

Mutualist commitments taken by ROAM's mutuals insurance companies



Mutual insurance companies (MIC) were created by their founding members with the exclusive goal of obtaining for themselves and the future members policy-holders insurance guarantees and services in line with their demands at the lowest cost.

Fully in step with their values of corporate social responsibility, solidarity and proximity that underpin their history and aligned with contemporary society's sustainable development, mutual insurance companies have taken the following commitments vis-a-vis their member policy-holders, their employees and among themselves:

- 1 To ensure that **democratic governance** is pursued by the members policy-holders elected by their peers according to the one man one vote principle.
- 2 To mutualize risks into homogenous groups that guarantee the **greatest possible fairness among the member policy-holders**.
- 3 To provide efficient management with **a long-term vision** in order to secure a level of profitability that guarantees their solvency and that of their member policy-holders.
- 4 To ensure independence and to finance their growth sought by all the members policy-holders, **via a proper management of own funds**.
- 5 To guarantee to all the member policy-holders, regardless of the distribution channel used, directly or through an intermediary, the **best security at the lowest cost**, in an environment free of conflict between return on capital and product performance and in which the consumer/member is at the heart of governance.
- 6 **To develop and promote values of professional competence, loyalty, sincerity and respect** in relations with members policy-holders and employees, and manage according to those principles.
- 7 To initiate and promote at national, European and international levels an approach to discussions on societal risks, based on human values and on long-term vision, in accordance with their goals of **sustainable protection of persons** and property.
- 8 To introduce and defend the mutualist model, whose efficiency and longevity have been recognised in a competitive market economy and defend its operating principles within the insurance industry, as **an operating model fully in step with today's society and economy's issues and values**.