

Hyatt Legal Plans Welcomes Counterparts from Southern Hemisphere

February 12, 2010 – Executive and management staff from LegalChile, a legal plan company in Santiago, Chile, recently visited Hyatt Legal Plans' Cleveland headquarters to learn more about Hyatt's successful business practices. Alejandro Quintana, founder and president of LegalChile, Carla Majlis, general manager, and Ximena Tudela, operations manager, spent two days meeting with members of Hyatt's management team to learn about their client service center, plan administration and panel management operations.

The goal of the meeting was to share with the management of LegalChile best practices for legal plan operations, as the organization is planning to expand its business in Chile. LegalChile, founded in 1996, currently serves more than one million customers in Chile through group and individual legal plans.

Staff from the two companies became acquaintances at an American Prepaid Legal Services Institute (API) conference five years ago. The API, an affiliate of the American Bar Association, is a nonprofit organization serving the prepaid legal services industry.

Despite some long airport delays due to snowstorms, the members of LegalChile felt the trip was well worthwhile and enjoyed the hospitality of their hosts. The visitors even had time to sample some of Cleveland's finest restaurants and enjoyed a visit to the Rock and Roll Hall of Fame.



L to R: Carla Majlis, Ximena Tudela, Andrew Kohn, Alejandro Quintana, Bob Dzik, Brian Caron