



2015 ANNUAL REPORT



[GRI G4 CONTENT INDEX]

FOR 120 YEARS LIFE HAS BEEN UNPREDICTABLE
AND, BELIEVE IT, IT'S PRETTY GOOD!


SulAmérica
120 anos

GRI G4 CONTENT INDEX



Legendas:

-  Global Compact – Communication on Progress 2015.
-  Principles for Sustainable Insurance (PSI) – Disclosures 2015.

Strategy and Analysis

G4	GRI	Response		
G4-1	Message from the CEO	Message from Management. Click here.	Message from the CEO	
G4-2	Description of the key impacts, risks and opportunities	Message from Management. Click here.	-	
G4-3	Name of the organization	SulAmérica Seguros, Previdência, Investimentos e Capitalização (brand name) Sul América S.A. (legal name)	-	-
G4-4	Primary brands, products and/or services	To learn more about our products and services, access SulAmérica's website and click on the menus Para você (For You) or Para Empresa (For Businesses) (Only in Portuguese).	-	-
G4-5	Location of the organization's headquarters	Rua Beatriz Larragoiti Lucas, 121 Cidade Nova – Rio de Janeiro, Brazil	-	-
G4-6	Countries where the organization operates and where it has significant operations	The Company operates only in Brazil.	-	-
G4-7	Nature of ownership and legal form	Publicly traded joint-stock company.	-	-
G4-8	Markets served	SulAmérica's customers are divided between individuals and companies. In Automobile, Property & Casualty, Savings Bonds, Life and Pension, most of the customers are individuals, while in Health, Dental and Asset Management customers are mainly are businesses. SulAmérica operates throughout Brazil.	-	-

Organizational Profile

G4	GRI	Response		
G4-9	Scale of the organization	SulAmérica is a large company, with R\$ 15.7 billion. revenues in 2015 and more than 5,316 employees. SulAmérica is considered smallcap according to the Brazilian capital market classification	-	-
G4-10	Total workforce by employment type, contract, gender and region	Table below	1 and 6	

Employment type		Gender		Region							
		Central West		Northeast		North		Southeast		South	
		F	M	F	M	F	M	F	M	F	M
Executive Management	42.80	0.0	0.0	0.0	1.1	0.0	0.0	5.8	34.8	0.0	1.1
Management	751.0	3.2	5.3	11.6	10.3	2.0	2.0	336.1	358.3	10.5	11.7
Specialist	2,332.8	12.4	29.1	20.6	42.4	10.8	11.4	1,103.2	1,008.3	40.5	54.1
Administrative	1,469.9	23.2	4.6	52.3	15.5	19.4	2.3	912.6	391.1	37.0	11.9
Operational	719.7	0.0	4.7	2.4	4.0	7.2	2.0	553.8	143.8	0.8	1.0
Total	5,316.2	38.8	43.7	86.9	73.3	39.4	17.7	2,911.5	1,936.3	88.8	79.8

From 2014, SulAmérica started to report their HR indicators according to the methodology adopted by the Company, subject to comparison with the insurance market. This methodology considers the annual average number of employees, so the numbers are reported with decimals.

G4-11	Report the percentage of total employees covered by collective bargaining agreements	All employees are covered by the Collective Convention Agreement of Insurance Workers (CCT in Portuguese).	-	-
G4-12	Describe the organization's supply chain	Click here to access the video. (Only in Portuguese)	-	-
G4-13	Significant changes during the reporting period	In 2015, the company opened its Pinheiros office and São Bento office in São Paulo, and closed its Morumbi building, moving its operations to these two new units. To know the main historical facts of the company, access the company's Investor Relations website.	-	-
G4-14	Report whether and how the organization adopts the precautionary principle or approach	The Product Assessment and Revision Procedure (PARP in Portuguese) aims to support the making of decisions about investments in products and partnerships, through several analyses, identifying, assessing, and monitoring risks to offer innovative products and services that add value to the customer and to the company, and which comply with the current corporate sustainability practices. The Product Assessment and Revision Procedure (PARP) was implemented by the area of actuarial controllership as a component of responsible behavior, aiming at tangible gains along time, producing additional encouragement for internal improvements such as transparency, agility and consensual decisions. The process consists of several multidisciplinary analyses, seeking to mitigate the risks of new initiatives or partnerships, contributing to company's good Corporate Governance practices. See Note 5 of the Financial Statements.	-	-
G4-15	Charters, principles or other initiatives developed externally	To learn about the voluntary commitments taken by SulAmérica, access the Investor Relations website.	-	-
G4-16	List the participation in trade associations (for example: industry associations) and domestic or international protection organizations in which the organization actively participates	"SulAmérica participates actively in industry associations and regulation bodies of its target area, contributing to the most relevant discussions that help positioning the industry with regard to standards and good practices. SulAmérica has seats in all Federations of the insurance market and participates in many debate forums about the regulations of its activities. About 110 officers and employees of the company hold management positions in commissions and work groups in Federations and in the National Confederation of General, Private Pension and Life, Supplemental Health and Savings Bonds Insurance Companies (CNSeg in Portuguese), in addition to unions and other bodies that represent the industry. These positions, together with the work of professionals to dedicated to regulation affairs and government relations – National Agency of Complementary Health (ANS in Portuguese), Central Bank of Brazil (Bacen in Portuguese), Brazilian Securities and Exchange Commission (CVM in Portuguese), and Private Insurance Superintendence (Susep in Portuguese) – permit to SulAmérica foresee changes and to organize itself in advance to address new requirements, as well as to contribute to the enhancement of the industry's regulations. As part of its strategy of always taking domestic and international good practices to the insurance market, SulAmérica has a representative in CNSeg's Sustainability Commission."	-	-

