



● **MetLife** and **AXA** in partnership

# OUR INTEGRATED APPROACH IN LATIN AMERICA

Enabling strength  
and innovation



# We understand local and regional employee benefits challenges

Changing economic and workplace dynamics in Latin America are driving employers to redefine the benefits programmes they offer to their employees. Meanwhile, employees are responding to the same developments and conditions, albeit from a different perspective.

Today's employees want to have greater security, flexibility and choice when it comes to the benefits they receive.

There are a number of evolving trends influencing both global and local Latin American companies.

## 1. War for talent

Nearly one-third of organisations increased their overall benefits in the last 12 months signalling the need to remain competitive in today's recruiting environment<sup>1</sup>, while one-quarter of employers in Brazil, Chile and Mexico expect to be subject to a shortage of talented or experienced workers in the next 12 months<sup>2</sup>.

Skilled and experienced professionals are one of the most valuable assets to a company and comprehensive benefits packages are a major draw for this top-end of the workforce. In MetLife's Employee Benefits Study in Brazil, Chile and Mexico, almost 51% of employees said that employee benefits were an important reason for staying with or choosing to work for their employer, while 46% said they would feel less loyal to their employer if the "critical" benefits offered were not available.

With the search for talent so competitive in Latin America, an average of 91% of employers cited offering a flexible range of benefits would attract new employees and reduce employee turnover by increasing job satisfaction and productivity. Almost two-thirds of employees stated that having the ability to customise benefits based on their needs played an important role when deciding whether to accept a job with a new employer<sup>2</sup>.





## 2. Increasing health cost and pressures

For 2018, the global average medical trend was 8.4% and the average general inflation rate was 3.1%<sup>3</sup>. As a region, Latin America is still seeing the largest medical cost rises, as high as 13.9% in 2018<sup>4</sup>, second only to the Middle East and Africa.

A recent study by a global consultant expects further medical cost escalation due to global population aging, overall declining health, poor lifestyle habits becoming pervasive in emerging countries, continuing cost shifting from social programmes and increasing utilisation of employer-sponsored plans<sup>4</sup>.

Tightening revenues and economic sluggishness are making cost control more important than ever. 43% of employers said keeping control of health benefit costs was one of the challenges at their company<sup>2</sup>. While many people rely on their employer for health and welfare benefits in Latin America, we are seeing this emerge as an important objective among employers all over the world (84% in China, 78% in the United Arab Emirates, 64% in the United Kingdom, 28% in Australia, 25% in Egypt)<sup>5</sup>.

## 3. Rise in demand of voluntary benefits

As workforce demographics are more diverse than ever before and continue to be a major trend affecting the benefits landscape, there's a growing appetite for offering voluntary benefits.

57% of employees and 83% of employers want the employer to provide a wider array of benefits that employees can choose to purchase<sup>2</sup>.

An average of 74% of employers cited that voluntary benefits present an exciting opportunity to increase talent attraction and retention, as well as a cost-effective way to meet diverse needs of employees<sup>2</sup>.

## 4. Growing need for wellness programmes

There is a widespread acceptance that employee wellness creates value for employers and the concept of wellness extends beyond physical health, embracing emotional and financial wellbeing too.

88% of employers confirmed it is important for insurance providers to offer information or programmes to help employees stay healthy<sup>2</sup>. Almost 80% of employers in Latin America accept that they have some responsibility for employee health and wellbeing<sup>2</sup>.

By looking after the health and wellbeing of their employees, employers can remain attractive in the war for talent and maximise the productivity of their staff. 73% of employers wellness programmes were helping them achieve these goals<sup>2</sup>.

All of these evolving workforce trends can lead employers to create an environment that caters to the needs of a diverse workforce.

1 SHRM, "2017 Employee Benefits," Society for Human Resource Management (SHRM), Society for Human Resource Management (SHRM), 17 June 2017, [www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/pages/2017-employee-benefits.aspx](http://www.shrm.org/hr-today/trends-and-forecasting/research-and-surveys/pages/2017-employee-benefits.aspx) Accessed 3 October 2018.

