

## JCIF CO-OPInsurance

2016.8 AOA

Japan CO-OP Insurance Consumers' Co-operative Federation (JCIF)



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## 1.About CO-OP

# Cooperative union for the betterment of people

Retail business : about 3 trillion yen (≒US\$30 billion)

◆ Japan's biggest consumer union. The number of Co-op member is about 2.1million in the nation.

- activity of rooted in the community
- ◆ Number of Retail CO-OP: 130

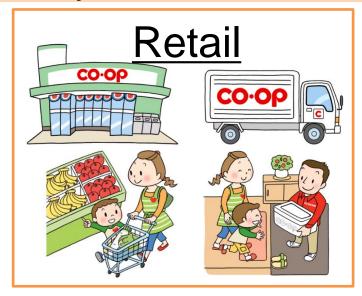
  (As of 2015)





## 1-2. CO-OP and JCIF

#### Primary business of CO-OP



#### **Welfare**

In-home care support

Attendant service etc.



#### <u>Insurance</u>

#### CO·OP共済

Medical Insurance
Life Insurance
(Term • Whole life)

#### **Medical**

Medical facilities

Home medical services

Home care services





#### 2. About JCIF

- Official name: Japan CO-OP Insurance Consumers' Co-operative Federation
- Business area: Japan only
- Established Year: 2008

  (We started the insurance business in 1984 at JCCU)
- Number of members: 146Co-ops and Zenrosai and JCCU
- Competent authority: Ministry of Health, Labour and Welfare Basis law: CO-OP Law



#### 3. About CO-OP Insurance

[Direct products]







Tasukeai

Medical insurance

i.-plus

Life insurance

Zutto-i.

Whole life insurance

[Indirect products]

CO·OP生命共済 新あいあい

i.i.

Life insurance

the contract term is 5 years



Fire insurance



Mascot character of CO-OP Insurance

[Name]

Kosuke

Bear CO-OP Staff

 First place at the loose character contest of corporation





#### 4. Issue

- Improvement products and services
- Improvement sales skill
- Implementation of system for contract on web
- Stronger measures against business continuity plan





## 5. Topic



2015年度JCSI(日本版顧客満足度指数 調査結果 生命保険部門

We have been rated as the top life insurance provider in customer satisfaction for three consecutive years.

# Thank you