G4-17	List all of the companies included in the consolidated financial statements or similar documents of the organization	Sul América S.A, Sul América Companhia Nacional de Seguros, Saepar Serviços e Participações S.A, Sul América Saúde Companhia de Seguros, Sul América Seguros de Pessoas e Previdência S.A., Sul América Companhia de Seguro Saúde, Sul América Companhia de Seguros Gerais, Sul América Investimentos Distribuidora de Títulos e Valores Mobiliários S.A., Cival Reinsurance Company Ltd., Sul América Santa Cruz Participações S.A., Sul América Serviços de Saúde S.A., Sul América Odontológico S.A., Sul América Capitalização S.A. – SULACAP, Sul América Investimentos Gestora de Recursos S.A, and Fundos de Investimentos Exclusivos. Sul América Companhia de Seguros Gerais (SASG) is no longer part of the corporate structure of Sul América S.A. (SASA), but the results obtained by SASG until the conclusion of the deal with Axa Corporate Solutions Brasil e América Latina Resseguros S.A. are part of SASA's Consolidated Financial Statements.	-	-
G4-18	Process for defining report content and boundaries	Sul América's 2015 Annual Report presents the main results of its operations, initiatives and changes of the year for all of the company's business lines, encompassing all its units.	-	-
G4-19	List all of the identified relevant aspects in the definition of the content of the reporting process	This information may be found on the webpage Stakeholders and Materiality in the company's Investor Relations website.	-	-
G4-20	Statement about any specific limitations on the scope or report boundaries	In some cases, socioenvironmental information encompass only some units, due to the lack of indicators or impossibility of monitoring. In these cases, explanatory notes were included in the tables, charts and texts.	-	-
G4-21	For each issue report your boundary outside the organization	To know the relevant themes identified by the company, access its Investor Relations website.	-	-
G4-22	Restatements of information provided in earlier reports	In 2015, the data whose calculation methodology changed bring an Explanatory Note about the nature of the change.	-	-
G4-23	Significant changes in scope, boundary, or measurement methods applied in the report	All significant changes in measurement methods in relation to 2015 are reported in the text, spreadsheet or chart which the change refers to.	-	-

Stakeholder Engagement

G4	GRI	Response		
G4-24	List of stakeholder groups engaged by the organization	The information regarding these indicators is available at the webpage Stakeholders and Materiality in the company's Investor Relations website.	-	-
G4-25	Basis for identification and selection of stakeholders with whom to engage		-	-
G4-26	Approaches to stakeholder engagement		-	-
G4-27	Key topics and concerns raised through stakeholder engagement		-	-



Report Profile

G4	GRI	Response		
G4-28	Reporting period for information provided	Jan/1/2015 to Dec/31/2015	-	-
G4-29	Date of most recent previous report	Mar/31/15	-	-
G4-30	Date of most recent previous report	Annual	-	-
G4-31	Contact point for questions regarding the report or its contents	Institutional Website Investor Relations Website For other information ri@sulamerica.com.br	-	-
G4-32	Table showing the location of information in the report	SulAmérica prepares this Annual Report in accordance with the "Core" option, reporting the impacts of its economic, environmental, social, and governance performances. This document, GRI CONTENT INDEX, contains information about the indicators or directs to the company's websites that have the answers.	-	IV
G4-33	Policy and current practice with regard to seeking external assurance for the report	SulAmérica's management was responsible for preparing and presenting the information included in this Annual Report, covering the period from January 01 2015 to December 31 2015. Since 2008, this report is prepared according to the criteria, assumptions and methodology of the Global Reporting Initiative (GRI). In 2013, the company started to use version GRI G4 (version 4.0, "Core" reporting option). Since 2011, SulAmérica has adopted external verification of its annual reports.	-	-
G4-34	Governance structure of the organization, including committees of the highest governance body	The governance structure and composition of the Board's advisory committees .	-	I
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	The Company's Board of Directors is a collective body that has competence to set strategic guidelines for the company and to guide its businesses. In the process of guiding its management, the Board analyses different dimensions, including (i) the company's economic sustainability guidelines that assure its sustainability in time, and (ii) social guidelines that promote the development of society, contributing, at the same time, to expand consumer markets for the company's products and services and financial education of its customers. Such guidelines are implemented by the management of the company and key people in its administration, bound to these objectives through management contracts that define objective targets that translate the orientations of the Board into actions.	-	-
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	-	-
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body	The Board of Directors has a direct communication channel – Speak with the Board. In addition to this, the Sustainability Committee, through the Corporate Sustainability Superintendence, compiles the information collected by the several communication and relationship channels of the Company and in the many interactions with strategic stakeholders, to present the most relevant themes to the Board.	-	-

G4-38	<p>Report the composition of the governance body and its committees by:</p> <ul style="list-style-type: none"> - Executive or non-executive duty - Independence - Terms of office of the governance body members - Number of other important duties and commitments of each individual, as well as their nature commitments (for example: seat in other boards, committees, commissions, working groups, etc) - Gender - Other minority group membership - Competences related to economic, environmental and social impacts - Participation of stakeholders 	The composition of the Board of Directors and its advisory committees may be found in the IR website.	-	-
G4-39	Chair of the highest governance body	Patrick Antonio Claude de Larragoiti Lucas is the chairman of SulAmérica's Board of Directors; he also holds positions in the Governance and Communication, Investment, and Remuneration committees.	-	-
G4-40	Describe the nomination and selection processes for the highest governance body and its committees	This information is available at IR website on the page Administration.	-	1
G4-41	Processes to ensure conflicts of interests are avoided.	<p>"SulAmérica has a "Policy for Transactions with Related Parties and Other Situations Involving Conflicts of Interest" which sets the procedures to be observed by the associates, administrators, and controllers of the Company and its subsidiaries, whenever there is a potential conflict of interest in the operations conducted between such parties, in compliance with the best practices of Corporate Governance and favoring the interests of the Company. This policy establishes that the operations entered by the company with related parties must observe market conditions, with the objective of assuring its strictly commutative character. Moreover, the policy determines that, in there being interests conflicting with the company's interests, with regard to certain matter(s) to be decided in a collective meeting, the shareholder or member of management must manifest, in due time, their conflict of interest or private interest, declaring their impediment to participate in the discussions and decisions about the affair. In case they do not do that, another party present at the meeting may manifest the existing conflict, which will be decided by majority of votes of those present in such meeting. The aforementioned policy forbids the following transactions with related parties of the company: (i) those conducted in conditions diverging with the market so that they hurt the interests of the company; and (ii) granting of loans to its controller, administrators, and other related parties defined in item 2 of the "Policy for Transactions with Related Parties and Other Situations Involving Conflicts of Interest". In the terms of the company's Code of Ethics, the participation of administrators and employees in businesses of private or personal nature that interfere or conflict with the interests of the company or that lead to the use of confidential information obtained in the performance of the position or role that they hold in the company is also forbidden. To see the Policy, access the IR website, in the section Policies and Bylaws.</p>	10	1
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	Once the Board decides to start a revision cycle for the company's long-term strategies, the Management should formulate a justified proposal for the revision of the company's values, mission and vision, aligned with the strategic assumptions defined by the Board. The Board, in turn, discusses and approves the proposal, guiding the Management in its execution.	-	-
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	The Board has a continuing education program that assures constant knowledge recycling of board members in relation to the market and to the company's businesses, as well as the improvement and deepening of their knowledge about the competences necessary for the performance of their roles. In 2015, board members participated in more than 45 individual meetings with members of the management, in addition to having participated in debates promoted by the chairman of the Board.	-	-



