



**ACCIDENTS &
HEALTH
INSURANCE
INDUSTRY REPORT
2023**

Mexico's accidents and health insurance industry report 2023

Figures in this document are stated in millions of Mexican pesos, except where otherwise specified, and they may vary due to rounding or consolidation from the regulator. Growth rates are presented in nominal terms.

Executive summary

Statistics and financial information from the Accidents and Health industry (A&H) is published by the *Asociación Mexicana de Instituciones de Seguros (AMIS)* with a breakdown in the following subbranches: Personal Accidents (PA) individual and collective, Medical Expenses (ME) individual and collective and, Health (H) individual and collective.

Usually, medical expenses policies are focused on the reimbursement of expenses coming from illnesses or accidents that the policy holder presented once the amount of the agreed deductible is surpassed.

Personal accidents policies are focused on covering accidental deaths, organic losses or total or partial disabilities. Likewise, the main objective of health policies is to prevent, preserve, restore, and rehabilitate the policyholder; meaning that they have a preventive approach, different from the two previously described.

Similarly to previous periods, in the A&H industry the subbranch with highest share regarding total written premiums was Medical Expenses (ME), having 93.2% of the total market. In second place stands PA with 3.8% share and lastly, Health with 3.0%.

It is a highly concentrated industry; top 5 companies held 72.2% of market share with total written premiums of \$149 billion; GNP continues to be the leader with a market share of 24.7%, followed by AXA with 18.0% and Metlife with 17.1%.

By year-end, total written premiums from the industry reflected a growth of 13.5% vs 2022.

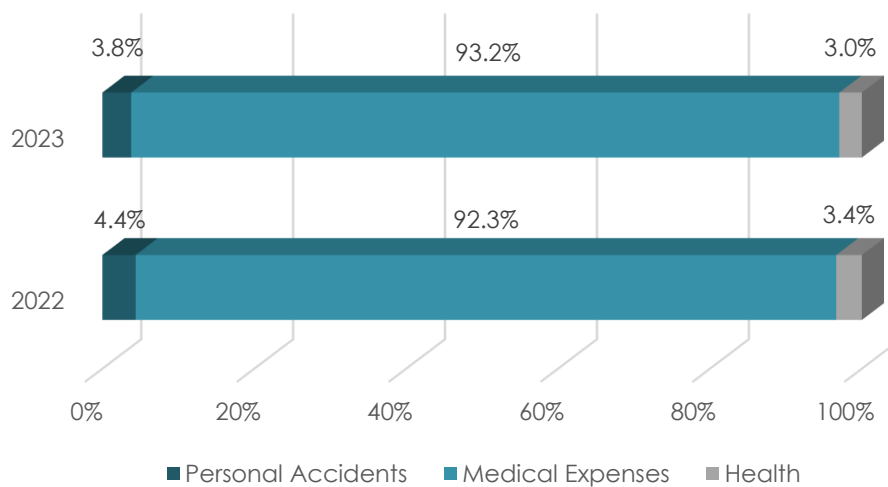
Regarding profitability indicators, accidents and health industry posted a 72.5% loss ratio, which compares to 70.4% from same period of last year; the industry combined ratio was 98.0% vs 97.2% from 2022. The industry operating margin was 1.0% and net margin was 5.2% for the year; those margins compare to the operating and net margins of -0.9% and 4.2% respectively, reported by the automobile insurance industry.

Industry overview

Out of the total written premiums of accidents and health industry, medical expenses subbranch represented \$139 billion for the year, being the most representative (93.2% of total industry), PA stood at second place with \$5.7 billion (3.8% of total industry), and lastly Health with \$4.4 billion (3.0% of total); those proportions have been similar with no significant changes in the past 5 years.

Insurance penetration of this industry has been historically low in Mexico. AMIS releases information regarding each subbranch individually and collectively on its statistical reports¹. According to the latest report, only ~16% of population has any type of private Personal Accidents insurance coverage, ~10% with a Medical Expenses private coverage and only 1% with a private Health insurance policy.