2 MetLife, 2018 MetLife's Employee Benefits Study in Brazil, Chile and Mexico

3 IMF World Economic Outlook Database April 2017

4 AON, 2018 Global Medical Trend Rates

5 MetLife, 2015-2017 MetLife's Employee Benefits Study in Australia, China, Egypt, United Arab Emirates and United Kingdom



# LOCAL EXPERTISE WITH GLOBAL INSIGHT

## Who are we?

Co-founded by MetLife and AXA, MAXIS GBN is a network of nearly 140 local insurers (members) in over 120 markets, combining local expertise with global insight.

While our size, strength and stability set us apart, our real point of difference is our people. Our global team works in close collaboration with local members and consultant partners to help multinational employers, like you, deliver the employee benefits they need to care for their people, while still meeting their strategic business goals. As leaders in local markets, our members offer an on the ground knowledge and understanding of both their market and the competitive landscape.

We are also a world leader in enabling organisations to meet health and wellness challenges through our extensive research and data-driven approach. Working alongside our dedicated global team, our members in your region offer a range of employee benefits initiatives to meet your specific needs. We work with local human resource teams to consider and drive practical health and wellness programmes, targeting specific health issues and cost drivers.



We are one of the leading international employee benefits networks, providing global service capabilities and delivering world-class employee benefits perspectives and solutions.



### Extensive coverage

We cover 1.5 million employees through almost 140 members in over 120 markets around the world.



### Experience

We have worked with over 750 multinational clients helping to put them in control of their worldwide employee benefits programmes, managing over 170 pools and almost 40 captives.



### Best-in-class

More than 60 of our members offer best-in-class local health and wellness capabilities, while almost 40 members offer enhanced global medical dashboard reports.



### Global and local

By offering innovative and streamlined solutions, we align global and local priorities, helping our clients reduce costs and achieve economies of scale.



### Working for you

We provide you with a point of contact in our dynamic three-tier account management structure – global, regional and local.

# What can we do for you?

We are committed to playing a central and significant role in the transformation of employee benefits in Latin America. We work closely and collaboratively with our partners along the supply chain to ensure we deliver the services that both you and your employees deserve.

## Global offices

- Overall global relationship and account management
- Proactive management of the pooling arrangement
- Technical functions

## Regional offices

- Providing a holistic view of your group employee benefits
- Assistance in driving and aligning your group employee benefits philosophy
- Update on local trends

## Local offices

- Local insights into market practices and costs
- Local operational function and services
- Dedicated multinational specialist per country





### **We offer a range of solutions:**

- MAXIS Global Captive Solution helps employers set up new employee benefits captive programmes or get the most out of their risk benefits financing.
- MAXIS Global Pool enables employers to achieve stronger global governance and execute their global employee benefits strategy.
- MAXIS Global Preferred Data Solution provides comprehensive financial data analysis of local policies as a stand-alone service, at no extra cost for the multinational employer.
- MAXIS Global Risk Solution leverages centralised decision-making and reinsurance to secure better terms and conditions for employers.
- MAXIS Global Wellness is powered by over four years of global health data analytics and provides multinationals with the tools and data required to understand their healthcare cost drivers across multiple jurisdictions.

### **You can expect:**

- a forward-looking client strategy
- priority countries
- customised requirements
- implementation team expertise
- reporting and procedures
- communications package
- protocols and timelines
- professional and accountable service.

### **The MAXIS GBN approach:**

- programme structure is aligned and utilised in accordance with partner and client structures
- local execution is key and the focus of any engagement
- collaboration with clients to design global and/or regional support as necessary
- added value to local partners where requested.

# How can we help you?

We can support you through our suite of global healthcare capabilities, delivered locally:

- global medical coverage
- health and wellness programmes
- access to international networks
- data and analytics
- mobile apps
- teleconsultation
- robust medical cost efficiencies.