G4-44	Processes for evaluation of the governance body's performance	The assessment process of the Board of Directors is available on the IR webpage, in the section Administration.	-	-
G4-45	Senior management's role in the identification and management of economic, environmental and social impacts, risks, and opportunities	The risk identification process includes interviews with the main business leaders to identify the risks that may affect in a relevant way the company's results in the short and long term. The list of the risks identified is validated collectively by senior management.	-	-
G4-46	Senior management's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Financial Statements – Note 5 (Risk Management), pages 39 to 46.	-	-
G4-47	Frequency of the senior management's review of economic, environmental and social impacts, risks, and opportunities	According to the Bylaws of SulAmérica's Board of Directors, every year the Board will receive a report from the area of Corporate Risk Management, indicating the main risks they identified, mitigation actions, prevention recommendations, and possible improvements in the structure of the company's Corporate Risk Management. In addition to this, all meetings of the Sustainability Committee are reported to the Board of Directors, highlighting the main issues and discussions.	-	-
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered	Sustainability Committee and Executive Committee	-	-
G4-49	Report the process for communicating critical concerns to the highest governance body	SulAmérica has a solid Corporate Governance structure that assures the information flow between the company's Management and the Board of Directors. This structure comprehends the areas of Internal Control, Auditing, and Corporate Risk Management, responsible for monitoring, adopting mitigation measures, recommending improvements, and reporting to the Board in order to assure an adequate flow of information.	-	-
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Compliance reports of noncompliant conducts to the Executive Committee through the Internal Control Report and Ethics Committee. These conducts are reported in item G4-S011.	-	-

Report Profile

G4	GRI	Response		
G4-51	Relation between the remuneration and performance of the organization (including social and environmental)	The Compensation Policy defines the remuneration criteria for the company's senior governance level and officers. The assessment of officers is done through Management Contracts that include 360° assessment and the comparison of performance against quantitative targets defined in the beginning of each year.	-	-
G4-52	Describe the process for determining remuneration	As set forth in the applicable law, the company's Management proposes annually to the Shareholders' Meeting a global remuneration amount. Therefore, the final definition belongs to the company's shareholders. When votes contrary to this matter or abstentions are identified, the company seeks to find the reasons of such votes and to offer explanations that provide a better understanding of the remuneration metrics adopted by the company. Additionally, the company has a Remuneration Policy. For the remuneration of associates, SulAmérica participates in union negotiations to define the Collective Convention Agreement of Insurance Workers (CCT in Portuguese) taking as evidence market salary researches and results of climate and engagement surveys with employees.	-	-



G4-53	Analysis by stakeholders of the remuneration determining process	As set forth in the applicable law, the company's Management proposes annually to the Shareholders' Meeting a global remuneration amount. Therefore, the final definition belongs to the company's shareholders. When votes contrary to this matter or abstentions are identified, the company seeks to find the reasons of such votes and to offer explanations that provide a better understanding of the remuneration metrics adopted by the company. Additionally, the company has a Remuneration Policy. For the remuneration of associates, SulAmérica participates in union negotiations to define the Collective Convention Agreement of Insurance Workers (CCT in Portuguese) taking as evidence market salary researches and results of climate and engagement surveys with employees.	-	-
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	The ratio between the annual remuneration of the best-paid person in SulAmérica is 8.7 times greater than the average annual remuneration of all employees.	-	-
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	The ratio between the percentage increase of the total annual remuneration of the best-paid person in the organization and the percentage increase of the average annual remuneration of all employees (excluding the best-paid) is 44.4%.	-	-

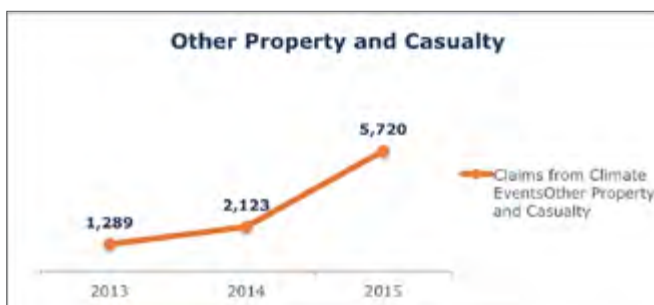
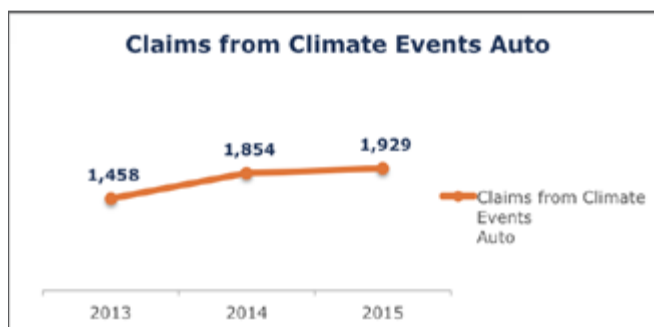
Governance

G4	GRI	Response		
G4-56	Statements of mission and values, codes of conduct and relevant principles	<p>Mission, Vision and Values Code of Ethical Conduct</p> <p>The Legal Compliance Program defines the basis for the organization to comply with the Brazilian laws and regulations, in addition to all internal policies and procedures necessary for the continuity and growth of its activities. It also defines how compliance activities are structured, the role of the area of Compliance, in addition to each employee's responsibility to conform or comply with the rules of the insurance market. The Program complies (and should be read together) with the Brazilian laws and regulations applicable to SulAmérica, its Code of Ethics, in addition to its internal policies and procedures, including the Money Laundering Prevention Program.</p>	7 e 10	I
G4-57	Mechanisms for seeking advice on ethical and lawful behavior	<p>SulAmérica counts on several internal and external mechanisms to address ethical and legal issues, in addition to law firms that provide legal consulting services when necessary.</p> <p>Internal Mechanisms:</p> <p>Compliance Listening to You – Communication channel available at the Employee Portal, which permits to any SulAmérica hierarchical level to report any possible breach of the guidelines of the Code of Ethical Conduct that will be addressed by the Ethics Committee.</p> <p>Ethics Committee – It is a collective forum, responsible for analyzing reports of violations to the Codes of Ethical Conduct and Compliance. It is formed by the heads of VICRI – Control and Investor Relations Vice-Presidency, DICAH – Human Capital Management, and GECPI – Compliance Manager. The main responsibilities of this committee are:</p> <ul style="list-style-type: none"> - Analyzing any report sent, with powers to determine the course of verifications, references or any other resolution, depending on the circumstances; - Sending to Internal Auditing the cases that need investigation; - Assuming the judgment of the most severe cases of violation and applying the due sanctions against these violations. <p>External Mechanism:</p> <ul style="list-style-type: none"> - E-mail legalcompliance@sulamerica.com.br, available at the institutional website with access to the public and inclusion of a clause in contracts with partners about compliance with the Code of Ethical Conduct. 	-	-

