



**quatrem**  
Assurances intermédiaires  
Groupe Malakoff Médéric

# COMBINING OUR STRENGTHS TO MAXIMISE YOUR SUCCESS



2015 BROCHURE

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# A MODEL BASED ON BROKERAGE

## Malakoff Médéric's brokerage brand

Quatrem is Malakoff Médéric group's brand used to market supplementary health, life, disability and pension plans through brokers to professionals, companies and individuals. Quatrem works with more than 1,500 active distributors. Its two main distribution channels are the leading brokers on the market and tied insurance agents working for its business partner, MMA. A range of other network partnerships make an additional contribution to Quatrem's development. Quatrem supports its customers abroad through two international pooling networks: the International Group Program (IGP) and AIG Global Benefits Network.

## Insurer-distributor, a unique model

Through the Quatrem brand, Malakoff Médéric is building a new business model - a first in its field - targeted at brokers: the insurer-distributor. This model acts as a bridge between the insurer and the distributor, providing three types of expertise:

- technical insurance services at brokers from the company's permanent staff;
- TPAs or internalised claim administration expertise;
- branch-per-branch support for brokers' sales efforts.

Quatrem provides access to risk management solutions through an insurance company, an *Institution de Prévoyance*\* and a mutual health insurance company.

It offers a wide range of standard products and technical, commercial and operational expertise to help build tailor-made partnerships for distributors. Quatrem also provides automated processes for its partner third-party administrators (TPAs) as well as sales support and sales monitoring solutions.

\*Institution de Prévoyance : non-profit and employee/employer managed organisation in charge of supplementary pension schemes in France (ARRCO & AGIRC) who can also provide supplementary group insurance plans

# Malakoff Médéric

IN 2014

**Employer and employee-managed and mutualist non-profit group**  
Malakoff Médéric has two core businesses: complementary pension management, which it runs as a public interest service on behalf of Agirc-Arrco (the French mandatory group pension scheme) and employee benefits insurance (health, life and disability, savings and pensions).

## COMBINED KEY FIGURES - EMPLOYEE BENEFITS INSURANCE

RECCURING PREMIUM

**€3.6 BILLION**

NUMBER INSURED

**4.7 MILLION**

EMPLOYEES AND

SHAREHOLDER'S EQUITY - INSURANCE

**€3.9 BILLION**

**1.8 MILLION**

INDIVIDUALS

TECHNICAL RESERVES - INSURANCE

**€15.8 BILLION**

**5,700**

EMPLOYEES

SOLVENCY MARGIN

**530 %**

(5.3 TIMES THE REGULATORY MINIMUM)



# A YEAR OF CONSOLIDATION

## A personalised approach to sales

In 2015, Quatrem continues its commercial expansion while keeping a close eye on its technical result. Against a backdrop of intensifying competition, Quatrem has a reputation as a solid and reliable player in employee benefits insurance.

The strong commercial results in 2014 endorse Malakoff Médéric's strategy for Quatrem: adapting its marketing and offers to the specificities of each distribution group. This approach has seen Quatrem continue to grow despite a market that is hanging fire as it awaits a number of regulatory changes still in the pipeline (supplementary health insurance for all, compliance with the «Contrats Responsables\*» standards, implementation of "Categories objectives\*\*", etc.). The local brokerage promotion network, in place since 2013, started to bear fruit, with a 50% rise in the number of active brokers. Finally, the balance between results earned in Paris and in the rest of the country shows the effectiveness of Quatrem's regional development policy.

\*Contrats Responsables: legal minima and maxima on medical benefits that an insurer may provide

\*\*Catégories objectives: restricted criteria that an employer is allowed to use in order to define the insured employee categories for its group plans.

## Rising customer satisfaction

Researchers Golder & Partners and JGSC ran a benchmarking exercise from March to July 2014 and Quatrem came out well, ranked fourth out of the nine collective insurance suppliers regarded as most popular by brokers. Its overall satisfaction score was 7.24/10, a testament to progress made over the last three years. The quality of support work by its sales teams, the training it provides and the tools it has developed with its legal team were all ranked the best in the sample.

## Long-term financial solidity

Thanks to its rigorous approach to management, structurally positive cash flow, and excellent investment management by Malakoff Médéric, Quatrem enjoys robust financial strength. Its shareholder's equity (€665.8 million in 2014) and prudent reserving policy on both liabilities (technical reserves, equalisation reserves, policyholder surplus reserves) and assets (impairment provisions) are additional factors underpinning the group's long-term future.

