

MDS

ANA MOTA
A WOMAN'S PERSPECTIVE
ON INSURANCE

ANDRÉ TOSTES
WHEN NUMBERS TELL A STORY

MDS AFRICA - GROWTH,
OPPORTUNITIES AND CHALLENGES

MDS NEWS

ANA MOTA

A woman's perspective on insurance

In the year she celebrates a decade at MDS, we talked with Ana Mota about her career in insurance and her unexpected move into a sector which, because of its personal interaction and capacity to make a difference to people's lives, was very appealing.



Reach for the stars

Ana's passion for astronomy and her dream of working for NASA seemed to plot the professional path she would follow.

"I loved Quantum Physics, anything to do with stars, going to the Moon, to Mars..." Ana remembers with youthful enthusiasm.

Nevertheless, this area was underdeveloped in Portugal and so the need for professional stability prevailed. Ana enrolled in an Economics degree at the Universidade Nova de Lisboa, a course she considers an enriching experience: "It prompted us to scrutinize and question policies and systems so that we became thinkers and not executers," she says, explaining her choice.

Ana's first role was in asset management at the financial department of Santa Casa da Misericórdia. At a chance meeting with Luís Portugal, a director at the Portuguese Association of Insurers - Associação Portuguesa de Seguradores (APS), Ana was challenged to join APS as an advisor in financial and administrative management that led her into the world of insurance where she still is after 29 years with the same passion and commitment.

Ana recalls: "I started giving technical support to several insurance areas which as time went on, enabled me to acquire a macro-vision of the insurance market." In 1985 an opportunity arose for Ana to join the team at Victoria Seguros as Corporate Director – an experience she says contributed to her knowledge of the insurance sector, particularly in the health and life areas.

Ana explains: "In Victoria Seguros I acquired technical competences and practical experience in a broad range of areas. I worked with many brokers and multi-national clients and had the support of great mentors, colleagues who would provide 'on the job' training, such as José Ribeiro (Life insurance) and Inês Murteira (Health insurance), who are reputed professionals in their areas of expertise.

She continues: "After 12 years at Victoria Seguros, a post-graduate colleague at the Instituto de Formação Actuarial (Insurance and Pensions Post Graduate course), asked if I was interested in a MDS project to create specific technical areas; something totally unique to brokers, demonstrating MDS's aptitude for innovation."

By 2007, Ana was asked by MDS Group CEO, José Manuel Dias da Fonseca, to take responsibility for developing its Employee Benefits portfolio, an area which is an important part of the group's activity.

Ana points out: "My years of work in the brokerage area have been very intense, but equally enriching. There are always numerous challenges and a desire to do more to meet the needs of every client. Society's evolution and the emergence of new risks will always ensure we are constantly learning and motivated to do better and be different."

In this context, she believes brokers will always have a pivotal role: "Our work as brokers allows us to have a global vision of what the market can offer and our closeness to clients ensures we can understand their needs. But MDS is much more than an insurance broker, it is a consultant that helps clients find the best risk solutions."

A vision of the future

We asked Ana about the sector's evolution over the last few years and what she sees are the future challenges in the Employee Benefits area.

"The sector is clearly evolving, just look at the Life & Health area. Nowadays, clients are increasingly looking for insurance which covers medical expenses for serious and incapacitating illnesses. They have greater awareness of the need for this insurance and so this line of business continues to grow."

In addition, Ana highlights the risks associated with the growth in company-wide globalization: "As demand increases for insurance to cover trips, expatriates and other situations resulting from market globalization, the market will need to respond with new solutions."

She mentions the new risks associated with longevity: "Living longer impacts pensions' sustainability and we should also think about how to tackle the physical dependence risks - an area not monitored by the insurance sector. Our challenge is to ensure the market provides the appropriate solutions; we are closest to the clients so we can see how their needs are changing. Existing solutions do not meet those needs."

Will the insurance sector have the capacity to provide alternative solutions or will they complement the Government's role in the social area? Ana replies:

"The insurance sector has an essential role which can be complementary or alternative. I think it's possible to develop a short to mid-term alternative model, and as for the complementary approach, I believe this is also possible. There are already complementary solutions to the Government's provision, such as pension plans, retirement savings plan and health insurance. However, for them to be efficient, more stable regulation is needed. Insurance can only be seen as a complementary support when it is viewed by society as delivering benefits, which does not always happen."

Women and leadership

This year Ana completes a decade of leadership in the Employee Benefits area at MDS. So how has she created such a successful team? She explains: "It is not about inheriting or creating a team. As I became more involved in the business and client management at MDS, I built the team around me. This enabled me to choose people I felt had the right competences, development potential and ethos for teamwork; all essential factors for success."

