



SPANISH LEADER IN

ASSISTANCE



Iris Global belongs to the **Santalucía Group**, with 100 years of history behind it.

At the end of 2022, the Group had a consolidated revenue of €3.538 billion, total assets of €13.121 billion, and a solvency ratio of 255%.

Although its main market is Spain, the Group is developing an ambitious internationalization strategy in Portugal, Colombia, Mexico, Chile and Argentina.



The Santalucía insurance Group is a company with over 100 years of history. We are experts in family protection and aim to offer, our customers, products adapted to their needs, with the highest quality service.



+5.3

Million policies

+7,2

Million customers

5°

Insurance group in Spain



Employees

8

Offices in Spain

15 000

Providers

Access to

200 000

**providers through
representativrs in various
local markets** (in travel
assistance)

ISO 9001 & 14001

Certification in all lines of business

Headquarters approved as a **Healthcare Center**



IRISGLOBAL

Grupo santalucía



Travel Assistance

We are experts in collaborating with companies to provide the best travel assistance, as well as a wide range of solutions to meet their customers' needs.

We adapt to our clients' needs by acting as a **reinsurer**, **insurer** or **service company**.

We operate our own **Assistance Center** from our offices in Madrid, managing medical and other incidents that may occur during travel, 24 hours a day, 365 days a year.

+1500

Medical **evacuations / repatriations**

+126

Multilingual experts in Travel assistance

+38000

Medical **records**

2100

Medical and remains repatriations

We manage our travel insurance and that of other companies' clients



Medical assistance



Travel assistance



Luggage



Medical expenses



Medical evacuation and repatriation



Repatriation of remains



Delayed or canceled flight



Pre-travel information and advice

Guarantees

We provide flexible and tailored solutions to our corporate clients, ensuring their customers the peace of mind they deserve when traveling both in Spain and abroad.



Medical Department

- We have **our own medical department** with over 30 years of experience
- **12 doctors and nurses**
- **Multilingual medical staff:** 24 hours a day, 7 days a week
- Management and health monitoring of all medical cases
- **Telemedicine Center**
- We verify medical expenses

Tailored Solutions

Large companies
Insurance or financial
companies

We have gained in-depth knowledge of how to work with insurance and financial companies, providing the best travel assistance.

- **We adapt to the client's needs, acting as a reinsurer, insurer or service company.**

Team



Medical Department

Dr. Susana de la Fuente



Travel Department

Zsuzsanna Bodo



Supplier network

Elsa Sancho



Commercial Department

Laura Boisan

12 Healthcare Staff members

40K Medical questions and requests

126 Coordinators

40K Medical chart

4 Specialists

200K Health access points

Spain Travel Assistance Market Data

5th Company by turnover

8% Market Share

Specialists in the Spanish and Portuguese markets

Strong presence in Spain and Portugal

We are present throughout the country, including the islands, which allows us to provide a widespread service.

We have offices in Madrid, Barcelona, Valencia, Malaga, Albacete and Oviedo

HOSPITALS
MEDICAL CENTERS
AMBULANCES
TRAVEL AGENCIES
FUNERAL PUMP • TAXI



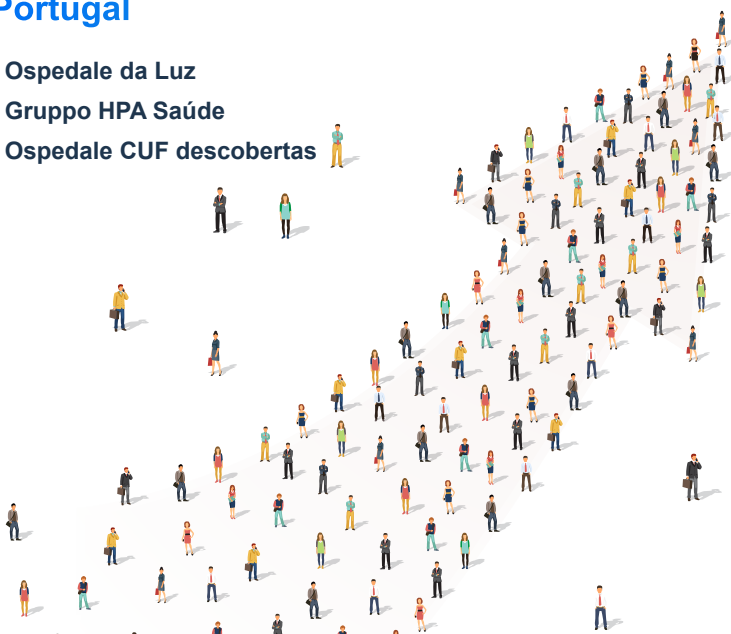
Hospital Medical Network

Portugal

- Ospedale da Luz
- Gruppo HPA Saúde
- Ospedale CUF descobertas

Spain

- Quirón Salud
- HM Hospitales
- HLA Grupo Hospitalario
- Orden Hospitalitaria San Juan de Dios
- Vithas Hospitales
- Cruz Roja
- Hestia Alliance
- Viamed • Sanitas



The most requested coverages / guarantees





Iris GLOBAL

Grupo santalucía



Travel



Legal



Health



Home



Contact
center BPO



Funeral
service

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