

## About Fidelidade

Founded in 1808, Fidelidade is the leading life and non-life insurer in Portugal, with a 30% share by 2023, and is present in Angola, Cape Verde, Mozambique, Spain, France, Macau, Peru, Bolivia, Paraguay and Chile. The Fitch rating agency classified Fidelidade with an "A+ (IFS)" and "A (IDR)" rating, the highest on the national business scene, highlighting the company's high capitalisation, namely its solvency ratio and the solidity of its investment portfolio.

With 2.3 million customers in Portugal and more than 7 million worldwide, Fidelidade conducts its activity based on a "Customer Centric Approach" strategy and, through a distribution network with high dimension and capillarity and an omnichannel culture, guarantees consumers an integrated and personalized experience, regardless of the channel used.

Guided by inner values - experience, innovation, overcoming and proximity - Fidelidade has

been consistently distinguished over the years by consumers and customers, namely in what concerns innovation. Innovation is thus, a constant value in Fidelidade's heritage. It is Innovation that has driven the insurance company to adapt to the evident evolution of time, remaining present and leading a market that is facing permanent challenges.

Part of the universe of Fosun International Limited, Fidelidade has high horizons for growth, diversification and a unique opportunity to reinvent the concept of insurance in Portugal, expanding its supply and services to new clients, always with the trust seal of the largest and the most solid insurance company in Portugal.

In overall, its mission is to support the development and construction of a sustainable society as a global service provider of people protection.

## Local strengths USPs

- Understanding trends and identify new market directions, triggering initiatives needed to constantly meet clients' expectations
- Seeking to identify and develop innovative solutions and business models, creating new value propositions in the different sectors where it provides insurance
- Ensuring a coherent range of products and a perception of integration by the consumer, linked to extensive regional penetration, which can provide more personalized services that also enhance proximity
- Focusing on digitalization
- Distinguished positioning recognized by the most reputable institutions in each dimension: Financial Strength (Fitch A+/A Rating), Sustainability (ESG Rating 4<sup>th</sup> best insurer in the world and 2<sup>nd</sup> best in Europe) and People (GPTW Certification)

### Facts & figures

- Insurope member since: 2021
- Financial Rating: A by Fitch

### Average Turnaround Times

- General Questions: 2 Working Days
- Local Quote: 2 Working Days
- Annual Renewal: 5 Working Days
- Rate Review: 5 Working Days
- Death Claims: 34 Working Days
- Disability Claims: 36 Working Days
- Medical Claims: N/A

### Benefits

- Insurable Benefits: ADLMR
- Poolable Benefits: DL

### Minimum lives criteria

- For a group quote: 2 (standard); 100 (tailor made)
- For pooling contract: 2 (standard); 100 (tailor made)

### Local contact information

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