We understand that as a local employer or the regional office of a multinational company, you may want to make your own choice about which insurers you work with. You would prefer a choice of insurers who can demonstrate an understanding of your specific local or regional needs, in line with regulation. That is where the MAXIS network comes in.

We provide an in-depth and useful understanding of individual markets and the idiosyncrasies that drive them. We have the expertise, in the right place, to help you adopt international best practice in health and wellness programmes in the Latin America region.

We have driven the evolution of programmes from simple claims management to preventative models across the world over several decades, so we can provide real support and insight.

And this means that, as an employer, you don't have to worry about starting from scratch when building a new employee benefits programme.

We are here to help, by:

- providing insurance for risks for employees, whether in the form of life or accident insurance
- choosing an approach from different models including captives or global pools
- finding the right partners in the health and wellness supply chain from a range of options
- balancing the cost of providing benefits against the impact on business productivity of not doing so.



In 2014, with an eye to the future, we designed and developed a set of sophisticated reporting tools that help clients manage their employee benefits programmes over the long term in select markets, including<sup>5</sup>:

- a suite of three annual reports: Paid Claims, Incurred Claims and Country Benchmark
- rolling 12-month analyses with year over year (YOY) changes, where available
- easy-to-read graphs that reveal claims sorted by population, utilisation and provider
- identification of top drivers by both benefit and diagnostic (ICD-10) categories.

Once we have helped you to set up your employee benefits health and wellness programmes, we are there to act as a sounding board, to offer innovative problem solving and an extra point of escalation if this should ever be required.



<sup>5</sup> ICD-10 is the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD), a medical classification list by the World Health Organization (WHO).

## We bring you expertise that is truly local

We operate in 24 Latin American locations and 20 other locations across the Americas region. In many countries, we offer a choice of more than one local insurer.<sup>6</sup>

| Country            | Local member                  | Life | Accident <sup>7</sup> | Disability <sup>8</sup> | Medical <sup>9</sup> | Pension |
|--------------------|-------------------------------|------|-----------------------|-------------------------|----------------------|---------|
| Argentina          | MetLife Argentina             | •    | •                     | •                       |                      |         |
| Brazil             | MetLife Brazil                | •    | •                     | •                       |                      | •       |
| Chile              | MetLife Chile                 | •    | •                     | •                       | •                    |         |
| Colombia           | MetLife Colombia              | •    | •                     | •                       |                      |         |
| Costa Rica         | PALIG Costa Rica              | •    | •                     | •                       | •                    |         |
| Dominican Republic | Seguros Universal (PALIG)     | •    | •                     | •                       | •                    |         |
| Ecuador            | PALIG Ecuador                 | •    | •                     | •                       | •                    |         |
| El Salvador        | PALIG El Salvador             | •    | •                     | •                       | •                    |         |
| French Guiana      | AXA Caraibes                  | •    | •                     | •                       | •                    | •       |
| Guadeloupe         | AXA Caraibes                  | •    | •                     | •                       | •                    | •       |
| Guatemala          | PALIG Guatemala               | •    | •                     | •                       | •                    |         |
| Honduras           | PALIG Honduras                | •    | •                     | •                       | •                    |         |
| Martinique         | AXA Caraibes                  | •    | •                     | •                       | •                    | •       |
| Mexico             | AXA Seguros, S.A. de C.V      | •    | •                     | •                       | •                    |         |
| Mexico             | MetLife Mexico                | •    | •                     | •                       | •                    |         |
| Panama             | PALIG Panama                  | •    | •                     | •                       | •                    |         |
| Peru               | Pacifico Vida                 | •    | •                     | •                       |                      | •       |
| Saint Martin       | PALIG Curacao and St. Maarten | •    | •                     | •                       | •                    | •       |
| Uruguay            | MetLife Uruguay               | •    | •                     | •                       |                      |         |
| Venezuela          | Seguros Venezuela C.A.        | •    | •                     | •                       | •                    |         |





