

2018
Preliminary
Results

About Triglav Group **Strategy 2019-2022** 

Capital Management Policy

**Dividend Policy** 

Markets of Triglav Group



### 2018 Key Financials<sup>1</sup>

Gross written premium	Profit before tax	Combined ratio non-life	
€ 1,068M	€ 97.5M	91.8%	
GWP up 7% y-o-y	Increased by 15% y-o-y	Down from 93.1% in 2017	
Growth in all markets:	Influenced by high premium growth, favourable claim ratio and several one-off	In lower range of its long term average target value i.e. around	
<ul><li>Slovenia: +7%</li><li>Other markets: +8%</li></ul>	events	95%	
Growth in all insurance segments:	Growth of net premium income (+7% y-o-y) at a higer rate than growth of net claims incurred (+1% y-o-y)		
<ul><li>Non-life: +8%</li><li>Life &amp; Pension: +2%</li><li>Health: +11%</li></ul>	PBT from underwriting +32% y-o-y, PBT from investment activities -29% y-o-y, as expected.		

¹ 2018 Unaudited



### 2018 Highlights

Good business results and "A" credit rating with stable medium-term outlook

82% dividend pay-out for 2017

### **Expansion activities:**

CROATIA: Signed agreement to acquire RMOD in Croatian pension insurance market (takeover)

Using NEW BUSINESS MODEL entry into Greek motor vehicle insurance market

SLOVENIA: Purchase of equity stake of SPD thereby becoming 100% owner. Company operates in the <u>Slovene supplemental</u> voluntary pension insurance market

SLOVENIA: Signed agreement to acquire Slovenian AM company ALTA Skladi (takeover)

NORTH MACEDONIA (2019): Triglav Group initiated procedure to establish a pension insurance company

Revised business strategy, Capital management policy and Dividend policy

Reappointment of three Management Board members of Zavarovalnica Triglav



### 2018 Triglav Group at a Glance<sup>1</sup>

	In € million				
	2018	2017	Index 2018/2017		
Gross written premium	1,068.4	999.9	107		
Net premium income	951.8	891.2	107		
Gross claims paid	679.6	642.2	106		
Net claims incurred	626.6	620.0	101		
Insurance business gross operating costs	261.7	248.4	105		
Profit before tax	97.5	84.4	115		
Net profit for the accounting period	80.8	69.7	116		
Gross insurance technical provisions	2,713.1	2,732.2	99		
Total equity	746.9	756.6	99		
Number of employees	5,166	5,151	100		
Expense ratio non-life	29.3%	29.0%			
Net claims ratio non-life	62.5%	64.0%			
Combined ratio non-life	91.8%	93.1%			

¹ 2018 Unaudited

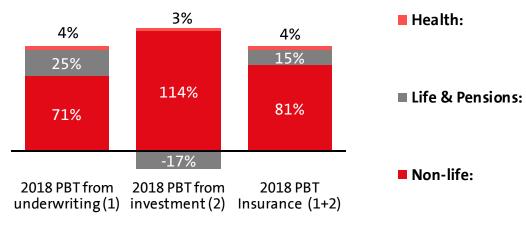


### Structure of Profit Before Tax<sup>1</sup>

In € million

				2018				2017
	Non-life	Life & Pensions	Health	Total	Non-life	Life & Pensions	Health	Total
PBT from underwriting activities (1)	51.2	17.8	2.6	71.6	37.2	14.4	2.6	54.2
PBT from investment activities (2)	24.5	-3.7*	0.7	21.6	25.0	4.5	0.9	30.3
PBT from insurance operations (1+2)	75.7	14.1	3.4	93.2	62.2	18.9	3.5	84.5
PBT from non-insurance operations (3)				4.3				-0.1
<b>Total PBT</b> (1+2+3)				97.5				84.4

<sup>\*</sup>Life investment result net of guarantees and additionally formed mathematical reserves



Results comparable with 2017

Decrease in investment result\* mainly result of lower returns on assets of guarantee fund (€ 5.1M) and additional provisions made due to the reduction in reserving interest rate

