

# Seguros de Vida Suramericana S.A.

## Your Local Link to IGP in Chile

### Why partner with Seguros de Vida Suramericana S.A. (SURA Chile)?

#### Grupo SURA

SURA Chile is a subsidiary of Grupo SURA, a Latin American holding company focused on financial services, including insurance, pensions, savings, and investments.

In 1944, Grupo SURA was established in Medellín, Colombia as Compañía Suramericana de Seguros S.A., focusing on insurance services, including employee benefits and P&C. For over 80 years, it has provided solutions to protect the wellbeing of individuals, families, and companies.

Grupo SURA is listed on the Colombian Stock Exchange (BVC) and is registered in the American Depositary Receipt (ADR) – Level-1 program in the United States, which allows foreign companies to establish a trading presence in the U.S. over-the-counter (OTC) market without listing on an exchange. It is the only Latin American company in the Financial Services sector that is part of the Dow Jones Sustainability Indices.

#### Products and services

SURA Chile offers insurance and benefits solutions for individuals, SMEs, and large companies.

Its broad product portfolio includes life, AD&D, group personal accident, travel accident, critical illness, short-term disability, accident & sickness, hospital & surgical, major medical and supplemental major medical. these products are enhanced by services that take advantage of the latest digital technology and innovations, including AI and data analytics

#### Complementary insurance

For small and medium-sized companies, SURA Chile offers complementary plans to supplement the benefits provided by Social Security.

This supplementary insurance reimburses employees for medical expenses after they have utilized the coverage offered by the social security health system (Isapre or Fonasa).

SURA Chile's complementary insurance plans offer complete flexibility to adapt to each worker's needs regarding coverage, bonus percentages, caps, and deductibles.

The supplementary insurance includes coverage for accidental death, and reimbursement for catastrophic events, as well medical and dental expenses.

Additional benefits Include:

- Hospital Network: Agreements with health centers in Santiago and other regions of Chile
- Outpatient Network: Preferential discounts in over 18 specialties.
- Dental Network: Discounts at dental centers for treatment.
- Pharmacies: Online reimbursement for medications at participating pharmacies
- SURA Assistance: Access to support services.

## Prioritizing customers

At SURA Chile, customer service is focused on fostering enriching and long-lasting relationships. In 2024, SURA Chile won the Gold Award for “Best Customer Experience Strategy” by the Association for the Development of the Experience of the Customer (DEC).

## Commitment to diversity, equity and equality

SURA Chile believes that inclusion and equity are the key to building a better society. Its products are designed to suit different needs and realities, ensuring that all people have access to the protection they need.

## Innovation and market leadership

SURA Chile is a pioneer in developing new insurance solutions, and many of its products and services have been replicated by its competitors.

SURA's advanced digital platform gives clients a dedicated site to manage their insurance completely on-line, without the need for intermediaries. The client can update employee records, review and modify company data, and check payments, invoices, etc.

Employees also have access to dedicated sites where they can review their coverage and deductibles, check the status of transactions, pay outstanding fees, request reimbursements, and designate beneficiaries, etc.

Telephone assistance is available to employees 24 hours a day, every day of the year.

## Facts & figures

- IGP Network Partner since 2025
- Financial strength ratings:
  - A.M. Best: B++ (per 10/1/2025) - SURA Re Ltd.
  - Fitch: BB+ (per 3/12/2025)
  - Standard & Poor's: BB (per 10/15/2025)

## Recent awards & recognitions

- Grupo SURA was included in S&P Global's 2024 Sustainability Yearbook as one of the 759 most outstanding companies in the world for its management of ESG matters.
- SURA maintained the 6th position among 100 organizations in Colombia in the Merco ESG 2024 ranking that stand out for good practices.

Sources:  
[SURA Investments](#)  
[Grupo SURA](#)



## More information

### Nicolas Pons

Seguros de Vida Suramericana S.A. (SURA Chile)  
Avenida Providencia 1760

Providencia Santiago  
Chile

**E** [nicolas.pons@segurossura.cl](mailto:nicolas.pons@segurossura.cl)

**W** [www.segurossura.cl](http://www.segurossura.cl)



The information in this document is subject to change without notice. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

The International Group Program (IGP) is a registered brand name under John Hancock. IGP operates in the State of New York under JH Signature Insurance Agency, Inc., a NY licensed broker.

IGP has provided the website address of our Network Partners for your convenience. John Hancock is not responsible for the content or accuracy of our Network Partners' web-site(s).

IGP Network Partners operating outside of the United States are not necessarily licensed in or authorized to conduct insurance business in any state in the United States including, the State of New York. The policies and/or contracts issued by a Network Partner to contract holders outside of the United States have not been approved by the NY superintendent of Financial Services, are not protected by the NY State guaranty fund and are not subject to the laws of NY or the laws and/or protections of any other state where the Network Partner is not licensed to do business.

© International Group Program - [www.igpinfo.com](http://www.igpinfo.com) - Follow us on [LinkedIn](#)