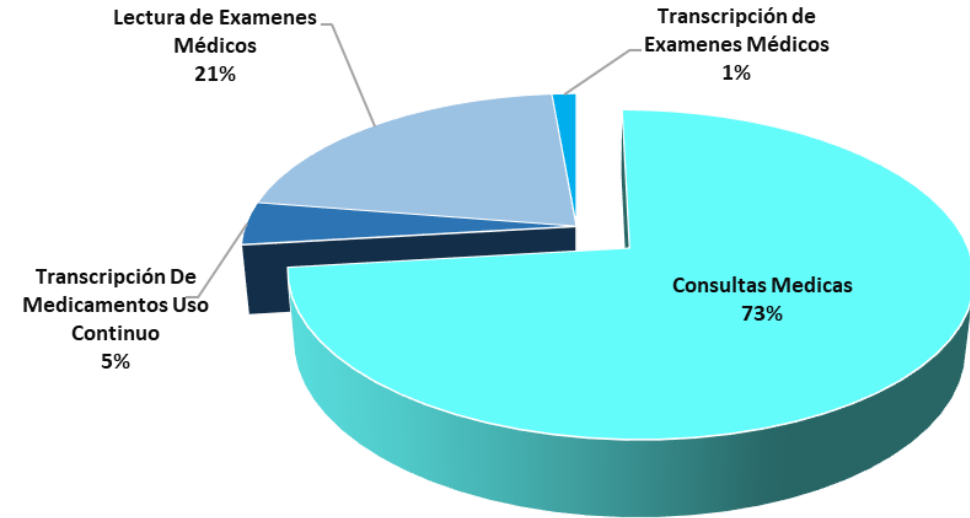


TELEMEDICINE

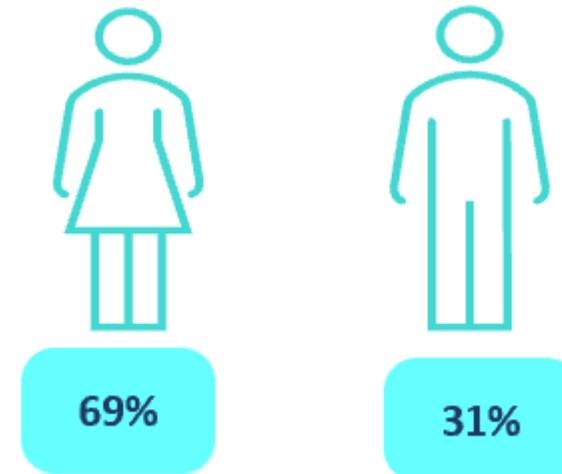
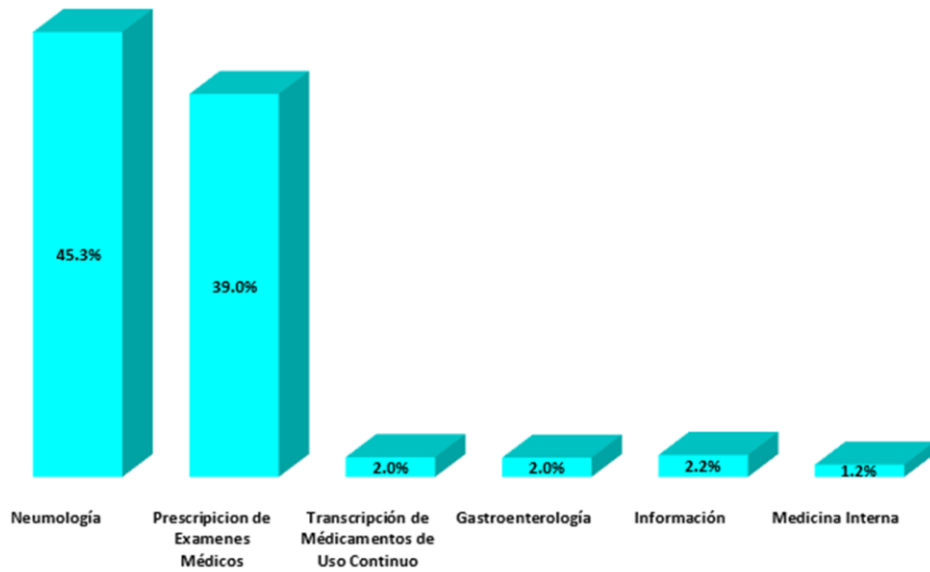
Triaje Médico



Motivos de Llamadas



Agrupación Diagnostica Por Especialidad y Gestiones Más Destacadas



Apps