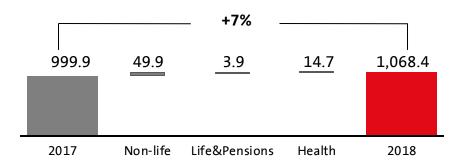
Improved insurance result (+22% y-o-y) mainly due to higher net premium earned and more favourable net claims experience. PBT from investments unchanged due to higher net realised capital gains

<sup>12018</sup> Unaudited

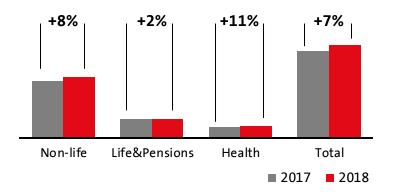


### **Gross Written Premium<sup>1</sup>**

### GWP development from 2017 to 2018 (in €M)

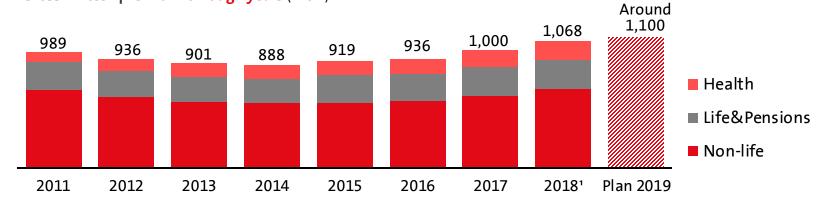


### **GWP** growth by segments (%)



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### Gross written premium through years (in €M)

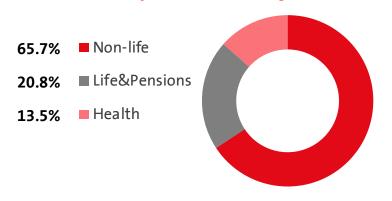


<sup>1</sup> 2018 Unaudited



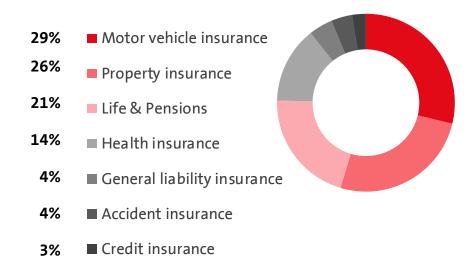
### Structure of Gross Written Premium<sup>1</sup>

### **Structure of GWP by main insurance segments**



	2018/2017	20181	2017
Non-life	<b>A</b>	65.7%	65.2%
Life&Pensions	▼	20.8%	21.8%
Health	<b>A</b>	13.5%	12.9%

#### Well balanced structure of consolidated GWP

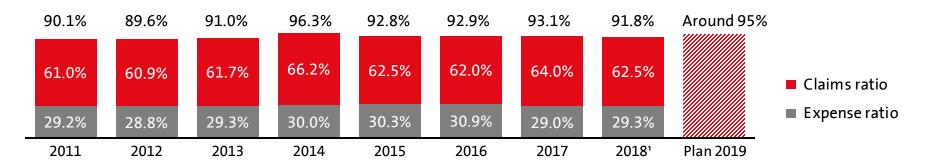


<sup>1</sup> 2018 Unaudited

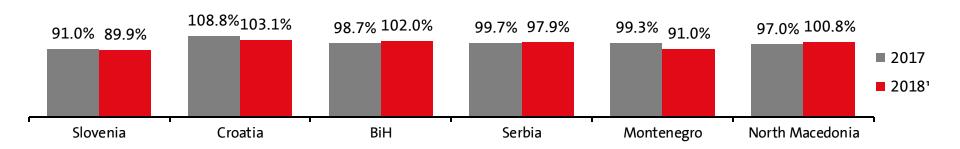


### **Combined Ratio Non-life**

### **Triglav Group Combined Ratio NL**



### **Triglav Group Combined Ratio NL by markets**



<sup>1</sup> 2018 Unaudited



Triglav Group Investor Presentation

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### Performance by Markets<sup>1</sup>