## QUATREM IN 2014



PREMIUM  
**€1,262.8 MILLION**



SHAREHOLDER'S EQUITY  
**€665.8 MILLION**



ASSETS REPRESENTING TECHNICAL RESERVES  
**€6.668 BILLION**



REGULATORY SOLVENCY MARGIN  
(not including unrealised gains)  
**167.4 %**  
(including unrealised gains)  
**448 %**



PORTFOLIO  
**60,000**



NUMBER INSURED  
**2.3 Million**



DISTRIBUTORS **1,500**  
EMPLOYEES **574**

## ISO 9001 SERVICE QUALITY

Quatrem was awarded ISO 9001 certification for the quality of its business processes in May 2010. This was renewed at the start of 2013 for a further three years. Certification covers the processing of standard new business and standard endorsements in health, life, disability and pension products as well as the direct management of life, disability, pension and loan protection benefits.

## SOCIAL ACTION FUND FOR GREATER SOLIDARITY

Quatrem has an innovative program that offers its health, life, disability or savings and pensions customers a social support scheme. Individual financial support is provided where access and resources permit. The scheme focuses on disability issues, providing care to carers, help with health costs and help for relatives. The program is part of Malakoff Médéric's corporate social responsibility (CSR) policy.



# PERSONALISABLE COMPETITIVE PROTECTION

## A 100% responsible health range

Quatrem was one of the first in its market to offer «ANI responsible» health insurance - the ANI interprofessional agreement will bring supplementary healthcare to all employees. Quatrem launched a minimum healthcare coverage offering compliant with the French national multi-industry agreement (Accord national interprofessionnel – ANI) in October 2014. In January 2015, the whole Qualiopée Santé Entreprise standard offer (including the minimum healthcare coverage) or “Contrats Responsables”) was updated, followed by the self-employed version in March. Qualiopée Santé Entreprise is flexible and good value for company bosses, comprehensive and personalisable for employees, simple to take out and simple to manage. In a nutshell, a product that is easy to sell. The employer can choose between only insuring his/her employees or offering them an option to extend coverage to family members. If the company does not cover the employee’s family, any employee who wishes can pay out of their own pocket to add family healthcare cover. Based on the risk management tools, particularly the Kalivia network (leading

network for eyesight and hearing professionals), Qualiopée Santé Entreprise allows companies to access high-quality care for their employees without breaching their social protection budget. Savings are considerable for the insured (reduction in additional contributions) and for the company (contributions controlled). Qualiopée Santé Entreprise also takes into account the variability of care pricing, excess fees being most common in larger towns.

The self-employed version, Qualiopée Santé TNS, is targeted at all workers, whether un-salaried workers or self-employed managers. It has 15 packages including the «primo» budget version, which reimburses up to 280% of the reimbursement base (RB) for hospital charges within the “Contrat d’accès aux soins” (an access-to-care pathway set by the administration). The offer includes the Kalivia network and iPhone and Android apps that can provide a rapid quote and calculation of healthcare reimbursement entitlements.

Qualiopée Santé Entreprise was awarded the 2014 Label of excellence by independent insurance expert *Dossiers de l'épargne* in 2014 and in 2015 for its self-employed version.

# HEALTH

LIFE AND DISABILITY

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- / DEATH BENEFITS;
- / EDUCATIONAL ANNUITIES;
- / WIDOW(ER) ANNUITIES;
- / SHORT-TERM DISABILITY BENEFITS;
- / LONG-TERM DISABILITY ANNUITIES;
- / CORPORATE SUPPLEMENTARY HEALTH INSURANCE;
- / SUPPLEMENTARY HEALTH INSURANCE FOR SELF-EMPLOYED WORKERS;
- / KEY-PERSON INSURANCE;
- / LOAN PROTECTION INSURANCE;
- / HEALTH, LIFE AND DISABILITY INSURANCE FOR MANAGING PARTNERS.



### A new international mobility range

The Quatrem Mobilité range is adaptable to cover any type of professional travel abroad, with no countries excluded a priori and the best prices. It is simple to take out using an accessible quoting tool on the brokers' extranet Comtoo. Quatrem has innovated by proposing the insureds tele-medical underwriting ... No more paper medical questionnaires being mailed from all over the world.

