

OUR OFFICES

HEAD OFFICE

📍 51, 53 Hanrapetutyan Str., Yerevan 0010
📅 Monday-Friday
🕒 09:00 - 18:00

CLAIMS DEPARTMENT, NON-PERSONAL LINES

📍 35/1 Hrachya Kochar Str., Yerevan 0033
📅 Monday-Friday
🕒 09:00 - 17:30

CLAIMS DEPARTMENT, PERSONAL LINES

📍 18 Vardanants Str., Yerevan 0010
📅 Monday-Saturday
🕒 09:00 - 18:00

STAFF AND MANAGEMENT

People is our main strength.

Leadership is the energy that moves us forward. Strong management is a pledge for sustainability of our movement and long-term success.

We create leaders who work at all the levels of the company, build strong teams and promote excellency in service. We support constant learning of our employees: be it study at Chartered Insurance Institute in London, MBA program in Cambridge or PhD research in Science.

We develop our company through every action, every day taking and overcoming challenges to a new quality of our work.

BRANCHES AND AGENTS

YEREVAN

We have 11 branches and 939 agents.

REGIONS

We have more than 36 branches and 619 agents throughout all major cities of Armenia.

Our agents are ready to provide insurance services 24 hours and 7 days a week in all regions of RA and NKR.



WHO WE ARE

Insurance CJSC "INGO ARMENIA" with more than 20 years of experience occupies a special place in the Armenian insurance market. According to 2018 results, the Company is an absolute leader of the Armenian insurance market in terms of written premiums by all the types of insurance. The company provides high quality insurance services to both retail and corporate clients, protecting them from various risks. 75% of the Company's shares ultimately belongs to Ingosstrakh Insurance Company (Russia), 25% belong to company founder Levon Altunyan. In 2004, the company became a full member of international group "INGO", with share capital of about \$2.5 billion and the assets around \$10 billion.

INGO ARMENIA creates assurance in the future.

OUR CLIENTS

Our client base is defined by type, size, geography and lifestyle of the customers. We are a leader in majority of the market segments working with local and international companies:

- 14 of 17 trading banks of RA market,
- 27 of 35 diplomatic missions and embassies,
- More than 150 manufacturing enterprise,
- More than 50 IT companies,
- More than 55 companies engaged in the biggest construction projects of RA,
- More than 107 representatives of international organizations in RA,
- More than 25 governmental organizations and unions.

Every year more than 200,000 people across the country and the world choose INGO as their partner.

OUR PARTNERS WORLDWIDE

"INGO ARMENIA" Insurance CJSC is very disciplined at sustaining the financial stability and focuses on building long-term relationship with world leading insurance and reinsurance companies such as:



The company develops and implements cooperation programs with various market participants - banks, credit institutions, reinsurance companies, educational institutions, industrial and public segments, ministries and other organizations.

We are ready to promote mutually beneficial cooperation initiatives with potential partners on local and international markets.

OUR ACHIEVEMENTS

Throughout the last year, company has reached a number of major milestones we are happy to share with:

- In 2018 INGO ARMENIA pursued the strategy of leadership in digital platforms and introduced custom oriented online corners in branches of our company.
- INGO ARMENIA introduced new products for retail line: CASCO PLUS and CASCO HAIL.
- With proactive support of INGO ARMENIA a national agriculture insurance was launched in Armenia.
- INGO ARMENIA developed and successfully introduced the employee benefit insurance package to the market, which was backed up by leading reinsurance companies.
- INGO ARMENIA has moved the medical insurance compensation process to a digital platform.
- INGO ARMENIA has invested the NPS Client Survey.

WE DO

- Keep our promises.
- Respect the interests of customers, employees, founders and partners.
- Promote self-development and learning.
- Assist in the progress of the society.
- Share a mutually beneficial cooperation.

OUR VALUES

We see our mission beyond providing insurance solutions:

- We guarantee stability and confidence in the future of our policyholders.
- We create and nurture the highest standards of service in Armenia.
- We pursue transparent and fair business ethic.
- We promote the power of individuals.

AREVSHAT MELIKSETYAN

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KEY PRODUCTS



CASCO, CMTPL

- CASCO for Corporate Clients
- CASCO for Individuals
- VMTPL
- CMTPL

Motor insurance is one of the key business lines for "INGO ARMENIA" ICJSC. We suggest comprehensive insurance for all types of vehicles, as well as third party civil liability insurance and insurance of driver and passengers against accident. Our range of motor products is specifically tailored for needs of various groups: Seasons Casco - for those who like to travel at any season, Women's Casco - specifically created for woman's safety on the roads of Armenia and finally for the most demanding clients - CASCO Plus, which enables to build the insurance coverage yourself. Casco coverage is valid on the territory of Armenia, as well as Iran, Georgia and CIS countries.