Total GWP up 7% y-o-y, 7% GWP average growth in Slovenia, 8% on other markets

Cou	ntry		GWP Growth Index 2018/2017	Market share	Market position
•	Slovenia		107	35.4%	1
	Internat.reinsurance	<b>A</b>	106	-	-
	Croatia	<b>A</b>	108	4.4%	9
	Serbia		112	6.0% ²	5 ²
	Montenegro	<b>A</b>	105	37.9%	1
<b>&amp;</b>	Bosnia and Herzegovina		103	8.0% ³	6³
	North Macedonia	<b>A</b>	110	14.5%	1

¹ 2018 Unaudited ² Q1-3 2018 ³ H1 2018



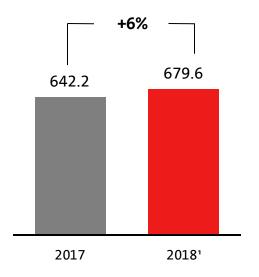
Triglav Group Investor Presentation

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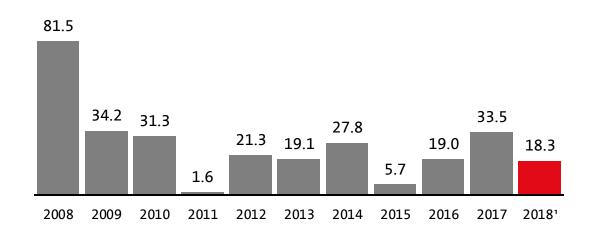
### **Gross Claims Paid**

Influence of increased business volume over the last few years and CAT claims from end of 2017 (paid out in 2018)

### Gross claims paid (in €M)



### CAT losses in last 11 years (in €M)



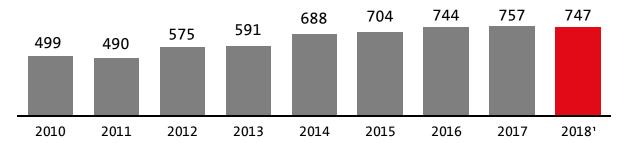
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<sup>1</sup>2018 Unaudited



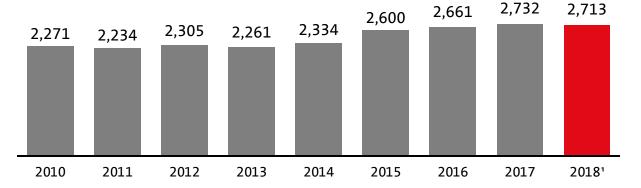
### **Financial Strength, Prudent Management of Provisions**

### **Equity** (€M)



Down by 1% y-o-y primarily due to the decrease in fair value reserve (lower value of availablefor-sale financial assets)

#### Year-End Gross Technical Provisions (€M)



Declined by 1% y-o-y:

- Lower mathematical provisions (reduced provisions for unitlinked life insurance contracts)
- Lower claims provisions (due to their favourable development from previous years and payment of mass claims incurred at the end of 2017)

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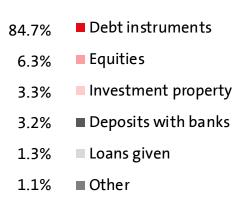
<sup>1</sup>2018 Unaudited

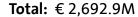


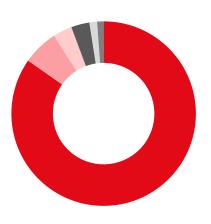
### Asset Allocation<sup>1</sup>

### Structure of investment portfolio not significantly changed

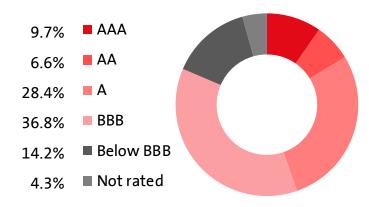
### **Asset Allocation<sup>2</sup>**







### **Debt instruments by rating**



**81.5%** of debt insturments with credit rating **at least BBB** (in 2017 78.2%)

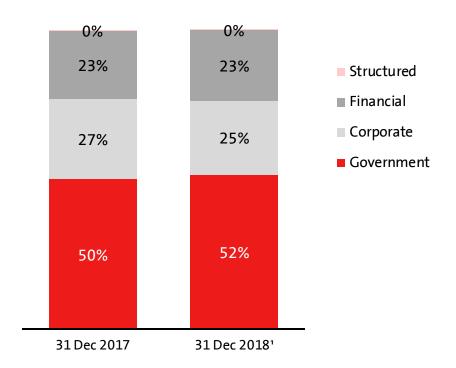
**44.7% with credit rating A or higher** (in 2017 43.2%)

