

# Mexico – Interview with Margarita Chavez, Responsible of Credit Insurance at Lockton Mexico

September 4, 2014



It is our pleasure to open the September edition with Mexico right before their national day on the 16th. Following our country focus, we interviewed Ms. Margarita Chavez, in charge of Credit Insurance at Lockton Mexico and Astreos Mexican Member.

**Margarita, can you introduce Lockton Mexico to our readers?**

**Margarita Chavez :**

At Lockton Mexico, we have about more than 500 clients in all lines with different areas of expertise according to local requirements, the main & head offices are located in Mexico City, we have three offices strategically located, one in Monterrey (Northern part of Mexico), another one in Guadalajara (Western part of Mexico) and the other one in Hermosillo, Sonora (Northwest), additionally to the presence throughout all over the country with local staff with specific tasks and duties to assist our clients and develop growing strategies. We have planned to increase our market participation and to be one of the 3 main brokers in the following years.

Our services: Employee Benefits, Actuarial Consultancy, Automobiles, Risk Management, International, Engineering and Risk Prevention, Bonds, Reinsurance.

Lockton is the 1st worldwide independent insurance broker and in the last 5 years, we have been increasing our participation in the Market; we are ranked today among the top 5 in Mexico.

**What about the credit insurance at Lockton Mexico ?**



**Fernando Ortega**  
Chairman

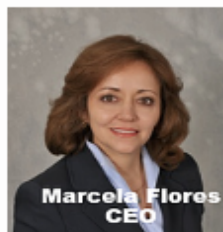
**MC:** Thanks to the leadership of our Chairman, Fernando Ortega and our CEO, Marcela Flores, we have recently become the 1st broker to implement a specific specialized position regarding the Credit Insurance, in which I am personally in charge

I joined Lockton Mexico some months ago and I am ready to face the challenges in our emerging country with passion for an exciting work involved in Credit Insurance. I made some studies in The College of Insurance of New York, USA, and a Master in l'Ecole Nationale d'Assurances, Paris, France. I had worked in Mexican and Foreign Companies, all related to the Insurance Environment in Mexico and abroad, including a French Credit Insurance Company.

**Can you tell us about the achievements of Lockton that you are proud of?**

**MC:** we are fully committed to our clients, associates and community. Due to this commitment, Lockton Mexico has been recognized for four consecutive years as a Great Place to Work®; also Lockton has been recognized as a Healthy Responsible Company by the Workplace Wellness Council in Mexico and most recently as a Social Responsible Company.

In addition, our CEO, Marcela Flores was recognized by the American Magazine, Business Insurance during its annual ceremony "Women to Watch" in which a group of selected readers nominate 25 women that are recognized for their great leadership, professional achievements, risk management, and women empowerment in the insurance market.



**Marcela Flores**  
CEO

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**David Felix**  
Head of International  
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More than 5,300 professionals at Lockton, provide 41,000 clients around the world with risk management, insurance, and employee benefits consulting services that improve their businesses. From its founding in 1988 in Kansas City, Missouri, Lockton has attracted entrepreneurial professionals who have driven its growth to become the largest privately held, independent insurance broker in the world and 10th largest overall. Independent researcher Greenwich Associates has awarded Lockton its Service Excellence Award for risk management for large companies. For five consecutive years, Business Insurance magazine has recognized Lockton as a "Best Place to Work in Insurance." To see the latest insights from Lockton's experts, check Lockton Market Update.

According to you, what is your value proposition that contribute the most to your success?

**MC:** In Lockton Mexico, we are committed and devoted to our clients, walking side by side with them now and in the coming future. We are truly passionate about providing the best service to our clients; WE LIVE SERVICE!

The best way to show our commitment to service is maybe to hand over the microphone to one of our client that we interviewed for the occasion. I am pleased to have had the opportunity to interview Arturo Armando Zufliqa controller from Grupo Polak. [Click here to read the full interview.](#)

This is for us the demonstration that we are going in the right direction by putting our clients first.

Many thanks to Margarita Chavez for her help on this special report about Mexico!

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