Subbranch share 2023 vs 2022

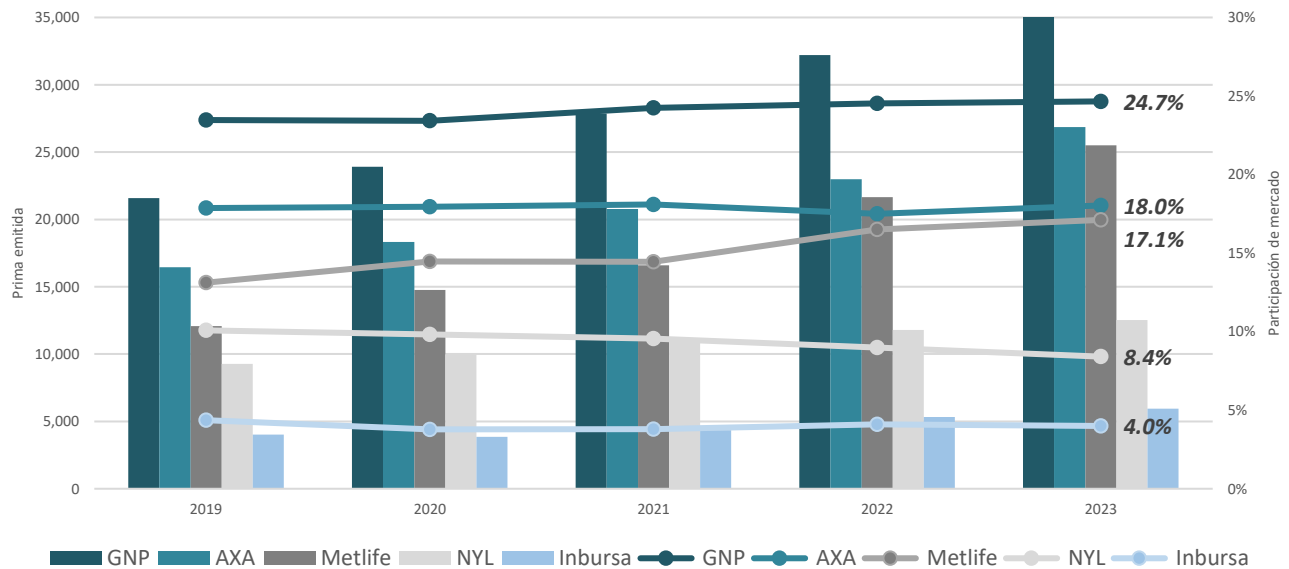


According to AMIS figures, agents and brokers represent the main sales distribution channel of the industry with +80% share. The rest of sales come from internal, banks and other channels, in which Qualitas currently has presence.

Main competitors

It is highly concentrated industry, where Top 5 companies hold +72% of market share. Market share and growth of the Top 5 companies has been stable and constant during the last years.

Written premium and market share – top 5²



Medical expenses

This type of insurance policy is designed to pay a specific amount in case of an illness or accident, and if the prior amount surpasses the agreed deductible. The insurance covers, up to the whole insured amount, hospitalization expenses, medical care, surgery, medicine, clinical analysis, and other professional services.

The policy is focused on the reimbursement of those expenses and does not cover cosmetic treatments or surgery.

One of the most common uses for this type of policies are hospital coverage, surgery, intensive therapies and in some cases, in-home appointments.

² Source: AMIS.

Personal accidents

Personal accidents insurance policies grant the payment of a specific amount in case of death, organic losses and in case of total or partial disability, as consequence of an accident.

Main coverages are:

- *Accidental death*: If as consequence of an accident, the policyholder dies; the insurance company must pay to the beneficiary or beneficiaries the agreed amount for this concept.
- *Organic losses*: If as consequence of an accident, the policyholder loses any of her/his limbs described in general conditions of the policy; the insurance company must pay the conveyed amount for this concept according to the correspondent scale.
- *Reimbursement of medical expenses from accidents*: If as consequence of an accident, the policyholder needs a medical treatment or surgery, hospitalization, nursery services, ambulance, or medicines; the insurance company must reimburse those expenses, capped to the contracted amounts for each of the concepts.
- *Total or partial disabilities*: If as consequence of an accident, the policyholder suffers any disability that does not allow the performance of her/his daily activities; during the disability period the insurance company must pay the daily contracted amount. According to the disability features, the disability would be classified as total or partial and for each different conditions must be applied for the compensation payment.