The Mobilité Mission program offers all essential coverage for employees on their business trips (health costs, long-

term assistance, repatriation, accidental death insurance, legal insurance, private life civil liability insurance, security risk prevention). The Mobilité Expat offer (employees stationed abroad for more than three months) includes modular covers to suit a diverse range of situations. Both these offers come with Europ Assistance services and dedicated 24/7 management through MSH International, both market leaders in their field.

# QUALIOPÉE PRÉVOYANCE ENTREPRISE

## ALL-ROUND SUPPORT FOR EMPLOYEES

In September 2014, Quatrem overhauled its standard life and disability offering. To meet the needs and budgets of all companies, Qualiopée Prévoyance Entreprise has been designed to be modular and provides a broad range of covers. Medical underwriting processes have been streamlined. The policy offers very comprehensive cover. Qualiopée Prévoyance Entreprise offers employees all-round financial and human support. Qualiopée Prévoyance was awarded the 2015 Label of excellence by independent insurance expert *Dossiers de l'épargne*.



# ANI

## SEIZING THE COMMERCIAL OPPORTUNITIES

ANI came into force on 11 January 2013<sup>1</sup> and was seen by Quatrem as a chance to show it can move quickly and efficiently to support insurance brokers. Its *Plus Belle l'ANI* program was designed in four stages, accessible through the Comtoo brokers extranet:

- Information (briefing on the changes to regulations, news updates, monitoring of collective bargaining agreements, market data);
- Training (four training modules on collective bargaining agreements and the ANI, plus summary briefings on key issues);
- Targets (list of branches affected, thirty reports on collective agreements, Quatrem collective agreement targeting service<sup>2</sup>);
- Attack (telephone prospection scripts, mail-shot models, customer flyers, diagnostic support files to sell products at meetings).

# 87,2 %

## OF PREMIUMS

Health insurance and Life and disability insurance generated, respectively, 47.2% and 40% of premiums written by Quatrem in 2014.

## A SUPER-COMPLEMENTARY HEALTHCARE

# EASY BOX

On roll-out of the complementary healthcare for all legislation, 48% of employees said they planned, as well as taking out the coverage arranged by their employer, to take out supplementary coverage at their own expense (IFOP survey, March 2015).

Quatrem is convinced there is great potential for distributors on this market and is supporting them on the ground, for instance by providing scripts to convince the company to include optional extras in its agreement, presentation materials, company and employee leaflets to present the super-complementary service, and a model request to cancel an individual policy. Quatrem is also offering brokers the option to sell super-complementary covers on their behalf via a call centre. Employees can also take out the super-complementary Qualiopée plan via a newly online site.

<sup>1</sup>Under the ANI (French interprofessional agreement) of 11 January 2013, as from 1 January 2016 all private sector companies must offer their employees complementary healthcare.

<sup>2</sup>This service is exclusive to Quatrem and reserved to the partner brokers who are most active in this field. For further information, consult the sales team.

# EFFICIENT SOLUTIONS SUITED TO ALL

## Self-employed people can top up retirement income

The average pension of a self-employed worker is less than 40%<sup>3</sup> that of an employee. Professional assets may provide some extra income, but it is worth considering a supplementary pension. Since February 2014, Quatrem has been marketing its "Retraite Indépendants" offering. It is targeted at all worker profiles in the self-employed category, whether sole traders or self-employed managers. "Retraite Indépendants" qualifies for Madelin Law tax incentive allowing the self-employed policyholder to deduct contributions to his pension savings plan and those of any spouse also working with them. This multi-platform offer

is adaptable to suit any profile of saver planning their retirement. Insureds can diversify their savings by opting for guided management, where assets are allocated across a prudent range of investments, or go for free management with innovative options to lock-in or dynamise gains.

**A dedicated website [www.onestprotns.com](http://www.onestprotns.com) shows the whole Quatrem range.**



## Collective pensions: let's talk about pension appeal

For employees, an "Article 83"<sup>4</sup> supplementary defined contribution plan is an essential part of any attractive remuneration package. A pension plan not only boosts the company's image but can help optimise payroll policy. Quatrem's collective savings product is designed to meet these needs: Retraite 83 Multisupports Nouvelle Génération. It works as both a collective insurance product and a customisable personal savings plan (open to both individual and optional payments). This product is targeted at any kind of company and any saver profile because the company

<sup>3</sup>Source : DREES, inter-regime sample of retired people 2004.

