



CROATIA

## About UNIQA osiguranje d.d.

UNIQA osiguranje d.d. was established in 1999 as a company of the UNIQA Group and has been operating on the Croatian market since 2000.

The company offers all types of life and nonlife insurance operates through its own sales staff, agents and brokers with a focus on personal insurance.

UNIQA osiguranje d.d. has successfully completed the acquisition of Basler osiguranje Zagreb on 1 September 2014 and became

one of the leading insurance companies in Croatia with 600 employees, more than 415 000 clients and 60 sales offices all around the country.

The UNIQA Group is one of the leading insurance groups in its core markets of Austria and Central and Eastern Europe (CEE). We have approximately 40 companies in 18 countries and serve more than 9.6 million customers.

## Local strengths USPs

Proximity to their customers is the cornerstone of their business. They focus on their core business of providing people with high-quality and innovative products. With special care they address our customers' needs and devise solutions tailored to meet them. This is only possible through personal contact, face to face and on a local basis. This enables them to understand their customers' situations and to be in a position to help them.

To this end, special care is given to the introduction of new technological solutions, improving business processes as well as fair and prompt payment of claims.

UNIQA is among leading insurers in Private Health Insurance, with long experience and tradition in their products and daily work. UNIQA health insurance provides high-quality and efficient health care in renowned healthcare institutions, assisted by medical staff services MedUNIQA.

### Facts & figures

- Insurope member since: 2006
- Financial Rating: A- by Standard & Poor's

### Average Turnaround Times

- General Questions: 2 Working Days
- Local Quote: 5 Working Days
- Annual Renewal: 30 Working Days in advance
- Rate Review: 5 Working Days
- Death Claims: 7 Working Days
- Disability Claims: 7 Working Days
- Medical Claims: 7 Working Days

### Benefits

- Insurable Benefits: ADLMP
- Poolable Benefits: ADL

### Minimum lives criteria

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

### Local contact information

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