



La Monumental de Seguros

Aseguramos tu futuro hoy

Santiago de los Caballeros, Dominican Republic, September 18, 2013

To whom it may concern:

LA MONUMENTAL DE SEGUROS is a Dominican family owned business with national coverage through 15 branches and 2 corporate offices and is the leading insurance company in the Cibao region in the Dominican Republic. Some of their main services include: auto insurance, fire insurance, group life insurance, bonds, among others.

We hereby would like to highly recommend the company **London Consulting Group** for the services rendered during the project called "**SOI Monumental**" which we carried out from May to September 2013.

During the project, we worked on the Business, Collections, Claims, Technical, Human Resources and Systems areas and we achieved the following qualitative and quantitative benefits:

- A 5% increase in insurance policies issued with respect to the same period in 2012 through the design and implementation of active supervision tools and procedures.
- A discount control of 23% with respect to the base period through the establishment of sales policies and procedures, definition of authorization levels and market analysis.
- A 25% monthly increase in policy renewals through the design of a renewal call center as well as the implementation of policies for the retention of policies.
- An 8% reduction in the average number of days of past due accounts through payment agreements and past due accounts instead of aging balance; as well as the implementation of an action plan for the management of uncollectable accounts, recuperating 2%.
- A 58% increase in the level of service in Human Resources and a 13% increase in the systems area through the design and implementation of procedures and tools for the request and follow-up of internal requirements.

The project concluded within the agreed upon timeframe covering 100% of the committed approach and we have decided to continue with a second project at ARS Monumental. At the conclusion of the project we achieved a return on investment of 1.47 to 1 and we are expecting an annual projection of 7.05 to 1.

Based on the aforementioned, it is our pleasure to highly recommend **London Consulting Group** as a consulting firm that is capable of carrying out improvement projects that positively impact the entire organization and that is committed to deliver an attractive return on investment for the organization.


Luis Alexis Núñez Ramírez
President

