# Network Partners Profile

SwissLife Global Solutions

RELIABILITY. FLEXIBILITY. SIMPLICITY. WE OFFER MORE THAN INSURANCE

# Dubai Insurance Company, PSC – UAE

- Founded in 1970
- A major player in the UAE for life and health insurance for locals and mobile employees managed out of the UAE
- Rated B++ by A. M. Best
- Own medical network for UAE, "DubaiCare", and the MSH Network when direct billing is required outside of the UAE
- Member of Swiss Life Network since 2011

## Coverages & Products

*Types of Employee Benefits*

★ Group life
★ Long-term & short-term disability
★ Accidental death & dismemberment (rider)
★ Medical
★ Endowment

*Other Products & Services*

☑ Wellbeing: prevention and back-to-work program

★ Coverage available and poolable
❖ Coverage available but not poolable
☑ Product available

## Reliability

- First insurance company in the UAE
- Excellent five-year weighted average combined ratio of 76% in the highly competitive UAE market, with all lines of business producing technical profit
- DubaiCare has been recognized as the fastest settler of claims by the Health Authority of Abu Dhabi
- Annual client retention of over 90%

## Flexibility

- Both off-the-shelve & tailor-made solutions available
- In-house claims processing TPA for UAE – DubaiCare
- Range of benefits designed for all employee categories
- Flexible pricing for groups of various sizes
- Access to worldwide emergency assistance
- Outpatient, Inpatient and Daycare comprehensive cover
- HAAD & DHA Compliant

## Simplicity

- One dedicated multilingual point of contact for all local & regional requests and inquiries
- In house call centre and claims management
- 24/7 hotline for preapprovals and assistance managed by qualified doctors



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