Does being a woman create leadership challenges and opportunities and does having a feminine perspective add value to the team?

"I have never felt discriminated, positively or negatively, for being a woman. I am not in favour of quotas or the fact that some positions must be occupied by men or women. I do believe however, there are some areas where intuition, sensitivity and one's affection for what you do, may be different because of your gender. The truth is, not all women have these characteristics. But what is proven is that women, in contrast to men, have multi-tasking capacity. Nevertheless, I believe in equal opportunities for all people who want them."

Sporting influences

A natural-born sportswoman, Ana puts what she has learnt from her sporting experiences into her personal life – she has been a gymnast with Sporting Clube de Portugal for over 30 years.

Ana confirms: "Sport, and specifically gymnastics, was a major influence in my life.

Outside of my family, gymnastics has been a pillar of strength for me, both in terms of education and the values I gained from it, which I still hold. Gymnastics instilled in me a spirit of sacrifice, the need for dedication and working as a team (I always took part in group gymnastics). We learnt the discipline of time management; sport never stopped me being a good student."

Her years as a gymnast took Ana to many destinations and remarkable situations, which she still remembers nostalgically: "Gymnastics gave me great experiences – getting to know Portugal from the north to the south and international trips, including one to Macau and China in 1984. Representing the club and our country gave us a sense of great responsibility and enormous pride."

Ana's trip to China was back then, a cultural shock, but also an experience of an 80's China which will forever be in her memory.

She outlines: "We travelled from Macau to Canton in a Second World War bus, a 100 km trip that took 6 hours, crossing villages deep in the middle of China. When we left the bus for lunch, the locals would look at us as if we were aliens from Mars, as it was rare for them to see westerners. Their different tastes also gave us some difficulties. On a couple of occasions no one was able to eat; once we were served a raw fish, still bouncing and another time, a rooster with its comb. When we uncovered the dishes, no one would eat – it was a unique experience that won't be forgotten."

Ana describes her family and friends as 'indispensable and alongside this, lists gymnastics, walking mainly on sunny winter days', books and TV series, especially history and science fiction, as her main hobbies. "My interest in astronomy never faded," she adds.

"I had several life mottos," Ana confirms, "but as mottos change throughout life, the values remain, so I prefer to be without them."

It is with pride that, what started unexpectedly, has now become a vocation, maybe because of the fascination she has for the 'human side' of insurance and her desire to make a difference to people's lives.

"I am motivated by a need to change the image people have of insurance. We do not have a good reputation yet insurance is an important part of society; we are able to support people in difficult situations and help at a time they need us most", she says. •

ANDRÉ TOSTES

When numbers tell a story

In 2009 André Tostes took over responsibility for managing MDS Brazil's finances and since then, has played a key role in the company's development. We talked with André to find out more about his professional career, what led him to accept a role at MDS and what are the challenges for the future.



Family tradition

A long tradition of a family of merchants inspired André's interest in the dynamics of business when he was still very young. "I think I was always attracted to the idea of knowing how each business makes money and how they support themselves financially," he says. "I remember seeing my parents going through the numbers, instilling the importance of financial responsibility upon me and my sister." His attraction to economics and finance appears therefore, a natural progression.

In his curriculum vitae his experience extends to a number of different areas, but an opportunity to work with BrasilPrev ignited an interest in the insurance sector, combining it with his interest in financial management.

"When I came across the private pensions market, my first dealings with insurance, everything was new, complex and very interesting! Things such as mathematical calculations for risk mitigation, actuarial science (something unimaginable for me at the time) and multi-year planning to assure the business' long-term sustainability were subjects which fascinated me. Besides, the insurance sector is very broad and we end up getting involved in several types of businesses, which is very dynamic and challenging. It is an endless learning curve," he assures.

The challenge of MDS Brazil

In February 2009, André joined the team of MDS Brazil with responsibility for the planning and treasury departments. MDS had just acquired two big companies in the south of Brazil and Rio de Janeiro, an acquisition which turned it into one of the biggest players in the Brazilian market. With this acquisition, came the challenge of merging the systems, processes, people and culture of the different companies—which André describes as an 'unmissable opportunity': "When I was given this opportunity, my eyes shone! It was a unique project which allowed me to put my experience and learning into practice and be involved in the company's restructuring, as well as get to know other products, as MDS already had a sizeable portfolio and a respected reputation in

several sectors of the industry by then,” he reminds.

