

Why Partner with Muang Thai Life Assurance Public Company, Ltd?

- **Expertise** – Continuously operated for more than seven decades with a strong brand image. Muang Thai won two awards in “Thailand’s Most Admired Brand” 2023 awards, which are given based on research done by Brand Age magazine.²
- **Fully integrated customer service system** – State-of-the-art customized group insurance services system that provide one-stop integrated service to clients. Muang Thai developed the MTL Click Application to assist customers by combining all of Muang Thai’s services together in a one-stop application.
- **Efficient claims processing** – Muang Thai’s advanced computer systems provide an efficient medical claims processing system. The MTL Click Application reduces HR workloads and expenses in handling claims for employees, members can check status of claims and once all documents are received on-line, reimbursement can be done in 3-5 working days.
- **International quality service standard** - ISO 9001:2015 certification for group insurance service. Muang Thai has distinguished itself by providing customers with quality service, and its group area performs in accordance with ISO 9001 Version 2015 standards.
- **Quality staff** – Experienced and talented professional staff strive to deliver innovative solutions and quality service. The service teams include physicians and nurses, who provide claims support, 7 days a week.
- **Flexible solutions** – Seven decades of experience in helping companies develop and deliver customized employee benefit solutions to meet corporate needs and objectives.
- **Innovation:**
 - Online Services - Online group web access as well as mobile app (iOS and Android) provided to HR and insured members.
 - Telemedicine: New feature on the mobile application that allows customers to receive medical advice and treatment via Video Call (for outpatient care only).
 - E-Claim Services: Customers are able to upload images of claim documents, check claim status and reimbursement can be made within 3-5 official days after completed documents received online
 - Wellness Care – Promoting better health conditions in the workplace via Health Tip (regular circulation of emails or newsletters with updated health or workplace safety information) and Health Seminars (health talks given by experienced health professionals with health controlling & promotion programs that match client needs).
- **Special Privileges on Store or Merchandise Discounts** - by presenting Muang Thai HealthCare card at participating shops, restaurants, or hotels via the “SmilePlus” Program.

Muang Thai Life Assurance Public Company, Ltd: Facts & Figures

- IGP Network Partner since: 1983
- Financial Ratings:
 - Fitch (3/22/2023): A- / AAA(tha)
 - Standard & Poor’s (10/30/2023): BBB

2023 Awards & Recognitions

- International Finance Awards 2023, hosted by International Finance Magazine:
 - Best New Life Insurance Initiative (Silver Readiness)
 - Best Life Insurance CEO (4 Consecutive Years)
- Thailand Top CEO of the Year 2023, hosted by Business+ Magazine & Thammasat University:
 - Thailand Top CEO of the Year 2023 (Life Insurance Industry) (2 Consecutive Years)
- Siamrath Online Award 2023:
 - Innovation in Product and Service Award - Life Insurance Industry 2023 (3 Consecutive Years)
- Limra Loma Asia/Pacific Institute:
 - Education Achievement Award 2022-2023 (4 Consecutive Years)
- Thailand National Quality Awards (40th TNQA) hosted by Thai Life Assurance Association:
 - 167 agents of Muang Thai Life Assurance received Thailand National Quality Awards
- In 2022, The Muang Thai Life Assurance Public Company, Ltd won 37 awards - more info [here](#).



More Information

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