G4-58	Mechanisms for reporting concerns about unethical or unlawful behavior	<p>SulAmérica has several mechanisms for customers, providers, commercial partners and associates to report ethical and legal issues:</p> <p>Compliance Listening to You: Communication channel available on the intranet, which permits to any employee or officer of the company to report behaviors possibly violating the guidelines of the Code of Ethical Conduct. These accusations will be reviewed and investigated by the area of Compliance and addressed by the Ethics Committee.</p> <p>Relationship channels: any stakeholder can use the several relationship channels of the company to report unethical issues or those not complying with the law.</p>	-	-
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Economic Performance (DMA-EC): As it is a publicly traded company in the segment of financial services, SulAmérica prioritizes conducting businesses that provide profit to its shareholders, associates, brokers, and partners. The commitment with the best results includes the expansion of its market presence and service capacity, with new branches, C.A.S.A.s, processes and tools that expedite operations, everything to facilitate the access of customers and the engagement of brokers and service providers all over the country. The indirect economic impacts of these actions include the creation of jobs, contracts with partners, and the development of local economies. The performance assessment mechanisms (see description in indicator G4-LA11) used for its officers, employees and salespeople have indicators and targets related to the company's financial results. In 2014, all the targets related to financial results were achieved.

G4	GRI	Response		
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other investments, retained profits and payment to capital providers and governments	For more information, access the webpage Private Social Investment (Only in Portuguese), in the company's corporate website. See also the Financial Statements .	-	-
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Extreme climate events, possibly resulting from the climate change, have been affecting the insurance industry in a different way in each segment. The impact of extreme climate events in SulAmérica's member portfolio has been perceived by Property & Casualty insurance, amounting to R\$10,472,007.42 indemnity payments, 31% greater than the year before. In Automobile, the percentage of these claims reached more than R\$23 million, a 31% increase in relation to the year before. There were no claims of this nature in the Life portfolio in 2015. In the Health portfolio it is not possible to identify claims resulting from extreme climate events because members receive care according to ICD codes, defining the disease but not its cause.	7 and 8	1



G4-EC9	Proportion of spending on locally based suppliers in important operating units	<p>SulAmérica provides services to its members through its preferred service providers and selects them through criteria like the scope of the structure available, technical capacity, 24-hour customer relationship center, cost and quality of services according to the needs of each business segment.</p> <p>To hire local suppliers, the area of Supplies considers cost, location, product quality, and delivery capacity, except for products with specific technical features. About 98% of our contracts are local, that is, they are based in the states where products or services are delivered.</p>	-	-
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Environmental Performance (DMA-EN): The environmental aspect has not been identified as a material theme in the design of the company's materiality. However, SulAmérica understands it has a role to play in mitigating impacts and disseminating good practices through its Sustainability Superintendence, and has been promoting internally the awareness of all areas in the application of practices that mitigate the environmental impacts generated by the company. In addition to disseminating environmental management concepts in its main communication channels, it promotes actions for the saving and rational use of electric power, water, and office supplies, mainly paper, for a better environmental performance. To guarantee continuing improvement, it started developing an Environmental Management Program and a Climate Change Policy in 2014, expected to be complete by 2015.

G4	GRI	Response		
G4-EN1	Materials used by weight or volume	The main material used in SulAmérica's operations is paper, used chiefly in the offices of its several units. In 2015, 11,952,258 sheets were printed, totaling 54 tons of paper, a 14% reduction in relation to the year before. The other material the company uses is the publication of fliers and booklets that totaled 2.7 million items published in in 2014.	8	-
G4-EN3	Energy consumption within the organization		8	-
G4-EN4	Energy consumption outside the organization	This information is available at the Environmental Management (Only in Portuguese) webpage in the company's corporate website.	8	-
G4-EN6	Reduction of energy consumption		7, 8 and 9	I
G4-EN7	Reductions in energy consumption related to products and services	There are no initiatives or agreements with service providers that offer low energy-consumption products and services.	7, 8 and 9	I
G4-EN8	Total water supply by source		8	-
G4-EN10	Percentage and total volume of water recycled and reused		7, 8 and 9	I
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)		8	-
G4-EN16	Indirect greenhouse gas (GHG) emissions of energy acquisition (Scope 2)	This information is available at the Environmental Management (Only in Portuguese) webpage in the company's corporate website.	8	-
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)		8	-
G4-EN19	Reduction of greenhouse gas (GHG) emissions		7, 8 and 9	I
G4-EN23	Total weight of waste, by type and disposal method		8	-
G4-EN27	Total weight of waste, by type and disposal method	This information is available at the webpage Responsibility in Value Chain in the company's corporate website.	7, 8 and 9	I

G4-EN32	Percentage of new suppliers that were screened using environmental criteria	To make sure its suppliers share the same sustainability commitments as SulAmérica, all new contracts have a Sustainability and Socioenvironmental Responsibility clause, but no supplier has been contracted based only on environmental criteria alone. In the AUTO segment, 96% of the repair shops have a Sustainability and Socioenvironmental Responsibility clause in their contracts. All providers of 24h Assistance - Tows and Mechanics have that clause in their contracts.	-	-
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	SulAmérica, due to the nature of the services it provides, and because it operates in the main urban centers, does not cause significant environmental impacts in its supply chain. To contract its suppliers, SulAmérica conducts an assessment that does not include environmental impacts.	-	-
G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	To contract its suppliers, SulAmérica conducts an assessment favoring repair shops and 24-hour assistance providers that have an effective process to dispose materials. Being certified with a green seal is considered a differential for towing companies (use of biodiesel). In 2015, SulAmérica did not receive any complaints regarding environmental impacts.	-	-

Labor Practices and Decent Work (DMA-LA): the development of the Human Capital is one of Sulmérica's strategic sustainability themes and encompasses all initiatives related labor practices and development of associates and business partners of the company. As to labor practices, SulAmérica follows the legislation of the country with regard to employment, occupational health and safety. The freedom of association with unions is respected and the collective bargaining agreements (CCT in Portuguese), which define salary conditions and benefits, are extended to all associates. In addition to this, it follows the benefits practiced by the market, promotes trainings and prioritizes technical attributes with regard to diversity in employee hiring processes. All managers and officers are assessed based on indicators related to labor practices and development. Measurement is performed annually through an Engagement Survey. To know all the practices and results related to people management, visit the webpage [Development of Human Capital](#) (Only in Portuguese) in the company's corporate website.