Today, seven years later, André is very proud of what was built: “It was a long process that allowed MDS to differentiate itself from its peers and be recognized by all stakeholders – clients, insurers, shareholders, partners and society in general – as the leading risk consulting and insurance brokerage.

Managing a successful team

The work André developed during this time led to continuous promotion within the company. He is currently responsible for an 82-strong team. We asked André what are the main challenges of team management and what essential factors enabled him to achieve such positive results.

He explains: “I still remember the words of my director when I first became responsible for a team ‘now you are a manager, do you want to be successful? Hire better people than you! Don’t be afraid!’ I never forgot that and every time I’m involved in the recruitment process, I analyze the candidates in that way. I firmly believe success is related to people.”

“On the other hand,” he concedes, “all employees must know their role within the company. There is no efficient management without goals and clear objectives or without promoting team spirit and communication. A company isn’t made of independent cells, it’s a chain of interlinked processes, where each staff member can influence the final result. Without this, there isn’t involvement and, consequently, no innovation nor positive results.”

André believes people should not act solely as employees of the company they work for, but that they should be ‘owners’ of their career. He comments: “I always stimulate self-evaluation with the following analogy: if your career was a service provider, and you were a client, how would you evaluate it? I do this because in my experience, people who do not think about the service they give usually do not have a future in the organization as they do not have the necessary enthusiasm to be productive and progress in their role.”

Growing in the face of adversity

Brazil is living through one of its biggest political and economical crises, something that’s greatly impacting on industry, commerce and services. Brazil’s GDP decreased 3.6% in 2015 and in 2016 retracted to around 3%. Unemployment is some 12%, representing almost 12 million people. Growth in this scenario is surely an enormous challenge.

André counters: “But history shows us that great opportunities can arise during the toughest moments. Companies in Brazil are making gains in efficiency and cost adjustments in order to minimize the effect of revenue loss. We have taken advantage of this to offer products and services to clients who, apart from risk protection, want solutions to help them reduce costs and optimize their processes. This brings us even closer to our clients and prospects as we are able to offer the solutions which meet their real current needs.”

In this context, MDS Brazil has focused on the development of some specific products, such as credit and liability insurance (such as Directors & Officers and Errors & Omissions also known as professional liability). André suggests: “MDS’ knowledge and expertise gives us the capacity to develop products that mitigate or minimize the risk of revenue loss.”

Even during the tough economy of 2016, MDS Brazil delivered growth and André predicts the forecast for 2017 is further continued growth.

The future of the sector

Andrés says the evolution and dynamism of the Brazilian market is clearly evident, particularly in recent years where it has demonstrated even higher professionalism. This has been greatly influenced by the increasing demand of clients who seek more than just simple insurance.

Andrés believes technology will play a leading role in the insurance industry: “For corporate clients, I believe the future will include increasing use of technological digital platforms which aggregate all services and information. This benefits clients from a financial

and operational perspective, it will automate processes by absorbing some activities, create better fraud prevention and business risks services and consequentially, reduce claims. For private clients, I think there is an increasing pressure to sell insurance directly via a digital platform.”

In contrast, Andrés points out that the introduction and use of autonomous vehicles will cause insurers to change current motor and civil liability insurance policies due to the many claims scenarios this new technology may bring.

In relation to the broker’s role, André is assertive: “We should emphasize the importance of the broker, both as someone who can offer the best risk coverage according to clients’ needs and when it comes to claims, be able to intervene, defend their interests and ensure a quick settlement of the claim process.

“Being happy for no reason is the most authentic form of happiness”

It is in the words of poet Carlos Drummond de Andrade that André looks to for inspiration in his daily routine.

With a Portuguese and Italian heritage, André upholds the traditional values and characteristics of these cultures. In essence, family plays a central role in his life and he “does not waiver from family life and playing with his children.” André has the typical disposition of Latin people and their passion for food, “the problem is keeping the figure after”, he shares with humour.

In his free time André likes to surf. Football is also a regular presence in his life; he was a federate indoor soccer player and the learning he took from here, such as teamwork and the dedication needed to achieve results, is reflected in his professional life.

Music is equally important to André. He was in a band, but nowadays finds relaxation in music and playing the guitar.

Questioned about his projects for the future, André concludes: “I hope to continue to serve MDS, maintain its reputation for excellence and service innovation and build its relationships with clients and partners.” •

MDS AFRICA

Growth, opportunities and challenges

In 2011 MDS started operating in Angola. Nowadays, the activity in this market is consolidated, MDS has broadened into Mozambique and MDS intends to expand into other regions in this continent. FULLCOVER talked to the key players involved in this operation asking them to share some of the milestone events.

