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# LaColonial

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To whom it may concern:

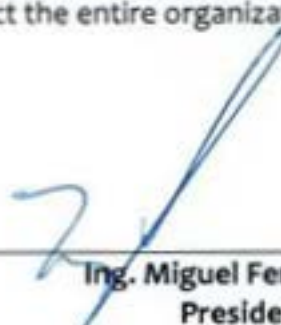
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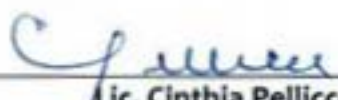
**La Colonial, S.A.**, is a privately-owned insurance company that after operating for 40 years has a top position in the Dominican insurance market, and is currently the only Dominican insurance company with a (B++) grade from A.M. Best. La Colonial offers its policyholders comprehensive protection plans for individuals and companies within different areas of the industry.

As a consequence of the results achieved during the first stage from **March to September 2013**, we carried out a second stage between **September 2013 and February 2014**, where the Human Resources Management, Finance and Accounting, Information Technology, Security, Maintenance, Vehicular Claims and General Risks, Legal Department and Purchasing areas were addressed. The following are the results achieved:

- Through the implementation of improvements in the distribution of activities (work load balancing) we were able to increase the operative efficiency by **14%** in the Human Resources Management area and by **11%** in the Finance and Accounting areas.
- A tool for the scheduling of accounts payable was implemented which strengthened the management of cash flow and improved the level of service regarding payment to suppliers.
- A **26%** improvement was achieved in the general accumulated effectiveness in the Information Technology Department regarding case resolution and/or infrastructure requirements, customer support and programming, from **83%** to **104%**.
- We were able to increase the level of service for the infrastructure requirement solutions, customer support and programming by **79%** through the implementation of the Area Administration, Management and Follow-up Model.
- An Administration and Management Model was implemented for technological projects that uses as prioritization factors the impact to the business, an evaluation/review and their complexity.
- An **80%** decrease was achieved regarding the average courier delivery time through the implementation of operative indicators and document reduction initiatives.
- A **2.2%** reduction was achieved regarding the average amount of reserve per case and a reduction of **10.4%** regarding the average number of days of validity of claims in the Legal Department.
- Through the implementation of the General Risk Claims Management and Control Model we were able to reduce the average delivery time of the preliminary report from external adjusters by **29%**.
- An In Situ Service and Support Model was designed for the vehicular field which includes the development of technological tools for the follow-up and collection of claims from the scene of the accident which improved the level of service by **92%** under a pilot which lasted 2 months.
- A **13%** reduction was achieved regarding the cost of vehicular assistance coverage through the research and evaluation of suppliers.

At the end of the project's second stage we obtained a return on investment of **0.3 to 1** and we project an annual return on investment of **2.4 to 1**. Based on the aforementioned, we hereby highly recommend **London Consulting Group** as a consulting company that is capable of carrying out improvement projects that positively impact the entire organization.

  
Ing. Miguel Feris Chalas  
President

  
Lic. Cinthia Pellicce Pérez  
Administrative VP

**LaColonial, S.A.**  
Compañía de Seguros