G4	GRI	Response		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Table below.	6	-

	Age Group								
	2015			2014			2013		
	New hires	Terminations	Turnover	New hires	Terminations	Turnover	New hires	Terminations	Turnover
25 years old or younger	386	127	4.83%	295	123	4.19%	386	167	5.47%
from 26 to 35 years old	546	377	8.68%	509	418	9.29%	445	413	8.49%
from 36 to 45 years old	228	216	4.18%	179	203	3.83%	178	240	4.14%
from 46 to 55 years old	53	87	1.32%	46	85	1.31%	47	85	1.31%
from 56 to 65 years old	2	28	0.28%	2	25	0.27%	8	24	0.32%
65 years old or older	0	4	0.04%	0	2	0.02%	0	2	0.02%
Total	1,215	839	19.32%	1,031	856	18.90%	1,064	931	19.74%
	Region								
	2015			2014			2013		
	New hires	Terminations	Turnover	New hires	Terminations	Turnover	New hires	Terminations	Turnover
Central West	15	12	0.25%	18	18	0.36%	16	16	0.32%
Northeast	11	18	0.27%	23	29	0.52%	17	26	0.43%
North	9	6	0.14%	23	21	0.44%	12	24	0.36%
Southeast	1,149	765	18.00%	938	754	16.95%	1,003	843	18.27%
South	31	38	0.65%	29	34	0.63%	16	22	0.38%
Total	1,215	839	19.32%	1,031	856	18.90%	1,064	931	19.74%

	Gender								
	2015			2014			2013		
	New hires	Terminations	Turnover	New hires	Terminations	Turnover	New hires	Terminations	Turnover
Male	390	339	6.86%	690	498	11.90%	421	368	7.81%
Female	825	500	12.46%	341	358	7.00%	643	563	11.93%
Total	1,215	839	19.32%	1,031	856	18.90%	1,064	931	19.74%

(1) From 2014 the calculation has been using the methodology reported to the insurance market, considering the following formula (average of employees hired + average number of employees laid off / 2) / annual average number of employees. Considering all Call Center employees, excluding trainees and executives. G4-23

G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time ones, broken down by major operating units of the organization	"The benefits offered by SulAmérica are available at the section Faça parte do Time (Be Part of the Team) in the company's corporate website. The benefits Health Plan, Dental Insurance, PrevSas, Funeral Aid, day-care & nanny, and meal vouchers are NOT offered to temporary workers.	-	-
G4-LA3	Return to work and retention rates after parental leave, by gender	In 2015, 114 employees went on maternity leaves. Of those, 100% came back after the end of the leave. In 2014, 120 employees went on maternity leaves and 102 continued to work after the 12 subsequent months. The retention rate was 85%. As to paternity leave, 87 people were granted it, and 85 came back after the end of the leave. In 2014, 85 employees went on paternity leaves and 76 continued to work after the 12 subsequent months. The retention rate was 89%. Paternity leaves are controlled through the inclusion of dependents in the father's Health Plan.	1, 2 and 6	1
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Collective negotiations do not include a clause specifying the minimal time to inform associates about operational changes, like changes in address. The Company adopts, however, the practice of warning in advance all those involved in the moving, and assisted placement to the associates of managerial level who choose not to move. The Company has a transfer policy for managerial level employees with a package of benefits. One example of this practice was the moving of São Paulo's offices from the district of Morumbi to a new building in the district of Pinheiros. The moving took place between October and November 2015 and all employees were warned in the second half of 2013. In addition to this, a hot site to monitor the progress of the construction and moving plans was created so that all of the company's employees could follow up and get used to the new address.	3	-
G4-LA6	Types and rates of injuries, occupational diseases, lost work days, absence and number of work-related deaths, broken-down by region and gender	"To comply with the Brazilian labor law, SulAmérica promotes an Internal Accident Prevention Week (SIPAT in Portuguese), courses for the members of the Internal Accident Prevention Commission (CIPA in Portuguese), first aid training, and a voluntary fire-fighting brigade to look after the occupational health and safety of its associates.	-	-

		Rate of injuries (TL)		Rate of Lost Work Days (TDP)		Rate of Absence (TA)	
		With Call Center	Without Call Center	With Call Center	Without Call Center	With Call Center	Without Call Center
Region	Central West	0.00	0.00	0.00	0.00	0.00	0.00
	Northeast	0.00	0.65	0.00	1,079.68	0.01	0.01
	North	0.00	0.00	0.00	438.03	0.00	0.00
	Southeast	1.59	0.22	1.59	952.69	0.26	0.23
	South	0.00	0.00	0.00	889.47	0.00	0.00
Gender	Female	1.63	0.19	3,086.04	1,160.71	0.20	0.17
	Male	1.44	0.25	1,532.85	631.85	0.08	0.07
		2014	2015	Ratio			
	Number of accidents	8	20	150.0%			
	Hours of leave	21,238.25	16,622.00	-21.7%			
	RSI cases	12	1	-91.7%			
	Work-related deaths	0.00	0.00	0.00%			

G4	GRI	Response		
G4-LA9	Average hours of training per year per employee by gender and by employee category	Information on trainings is available at the webpage Human Capital Development (Only in Portuguese) in the company's corporate website.	-	I
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	"Every year, SulAmérica assesses the performance of its associates, considering performance in relation to the targets and their progress in skills and competences. In 2015, 79.75% of the associates were assessed by the Performance and Development Management system (GPD). Commercial teams (7.5%) are assessed by the Special Sales Remuneration Program (ReX), which offers bonuses linked to the exceeding sales targets. The performance of an employee on a target is measured quarterly and remuneration is paid every six months, according to compliance with the program terms. The assessment of officers is conducted based on their Management Contract, which includes a 360° assessment and a comparison of their performance against quantitative targets defined at the beginning of each year.	-	-

	Performance review		
	F	M	Total
Managerial	416	294	710
Technical/Operational	2,378	1,497	3,875
Sales	226	144	370
Total	3,020	1,935	4,955