<sup>4</sup>"Article 83" : the legal text that rules (among others) the most common defined contribution group plan system in France (defined benefits equivalent is the "Article 39" plan)

can choose between two financial universes (peace-of-mind or wealth). There is no financial difference between the Retraite Indépendants and Retraite 83 Multisupports Nouvelle Génération products, making it easy to switch from one to the other in the event of a change of status. The product won the 2014 Excellence Label in the «Savings plan» category. The Retraite 39 euro pension plan is an efficient way to generate loyalty among the company's key employees. The promise of a defined-benefit supplementary pension (on condition they are still with the company when they retire) is a significant argument in favour of loyalty.

Quatrem can therefore provide the full range of current solutions on the market: defined contribution pension policies (article 83) or defined benefit plans (article 39), plus mixed regime schemes (articles 39/83), which certain company profiles find useful, and early retirement products. The company has the choice of covering some or all of their employees, either on the same or different terms, and paying supplementary pension contributions if they wish.

## INNOVATIVE TOOLS TO HELP SALES

**Via the Comtoo extranet, Quatrem offers brokers a smartphone application including a tax simulator (written in partnership with accountants BDO). On Comtoo, distributors can also get rapid quotes, edit up to three simulations in a single project and personalise their brokerage fees.**



# 12,8 %

OF PREMIUMS

**Supplementary pensions generated 12.8% of Quatrem's premiums in 2014.**

# HIGH VALUE ADDED SERVICES

## DEDICATED CUSTOMER SERVICE

**Quatrem's corporate clients, insureds and distributors all have a phone line and team waiting to speak to them on any issue relating to policies. The Customer service department is contactable on 0811 744 444, from Monday to Thursday 9.00 a.m. to 6.00 p.m. and Friday 9.00 a.m. to 4.00 p.m.**

### Optimised care procurement

Kalivia, a network for opticians (4,600 members) and hearing aid specialists (more than 2,000 members), gives insureds access to high-quality care at a reasonable charge. The network is open to brokers who are Quatrem partners. They act as third-party payers so the insured does not have to pay up front and then reclaim costs covered by social security. Since it was set up in 2010, Kalivia Optique has allowed 4 million beneficiaries to save on average €87 on varifocal products and €100 on single focus optical products. Hearing aid beneficiaries save on average €500 on two hearing aids of identical quality (brand, range, etc.) to those they could receive outside the network. Insureds can also seek advice on their dental, eye or hospital care quotes, helping them manage their spending. The Kalivia care network combines price, choice and quality. Since July 2015, it has also included dental care. The network Kalivia Dentaire covers prosthetics, implants, orthodontics and periodontics.

## In-company health preventative and support services

To prevent health risks, limit their development, delay onset or diagnose them in the first place, Quatrem offers a range of services, including a medical check-up for executive managers. Among other benefits it can detect risks of cardio-vascular illnesses. These services can be complemented with a specially designed fitness program. The program won an *Argus d'or* award in 2013.

Quatrem is also offering an assistance program as a rider to its medical, life and disability policies, in partnership with Auxia Assistance. The support services that goes with the medical policies include benefits for scheduled hospitalisation, serious illness and dependency (support for carers). The life and disability portion mainly applies in the event of the insured's death (funeral costs, funeral coordination, repatriation of remains, support at the time of death), or cases of a cessation of work (information over the phone, support in the event of scheduled hospitalisation beyond two days, psychological support, social counselling, home adaptations in the case of disability).

Finally, in partnership with Réhalto, Quatrem offers a program to cut the number of days lost to illness: Program Accompagnement Entreprises (PAE) and the Réadaptation-Retour Santé and Vie Active services.

## Les outils de diagnostic sur la santé au travail de Malakoff Médéric

Brokers who partner with Quatrem can use two health at work diagnostic tools designed by Malakoff Médéric in collaboration with JLO Conseil. The tools give a clear picture of the situation and prescribe concrete actions that can be taken to prevent or reduce exposure to health risks at work:

- the health and well-being at work barometer, a turnkey self-diagnostic tool, maps every aspect of the health situation at work and compares it with the sector average using anonymous data compiled by Malakoff Médéric over more than three years;
- a customised health audit gives a personalised diagnostic and provides recommendations on what risks to monitor and what, if any, action is needed to adapt the different factors: working organisation, routines, health and safety conditions, psychological risks, etc.