Market share: 21%



HEALTH

- Corporate Medical Insurance
- Medical Insurance for Individuals
- Social Package Beneficiary Insurance

For last 8 years, we are the leader of the market in corporate medical insurance. We provide social benefit schemes to more than 200 corporate clients with number of insured exceeding 16,000 people. Within the social package more than 27,000 state employees are provided with medical insurance in INGO ARMENIA. Our call center is available 24/7. We closely cooperate with Vardanants Innovative Medicine Center when providing outpatient care.

Market share: 29.8%



PROPERTY

- Property for Individuals
- Property for Corporate Clients
- Business Interruption

Any property that can be burnt, stolen, damaged, destroyed, spoiled by water, all that cannot withstand natural disasters may be insured at "INGO ARMENIA" ICJSC. We have more than 3,000 corporate clients and the biggest portfolio for property insurance on the local market. We are also the leading insurance partner for many international corporations. In addition to standard risk insurance, we also offers "All Risks" insurance, stock insurance, machinery breakdown and business interruption insurance.

Market share: 50.1%



PERSONAL ACCIDENT

- Family Financial Stability Insurance
- Personal Accident Insurance for Individuals
- Personal Accident Insurance for Corporate

Anything unpredictable and under the influence of external forces may be insured in "INGO ARMENIA" ICJSC. Our solutions for personal accident are designed for various fields of work: mining, construction, community or public service and others. Based on the customer's needs insurance can be valid not only in one country, but also worldwide. Our giant reinsurance partners are Allianz Global Corporate and Specialty, and Generali Employee Benefit Group.

Market share: 30.4%



LIABILITY AND OTHER CORPORATE RISKS

- Liability
- Financial Risks
- Cargo Insurance
- Construction Works

We insure several objects of national importance, the biggest construction projects, financial risks for 7 banks. We are a trusted partner of the government. We have more than 100 corporate clients of cargo insurance and more than 100 clients of corporate liability insurance. We work closely with many insurance and reinsurance brokers of the market.

Market share: 25.4%



TRAVEL INSURANCE

- Individuals
- Corporate

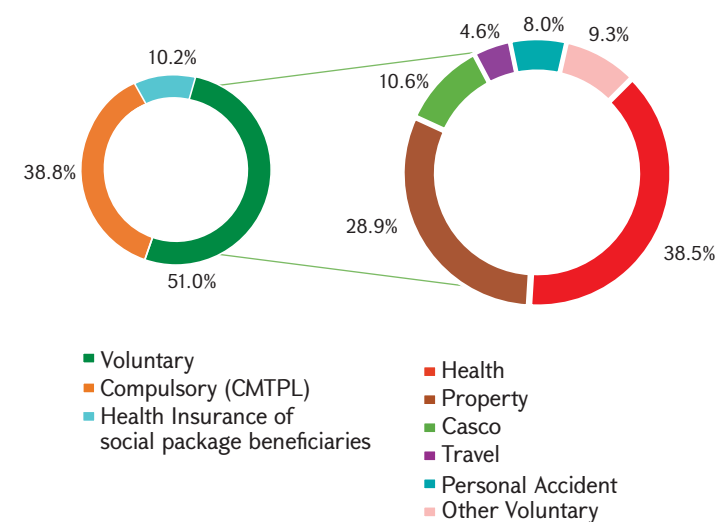
For more than 7 years, we are a market leader of travel insurance signing policies worldwide. Our clients appreciate availability of a 24-hour multilingual-speaking assistance service and presence of representatives in different countries of the world. With the insurance Policy of "INGO ARMENIA" you will receive worldwide medical and other support in timely and due manner. Since 2014 "INGO ARMENIA" ICJSC cooperates with Europ Assistance, an international medical assistance company, which is part of the largest European insurance group Assicurazioni Generali.

Market share: 39.3%

KEY FINANCIALS

	2018	2017	In AMD mln Dynamics %
Gross premiums written	10,153.61	9,261.07	9.64%
Net premiums written	7,612.74	6,989.52	8.92%
Net earned premiums	7,578.86	6,769.94	11.95%
Net insurance claims	(5,189.15)	(4,254.98)	21.95%
Acquisition expenses	(696.87)	(9586.38)	(27.13%)
Other insurance income / expenses	78.71	88.51	(11.08%)
Operating and administrative expenses	(2,118.89)	(1,861.54)	13.82%
Insurance activities	(347.34)	(214.44)	61.97%
Investment activity	639.62	778.07	(17.79%)
Other non-insurance income / expenses	7.63	93.22	(91.81%)
Profit before tax	299.91	656.84	(54.34%)
Net profit	221.78	501.07	(55.74%)
Combined ratio	104.58%	103.17%	1.37%
Total Assets	12,764.33	11,864.62	7.58%
Total Equity	3,965.76	3,756.59	5.57%
Total Liabilities	8,798.57	8,108.03	8.52%
Return on equity	5.59%	13.34%	(58.07%)
Return on assets	1.74%	4.22%	(58.86%)

PRODUCT SHARES



MARKET SHARE

