

NSPA Retirees

Dr. Bojan Popadić & Yannik Brems
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Meet your AWC Team



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Agenda



- The NATO Group Insurance in Stats
- Update on our Services
- Important Points to keep in Mind
- Conclusion
- Questions



The NATO Group Insurance in Stats



- Total number of lives: 23,568
- Total number of claims processed in 2016 YTD: 89,593

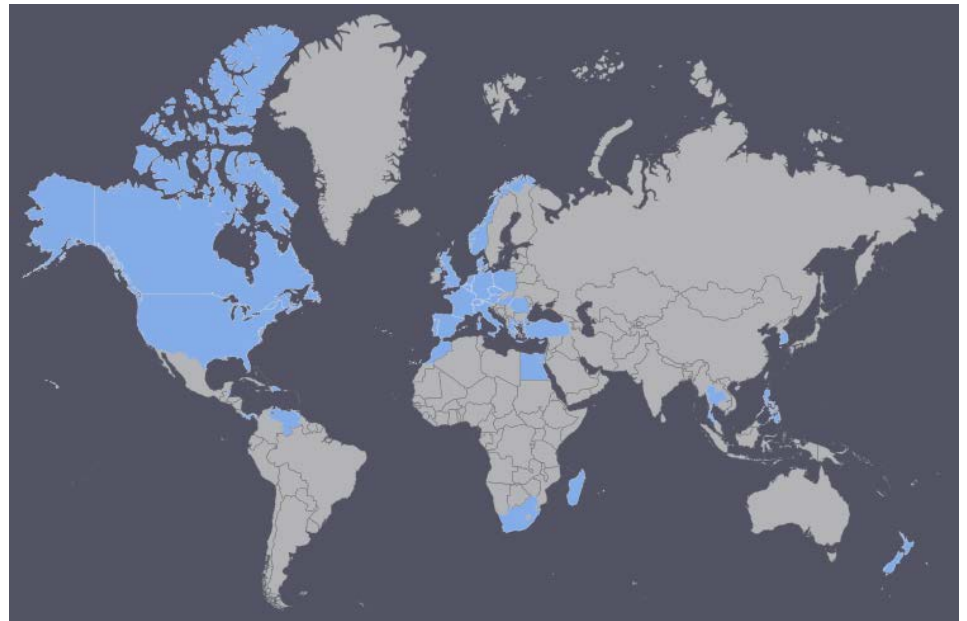


The NATO Group Insurance in Stats



Medical Services 2016 YTD

- Number of GOP requests received: 2,437
- Number of emails received: 11,984
- GOPs sent to 37 different countries
- Service level: 93% in 24 h / 98% in 48h





The NATO Group Insurance in Stats

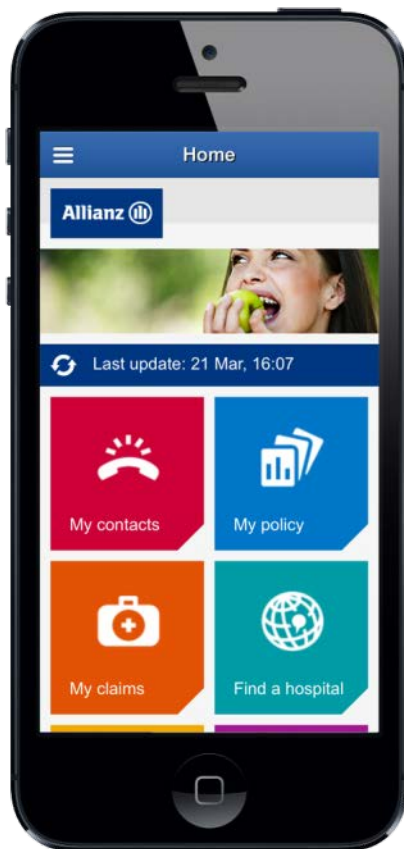


Helpline 2016 YTD

▪ Total number of calls received	14,369
▪ Abandonment rate	1%
▪ Total number of emails received	13,522
▪ Percentage of emails replied in 48 hours	99%



Mobile App



Free app created specifically for members covered by Allianz Worldwide Care's Health Insurance policies

Facility to complete and submit claims in three easy steps

Track claims progress and view settlement details

Ability to access most recent policy documents and Membership Card on the go

Find and get directions to nearby hospitals

Range of health assistance tools – find local equivalents of brand named drugs and translate common ailments into one of 17 languages

Available in: English, German, French, Spanish and Portuguese



Important Points to Keep in Mind



- Goal = maintain current cover and limit premium increase
- Cost containment
 - R&C
 - Fraud prevention and detection
 - Modifications of cover effective from 2016
 - Other insurance



Conclusion



- More than 4 years since successful transition
- Focus on quality of service
 - Methods of claims submission
 - Random quality checks
 - Claims processing in 48h
 - Enhanced provider network
 - Complaints management: logged and monitored
- AWCS open to discussions and regular feedback from NATO HQ, Staff Association and Retirees' Associations

Thank you for
your attention



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