<sup>1</sup> 2018 Unaudited <sup>2</sup> Unit-linked insurance contract investments excluded

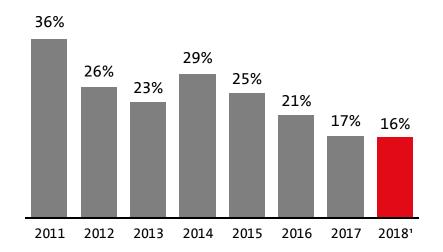


### **Bond Portfolios**

### Bond Portfolio Structure by Type of Issuers



### **Exposure to Slovenian Bonds in Total Bonds**



¹ 2018 Unaudited



### **Triglav Group Asset Allocation**<sup>3</sup>

Triglav investment policy with focus on ensuring safety and liquidity while achieving adequate returns

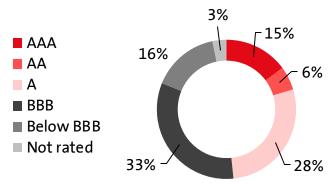
2018 Unaudited	Non-life &	Health <sup>1</sup>	Life & Po	ensions <sup>1</sup>		Total
	In €M	In %	In €M	In %	In€M	In %
Investment property	87.5	7%	2.3	0%	89.8	3%
Investments in associates <sup>2</sup>	13.5	1%	0.6	0%	14.1	1%
Shares and other floating rate securities	93.2	8%	75.1	5%	168.3	6%
Debt and other fixed return securities	910.0	77%	1,371.7	91%	2,281.6	85%
Loans given	3.6	0%	32.8	2%	36.4	1%
Bank deposits	67.5	6%	18.8	1%	86.4	3%
Other financial investments	5.7	0%	4.2	0%	9.9	0%
Investments	1,181.0	100%	1,505.6	100%	2,686.6	100%
Financial investments of reinsurance companies in reinsurance contracts with cedents	6.3		0.0		6.3	
Unit-linked insurance contract investments	0.0		402.5		402.5	
Group financial investments	1,187.3		1,908.1		3,095.4	

¹ Includes investments of own funds of the Group ¹ Investment in associates are mainly additional Real Estate exposure ³2018 Unaudited

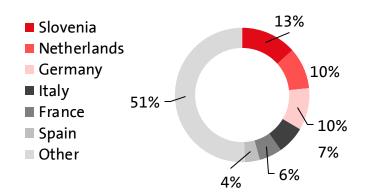


### **Investment Portfolios: Non-life and Health**

### **Bonds by Rating**



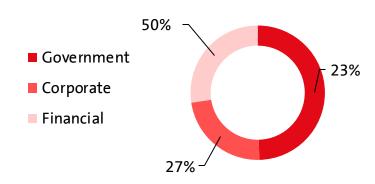
### **Top Bond Exposures by Country**



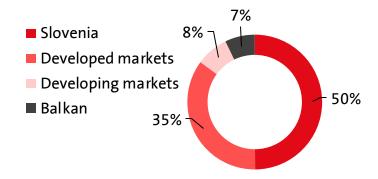
#### <sup>1</sup> 2018 Unaudited

# **5**

### Bonds by Type of Issuer



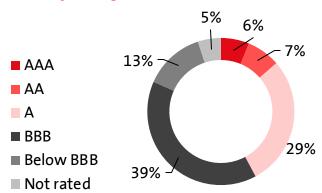
### **Equity Exposures by Region**



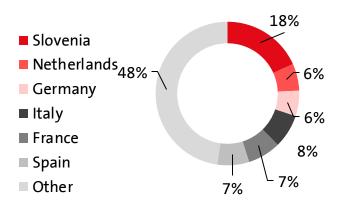
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### Investment Portfolios: Life and Pensions<sup>12</sup>