G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group and other indicators of diversity	The composition of governance bodies may be found in the Company's Investor Relations website.	1 and 6	I
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Degree	Executive Management	Management	Specialist	Administrative	Operational
Middle school diploma	0.00%	0.00%	47.00%	15.00%	38.00%
Less than middle school diploma	0.00%	0.00%	0.00%	65.00%	35.00%
High school diploma	0.00%	4.00%	33.00%	33.00%	30.00%
Less than high school diploma	0.00%	4.00%	40.00%	37.00%	19.00%
MBA	5.00%	55.00%	31.00%	9.00%	0.00%
MBA - to be completed	0.00%	38.00%	30.00%	32.00%	0.00%
Master's degree	0.00%	45.00%	55.00%	0.00%	0.00%
Post-graduation degree	0.00%	37.00%	50.00%	11.00%	2.00%
Elementary school diploma	0.00%	50.00%	0.00%	0.00%	50.00%
Less than elementary school diploma	0.00%	0.00%	100.00%	0.00%	0.00%
College diploma	2.00%	22.00%	49.00%	21.00%	6.00%
Less than college diploma	0.00%	8.00%	48.00%	34.00%	10.00%

Race	Executive Management	Management	Specialist	Administrative	Operational
Yellow	2.00%	12.00%	42.00%	31.00%	13.00%
White	1.00%	17.00%	48.00%	25.00%	9.00%
Indigenous	0.00%	0.00%	100.00%	0.00%	0.00%
Black	0.00%	2.00%	30.00%	34.00%	34.00%
Mulatto	0.00%	8.00%	37.00%	33.00%	22.00%


Age Group	Executive Management	Management	Specialist	Administrative	Operational
25 years old or younger	0.00%	0.00%	33.00%	36.00%	31.00%
from 26 to 35 years old	0.00%	7.00%	49.00%	31.00%	13.00%
from 36 to 45 years old	1.00%	24.00%	43.00%	23.00%	9.00%
from 46 to 55 years old	2.00%	24.00%	42.00%	24.00%	8.00%
from 56 to 65 years old	7.00%	22.00%	41.00%	18.00%	12.00%
65 years old or older	19.00%	22.00%	11.00%	25.00%	23.00%

G4	GRI	Response		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant location of operations	Table below.	1 e 6	I

2015	Salary (R\$)		Ratio
	Female	Male	
Management	9,489.00	11,916.00	-20.37%
Specialist	4,181.00	4,603.00	-9.17%
Administrative	2,301.00	2,153.00	6.87%
Operational	1,353.00	1,439.00	-5.98%
Total	17,324.00	20,111.00	-13.86%



G4	GRI	Response		
G4-LA14	Percentage of new suppliers that were screened based on criteria related to labor practices	<p>According to the maintenance rules of SulAmérica's Supplier Directory, every supplier must be assessed and analyzed according to labor practices to be approved and released for negotiations. In addition to this, the Sustainability and Socioenvironmental Responsibility clause, part of most of the company's contracts, includes criteria for not accepting slave-like labor or child labor.</p> <p>In the area of Automobile, all preferred providers (contracted) in repair shops, 24-hour assistance, and windows have specific clauses to mitigate labor risks.</p> <p>In the segments of Health and Dental, a Sustainability and Socioenvironmental Responsibility clause will be included in 100% of the contracts with the Preferred Healthcare Network. This action will be implemented by 31/Dec/2015, together with other clauses that will be included, as mandated by ANS Law 13,003.</p>	-	II
G4-LA15	Significant actual and potential negative impacts on labor practices in the supply chain and actions taken	The main impact regarding labor practices in SulAmérica's supplier chain is failure to comply with the CLT (Brazilian Consolidated Employment Law), because the worker's record was not signed or because taxes and social charges were not paid. To mitigate these risks, 100% of SulAmérica's contracts, whenever possible to use the standard template, have a labor clause, to make sure service providers and suppliers meet the Brazilian labor law, and present documents as evidence of their compliance – for example collection forms of labor charges.	-	II
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	In 2015, SulAmérica recorded 224 new labor complaints, 78 complaints were from former employees and 146 were filed by third parties. Of these 224 suits, 61 have already been settled. Also in 2015, 179 complaints filed in the period before December 31 2014 were settled. Total settlements – 240.	-	I and II

Human Rights (DMA-HR): SulAmérica, through its voluntary commitments, has been adopting practices and developing initiatives that enable better governance in its Value Chain to assure the inclusion of human rights issues in their operations and relations. In addition to this, the **Code of Ethical Conduct** makes clear the way everyone in the company must behave with regard to fighting corruption and money laundering, discrimination, child labor, and slave-like labor. This code is extended to all suppliers and services providers through a contract clause.

G4	GRI	Response		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	This information is available at the webpage Responsibility in the Value Chain at the company's corporate website.	1, 2, 4, 5 and 6	I and II
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	In 2015, 43 employees engaged in human rights e-learning, corresponding to 86 hours of training. Since the launch of the course in 2011, 556 employees completed the course, totaling 1,112 hours of training.	1, 2, 3, 4, 5 and 6	I
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	In 2015, no cases of violation of collective negotiation and freedom of association rights were recorded in any of the company's units nor in its main service providers.	1 and 3	-
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	In 2013, SulAmérica included in its contracts a Sustainability and Socioenvironmental Responsibility clause, addressing the theme of abolition of child labor. This action was the result of joint work between the areas of relationship with repair shops and auditing. Every 2 years, repair shops are reassessed, and in 2015, no cases of child labor, forced labor or slave-like labor were reported in the network of automobile service providers. This work of reassessing repair shops started in 2014, including onsite verifications by the team of relationship with repair shops, also counting on the help of the regulation team. In the area of procurement, the company has not identified any supplier with reported cases of child labor and forced labor. In 2015, in the Health and Dental segment, a Sustainability and Socioenvironmental Responsibility clause was included in 100% of the contracts with the Preferred Healthcare Network.	1, 2, 4 and 5	I
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	"In the area of procurement, the company has not identified any supplier with reported cases of child labor or forced labor. In 2015, in the Health and Dental segment, a Sustainability and Socioenvironmental Responsibility clause was included in 100% of the contracts with the Preferred Healthcare Network."	-	-
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	In the area of procurement, SulAmérica includes in their contracts a Sustainability and Socioenvironmental Responsibility clause comprehending human rights criteria. In 2015, 100% of the significant contracts had the clause. In the Health and Dental segment, a Sustainability and Socioenvironmental Responsibility clause was included in 100% of the contracts with the Preferred Healthcare Network. This action took place together with other clauses that were included as mandated by ANS Law 13,003. In the AUTO segment, 96% of the repair shops have a Sustainability and Socioenvironmental Responsibility clause in their contracts. All providers of 24h Assistance - Tows and Mechanics have a clause in their contracts.	-	-