Some exclusions are not covered by this type of policy such as:

- Extreme sports or of high danger.
- Self-generated injuries.
- Alcohol abuse or use of illegal drugs.
- War risks

Health

The Insurance Institutions Specialized in Health (*Instituciones de Seguros Especializadas en Salud - ISES*) are the operators authorized by the Mexican regulator *Secretaría de Hacienda y Crédito Público (SHCP)*, CNSF and the Health Ministry (SSA) to provide insurance services, the last two also as regulators. ISES have as purpose to provide services focused on prevent, preserve, restore, and rehabilitate the policyholders' health.

Main difference between individual and collective/group segments, is that the first one is focused on provide protection to the individual and/or family who pays for the specific policy while collective/group segment is focused on provide protection in case of specific risks related to main activities of employees from diverse corporate sectors, as well as to members of specific associations and legally established groups.

Profitability

As of 2023, the industry combined ratio was 98.0%, compared to 97.2% reported in 2022.

The table below shows the loss ratio and combined ratio of Top 5 companies and the industry average of past years:

Profitability indicators – Top 5 total A&H

		GNP	AXA	Metlife	MNYL	Inbursa*	Top 5	Industry
2019	Written premium	21,583	16,443	12,068	9,274	4,015	63,382	91,995
	Market share	23.5%	17.9%	13.1%	10.1%	4.4%	68.9%	100.0%
	Loss ratio	69.9%	78.7%	66.0%	68.1%	59.3%	70.5%	68.3%
	Combined ratio	96.8%	103.7%	87.9%	96.5%	78.6%	95.8%	95.5%
	Net result	975	-199	928	2,078	723	4,505	6,782
2020	Written premium	23,902	18,317	14,754	10,023	3,859	70,854	102,068
	Market share	23.4%	18.0%	14.5%	9.8%	3.8%	69.4%	100.0%
	Loss ratio	66.6%	75.4%	74.1%	76.6%	67.9%	71.8%	69.1%
	Combined ratio	95.1%	98.2%	93.6%	106.8%	86.9%	96.8%	96.3%
	Net result	1,218	636	922	1,333	514	4,623	7,159
2021	Written premium	27,850	20,780	16,593	10,982	4,359	80,566	114,829
	Market share	24.3%	18.1%	14.5%	9.6%	3.8%	70.2%	100.0%
	Loss ratio	76.2%	86.5%	91.2%	71.9%	70.3%	80.8%	69.1%
	Combined ratio	103.1%	107.9%	111.6%	100.4%	87.5%	104.7%	102.7%
	Net result	-23	-919	-3,074	2,042	501	-1,473	130
2022	Written premium	32,205	22,979	21,663	11,795	5,368	94,011	131,304
	Market share	24.5%	17.5%	16.5%	9.0%	4.1%	71.6%	100.0%
	Loss ratio	70.9%	79.0%	77.4%	68.9%	71.3%	74.0%	70.4%
	Combined ratio	98.9%	99.5%	94.7%	101.1%	104.5%	98.7%	97.2%
	Net result	1,044	706	936	1,258	-178	3,766	7,076
2023	Written premium	36,758	26,868	25,514	12,538	5,950	107,628	149,081
	Market share	24.7%	18.0%	17.1%	8.4%	4.0%	72.2%	100.0%
	Loss ratio	73.3%	81.7%	80.0%	64.8%	77.0%	76.0%	72.5%
	Combined ratio	99.5%	102.8%	96.8%	94.5%	93.0%	98.7%	98.0%
	Net result	986	-160	575	2,870	523	4,794	7,760

Financial Income for the industry during in 2023 was \$8,170 million, equivalent to a return on written premiums of 5.5%, which compares to a 5.4% of top 5 companies.

Regarding net result, from 2017 to 2020 A&H industry generated an average net margin of 7.6% which compared to an average net margin of 10.8% from the automobile insurance industry. During 2021, the industry only generated a 0.1% net margin, recovering during 2022 with a 5.4% net margin; during the year, net margin was 5.2% with a net result of \$7.8 billion.

