



# COMBINING OUR STRENGTHS TO MAXIMISE YOUR SUCCESS



2014 BROCHURE



# CON TEN TS

**4-5**  
QUATREM

**6-7**  
2013 OVERVIEW

**8-11**  
LIFE, DISABILITY AND HEALTH

**12-13**  
PENSIONS

**14-15**  
INNOVATION

**16-17**  
PARTNERSHIP



# GROWTH THROUGH BROKERAGE

---

## **Malakoff Médéric's brokerage brand**

Quatrem, a Malakoff Médéric subsidiary, specialises in providing insurance through brokers to professionals, businesses and private individuals in the areas of supplementary health insurance, life and disability insurance and supplementary pensions. Quatrem works with more than 1,300 distributors. Its two main commercial channels are brokers, the dominant means of distribution on this market, and MMA tied agents. A range of other network partnerships make an additional contribution to Quatrem's development. In order to assist its customers abroad, Quatrem relies on two networks: The International Group Program (IGP), and the ING Global Network.

## **Insurer-Distributor, a unique model**

With Quatrem, Malakoff Médéric is building a unique new cross-functional model for brokers: the insurer-distributor model. Creating a bridge between insurers and distributors, this model combines three areas of expertise:

- technical insurance knowledge;
- delegated and direct claim administrators expertise;
- expertise in broker-distributed insurance and its various segments.

Quatrem provides access to risk management solutions through an insurance company, a life and disability insurance institution 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 administrator (TPA) as well as sales support and sales monitoring solutions.

# Malakoff Médéric

## IN 2013

**Employer and employee-managed and mutualist non-profit group**  
**Malakoff Médéric has two core businesses: the management of supplementary pensions, a mission of general interest carried out on behalf of supplementary pension institutions Agirc and Arrco; and personal insurance (health, life and disability insurance and pension savings).**

### COMBINED KEY FIGURES – PERSONAL INSURANCE

**€3.5 billion**  
 RECURRING PREMIUMS

**€3.8 billion**  
 SHAREHOLDERS' EQUITY – INSURANCE

**€15.2 billion**  
 TECHNICAL RESERVES

**520 %**  
 SOLVENCY MARGIN  
 (5.2 X REGULATORY MARGIN)

PORTFOLIO  
 OF POLICYHOLDERS

**3.7 million**  
 EMPLOYEES AND

**1.3 million**  
 INDIVIDUALS

**5,700**  
 EMPLOYEES



# AN EXEMPLARY SALE CAMPAIGN

---

## **An excellent business campaign in 2013**

In 2011, Malakoff Médéric set out an ambitious five-year growth strategy for Quatrem. Success has already been achieved, with the company exceeding its targets in 2013. The company's health, life and disability insurance business significantly exceeded expectations in terms of gross new business, which came out at €173.9 million, 67% above its target. Net new business was also strong at €115.8 million. With revenue of €31.5 million, the pension savings business narrowly missed its targets.

Premiums were up €60 million at €1,189.3 million, a year-on-year increase of 5.2%, despite the difficult economic climate, while net income was on a par, with 2012 at €15 million.

## **A customised sales approach**

These strong results demonstrate the success of strategic decisions taken by Malakoff Médéric to tailor Quatrem's actions and solutions to the specific requirements of each type of distributor. Quatrem has consolidated its business with specialist brokers, wholesale brokers and MMA tied agents, while the local brokerage network set up in 2013 is starting to show results. Finally, the loan insurance business has also been given fresh momentum.



## ISO 9001- CERTIFIED SERVICE QUALITY

The ISO 9001 certification obtained in May 2010 was renewed at the start of 2013 and covers the processing of standard new business and standard endorsements in the areas of health, life and disability and pensions, as well as directly managed life and disability, pensions and loan insurance.

### Sound financial position

Thanks to its rigorous management, its structurally positive cash flows and the efficient management of financial investments carried out by Malakoff Médéric, Quatrem has a sound financial position. Its €642.1 million in shareholders' equity coupled with a prudent reserving policy for risks on both the liability side (technical reserves, equalisation reserves, policyholder surplus reserves) and the asset side (impairment provisions) also reflect its financial stability.

### SOCIAL INITIATIVE FOR MORE SOLIDARITY

As from 1 January 2015, Quatrem may propose a new social initiative in the form of individual financial aid, which will be granted to its health, life and disability insurance and pension savings policyholders subject to certain eligibility conditions (including resources and access to healthcare). The aid is designed for people with disabilities and for carers, as well as to provide support in meeting healthcare or family welfare costs. The initiative is part of Malakoff Médéric's corporate social responsibility (CSR) policy.