It was perfectly natural for MDS to be in Portuguese speaking countries in Africa. “These are markets we know well, we’re culturally very related and there is similar legislation to Portugal”, explains José Manuel Fonseca, CEO of the MDS Group. “These are markets where we can grow, add value and become a market-leading broker, as we already are in Portugal and Brazil.”

“It all started some five years ago, in a seminar about energy promoted by the Agostinho Neto University in Angola”, says Ana Cristina Borges, CEO of MDS RE, the MDS Reinsurance broker. Ana and her colleague MDS technical director, Tiago Mora, were in the audience and having made a number of contacts realized: “New challenges were ahead of us and it was clear there were interesting opportunities in Angola for a broker and risk consultant like MDS”. As the group was already keen to expand in Africa, Ana continues: “The next step was to find a local partner, an essential requirement, and start the operation.”

Taking a gamble

José Manuel explains why he was happy to take a gamble on Africa: “Africa is a continent of the future; it’s undergoing a transformation and will be a particularly important economy in the next few decades. Angola and Mozambique are young markets with great growth potential and we adopt the same principles we apply in Portugal. This is to be a broker who grows with the market, but also helps the market grow. As an Angolan and Mozambican broker, we are not just a simple middleman and so can retain a local focus, establishing ourselves as a key player and building upon our reputation for strength in technical consultancy, adding value and innovation. Our aim is to develop in these countries in the same way we have grown in Brazil”.

In addition, José Manuel says: “As there is substantial Portuguese investment in these countries and we have a wide MDS client base, many companies in our portfolio require a local support service for their operations, specifically in Angola and Mozambique. It therefore makes total sense to be present in these areas. Our vision is to be a crucial reference point in the markets we are present in, a leader broker which contributes to the evolution of those markets, utilizing our products, services, team, brand and resources to do so and further developing trust-based relationships with the insured.”

The expansion to Mozambique and reinsurance

Ana Cristina explains: “As we have authorization for insurance and reinsurance, we are requested to source and place local cover for both fields of business. As the operation evolved and given the number of clients we had and the accompanying compliance issues, it made sense to separate the direct and reinsurance operations, signaling the birth of MDS RE.”

This evolution led to the creation of MDS Africa, a holding company owned by the MDS Group and its Angolan partner, ISEM, which integrates all investments in Africa, namely in Angola and Mozambique and also MDS RE.

Although MDS RE is a subsidiary of MDS Africa, its mission is not just to provide a service in Africa – it is an international reinsurance broker with major clients in Africa, but also working in other markets. Ana Cristina adds: “We are developing our business, aiming to become a key player in the market. We don’t just do brokerage. As part of the MDS Group, we have wider responsibilities such as such as structuring reinsurance packages, undertaking due diligence processes and supporting insurance companies in their new product and business line development. In short, we provide an extensive reinsurance service; analysing programmes, advising clients on the best solutions, offering a range of options and arranging the cover.”

José Manuel also talks about the ‘youngest child’ of the group, MDS Mozambique: “We recently established a partnership with a local broker in Mozambique, strengthening our commitment in this market. Mozambique and Angola are important elements of our global brokerage company – Brokerslink – reinforcing the presence of the MDS Group within Brokerslink itself.”



ANGELINA NASCIMENTO

Country Manager, Mozambique

- Angelina Nascimento graduated in Law from the University of Coimbra and has more than 10 years of professional experience in several areas of law, acquired in the practice in renowned law firms in Portugal. In addition, Angelina has extensive experience in the Mozambican insurance market. In 2016, she joined MDS Mozambique, after three years at Moneris Mozambique, where she served as a business leader.
- **The challenge of joining MDS Mozambique:**
“For me, joining the MDS Group is a wish come true that will mean professional growth and personal satisfaction, specifically the opportunity to gain access to new opportunities, knowledge and resources. The combination of these factors will certainly allow me to contribute to the development and growth of the group, decisively supporting its performance in Mozambique!”



ANA REBELO

Country Manager, Angola

- Ana Rebelo holds a degree in Modern Languages and Literature from the University of Lisbon and holds an Executive Master's degree in Marketing and Communication from Indeg - ISCTE. Over the past 20 years, she has held various positions in the insurance sector, from Head of Marketing and Communication at Victoria, to the Director of Clients of the International Department of João Mata, most recently serving as Commercial Manager and Quality Control Officer at Aon Angola. Ana Rebelo took on the role of Country Manager at MDS Angola in 2016.
- **A Challenge at MDS Angola**
“For me, MDS stands for strength, growth, dynamism and, above all, innovation. And it was precisely this innovative and almost provocative facet of constantly challenging the market with different solutions, which led me to choose MDS to develop an exciting career path.”

