



Who is Friends First International?

Friends First International was created in 1999, to leverage our core competencies and provide Outsourcing Services to third party Financial Service Companies.

With clients in Spain, Italy and Germany, Friends First International now provides a comprehensive range of policy administration and management services from new business processing right through to claims settlement through a totally integrated and generic process. This service is customised to meet the specific needs of each client.

The division also provides a full range of services including the provision and management of highly sophisticated and functionally rich IT Systems, as well as dedicated Financial and Accounting services. All support both regular & single Premium Unit Linked and Index Linked Products, which are currently distributed throughout Italy, Spain and Germany through a diverse range of distribution networks.

In an international context, Friends First Group is a subsidiary of Eureka BV, Eureka B.V. is a privately-owned financial services Group whose core businesses are primarily insurance and asset management with operations in 9 European countries. Through its membership of Eureka, Friends First is in an ideal position to leverage opportunities for its customers.

Why Consider Outsourcing?

- Availability of Expertise - skills/resources
- Cost management - cost reduction/certainty of costs
- Better use of Capital
- Concentrate on Core Competencies
- Time to Market accelerated

Why Friends First International?

Friends First International provides a full range of Customer Services, Accounting, Information Technology Development and System Maintenance to International Life Companies, supporting both unit linked and index linked single & regular premium Life products.



Our Core Competencies:

- Service delivery capabilities
- Expert knowledge infrastructure
- Tailor-made solutions/business process
- Assured quality
- Financial & regulatory reporting expertise
- Expert project management

Why Choose Ireland

Ireland is an attractive venue for International Companies to do business as the market offers a highly skilled workforce with strong experience in underwriting and supporting unit-linked life products. A progressive Regulatory System and the competitive rate of Corporation Tax make Ireland one of the most competitive locations for companies looking for a pan European solution.

Ireland is one of the locations of choice for International Life Companies with over 40 individual Life Companies now operating.

Services Provided by Friends First International:

Policy Servicing & Management

- New Business Processing
- Customer Enquiries
- Policy Servicing
- Premium Collection/Billing
- Claims Handling
- Document Production & Management

service
partnership

IT Systems & Services

- Technical Infrastructure
- IT Development & Support
- Supports Multi-channel
- Documentation Handling
- Accounting (GL Systems)
- MIS

quality

Accounting & Related Services

- Management Accounting
- Financial Reporting
- Statutory Reporting
- Unit Pricing
- Investment Accounting
- Provision of Actuarial Data

outsourcing

innovation

Consultancy Services

- Product Pricing & Design
- Marketing & Sales Support
- Actuarial Support
- Asset Management
- IT Development
- Project Management

What Our Customers Think:

“ Our Group has been actively working with Friends First International now for three years. In that time we have developed very good working relationships at various levels such that we operate very much as **a partnership**. Our dealings are conducted in an **open and transparent** way, and our goals and targets which are always very stretching require Friends First International to align behind us which they always do.

In our experience the output of Friends First International is **professional, of high quality and on time**. We have benefited from their technical knowledge and skills in the area of unit-linked savings and investment products as we expand our Irish life assurance operations on a pan-European basis. — ”

Mediolanum International Life Ltd.



Contact us:

To find out more about our range of services please contact **Shane Quinn**:

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service