G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	The main human rights issue in the supplier chain is failure to comply with the labor practices of CLT (Brazilian Consolidated Employment Law), because the worker's record was not signed or because taxes and social charges were not paid. To mitigate these risks, most of SulAmérica's contracts, have a clause on Socioenvironmental Responsibility, except some significant contracts, to make sure that service providers and suppliers meet the Brazilian labor legislation, and present documents as evidence of their compliance – for example collection forms of labor charges. In 2015, there were no reports of real or potential significant negative impacts in the company's supplier chain.	-	-
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Society (DMA-SO): SulAmérica's products and services by nature benefit and assure the safety and tranquility of its customers. With regard to society, SulAmérica develops several programs and projects of socioenvironmental character, with the objective of contributing to the design of public policies and promoting the engagement and training of people in the community on managing third sector organizations. In addition to this, through its communication outlets, it works for the dissemination of concepts related to sustainability directly for customers, brokers, service providers, and associates. The company also includes in its Code of Ethical Conduct that no financial contributions shall be made to political parties or candidates, as a way to minimize risks of money laundering and corruption.



G4	GRI	Response		
G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	A company that provides financial services, SulAmérica it is not obliged to conduct socioenvironmental impact assessments of its operations or to develop community development plans or programs to mitigate its socioenvironmental impacts. Even so, based on the sustainability strategy and policy developed in 2013, the company developed in 2014 a diagnosis and an action plan to engage several stakeholders that are part of its Value Chain. In addition to this, SulAmérica voluntarily develops actions and sponsors socioenvironmental projects in the communities where it operates. To learn more, access the Sustainability (Only in Portuguese) webpage in the company's corporate website.	1	III
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	All of the company's units undergo an assessment of risks related to corruption, money laundering and other risks mapped as significant and high-impact.	10	I
G4-S04	Communication and training on anti-corruption policies and procedures	This information is available at the webpage Ethics and Transparency (Only in Portuguese) at the company's corporate website.	10	I
G4-S05	Confirmed incidents of corruption and actions taken	In 2015, SulAmérica filed 1,550 reports in groups I and II of SUSEP's Circular Letter 445/12 for the assessment of competent bodies. In addition to this, the company reports to the Control Council of Financial Activities, a government agency dealing with money laundering, any trace of this practice. These negative reports are proposals, transactions or operations liable to be reported, according to the regulations in effect. In 2015, 15 negative reports were filed. In 2015, there was no record of accusations involving corruption and money laundering, closed or in progress, filed against SulAmérica or any of its employees.	10	I
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for breaking laws and regulations	In 2015, there were no significant fines – above R\$1 million – resulting from noncompliance with the law and regulations. The amounts of fines ranged between R\$10,000 and R\$100,000.	-	-
G4-S09	Percentage of new suppliers that were screened using impact on society-related criteria	SulAmérica does not have a selection process reviewing its suppliers and service providers based on impacts on society. Today the only social impact checked in the supplier directory is the research in the list of slave labor in the portal of the NGO reporterBrasil .	-	II

G4-S010	Significant actual and potential negative supply chain impacts on the society and actions taken	"To SulAmérica, slave-like labor, child labor, involvement in corruption, negligence in socioenvironmental issues, and failure to comply with labor rights are considered significant negative impacts. According to the maintenance rules of the Supplier Directory, every supplier goes through a thorough assessment of slave and child labor, involvement in corruption, and environmental negligence."	-	III
G4-S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	In 2015, Compliance communication channels (legal.compliance@sulamerica.com.br, channels Compliance Listening to You and others) received 22 reports that were submitted to the Ethics Committee, which determined actions necessary to address the accusations. Accusations were classified as: 12 reports of inappropriate behavior – Manager; 3 reports of inappropriate behavior – Employee; 7 reports – Other.	-	II

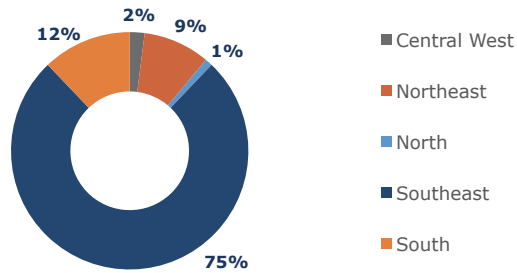
Product Responsibility (DMA-PR): With regard to the products and services it markets, SulAmérica follows the rules defined by the regulation bodies and industry associations, thus meeting aspects related to its responsibility as to customers' health, safety and information secrecy; marketing communications, and compliance with specific rules of the industry and regulation bodies, in addition to other consumer protection entities. To know about the initiatives related the improvement of services provided, visit the webpage **Assistance and Service Quality** (Only in Portuguese) in our corporate website.

G4	GRI	Response		
G4-PR5	Results of customer satisfaction surveys	The results of satisfaction surveys are available at the webpage Assistance and Service Quality , at the company's corporate website.	-	I
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	In 2015, no complaints were recorded regarding customer privacy violations or data losses. SulAmérica is concerned with the private information of customers, and for this reason, it asks its members to enter their member ID number, CPF (taxpayer number) and personal password to have access to information in the company's website.	-	-

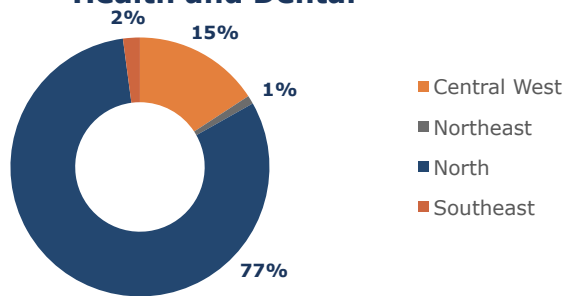
Financial Sector (FS): G4-DMA: Over the past years, SulAmérica has developed initiatives, tools and policies with the objective of improving its practices and addressing environmental, social and governance issues. To develop and launch its products and services, or to define partnerships, SulAmérica follows the rules established in PARP – Procedures for the Assessment and Revision of Products – which has the objective of promoting a set of analyses of feasibility and risk before making a decision. During these analyses, product discrepancies in relation the consumer defense code, standards of the National Agency of Supplemental Health (ANS) and Private Insurance Superintendence (SUSEP) are verified; as well as the likelihood of frauds and money laundering, socioenvironmental aspects, financial, market, operational impacts, and the cost effectiveness of the product. In 2013, the company defined as one of its five strategic themes Financial Education and Conscious Use of Insurance, and 2014, it participated in the first National Week of Financial Education, promoted by CONEF.