### **Bonds by Rating**



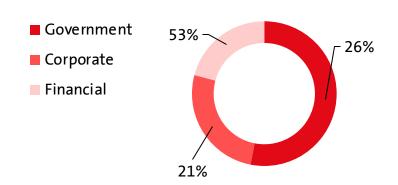
### **Top Bond Exposures by Country**



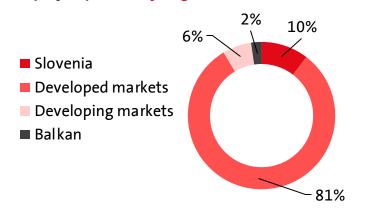
<sup>1</sup> 2018 Unaudited <sup>2</sup> Unit-linked investments excluded

# **5**

### **Bonds by Type of Issuer**



### **Equity Exposures by Region**



### **ALM Topics**

#### **Duration Gap¹** (Unit linked & Supplementary pensions excluded)

- Average weighted duration gap -0.9 y
  - Average duration assets 5.6 y
  - Average duration liabilities 9.4 y
- Non Life Average weighted duration gap 0.5 y
- Life Average weighted duration gap -1.8 y

#### Life Guaranties<sup>1</sup>

- The largest book at Zavarovalnica Triglav with size of € 756M (31.12.2018)
- Effective average rate of guarantee 2.5 % (31.12.2018)
- Average IFRS investment yield 2.9 % (2018)

<sup>1</sup> Data for Parent company Zavarovalnica Triglav



### Financial Calendar 2019 of Triglav Group

Planned date	Type of announcement
4 March 2019	Preliminary key figures 2018
29 March 2019	Audited annual report for 2018 (and Proposed dividend for 2018)
25 April 2019	Convocation Notice of the General Meeting of Shareholders (Decision on dividend for 2018)
16 May 2019	January – March 2019 Interim Report
28 May 2019	General Meeting of Shareholders (notice of its resolutions)
12 June 2019	Dividend shareholders' record date
13 June 2019	Date of dividend payment to Central Securities Clearing Corporation
20 August 2019	January – June 2019 Interim Report
14 November 2019	January — September 2019 Interim Report

Fore information please contact: Helena Ulaga Kitek, Head of IR, <a href="mailto:investor.relations@triglav.si">investor.relations@triglav.si</a>





# **Equity Story**



Profitability Client-centric approach New ways of doing business

2019-2022

Fast growth in the markets outside Slovenia

Profitability
Selective expansion

2010

2000

ZUUU ¥

Leading position in Slovenia, expansion started

2008

1900

**Listing** on the Ljubljana SE

**Established** in Austro-Hungarian Empire as the first Slovenian insurance company founded with domestic capital.



Transformation into a **public limited company.** Expansion of business.

1990

22

### **Triglav Group**

#### **BUILDING A SAFER FUTURE**

Dividend yield<sup>1</sup> = 8.3%

NPS SLO = 55%

Index ORVI = 3.9

Sustainable development

#### **GROUP**

40 companies

> 5.100 employees

#### **CORE BUSINESS**

Non-life insurance

Life insurance

Pension insurance

Health insurance

Reinsurance

Asset management

#### MARKET POSITION

Market leader

Adria region: 20.2%<sup>2</sup>

Slovenia: 35.6%

#### PERFORMANCE<sup>1</sup>

GWP = €1.1Bn

CoR NL = 91.8%

ROE = 10.8%

AUM³ = €656M

#### **RATINGS**

A, stable outlook

S&P Global Ratings



### **SHAREHOLDERS**

63% state-owned funds

18% international

14,000 shareholders

### **STOCK EXCHANGE**



<sup>&</sup>lt;sup>1</sup>31 December 2018, 2018 Unaudited data; <sup>2</sup> 2017 <sup>3</sup> Investment funds



Structure of GWP¹

Non-life
Life & Pension
Health

13.5%

Non-life

Life

Core

**business** 

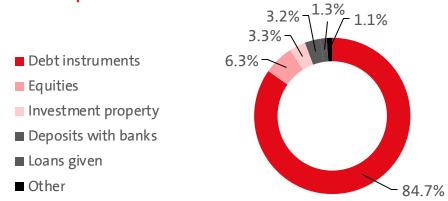
**Pensions** 

Health

Reinsurance

Asset management

Insurance portfolios and own funds<sup>12</sup>



### Insurance portfolios and own funds¹:

AUM € 2,693 million (Liability driven investing)