**€1,189.3** million  
PREMIUMS



**€642.1** million  
SHAREHOLDERS' EQUITY



**€6.4** billion  
ASSETS REPRESENTING  
TECHNICAL RESERVES



**174.8** %  
REGULATORY SOLVENCY MARGIN  
(excluding unrealised gains),  
**306** %  
(including unrealised gains)



**57,000**  
BUSINESSES PORTFOLIO



**2.2** million  
POLICYHOLDERS



**1,300** DISTRIBUTORS  
**562** EMPLOYEES



# CUSTOMISABLE AND COMPETITIVE COVERAGE

---

## **Supplementary health insurance for all employees**

As well as being easy to set up and manage, Qualiopée Santé Entreprise is flexible and advantageous for company managers, and comprehensive and customisable for employees, making it a win-win solution. By using risk management levers, and the Kalivia network in particular (leading network of registered opticians and hearing-aid professionals), Qualiopée Santé Entreprise enables businesses to provide their employees with access to quality healthcare and control their employee benefits budget. This results in huge savings for policyholders (lower excess) and businesses (lower contributions) alike. Qualiopée Santé Entreprise is also designed to take into account the wide range of healthcare costs and more frequent surcharges in large cities, and allows brokers to vary their fees. Qualiopée Santé Entreprise was awarded the 2014 Label of Excellence by independent insurance expert *Dossiers de l'Épargne*. In Autumn 2014, Quatrem will launch a minimum healthcare coverage offering compliant with the French national multi-industry agreement (*Accord national interprofessionnel – ANI*).



LIFE,  
**DISABILITY**  
AND HEALTH

---

- / DEATH BENEFITS
- / EDUCATIONAL ANNUITIES
- / WIDOW(ER) ANNUITIES
- / SHORT-TERM DISABILITY BENEFITS
- / LONG-TERM DISABILITY ANNUITIES
- / CORPORATE SUPPLEMENTARY  
HEALTH INSURANCE
- / SUPPLEMENTARY HEALTH INSURANCE  
FOR INDEPENDENT WORKERS
- / KEYMAN INSURANCE
- / LOAN INSURANCE
- / HEALTH, LIFE AND DISABILITY  
INSURANCE FOR SELF-EMPLOYED  
MANAGERS



### A health insurance solution tailored to professionals

In February 2014, Quatrem introduced Qualiopée Santé TNS, a health insurance solution for all self-employed professionals (workers and managers) registered as such in France (*régime social des indépendants*). This new solution offers all the benefits of the group plan: efficient reimbursements thanks to the Kalivia healthcare network; additional Optical/Dental and Prevention/Comfort support for higher coverage on expensive treatments, preventive

procedures and alternative medicine – while contributions are tax deductible (subject to the limitations and conditions of France's *Madelin* law).

To provide support for its brokers' business, Quatrem has developed:

- a special website **[www.onestprotns.com](http://www.onestprotns.com)**;
- a mobile application to quickly calculate quotes and reimbursements of healthcare costs and perform simulations of contributions that are tax deductible pursuant to the *Madelin* law.



# BUSINESS

## OPPORTUNITIES THERE FOR THE TAKING

Following the introduction of the ANI on 11 January 2013<sup>1</sup>, Quatrem demonstrated its responsiveness by providing support solutions tailored to the capacity of its various brokers. On the Comtoo extranet, Quatrem provides its brokers with:

- a tool to download collective bargaining agreement obligations in the form of a specifications sheet;
- a comprehensive sales kit including cold calling scripts, letter templates, leaflets, customer interview helpsheets, etc.;
- the ANI journal featuring the latest debates and regulatory changes;
- fact sheets outlining the agreements's key points.

For its key partners, Quatrem proposes the *Ciblage Expert* marketing tool for collective bargaining agreements.

# 86 %

## OF PREMIUMS

Health and life and disability insurance represented 42% and 44% of Quatrem's premiums in 2013, respectively.

### **Qualiopée Prévoyance Entreprise, an all-inclusive employee life and disability insurance solution**

In September 2014, Quatrem released a new and improved version of its standard life and disability insurance solution. To satisfy the needs and budgets of all companies, Qualiopée Prévoyance Entreprise is fully adaptable and offers a large assortment of coverage. The new solution offers simpler administrative procedures and includes comprehensive assistance. With Qualiopée Prévoyance Entreprise, employees benefit from extensive personal and financial support, transforming the company's legal obligations into an asset for its employees.