## MY UNIQUE DOCUMENT BY QUATREM

**Quatrem has set up an online service to help companies produce their Unique Risk Evaluation Document (URED)\* quickly and easily. The tool was initially offered to Quatrem's partner distributors on Comtoo so they could use it in their own organisations. It is integrated within Qualiopée Prévoyance Entreprise. The service, called My unique document by Quatrem and free to customers, saves companies time and money in meeting their statutory obligations.**

\* URED: the Document Unique is a legal obligation for all companies in France to make an inventory of all risks each year, be it property and casualty risks or medical, psycho-social, etc.



# SUPPORT ON ALL FRONTS

# 85 %

OF BROKERS

say they are satisfied with their relationship  
with Quatrem (G&A Links survey, 2013).

QUATREM  
WAS NAMED

# N°1

by brokers for the quality  
of its legal support tools  
and training<sup>4</sup>.

## Driving brokers' development

As a specialist in insurance sold through brokers, Quatrem offers its partners total support. Upstream, its sales teams help brokers promote standard projects or build up specially tailored products. For distributors in the prospection phase, Quatrem offers Easy Box. Easy Box is a sales support toolset including a catalogue of mailshots, phone calling scripts, market briefing notes, pre-diagnostic and diagnostic tools - and a tool to measure vulnerabilities in their portfolio among others.

Quatrem also has a complete commercial team: inspectors, sales advisers and technical sales staff. In 2013, Quatrem expanded its presence in the main broker markets in Paris and the French regions.

Downstream, to ensure consistency and responsiveness in monitoring policies over their lifetime, distributors can use an efficient management system and the functionalities offered by the Comtoo extranet.

<sup>4</sup> Broker satisfaction survey, run in 2014 by Golder & Partners and JGSC.

# CHARTER

## OF COMMITMENTS FOR EFFECTIVE POLICY MONITORING

**The Quatrem charter makes four commitments on key deadlines for its partners and their corporate customers<sup>5</sup>:**

- **policies for new standard life, disability, health or pension business to be issued within 12 days;**
- **proposals for customised life, disability, health or pension products to be dealt with within 15 days ;**
- **claim processing within 15 days;**
- **immediate answering of calls to the Quatrem Customer service department and max. 48-hour response to questions requiring expert advice.**

<sup>5</sup> After Quatrem has received the full application.



### **Comtoo extranet: permanent upgrades**

Comtoo is Quatrem's extranet, a dedicated business platform for distributors. Its functionalities include:

- fast online quotes with price simulations available 24 hours a day;
- customer portfolio management and project monitoring;
- visibility on the details of Quatrem policies and brokerage fees and access to summary customer files;
- a collective agreement reading tool directly integrated with the pricing data or consultable as a summary briefing file with a direct link to the prospect or customer;
- marketing documentation and the latest news, particularly updates on current regulations (collective agreements, ANI, etc.);
- online underwriting and editing of policies.

### **Training improves expertise**

To help distributors deal with regulatory changes, Quatrem makes available a comprehensive legal information program, including: training sessions prepared in collaboration with specialist consultants, e-newsletters, Comtoo tools and a Guide to law in practice. The Quatrem Academy organises product and technical training programs, which are adjusted to the needs of distributors beginning with social security protection rules and of more specialist firms. For instance, in 2015 Quatrem put in place an ambitious training program on the review of "responsible policies". To date, more than 15 training sessions have been run, reaching more than 500 brokers. An operational note, a briefing file and a FAQs page were also designed to support the campaign.

Quatrem won the 2012 CSCA Laurier award for the information and training it offers its brokers.

# BECOMING A PARTNER BROKER

**To become a partner broker**

go to [www.quatrem.fr](http://www.quatrem.fr) or  
phone +33 (0)1 53 32 98 97 or scan the QR code



**Quatrem's 2014 financial statements** can be found at [www.quatrem.fr](http://www.quatrem.fr)



## Quatrem

Entreprise régie par le Code des assurances  
Société anonyme au capital de 380 426 249 euros  
59-61 rue La Fayette - 75009 Paris  
RCS Paris 412 367 724

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Seeking to extend healthcare coverage  
to all employees or to optimise employee benefits?  
Quatrem is here to help.

Our healthlife and disability insurance and pension  
saving specialists are here to make life easier for your clients,  
for your prospective clients... and for you.

See [quatrem.fr](http://quatrem.fr) for more information.

  
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