Present and future

According to José Manuel: “From the initial push given by colleagues who kick-started the project to where we are now, consolidating the operation, we have travelled a long way. We are still making strong investments in our African project, particularly through the allocation of our best resources which includes the present CEO of MDS Africa, João Alvardia, that was one of the main executives of MDS Portugal. The fact we have moved someone so crucial to our Portuguese operation, shows the importance and the respect we attach to the African market.”

He also points out: “In Angola we are already a ‘go to’ local and global broker. This is illustrated by the breadth and quality of clients in our portfolio, our relationship with the companies we work with and the services we provide, from reinsurance and devising cover packages to risk management and brokerage.

“Furthermore, all MDS Group’s resources are at our clients disposal in all the geographical areas we are present in; we have a very strong technical team that is highly competent in risk and insurance, and this is supported by strong local teams.”

MDS Africa’s CEO, João Alvardia, assesses the past year: “Despite a slowing of the economy, 2016 was the year to consolidate our position within the Angolan insurer and corporate market. The local team was boosted with the recruitment of Country Manager Ana Rebelo and we will continue to invest in qualified people (drawing upon the support of MDS Group’s managerial staff, which adds value to the operation).” He continues: “in 2017 we will begin using Proximity – an innovative computing tool which allows clients to directly manage their MDS insurance portfolio – already widely used in MDS Portugal. “We will equally continue to expand our consultancy role, tapping into the expertise of several companies within

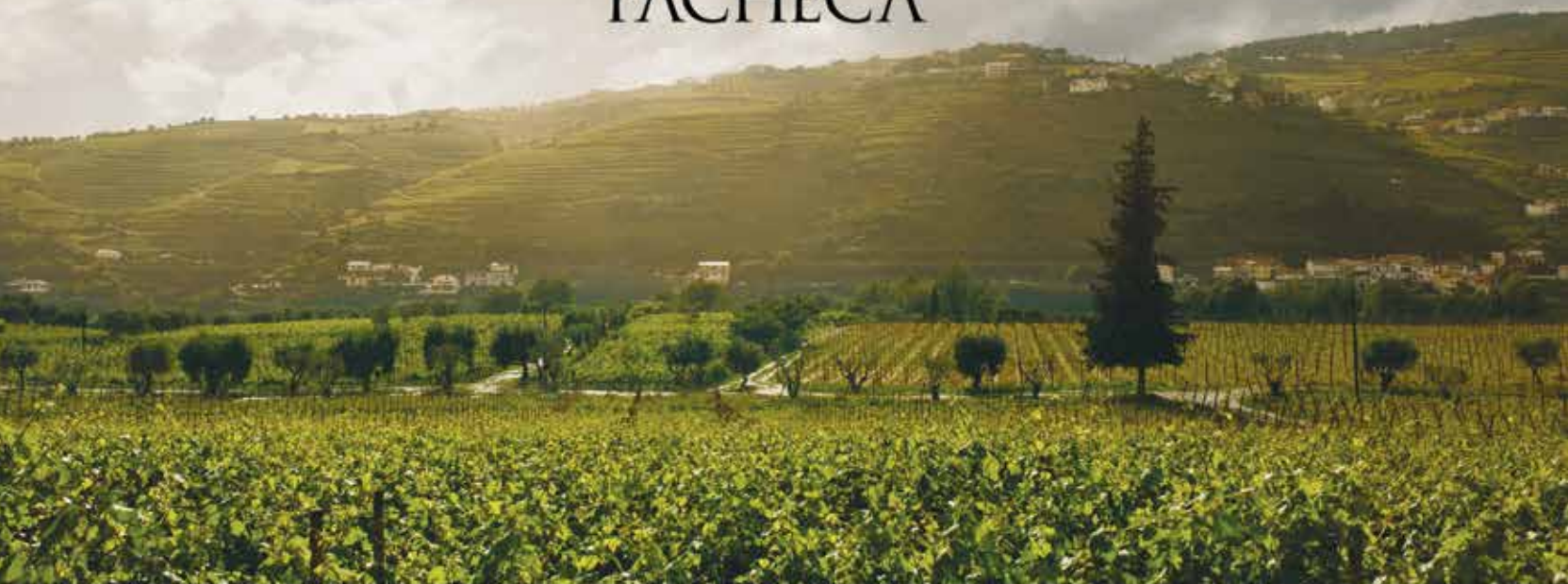
the group, such as our risk management firm, Herco. The Angolan insurance market, with a penetration of less than 1% of GDP, is a market with enormous potential and growth opportunities. We intend to maximize these opportunities, sharing our knowledge and maintaining and building a close relationship with the main players of the Angolan market.”