| Country                        | Local member   | Life | Accident <sup>7</sup> | Disability <sup>8</sup> | Medical <sup>9</sup> | Pension |
|--------------------------------|--|------|-----------------------|-------------------------|----------------------|---------|
| Antigua & Barbuda              | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Aruba                          | PALIG Aruba  | •    | •                     | •                       | •                    | •       |
| Barbados                       | PALIG Barbados                                       | •    | •                     | •                       | •                    | •       |
| Bonaire                        | PALIG Curacao and St. Maarten                        | •    | •                     | •                       | •                    | •       |
| Canada                         | Desjardins Financial Security Life Assurance Company | •    | •                     | •                       | •                    | •       |
| Cayman Islands                 | PALIG Cayman Islands                                 | •    | •                     | •                       | •                    |         |
| Curacao                        | PALIG Curacao and St. Maarten                        | •    | •                     | •                       | •                    | •       |
| Dominica                       | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Grenada                        | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Jamaica                        | Sagicor Life Jamaica Limited                         | •    | •                     | •                       | •                    |         |
| Saint Kitts & Nevis            | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Saint Lucia                    | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Saint Vincent & the Grenadines | PALIG Eastern Caribbean                              | •    | •                     | •                       | •                    | •       |
| Trinidad & Tobago              | PALIG Trinidad and Tobago                            | •    | •                     | •                       | •                    | •       |
| United States                  | MetLife United States                                | •    | •                     | •                       |                      | •       |
| United States                  | MetLife Worldwide Benefits                           | •    | •                     | •                       | •                    |         |

6 As of October 2018; All products and services refer to Group Employee Benefits and Pension; companies may offer individual solutions as well.

Many countries allow for the integration of local risk solutions into a global benefits programme such as a Pooling or Captive Arrangement.

The companies listed above are licensed to transact business in their respective countries. An insurance policy issued by each insurance company is an obligation of the issuing company and may contain exclusions, limitations and terms for keeping coverage in force. Contact a MAXIS representative who can arrange for you to receive complete details of the coverage.

7 Accident = Accidental Death & Dismemberment / Group PA.

8 Disability = Includes TPD, STD, and LTD.

9 Medical = Consists of medical insurance. Dental, vision, and/or medical expense reimbursement is also available in certain locations.





● For more information about how we can support your business in Latin America, please contact your local MAXIS GBN representative.

● Visit [maxis-gbn.com](https://maxis-gbn.com)

The MAXIS Global Benefits Network ("Network") is a network of locally licensed MAXIS member insurance companies ("Members") founded by AXA France Vie, Paris, France (AXA) and Metropolitan Life Insurance Company, New York, NY (MLIC). MAXIS GBN, registered with ORIAS under number 16000513, and with its registered office at 313, Terrasses de l'Arche – 92 727 Nanterre Cedex, France, is an insurance and reinsurance intermediary that promotes the Network. MAXIS GBN is jointly owned by affiliates of AXA and MLIC and does not issue policies or provide insurance; such activities are carried out by the Members. MAXIS GBN operates in the UK through UK establishment with its registered address at 1st Floor, The Monument Building, 11 Monument Street, London EC3R 8AF, Establishment Number BR018216 and in other European countries on a services basis. MAXIS GBN operates in the U.S. through MetLife Insurance Brokerage, Inc., with its address at 200 Park Avenue, NY, NY, 10166, a NY licensed insurance broker. MLIC is the only Member licensed to transact insurance business in NY. The other Members are not licensed or authorised to do business in NY and the policies and contracts they issue have not been approved by the NY Superintendent of Financial Services, are not protected by the NY state guaranty fund, and are not subject to all of the laws of NY. Not all services are available from all MAXIS member insurance companies or are available to all clients. The solutions are subject to prevalent local market practices, and compliance with all applicable legal and regulatory requirements including local insurance and privacy laws. MAR00220 10/18