<sup>1</sup> In accordance with the ANI of 11 January 2013, as of 1 January 2016, all private sector companies will be required to offer their employees supplementary health insurance.

# EFFECTIVE AND TAILORED SOLUTIONS

---

## INNOVATIVE SALES SUPPORT TOOLS

**A smartphone application dedicated to professionals is available for brokers on the Comtoo extranet and features a tax simulator (created in partnership with accounting firm BDO). Distributors can also use Comtoo to quickly calculate quotes, print out up to three simulations for one project and personalise their commission charges.**

---

### **Topping up the income of professionals**

The average pension of self-employed workers is 40% lower<sup>2</sup> than the average pension of employees. Business assets may provide an additional source of income, but a supplementary pension is nevertheless advisable. In February 2014 Quatrem introduced the Retraite Indépendants solution, intended for all self-employed professionals under the French *régime social des indépendants*. Retraite Indépendants is compliant with France's *Madelin* law and allows self-employed workers to deduct their pension savings contributions and those of their spouse (in the case where he or she is a co-worker in the business) from their income. This multisupport product is suitable for all saver profiles thanks to a choice of three financial management categories: *sécurité* (investment in euro-denominated funds for those seeking security), *confort* (managed on the saver's behalf) and *patrimonial* (self-managed).

<sup>2</sup> Source: DREES (French Directorate for Research, Studies, Assessment and Statistics), 2004 sample of pensioners belonging to various pension savings plans

### Group pension plans: spotlight on retirement benefits

For employees, a supplementary pension plan is essential to an attractive remuneration package. Not only does it enhance the company's image, it also optimises its pay policy. With this in mind, Quatrem introduced the group savings product called the "New generation multisupport defined contribution plan". This new TPA-open product acts as both an employee benefits and a customised individual savings plan which allows one-off, optional payments. It is intended for all types of business and all saver profiles as it offers companies the choice of three financial categories: *sécurité* (for employees seeking security), *confort* (managed on the employees' behalf) and *patrimonial* (self-managed

by employees). In 2014 this product was awarded the 2014 Label of Excellence by independent insurance expert *Dossiers de L'Épargne*. Meanwhile, the defined benefit plan product is an effective means of retaining key company employees. The guarantee of a defined supplementary pension (delivered provided that the employee is still with the company upon retiring) is a strong incentive to remain with the company.

Quatrem offers the full range of existing solutions: defined contribution plans, defined benefit plans, mixed defined benefit/defined contribution plans to meet certain company profiles, and early retirement plans. The company may choose to cover some or all of its employees under the same plan or using different plans and, if it so wishes, make additional contributions. Quatrem also proposes solutions for the outsourcing of retirement benefit obligations.



# 14 %

## OF PREMIUMS

**Supplementary pensions  
represented 14% of  
Quatrem's premiums in 2013.**

# HIGH VALUE-ADDED SERVICES

## CUSTOMER-FOCUSED SERVICE

**A customer service team is available to answer telephone queries from companies, Quatrem policyholders and distributors regarding contracts. The team is available at 0 811 744 444 (France only), Monday to Thursday from 9 a.m. to 6 p.m. and Friday from 9 a.m. to 4 p.m.**

### A service to optimise healthcare purchases

Kalivia's network of opticians (4,400 partners) and hearing-aid specialists (1,600 partners) provides policyholders with access to quality healthcare without too much out-of-pocket money. Created in partnership with Harmonie Mutuelle and with the third-party payment Viamédic (a Malakoff Médéric group subsidiary), this network is now open to Quatrem's partner brokers. Policyholders benefit from an average discount of 30% on glasses and hearing aids, representing an average saving of €650 for dual hearing aids identical (brand, range, etc.) to the those available outside of the network. To help them keep spending to a minimum, policyholders can also seek advice on their quotes for dental and optical care and hospitalisation. The Kalivia network prides itself on affordable pricing, choice and quality. By improving risk management, Kalivia represents real added value for policyholders and brokers, who have everything they need to advise their customers.

### Company healthcare support and prevention services

To anticipate and reduce health, life and disability risks, or to identify and delay them, Quatrem offers a range of services including medical check-ups for senior executives to screen for cardiovascular diseases. This may be teamed with a personalised fitness or weight-loss programme. In 2013, Quatrem was granted an *Argus d'or*, an award for the French insurance sector, for this offering.