#### Investment funds<sup>1</sup>

AUM € 656 million (17 mutual funds and discrectionary mandates)

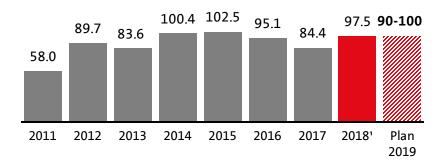
<sup>&</sup>lt;sup>2</sup> Without united-linked products



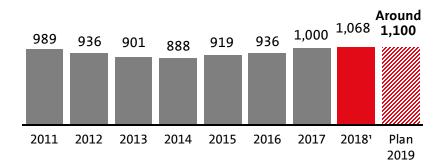
<sup>12018</sup> Unaudited data

### **Focus on Long Term Profitability and Safety of Operations**

#### **Profit before tax** (in €M)

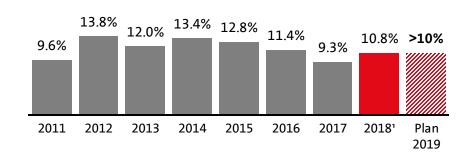


### **Gross written premium** (in €M)

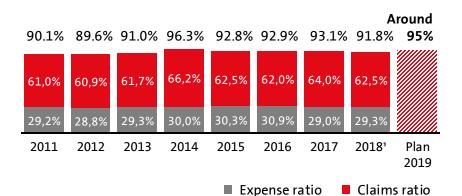


### ¹ 2018 Unaudited

#### ROE



#### **Combined ratio NL**





### **Management Board of Zavarovalnica Triglav**

- Andrej Slapar President CEO
- Uroš Ivanc Member CFO
- Tadej Čoroli
   Member
   Non-life, Sales and Marketing
- Barbara Smolnikar Member Life & Health
- Marica Makoter
   Member and Employee Representative
   HRM, Operations, IT, Fraud prevention



■ Marica Makoter ■ Tadej Čoroli ■ Andrej Slapar ■ Uroš Ivanc ■ Barbara Smolnikar

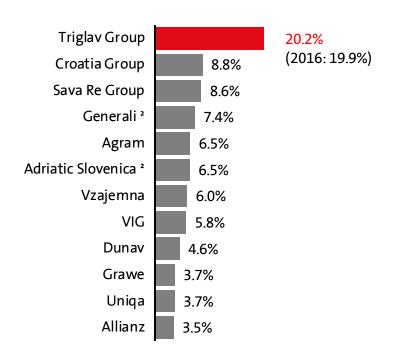
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On 14 November 2018 Supervisory Board of parent company reappointed the President of MB Andrej Slapar for a new five-year term of office and approved his proposal, reappointing Uroš Ivanc and Tadej Čoroli as Members of MB

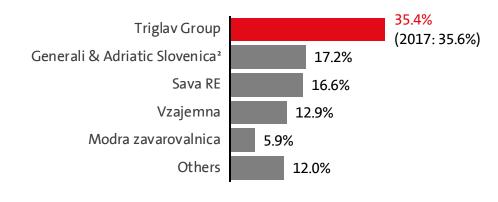


### **Leading Market Position Both in Slovenia and Adria Region**

#### ADRIA REGION¹ (% market share; 2017):



### **SLOVENIA** (% market share; 2018):



Triglav market share in Slovenia by segments:

44% in non-life 29% in life 27% in health

<sup>&</sup>lt;sup>2</sup> In 2019 Generali acquired Adriatic Slovenica (Market share in 2018 in Slovenia: Generali 4.4%, Adriatic Slovenica 12.8%)





<sup>&</sup>lt;sup>1</sup> Source: Calculation based on the data of regional regulators and insurance associations

### **Strong Credit Ratings**

**S&P Global** Ratings

A/stable outlook



A/stable outlook

### \*From S&P GR Rating Report 2018:

The credit rating exclusively reflects Triglav Group's **standalone credit profile** and does not include any uplift from the Group's status as a government-related entity.