G4	GRI	Response		
FS1	Policies with specific environmental and social components applied to business lines	<p>In 2015 the following policies were approved:</p> <ul style="list-style-type: none"> - Investment and Socioenvironmental Risk Policy (SAMI); - Environmental Policy, also defining a position on climate change; - Social Interest Donations and Investment Policy 	1 to 10	I and II
FS2	Procedures for evaluation and classification of environmental and social risks in business lines	<p>The company's risk matrix includes the assessment and classification of some environmental, social and de governance risks (ASG) at corporate and operational levels. As Risk Management is a strategic theme to SulAmérica's businesses, our assessment and classification procedures cannot be disclosed.</p> <p>In all insurance segments, we conduct a risk assessment that customers must fill with the support of the broker in charge. In some segments, we conduct a risk inspection before refusing or accepting it, including findings that may require adaptations and improvements along the life of the contract to enable coverage in case of a claim.</p> <p>In the credentialing of service providers, some ASG risks are considered, according to the risks and impacts identified. The assessment of risks is conducted through a questionnaire that must be filled before they are accepted into the Preferred Network.</p> <p>For further information about Risk Management, refer to FS Note 5. Risk Management, pages 57 to 63.</p>	1 to 10	I and II
FS3	Processes for monitoring the implementation by the compliance with environmental and social requirements included in agreements or transactions customer	<p>In 2015 or in recent previous years, SulAmérica did not include any environmental and/or social requirements in customer contracts in addition to the Sustainability and Socioenvironmental Responsibility clause. To see the clause click here (Only in Portuguese).</p>	1 to 10	I and II
FS4	Procedure (s) for improving staff competency to implement the policy and applied environmental and social procedures in business lines	<p>SulAmérica has been investing in the dissemination of environmental, social and governance concepts (ASG) in its business lines, mainly for the teams of the areas of investment, product, control, and IR. Continuing the work done in 2014 and 2015, SulAmérica Investimentos, together with the area of Corporate de Sustainability of Grupo SulAmérica, has contracted consulting services from a firm specializing in risk perception methodology and identification of ASG opportunities, to conduct the following work: i) diagnosis of responsible investment practices of SulAmerica Investimentos and a comparison with the market; ii) training and capacity building on ASG issues relevant for investment analysis; and iii) compliance with BACEN resolution 4.327/2014.</p>	1 to 10	I
FS5	Interactions with clients/investees/business partners regarding environmental risks and opportunities and social	<p>Click here (Only in Portuguese) to know SulAmérica's initiatives on products and services.</p> <p>Click here (Only in Portuguese) to know SulAmérica's initiatives for its Value Chain.</p> <p>Click here (Only in Portuguese) to know SulAmérica's initiatives on Financial Education and Conscious Use of Insurance.</p>	1 to 10	II and III
FS6	Percentage of business lines by specific region portfolio, by size (eg micro / small and medium / large) and by sector	Include Charts.	-	-

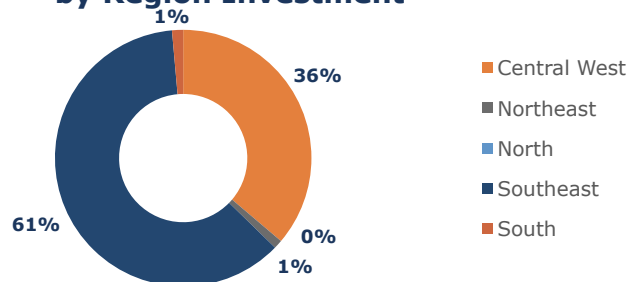
Premiums by Region Life and Private Pension



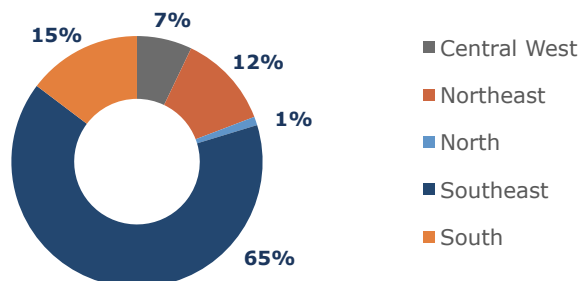
Premiums by Region Health and Dental



Assets Under Management by Region Investment



Premiums by Region AUTO



FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Click here (Only in Portuguese) to know SulAmérica's initiatives on products and services.	1, 3, 4, 5 and 6	I
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose		7 and 8	I
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	The Automobile and Commercial & Industrial Risk portfolios, where there are more environmental and social risks, inspections and investigations are an integral part of the provider credentialing process (AUTO) and pre-approval of customers (commercial and industrial risks). The investigations and inspections of providers follow an annual schedule and the selection is random. In Commercial and Industrial Risks, some segments and sectors are obliged to undergo inspection before the approval of the policy, as well as for the payment of claims.	-	I
FS11	Percentage of assets subject to environmental or social screening, positive or negative	SulAmérica Investimentos uses social and environmental metrics in the assessment of companies where it has invested or may potentially invest, and follows the Responsible Investment Principles (PRI). Based on its Responsible Investment Policy, SulAmérica Investimentos has developed some funds subject to ASG analysis: Expertise and Total Return funds that account for about 19.49% of Variable Income assets. Expertise funds account for 18.20% of SAMI's assets in Variable Income and 1.58% of SAMI's total assets.	1 to 10	I, II and III
FS13	Access to financial services in areas pouco populosas ou em desvantagem econômica por tipo de acesso	SulAmérica's provider and distribution chain is quite pulverized. Health and dental products are marketed in 15 states (AC, AL, AM, AP, FS, ES, MS, MT, PB, PI, RN, RO, RR, SE and TO) considered to be of low population density according to IBGE census. In addition to this, SulAmérica has branches in Fortaleza, Brasília, Vitória, Goiânia, Itumbiara, Campos Grande, Cuiabá, Recife, Natal, and Sergipe.	1	I
FS14	Initiatives to improve access to financial services for people with disabilities	With the objective of offering accessibility to people with hearing and speaking difficulties, there is a toll-free phone number for a Customer Service Center (SAC in Portuguese) dedicated to this population, without intermediaries and with preferential character. This SAC provides basic and institutional information on the business lines of Auto, Health, Life and Pension. SulAmérica also utilizes special telephone sets for people with hearing difficulties, thus providing greater accessibility, generating respect, and enhancing loyalty of its current customers.	1	I
FS16	Initiatives to enhance financial literacy by type of beneficiary	Click here (Only in Portuguese) to know SulAmérica's initiatives in Financial Education and Conscious Use of Insurance.	1	I