Operating result and margin – Top 5 total A&H

	2018	2019	2020	2021	2022	2023
G.N.P.	\$364	\$475	\$1,204	(\$1,141)	(\$0)	(\$162)
	1.9%	2.2%	3.5%	(4.1%)	(0.0%)	(0.5%)
AXA Seguros	\$255	(\$651)	\$471	(\$1,648)	(\$63)	(\$1,053)
	1.8%	(4.0%)	0.9%	(7.9%)	(0.3%)	(4.4%)
Metlife Mexico	\$1,010	\$1,067	\$900	(\$1,809)	\$724	\$451
	8.4%	8.8%	5.4%	(10.9%)	3.3%	2.1%
Monterrey NYL	\$224	\$230	\$719	(\$128)	(\$143)	\$622
	2.6%	2.5%	(6.6%)	(1.2%)	(1.2%)	5.2%
Inbursa*	\$391	\$825	\$212	\$496	(\$259)	\$396
	10.2%	20.5%	14.7%	11.4%	(4.8%)	7.0%
Top 5	\$2,245	\$1,945	\$3,505	(\$4,230)	\$259	\$253
	3.9%	3.1%	2.4%	(5.3%)	0.3%	0.3%
Industry	\$4,176	\$2,955	\$6,524	(\$4,249)	\$2,284	\$1,352
	4.9%	3.2%	2.6%	(3.7%)	1.7%	1.0%

Financial result and margin – Top 5 total A&H

	2018	2019	2020	2021	2022	2023
G.N.P.	\$923	\$939	\$885	\$1,072	\$1,461	\$1,470
	3.4%	4.3%	3.7%	3.9%	4.5%	4.0%
AXA Seguros	\$611	\$663	\$741	\$825	\$969	\$1,072
	4.6%	4.0%	4.0%	4.0%	4.2%	4.0%
Metlife Mexico	\$264	\$266	\$329	(\$1,243)	\$446	\$488
	2.8%	2.2%	2.2%	(7.5%)	2.1%	1.9%
Monterrey NYL	\$1,516	\$1,945	\$2,184	\$2,345	\$1,769	\$2,592
	21.3%	21.0%	21.8%	21.4%	15.0%	20.7%
Inbursa*	\$34	\$80	\$51	\$103	\$63	\$201
	2.5%	2.0%	1.3%	2.4%	1.2%	3.4%
Top 5	\$3,348	\$3,893	\$4,190	\$3,103	\$4,709	\$5,823
	6.3%	6.1%	5.9%	3.9%	5.0%	5.4%
Industry	\$4,524	\$5,395	\$5,745	\$4,491	\$5,946	\$8,170
	6.2%	5.9%	5.6%	3.9%	4.5%	5.5%

Net result and margin – Top 5 total A&H

	2018	2019	2020	2021	2022	2023
G.N.P.	\$935	\$975	\$1,218	(\$23)	\$1,044	\$986
	5.0%	4.5%	3.7%	(0.1%)	3.2%	2.7%
AXA Seguros	\$781	(\$199)	\$636	(\$919)	\$706	(\$160)
	5.4%	(1.2%)	4.0%	(4.4%)	3.1%	(0.6%)
Metlife Mexico	\$978	\$928	\$922	(\$3,074)	\$936	\$575
	8.1%	7.7%	2.2%	(18.5%)	4.3%	2.3%
Monterrey NYL	\$1,392	\$2,078	\$1,333	\$2,042	\$1,257	\$2,870
	15.9%	22.4%	21.8%	18.6%	10.7%	22.9%
Inbursa*	\$345	\$723	\$514	\$501	(\$178)	\$523
	9.0%	18.0%	1.3%	11.5%	(3.3%)	8.8%
Top 5	\$4,432	\$4,505	\$4,623	(\$1,473)	\$3,766	\$4,794
	7.7%	7.1%	6.5%	(1.8%)	4.0%	4.5%
Industry	\$7,411	\$6,782	\$7,159	\$130	\$7,076	\$7,760
	8.7%	7.4%	7.0%	0.1%	5.4%	5.2%

Appendix

Charts below were elaborated with AMIS information. Figures in thousands Mexican pesos.

Chart 1. Total Accidents and Health Top 5 companies– Written premium & market share

Total Accidents and Health	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Prima	%	Written premium	%	Written premium	%	Written premium	%
GNP	18,703	21.9%	21,583	23.5%	23,902	23.4%	27,850	24.3%	32,205	24.5%	36,758	24.7%
AXA	14,529	17.0%	16,443	17.9%	18,317	17.9%	20,780	18.1%	22,979	17.5%	26,868	18.0%
Metlife	12,094	14.2%	12,068	13.1%	14,754	14.5%	16,593	14.5%	21,663	16.5%	25,514	17.1%
MNYL	8,758	10.3%	9,274	10.1%	10,023	9.8%	10,982	9.6%	11,795	9.0%	12,538	8.4%
Inbursa	3,820	4.5%	4,015	4.4%	3,859	3.8%	4,359	3.8%	2,582	3.8%	5,950	4.0%
Top 5	57,903	67.9%	63,382	68.9%	70,854	69.4%	80,566	70.2%	94,011	71.6%	107,628	72.2%
Industry	85,284	100.0%	91,995	100.0%	102,068	100.0%	114,829	100.0%	131,304	100.0%	149,081	100.0%