Business risk profile - strong
Financial risk profile - very strong
Capital adequacy - extremely strong
Group has adequate reinsurance protection

Credit rating agency	Credit rating	Medium-term outlook	Date
A.M. Best	Α	stable	30-Nov-2018
S&P Global Ratings	Α	stable	7-Sep_2018*
A.M. Best	Α	stable	30-Oct-2017
S&P Global Ratings	Α	stable	8-Sep-2017
A.M. Best	Α	stable	28-Oct-2016
S&P Global Ratings	Α	stable	1-Jul-2016
A.M. Best	<b>A</b> -	positive	16-Oct-2015
S&P Global Ratings	A-	positive	29-Aug-2015
A.M. Best	A-	positive	3-Oct-2014
S&P Global Ratings	A-	stable	26-Sep-2014
S&P Global Ratings	A-	stable	7-Jul-2014
A.M. Best	A-	stable	17-Oct-2013
S&P Global Ratings	A-	stable	4-Jul-2013
A.M. Best	A-	stable	21-Mar-2013
S&P Global Ratings	BBB+	positive	14-Feb-2013
S&P Global Ratings	A-	negative	8-Aug-2012
S&P Global Ratings	Α	negative	21-Nov-2011
S&P Global Ratings	Α	stable	25-Nov-2010
S&P Global Ratings	Α	stable	25-Aug-2009
S&P Global Ratings	Α	stable	25-Sep-2008



### **Latest Expansion Activities**

#### 2017

**NORTH MACEDONIA**: Entry into <u>life insurance market</u> (new company)

**BOSNIA AND HERZEGOVINA**: Entry into <u>voluntary pension insurance market</u> (joint-venture)

Establishment of **REGIONAL PLATFORM** for alternative investments Trigal (joint-venture)

#### 2018

**CROATIA**: Triglav Group signed agreement to acquire RMOD in Croatian pension insurance market (takeover)

Using **NEW BUSINESS MODEL** and **IN COOPERATION WITH** the reinsurance and local **PARTNER** entry into Greek motor vehicle insurance market

**SLOVENIA:** Triglav Group purchased remaining 28.1% equity stake of SPD thereby becoming 100% owner. Company operates in the Slovene supplemental voluntary pension insurance market

**SLOVENIA:** Triglav Group signed agreement to acquire Slovenian AM company ALTA Skladi (takeover)

#### 2019

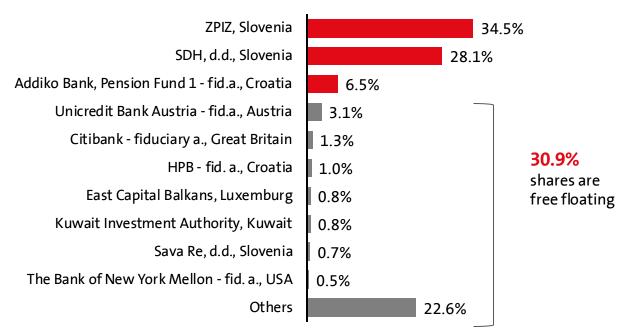
NORTH MACEDONIA: Triglav Group initiated procedure to establish a pension insurance company



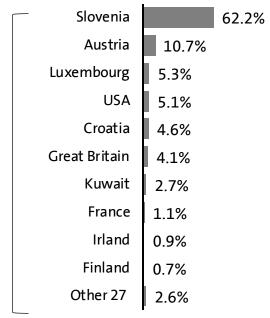
### **Shareholders of Zavarovalnica Triglav**

State-owned funds (ZPIZ, SDH) with 62.6% stake predominant shareholders. Around 14.100 shareholders. International shareholders with 18% stake (2008: 4%)

**Top 10** 



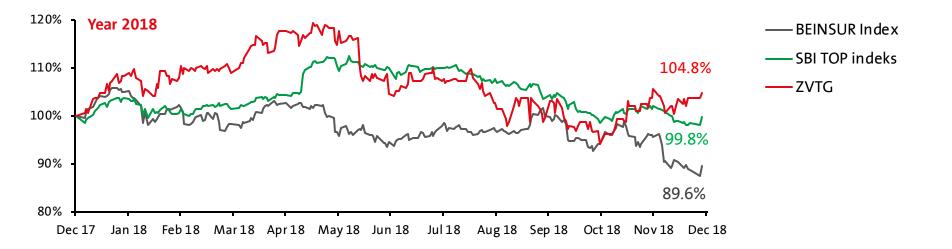
## Free float shareholder structure by country of origin



