



## About Aseguradora del Istmo (Adisa), S.A.

Soon after the Costa Rican law changed in 2009, formally giving way to an open insurance market after 80+ years of a state owned monopoly, Adisa was authorized in December 2010 by SUGESE, the local insurance regulator, to operate in Costa Rica and has maintained a leading position in the insurance market since then.

We are currently ranked 2<sup>nd</sup> (Oct-2021) in the private personal lines insurance market and serve over 600,000+ insureds through our fully integrated digital platform.

Adisa continues to grow with a solid base, earning a AA- (cri) from Fitch Ratings, mainly emphasized by certain key drivers such as the company's intrinsic financial profile, positive evolution logging sustained upgrades in most ratios for the last 3 years, capital increases, high performance and return rates, sustained low loss ratios, operational efficiency, a wide market knowledge, and a strong reinsurance program.

Adisa's financial position is further strengthened by its two main stockholders, Compañía Internacional de Seguros (IS) of Panama and Cooperativa Nacional de Educadores (COOPENAE), both with recognized long-lasting track records in the national and international financial/Insurance markets.

Established in 1910, IS was the first insurance company in Panama and Central America. With a strong belief in excellence, a variety of services for policyholders, and a culture based on commitment and quality, IS has maintained its position as one of the major insurance companies for more than 110 years in the Central American market.

COOPENAE, with 55 years in the Costa Rican market, is the number one savings and loan cooperative in the country measured by total assets, credit rating and equity. It is ranked sixth in the private financial sector including banks.

## Local strengths USPs

- ADISA has its own medical network at the service of the insured for direct payment with most recognized providers
- Totally digital technology in claims processes
- Unlimited home health care service including mobile telemedicine application with 24/7 service at no cost
- Direct payment for most pharmacy chains in Costa Rica
- Pura Salud Wellness Program
- Uses interactive claims dashboard with monthly updates for each broker and client
- No deductibles for hospitalizations and for inter consultations while hospitalized
- Special rehabilitation treatment with no deductible for 6 months for spinal cord injury, severe head trauma, cerebrovascular accident, Guillain Barre disease and coronary heart disease
- All prostheses and braces are covered, no lists for prosthetics. Replacement prosthesis covered as long as first one covered by Seguros Bolivar
- Broad coverage of transplants without listing. Covers the transplant, necessary and unlimited medications in outpatient expenses, organ transplant, donor expenses including those of possible donors.
- Comprehensive business wellness program seeking the well-being of the company and employees obtaining results such as: Decrease in absenteeism, increased sense of belonging, decreased rotation indicator, decrease in presentation of cardiovascular diseases, strengthening of self-care, increase in productivity of the organization and increase in family and business financial well-being

### Facts & figures

- Insurope member since: 2022
- Financial Rating: Fitch Ratings: AA-

### Average Turnaround Times

- General Questions: less than 24 hours
- Local Quote: 8 Working Days
- Annual Renewal: Renewal quote, presented at least 30 days before policy expiration. 8 days TTD
- Rate Review: at renewal
- Death Claims: 20 Working Days
- Disability Claims: 20 Working Days
- Medical Claims: 10 Working Days

### Benefits

- Insurable Benefits: A, AR, D, L, M
- Poolable Benefits: A, AR, D, L, M

### Minimum lives criteria

- For a group quote: 10 employees
- For pooling contract: 10 employees

### Local contact information

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