As for Mozambique, João opines: “We set up a team here in 2016, led by Country Manager, Angelina Nascimento. Although the economic outlook for 2017 isn’t that positive, there’s equal growth potential as Angola, so we will contribute to the market in the same way.”

João concludes with his vision for Africa: “We are looking at other regions. Our priority was naturally the official Portuguese language countries, but there are other interesting opportunities. The African continent has enormous potential, and we already operate through Brokerslink partners, of which MDS is a reference shareholder.” •



QUINTA DA PACHECA



QUINTA DA PACHECA DOURO VALLEY

Nearly three hundred years old, **Quinta da Pacheca** is one of the Douro's most renowned estates where worldwide awarded wines are produced. One of the first to bottle wine under its own brand, **Quinta da Pacheca** has always valued traditions, having one of the few 18th century's remaining milestones, used in the original Pombal's 1756 world's first wine region demarcation.

Quinta da Pacheca's Ex Libris, The Wine House Hotel is one of the Douro's best-known country house hotels having obtained various distinctions internationally.



QUINTA DA PACHECA

Cambres, 5100-424 Lamego - Portugal

T: +351 254 331 229 / reservas@quintadapacheca.com

www.quintadapacheca.com

Porque nunca estamos satisfeitos, os nossos clientes são os mais satisfeitos.



Pela 5.^a vez, a Generali é a seguradora
Líder na Satisfação dos Clientes.

MDS NEWS

N

MDS Group strengthens its position in the Global Insurance Market

In 2016, the MDS Group continued to grow and consolidate in the various countries where it is present; strengthening the position in the business areas of operation.

In Portugal, MDS finished the year with yet another record, achieving a turnover of over 25 million Euros and retaining leadership of the sector – a position occupied for the last 10 consecutive years. In Brazil, MDS maintained the trend for sustained growth, achieving a turnover of almost 100 million Reals.

Another important milestone in 2016 was an increase of investment in the African market, with the launch of the operation in Mozambique.

In Angola, MDS achieved a significant growth rate of 190% and the operation in the country today is strong and fast-growing.

In Spain, a market where the Group has a direct presence through the Madrid-based joint-venture Filhet-Allard MDS, the growth rate was 22%, making MDS a force to be reckoned with in the Iberian market.

Another 2016 milestone was Brokerslink's increase in and opening of its capital to members, making it a truly Global Broking Company. Based in Zurich, it owns and manages a network of brokers across approximately 100 countries.

Today, the MDS Group has a direct presence in eight countries and operates on a worldwide scale through Brokerslink. MDS has a multi-specialised team of over 600 employees and manages over 500 million euros in insurance premiums and a portfolio of 1.2 million private and corporate clients. These figures reflect MDS Group global reach and its strong position as an insurance industry leader. •



Ricardo Pinto dos Santos appointed CEO of MDS Portugal

Following a career path that has demonstrated professional excellence, leadership, business and client alignment Ricardo Pinto dos Santos has been appointed as CEO of MDS Portugal.

Ricardo, who joined MDS in 2010, takes over from Jacqueline Legrand, who will continue to play a central role in MDS as COO of the MDS Group, alongside her leadership role with HighDome and active support of Brokerslink.

This strategic transition reflects the professional quality of MDS's senior management. •



Jacqueline Legrand and Ana Cristina Borges named Influential women in Re/insurance

The *Intelligent Insurer* has published its 2016 *Influential Women In Re/insurance* report, which names executives whose work has stood out on the sector's international stage and who are considered to demonstrate success and leadership among women. Among the personalities highlighted are Jacqueline Legrand, COO of MDS Group, and Ana Cristina Borges, CEO of MDS RE. In the two editions of the report, 160 women have been identified as successful female leaders in a market that is still traditionally headed by men. •

MDS supports Joana Vasconcelos Pop Rooster

MDS has joined forces with plastic artist Joana Vasconcelos to take her most recent work, Pop Galo, on a world tour. It is within MDS's corporate responsibility policy to pay particular attention to culture and this insurance cover will safeguard her work. Due to its complexity, size and public exposure, the partnership represents a considerable challenge to the insurance sector.

Pop Rooster was inaugurated at the Web Summit event in Lisbon, in November 2016, signalling the start of a tour that took it as far as China for the Year of the Rooster celebrations. It will then head to Brazil.