Chart 2. Personal Accidents total Top 5 companies– Written Premium & market share

Total Personal Accidents	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Prima	%	Written premium	%	Written premium	%	Written premium	Written premium
Chubb	825	24.0%	880	25.7%	1,061	31.2%	1,107	32.9%	1,316	22.9%	903	16.0%
Citibanamex	1,053	30.6%	990	28.9%	862	25.4%	752	22.3%	829	14.4%	880	15.5%
Zurich Sant	687	20.0%	704	20.5%	684	20.2%	683	20.3%	681	11.8%	685	12.1%
BBVA	494	14.4%	507	14.8%	522	15.4%	552	16.4%	570	9.9%	575	10.2%
Banorte*	384	11.2%	347	10.1%	265	7.8%	270	8.0%	302	5.3%	222	3.9%

During 1H23, Banorte was replaced by Seguros Azteca.

Chart 3. Individual Personal accidents Top 5 companies – Written premium and market share

Individual Personal Accidents	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
Zurich Sant.	644	22.2%	651	21.0%	644	20.2%	640	21.1%	636	18.6%	642	19.7%
Citibanamex	447	15.4%	492	15.9%	436	13.7%	426	14.1%	519	15.1%	589	18.1%
BBVA	488	16.8%	495	16.0%	507	15.9%	540	17.8%	555	16.2%	554	17.0%
Chubb	509	17.5%	624	20.2%	863	27.1%	685	22.6%	780	22.8%	518	15.9%
HSBC	92	3.2%	107	3.5%	114	3.6%	125	4.1%	180	5.2%	217	6.7%

Chart 4. Group Personal accidents Top 5 companies – Written premium & market share

Group Personal Accidents	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
Chubb	317	14.6%	256	11.8%	198	11.8%	423	21.1%	536	23.1%	385	16.0%
Citibanamex	606	28.0%	498	23.0%	426	25.4%	326	16.3%	310	13.3%	291	12.1%
Azteca	191	8.8%	42	1.9%	62	3.7%	62	3.1%	64	2.7%	237	9.8%
GNP	129	6.0%	135	6.3%	108	6.4%	127	6.4%	136	5.9%	206	8.6%
AIG	188	8.7%	138	6.4%	119	7.1%	138	6.9%	187	8.1%	156	6.5%

Chart 5. Total Medical expenses Top 5 companies– Written premium & market share

Total Medical Expenses	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
GNP	18,572	24.0%	21,445	25.6%	23,793	25.3%	27,719	26.0%	32,064	26.5%	36,545	26.3%
AXA	14,186	18.3%	16,169	19.3%	18,099	19.3%	20,556	19.3%	22,677	18.7%	26,576	19.1%
Metlife	12,083	15.6%	12,062	14.4%	14,749	15.7%	16,589	15.5%	21,659	17.9%	25,476	18.3%
MNYL	8,688	11.2%	9,205	11.0%	9,957	10.6%	10,931	10.2%	11,746	9.7%	12,481	9.0%
Atlas	3,413	4.4%	3,068	3.7%	3,485	3.7%	4,208	3.9%	5,210	4.3%	5,900	4.2%

Chart 6. Individual Medical expenses Top 5 companies – Written premium & market share

Individual Medical expenses	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
GNP	11,243	29.4%	12,776	29.4%	14,925	29.9%	17,110	30.2%	18,903	30.3%	21,094	30.2%
AXA	8,475	22.2%	9,790	22.5%	11,139	22.3%	12,687	22.4%	14,423	23.1%	16,521	23.7%
MNYL	5,234	13.7%	5,810	13.4%	6,746	13.5%	7,566	13.4%	8,111	13.0%	8,825	12.6%
Metlife	2,704	7.1%	3,241	7.5%	3,529	7.1%	3,872	6.8%	4,278	6.8%	4,715	6.8%
BUPA	2,364	6.2%	2,789	6.4%	2,939	5.9%	3,111	5.5%	3,486	5.6%	3,932	5.6%

