



Corporate Profile



Insurances

“We aspire to be a highly focused, disciplined and respected provider of insurance and protection solutions.”

Groupama Insurances is one of the UK's leading general insurance groups and a wholly owned subsidiary of one of Europe's largest financial groups.



From high volume, lower premium products such as motor and home insurance right through to healthcare and comprehensive commercial covers for the smaller business sector, Groupama Insurances has the experience and expertise to offer high quality insurance protection with service to match.



Working together

Historically speaking

Groupama Insurances has traditions of insurance dating back over 150 years. Our parent company - Groupama - can trace its origins back to 1840 and has grown from its roots in the French agricultural community to become one of the world's leading property and casualty mutuals.

The right values

At Groupama, how we do business is just as important as what we do. Our values are an essential part of the way that we trade and look after our customers.

- Integrity – doing what we say we will
- Teamwork – working together with your best interests in mind
- Challenge – going the extra mile
- Professionalism – understanding our industry and being easy to do business with.

Caring for the community

Good corporate citizenship is an expression of our identity at Groupama, and an integral part of how we do things. As a leading member of the business community, we take corporate responsibility very seriously.

- As an insurer: in our relations with customers, intermediaries and suppliers
- As an employer: in our relationship with our workforce
- As a member of the community: with the impact we have on our environment
- As a good neighbour: with the relationships we enjoy with the local community around us.

All of these commitments are aligned with our corporate beliefs, underpin our actions and help to govern the way we operate as a business.



Service with a smile

We never forget that, first and foremost, we are here to serve our customers.

Quality service, formal service standards and highly efficient business systems are all part of our pursuit of excellence.

We continue to invest heavily in the latest technology to support our objectives. Our business is also accredited as an 'Investor in People' - reflecting our commitment to the training and development of our staff.

Claims... our shop window

Nowhere in our business do we pay greater attention to service than in the way we handle claims. Not only are we available 24 hours a day, but we have well trained, highly motivated staff to assist you when and where you need it. We are also committed to a process of continual improvement and a desire to get things right first time.

Our products – best of breed...

Groupama Insurances has spent substantial time and effort developing insurance solutions to meet the needs of an ever-changing world.

From motor, home and health insurance to comprehensive commercial covers for the UK's smaller business sector, we are proud of our track record.

With various awards and nominations relating to the quality and content of our products and services, Groupama can claim to be at the 'cutting edge' of the insurance industry.

Treating our customers fairly

We want to be easy to do business with – and we like to keep things as simple and straightforward as possible.

We are committed to treating our customers fairly and aim to build the right skills, in the right people, to offer customers just the right insurance solutions.



Efficiency and expertise

Investing in technology

For a business to be successful in today's highly competitive financial service arena, there must be a substantial investment in technology.

At Groupama Insurances, we see this as essential if we are to improve efficiency, drive down costs and enhance the service we offer.

Fortunately, we have considerable experience in this area and Groupama has been playing a leading role in the various industry initiatives to promote electronic commerce.

We are also making good progress with internet, extranet and intranet technologies and are keen to communicate and trade electronically where appropriate.

Our business is your business

We recognise the need to offer a service you can rely on and a long term business relationship that you can really trust.

As a company, we see real value in the services offered by the UK's insurance brokers and intermediaries. We are proud to be a recommended supplier to thousands of insurance professionals throughout the country.

We believe that it is crucial that you have access to expert advice and guidance when making decisions about your insurance arrangements.

Groupama only transacts business through a select panel of full-time, professional insurance intermediaries and corporate partners.



Groupama

Strength and security

As one of the UK's leading general insurers, Groupama Insurances offers motor, home and health insurance and protects a growing number of smaller UK businesses.

Groupama Insurances is part of European financial services giant Groupama, an international insurance business that generates annual revenues in excess of €14 billion and employs over 32,000 staff throughout the world.

The Group has assets under management in excess of €79 billion and has over 8 million members and customers.

Conducting business in many countries around the world, Groupama is an acknowledged expert in health and agricultural insurance.

Where we are

The UK Group's Head Office is based in the heart of the City of London. Our personal and commercial insurance business is centralised in Manchester - with claims handled in specialist centres around the UK. Groupama Healthcare is headquartered in Letchworth, Hertfordshire.

Groupama Insurances – making the difference

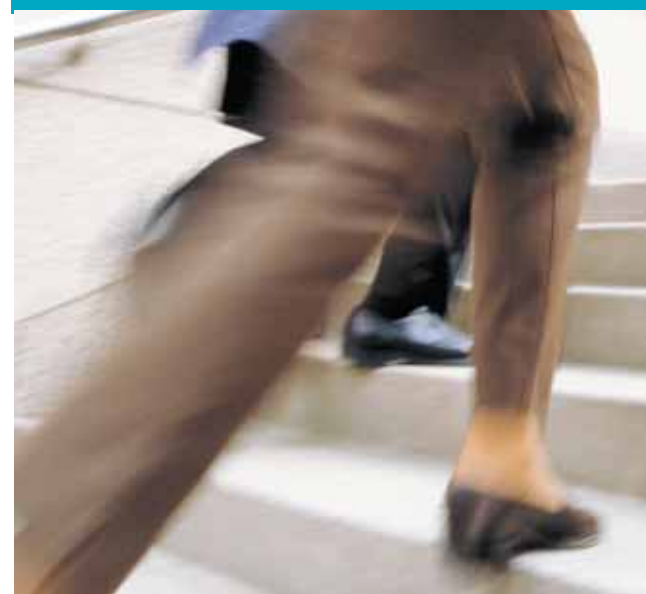
At Groupama we want to offer a real alternative to other insurance companies. We aim to make a difference.

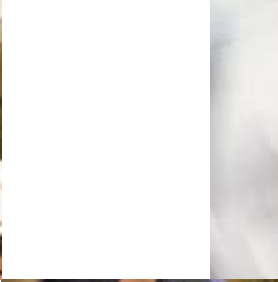
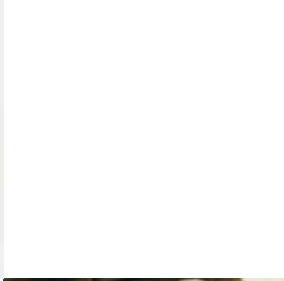
This means getting the important things right – like our service, the quality of our products and the protection that they offer. Our constant pursuit of excellence also means that we never rest on our laurels.

In short, we put our customers first.



"Big enough to deliver,
small enough to care"





A GROUPAMA
COMPANY



Groupama

Groupama Insurance Company Limited Registered Number 995253
Registered in England Registered Office: Groupama House, 24-26 Minories, London EC3N 1DE
www.groupama.co.uk www.groupamahealthcare.co.uk
Member of the Association of British Insurers
Authorised and regulated by the Financial Services Authority