In addition, Quatrem is offering a new healthcare assistance plan in partnership with Auxia Assistance. This offer includes benefits in the event of planned hospitalisation, serious illness or long-term care (support for carers).

In collaboration with Réhalto, Quatrem offers measures for the prevention of sick leave: the Business Assistance Programme and the reintegration and return to health and to work health service.

### **Malakoff Médéric's occupational health diagnostic tools**

Two occupational health diagnostic tools designed by Malakoff Médéric and its partner JLO Conseil. These tools help to provide a detailed assessment of a company's situation and determine the measures required to prevent or reduce exposure to occupational health risks:

- the occupational health and well-being barometer, a turnkey self-assessment tool that generates comprehensive occupational health statistics which it compares to the sector average using anonymous data collected by Malakoff Médéric over more than three years;
- a personalised health review, which provides companies with a customised diagnosis as well as recommendations for monitoring risks and acting on any contributing factors: work organisation, schedules, health and safety, psycho-social risks, etc.

## OCCUPATIONAL **RISK** ASSESSMENT

**Quatrem has designed a web service to help companies fill out their single risk assessment document (*Document unique d'évaluation des risques – DUER*). It will be offered as part of Quatrem's new life and disability insurance product from autumn 2014. The service is free for Quatrem customers and helps companies satisfy their legal obligations while saving time and money.**





# ACROSS- THE-BOARD SUPPORT

---

# 85 %

OF INSURANCE BROKERS

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

---

## Stepping up growth for brokers

As a specialist in broker-distributed insurance, Quatrem offers its partners full support. To begin with, its sales managers help them to promote standard projects or create custom-built plans. For distributors in the market research phase, Quatrem offers sales support tools such as a mailing catalogue, telephone scripts, a portfolio fragility measurement tool, etc.

Quatrem also boasts a full sales team comprising managers, sales advisors and technical sales staff. In 2013, Quatrem broadened its presence in the largest regional brokerage markets and in Paris.

Finally, in order to monitor contracts as actively and reliably as possible, distributors benefit from the seamless management features and functionalities of the Comtoo extranet.

# A COMMITMENT CHARTER

## FOR EFFECTIVE CONTRACT MONITORING

**Quatrem's commitment charter comprises four commitments relating to key deadlines for its partners and for their corporate customers:**

- **the issue of standard contracts for life, disability, healthcare and pension products within 15 days<sup>1</sup>;**
- **the processing of tailor-made proposals for life, disability, healthcare and pension products within 15 days<sup>1</sup>;**
- **the processing of benefits applications within 15 days<sup>1</sup>;**
- **immediate handling of calls by Quatrem's customer service team or within 48 hours if the matter requires expert consultation.**

### **The Comtoo extranet: support whenever you need it.**

Comtoo is specially designed for distributors and allows them to:

- quickly calculate quotes online with 24/7 pricing simulations;
- monitor projects, contracts and commissions and access an overview of their customer records;
- access the collective bargaining agreement tool to view a customer or prospect's collective bargaining agreement information sheet;
- order sales documents and keep up-to-date on regulatory news (collective bargaining agreement, ANI, etc.).

From autumn 2014, contracts may be taken out online via Comtoo.

### **Expanding expertise through training**

To help distributors keep pace with regulatory changes, Quatrem offers a full legal information package which includes training in partnership with specialist firms, e-newsletters, materials available via Comtoo as well a *practical legal guide*. The Quatrem Academy offers product and technical training that can be adapted to all experience levels.

In 2012, French insurance brokers' association CSCA awarded Quatrem *the Laurel prize* for the information and training given to its brokers.

<sup>1</sup> Following receipt by Quatrem of the completed application.



# BECOMING A PARTNER BROKER

**For information on becoming  
a partner broker,**  
contact your Quatrem sales manager.

Quatrem's 2013 **financial statements and  
the French version** of this brochure can be found  
at [www.quatrem.fr](http://www.quatrem.fr) or flash the code below.



For more information on our offering,  
**order our 2014 Brokerage Guide.**



## Quatrem

Entity governed by the French Insurance Code  
(Code des assurances)

French *société anonyme* (joint-stock company)  
with capital of 380,426,249

59-61 rue La Fayette - 75009 Paris

Registered with the Paris Trade and Companies  
Registry under number 412 367 724



Avec Ecofolio  
tous les papiers  
se recyclent.



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

Our health, life 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** for more information.

**Q**  
**quatrem**  
Assurances intermédiales  
Groupe Malakoff Médéric