Chart 7. Group Medical Expenses Top 5 companies– Written premium & market share

Group Medical Expenses	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
Metlife	9,379	23.9%	8,821	21.9%	11,220	25.4%	12,716	25.3%	17,381	29.6%	20,760	30.0%
GNP	7,329	18.7%	8,669	21.6%	8,868	20.1%	10,609	21.1%	13,161	22.4%	15,450	22.3%
AXA	5,711	14.6%	6,379	15.9%	6,961	15.8%	7,869	15.7%	8,254	14.1%	10,054	14.5%
Atlas	2,582	6.6%	2,184	5.4%	2,485	5.6%	3,055	6.1%	3,920	6.7%	4,467	6.5%
MNYL	3,455	8.8%	3,395	8.4%	3,211	7.3%	3,365	6.7%	3,635	6.2%	3,656	5.3%

Chart 8. Total Health Top 5 companies – Written premium & market share

Total Health	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
Plan Seguro	1,210	51.8%	1,411	46.3%	1,439	44.8%	1,652	54.2%	2,153	48.9%	1,926	43.5%
G. de Salud	306	13.1%	360	11.8%	462	14.4%	508	16.7%	1,034	23.5%	1,056	23.9%
AXA Salud	91	3.9%	528	17.3%	474	14.8%	164	5.4%	574	13.0%	604	13.6%
MediAccess	282	12.1%	235	7.7%	237	7.4%	222	7.3%	287	6.5%	313	7.1%
Centaurio	57	2.5%	75	2.4%	71	2.2%	73	2.4%	96	2.2%	225	5.1%

Chart 9. Individual Health Top 5 companies – Written premium & market share

Individual Health	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
Plan Seguro	1,104	78.1%	1,312	84.8%	1,358	86.3%	1,575	85.8%	2,057	88.0%	1,861	85.9%
MediAccess	126	8.9%	117	7.5%	126	8.0%	124	6.7%	114	4.9%	117	5.4%
G. de Salud	72	5.1%	73	4.7%	87	5.5%	90	4.9%	100	4.3%	106	4.9%
AXA Salud	70	5.0%	18	1.2%	12	0.8%	24	1.3%	47	2.0%	57	2.6%
Odontoprev	40	2.8%	26	1.7%	-14	-0.9%	10	0.5%	17	0.7%	22	1.0%

Chart 10. Group Health Top 5 Salud companies – Written premium & market share

Group Health	2018		2019		2020		2021		2022		2023	
	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%	Written premium	%
G. de Salud	234	25.4%	287	19.1%	375	22.9%	417	34.5%	934	45.3%	950	42.1%
AXA Salud	21	2.3%	510	34.0%	461	28.2%	140	11.6%	527	25.5%	547	24.2%
Centaurio	57	6.1%	74	4.9%	70	4.3%	72	6.0%	95	4.6%	224	9.9%
MediAccess	155	16.8%	118	7.9%	111	6.8%	99	8.1%	174	8.4%	196	8.7%
Dentegra	94	10.1%	120	8.0%	138	8.4%	145	12.0%	175	8.5%	178	7.9%

Information sources

- AMIS. *Asociación Mexicana de Instituciones de Seguros, A.C.*; www.amis.com.mx (information consulted on February 29th, 2024)
- INEGI. *Instituto Nacional de Estadística y Geografía*; www.inegi.org.mx

If you wish to refer to another source, you may visit the Mexican Insurance Companies' Regulator (National Insurance and Bonding Commission) web page: www.cnsf.gob.mx
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About Qualitas

Qualitas Controladora (Q) the company with the largest market share in the auto insurance industry in Mexico and has presence in the United States, Peru, Costa Rica and El Salvador. Its unique business model, based on excellence service and a strict cost control policy, has allowed it to offer a first quality service under the largest coverage network in the country. Qualitas is listed on the Mexican Stock Exchange under the symbol "Q" (Bloomberg: Q *: MM)

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A stylized, teal-colored letter 'Q' is centered on a diagonal band that runs from the top-left to the bottom-right. The band has a gradient from dark teal at the top to light teal at the bottom. The background is a light gray with a repeating pattern of faint, light gray hexagons. The 'Q' is a bold, sans-serif font with a slight shadow effect.