The Pop Rooster sculpture was inspired by the popular Barcelos Cockerel and combines traditional Portuguese tile art with the very latest in LED technology. Standing 10 metres high, the work is covered with some 17,000 hand-painted tiles and around 15,000 LED lights, interconnected in a unique way. As a result, this technological creation can be interpreted in different ways as the Barcelos Cockerel transforms itself when day gives way to night. •



MDS and Portuguese President at Chamber of Commerce event in São Paulo



Marcelo Rebelo de Sousa, President of the Portuguese Republic, was the guest of honour at a special dinner organised by the Portuguese Chamber of Commerce in Brazil. Attended by various consular bodies, politicians and Portuguese and Brazilian businesspeople, Hélio Novaes, Jacques Goldenberg and Gustavo Quintão represented MDS at this event, which took place in São Paulo last August.

The Portuguese head of state highlighted the bonds between Brazil and Portugal and congratulated Brazil on the opening ceremony for the 2016 Rio Olympic Games. MDS was the broker responsible for providing civil liability and terrorism cover for these Olympic and Paralympic Games. •

MDS continues to conquer in Latam Insurance Review Awards



MDS Brazil was once again recognised for its innovation, creativity and experience with a triple success in the 2016 Brazilian Insurance Awards. Following its 2015 award for Commercial Lines Broker, the team secured success in three categories, confirming its prominent position in the Brazilian insurance market.

As well as retaining its position as Commercial Lines Broker award of the year – recognizing the team's knowledge and experience and high quality products – MDS Brazil won the Innovation in Broking category for its creativity, originality and well implemented strategy and the Risk Consulting Firm award for the experienced team with brand value and reputation.

Promoted by LatAm Insurance Review magazine, one of the most important publications covering the Latin America insurance market, the Brazilian Insurance Awards recognise companies and individuals that stand out in the delivery of exceptional services and solutions for the corporate insurance sector. •

MDS supports Miguel Ramos in the 2017 International GT Open

MDS is supporting Miguel Ramos when he partners Danish driver Mikkel Mac in Ferrari's 'Spirit of Race' team at this year's International GT Open on 29 - 30 April at the Estoril Motor Racing Circuit in Portugal.

The pair will be competing at the wheel of a Ferrari 488 in the Championship's toughest and most competitive 'Pro' category.

MDS has supported the Portuguese driver in a number of international competitions.

Miguel Ramos was the winner of the International GT Open in 2015, the Spanish GT Championship in 2002, and the Italian Championship in 2005. He has also driven in the 24 hour Le Mans races in 2002 and 2005, the GT1 World Championship and, more recently, the International GT Open.



MDS invests in FlexBen

MDS has reinforced its position in the Employee Benefits sector with a 45% purchase of FlexBen, a Portuguese-based technology company that develops solutions to help companies design flexible benefits packages for their employees.

The FLEXBEN® system allows companies to set up, implement and manage bespoke flexible benefits programmes in an integrated and efficient way, delivering cost savings (through tax breaks) for companies and employees.

This investment puts MDS at the forefront of the flexible benefits area; something companies consider essential to attract and retain employees. •



MINDS
FADES

MDS grew and established itself in the market thanks to the investment in its team knowledge and skills and the capacity to attract experienced professionals. More than employees, we have a multi-specialised team from across the world whose contribution has been essential. Get to know some of MDS faces.



Carla Alves

Director of Operations, Brokerslink

Carla began her career in banking, but soon found her way into insurance brokerage. An MDS employee since 1998, she has worked in many areas, allowing her to get to know the teams and company structure in depth. With a wealth of experience in client management and business development, Carla also contributed to the affinity and online insurance sales areas. Over the years, Carla has been involved in a number of strategic company projects, including Proximity, which she led. In 2014, Carla was appointed Director of Operations at Brokerslink AG, the global brokerage company based in Switzerland with offices in 100 countries. MDS is the main shareholder and founder. With an ever-present team spirit and drive to overcome obstacles, which she acquired during her time as a volleyball player, Carla dreams one day to open a unique bookshop in Porto. •



Filipa Brito

Corporate Risks Coordinator for Lisbon, MDS Portugal

Filipa became part of the MDS family in 2004 following a Lisbon broker acquisition. She has always been dedicated to managing clients, particularly large-scale businesses. Her contagious positive attitude, characteristic energy, cheerfulness and enthusiasm uplift both colleagues and clients. Delivering a client-focus and quality service comes naturally to Filipa, resulting in unrivalled work practices and dedication. Time socialising with friends is essential in Filipa's life, as is sport, in particular running. •



