

Letter of Commitment with Good Practices in the Relationship with Inter-american Insurance Consumers



The insurance companies and institutions members of the Inter-American Insurance Federation - FIDES, gathered in Mexico City, considering that the insurance industry is an indispensable gear for national economies, because it is strategic to the sustainable development of industry, trade and society itself; considering that the insurance institute allows for the overcoming of acute vulnerability gaps which affect the health, safety and economic stability of the citizens of developing regions; and, also, considering the whole process of inclusion of new policyholders and the importance of cooperation and responsibility for contributing to the implementation of public policies that promote society's development with balance, legal certainty, transparency and trust; and in light of the commitment to the sustainable progress of insurance as a fundamental cornerstone of social and economic development of the region, sign this **LETTER OF COMMITMENT WITH GOOD PRACTICES IN THE RELATIONSHIP WITH INTER-AMERICAN INSURANCE CONSUMERS**, in order to:



1. Recognize the importance of access to information, guidance and education of the insurance consumers and, therefore, express the commitment to advance and enhance existing mechanisms and thus to establish a more transparent and balanced relationship that ensures freedom of choice and decision of the insurance consumers;
2. Reaffirm the importance of care to insured consumers, with the improvement of the channels and procedures of service and relationship, empowering and promoting trust between insurers and insurance consumers; and
3. Take on a firm commitment to prevent commercial practices that may offend or violate existing rules for the protection of insurance consumers, in accordance with national standards, contributing thus to the existence of a local and regional market that has more quality and is more healthy and balanced to insurers and insurance consumers.



This LETTER OF COMMITMENT WITH GOOD PRACTICES IN THE RELATIONSHIP WITH INTER-AMERICAN INSURANCE CONSUMERS does not eliminate, diminish or mitigate the effects of the application of the existing international or national level rules in the respective countries of the members that establish standards and mechanisms for the protection of consumer rights.



The insurance activity is regulated by States and this LETTER OF COMMITMENT WITH GOOD PRACTICES IN THE RELATIONSHIP WITH INTER-AMERICAN INSURANCE CONSUMERS is also an expression of responsibility, commitment and respect to regulations by inter-American agencies and authorities of the industry.



The monitoring of the commitments taken on in the Letter will be carried out through an agenda called "Inter-American Insurance Consumers Agenda", of permanent nature, which shall conduct periodical reviews of the progresses, challenges and priorities for Inter-American insurance consumers rights, in a framework of balance, transparency, cooperation and building of trust in the relationship between insurance institutions, consumers and their national states.



Mexico City, November 12th, 2014.


Marco Antonio Rossi
Presidente

Argentina

Asociación Argentina de Compañías de Seguros – AACS

President: Francisco Astelarra

Bolivia

Asociación Boliviana de Aseguradores – ABA

President: Nelson Hinojosa Jimenez

Brazil

Confederação Nacional das Empresas de Seguros Gerais, Previdência Privada e Vida, Saúde Suplementar e Capitalização – CNseg

President: Marco Antonio Rossi

Chile

Asociación de Aseguradores de Chile – AACH

President: José Manuel Camposano

Colombia

Federación de Aseguradores

Colombianos – FASECOLDA

President: Jorge Humberto Botero A.

Costa Rica

Asociación de Aseguradoras Privadas de Costa Rica – AAP

President: Kevin Lucas Holcombe

Ecuador

Federación Ecuatoriana de Empresas de Seguros – FEDESEG

President: Andrés Cordovez Dávalos

El Salvador

Asociación Salvadoreña de Empresas de Seguros – ASES

President: Eduardo Montenegro Palomo

Spain

Unión Española de Entidades Aseguradoras y Reaseguradoras – UNESPA

President: Pilar González de Frutos

United States

American Insurers Association – AIA

President: Leigh Ann Pusey

United States

American Council of Life Insurers – ACLI

President & CEO: Governor Dirk Kempthorne

Guatemala

Asociación Guatemalteca de Instituciones de Seguros – AGIS

President: Salvador Leiva Madrid

Honduras

Cámara Hondureña de Aseguradores – CAHDA

President: Luis Atala

Mexico

Asociación Mexicana de Instituciones de Seguros, A.C. – AMIS

President: Mario Vela Berrondo

Nicaragua

Asociación Nicaragüense de Aseguradoras Privadas – ANAPRI

President: Claudio Taboada Rodriguez

Panama

Asociación Panameña de Aseguradores – APADEA

President: José Antonio Eleta

Paraguay

Asociación Paraguaya de Compañías de Seguros – APCS

President: Antonio Vaccaro Pavia

Peru

Asociación Peruana de Empresas de Seguros – APESEG

President: Eduardo Morón

Venezuela

Cámara de Aseguradores de Venezuela – CAV

President of the Board: José Omar Guevara