Jacqueline Legrand

COO MDS Group

From New York to Porto – in 2012 when Jacqueline accepted the challenge of taking on an MDS management role it was unheard of in the Portuguese market to have a foreign manager at a Portuguese broker. Her arrival at MDS demonstrates the Group's ability to attract talent; having recruited a reputable professional who occupied a prominent position at an American broker. Jacqueline has brought insight into other markets and cultures, and extensive experience of international business. Her positive attitude and resilience enables her to focus on solutions and winning strategies, without ever losing enthusiasm or motivation. She is a citizen of the world: of French origin, Jacqueline maintains her ties to the United States, where her family lives and where she pursued a large part of her career. In between trips, she lives in Portugal and spends some of her free time playing the piano, a skill she has for life. •



Francelina Santos

Controller for the Financial Department and Management Control, MDS Portugal

Francelina joined MDS in 2005 as a result of a broker acquisition and quickly embraced her new company culture. She holds an important position, in which she combines an in-depth knowledge of the financial sector and numerical proficiency with remarkable dedication and an ability to tackle complex projects. She has a degree in accounting from ISCAP (Higher Institute of Accountancy and Administration of Porto), specialising in Financial Management. Besides spending time with family and friends, she enjoys DIY. Singing is also one of her passions, and Francelina is a soprano in two choirs. •



Leandro Freitas

Financial Lines Manager, MDS Brazil

A Portuguese-Brazilian, Leandro was born in Brazil but immigrated to Portugal when under a year old. He returned to his roots in 2002 to integrate Lazam-MDS at a time when Brazil was undergoing a period of investment in large infrastructure, and when financial insurance was in demand as a result. He is considered one of the best Brazilian experts in suretyship insurance. Leandro manages the Financial Risk Department at MDS Brazil with enthusiasm and a desire to always learn more; sharing information and knowledge with others. His positive attitude and friendly personality never fails to make people smile. Leandro is seen as a real entertainer – witty, with a magic touch. •



Patrícia Correia

**Brokerage Operations
Coordinator, MDS Portugal**

As one of the longest-standing employees at MDS, Patrícia knows the company like nobody else and is part of its very core. She joined at a young age and progressed within the company in terms of responsibility, leadership, influence and knowledge. Determined to hit targets and aim higher, Patrícia achieves results that are instrumental to the growth of MDS. She is a fan of Benfica, a family woman and everybody's friend. Patrícia won't, however, forgive those who forget her birthday! •



Pepe Rodríguez

**Corporate & International Director,
Filhet-Allard MDS Spain**

Pepe has over 25 years' experience in the insurance sector with a special focus on risk and international business management. Before joining Filhet-Allard MDS, he held senior positions at Spanish and international brokers and in the risk management departments of several businesses.

Pepe has remarkable communication and interpersonal skills, establishing and maintaining positive and fruitful relationships with risk managers, clients and insurers. His only problem, really, is that he thinks he's as good at tennis as Rafa Nadal! He is however, a great connoisseur of fine wines. •



Tatiana Carvalho

Client Manager, MDS Angola

Born in Cape Verde, Tatiana loves living in Angola, where she moved in 2010. She graduated with a degree in law from the University of Coimbra and then pursued a career in the insurance sector. Tatiana joined MDS Angola in January 2015 as Client Manager and considers the need to be constantly informed and up-to-date about the global insurance market as 'thoroughly essential'. She spends her free time at the beach or cinema, but her greatest passion is travelling; Tatiana's next destination is Greece, but her dream trip is to Florida, USA. •



Victor Garibaldi

New Business Director, MDS Brazil

Victor is an outstanding professional with remarkable technical skills and client sensitivity.

He is always restless when it comes to his projects and constantly has innovative ideas; devising unique and advanced solutions which play a significant role in ensuring MDS gains recognition as a market innovator.

Despite his very busy professional and family life (he has four daughters!), Victor manages to find time for his favourite hobby, sport. •



Pedro Monteiro

Business Applications Coordinator, MDS Portugal

Pedro started his internship at MDS while very young, before finishing his Computer Engineering – Computers and Systems course at the University of Porto. He learnt a great deal and quickly progressed at MDS. Today he is in charge of the Business Applications department. Pedro's involvement in major and varied projects, such as Proximity and Phoenix, has given him an in-depth understanding of the Group's structure.

Although he abandoned his dream of a meteoric career as a professional footballer, Pedro's team spirit and good humour have secured him the role of manager of the MDS football squad. •