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### **Share Price Performance**



Total Return 2018			
Triglav Share	+13.1%		
SBITOPIndex	+5.9%		
BEINSUR Index*	-6.0%		

Source: Bloomberg

Items (in €)	31 Dec 2018	31 Dec 2017	31 Dec 2016
Closing price	30.30	28.90	23.20
Book value per share	32.75	32.98	32.28
Net earnings per share	3.56	3.07	3.62
Market capitalisation (in €M)	689	657	527
Average daily trading volume	176,495	166,345	114,845

Traded on Ljubljana SE I.	ISIN code SI0021111651	Ticker ZVTG	Bloomberg ZVTG SV	Reuters ZVTG.LJ
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### **Strategy of Triglav Group**

**Our mission** 

**BUILDING A SAFER FUTURE** 

#### **Our values**

Responsiveness - Simplicity - Reliability

### **Strategic guidelines**

Long-term stable and profitable operations and greater value of Triglav Group Client focus and development of related services Developing even more cooperative and agile organisation and culture

### **Our vision**

By adopting a client-centric approach, we dynamically develop new ways of doing business as the foundation of the Group's responsible long-term development, while at the same time operating profitably and safely.



### **Working Towards Our Vision**

2019

2019

2022

Rating A

ROE > 10%

Average target CoR NL around 95%
Increased volume of business
Market leader

### STRATEGY 2019 – 2022 (key elements)

BUSINESS PROCESSES TRANSFORMATION:

Change of processes to better address the challenges and support our strategic initiatives

CORPORATE CULTURE:

Modern culture. Dedicated and highly skilled employees

**INSURANCE:** 

MARKETS:

Primarily investing in insurance segments where the highest growth rates expected

Higher share of total GWP on markets outside Slovenia

ASSET MANAGEMENT:

Greater visibility as leading asset manager in the region. Increased volume of AUM

Focus on Adria region (organic growth, potential takeovers not excluded)

Developing new business models for entering markets outside the region

Building strategic partnerships

PERFORMANCE:

Profitable and stable operations



Increased % GWP outside SLO

### **Strategic Objectives of Capital Management**

> 250%	Surplus capital adequacy	Possibility of a more aggressive growth of business volume, assessment of potential changes in the business strategy
200 - 250%	Target capital adequacy	Regular performance of risk management activities
150 - 200%	Sub-optimum level of capital adequacy	Analyzing possible medium and long-term measures to improve capital adequacy and emphasized monitoring of risks
130 - 150%	Warning level of capital adequacy	Implementation of measures to improve capital adequacy
< 130%	Insufficient capital adequacy	



### **Risk Profile And Capital Adequacy**

### **Strong capital adequacy, within target range 200-250%**

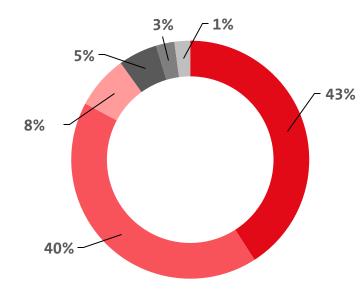
	31 Dec 2017	31 Dec 2016 <sup>2</sup>
Solvency ratio <sup>1</sup>	222%	242%

<sup>1</sup> Standard formula used. In 2017 methodology was revised introducing more conservative approach for calculation of the adjustment for the loss absorbing capacity of deferred taxes.

### Risk exposure in line with the defined risk appetite

### Risk profile of Triglav Group (as at 31 Dec 2017)

- Underwriting risk
- Market risk
- Credit risk
- Operational risk
- Risk of companies from other financial sectors
- Risk of other companies





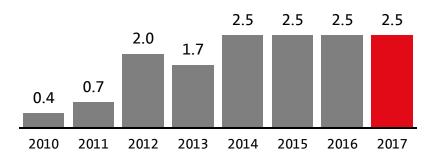
<sup>&</sup>lt;sup>2</sup> Based on methodology before its revision in 2017

## **Attractive and Sustainable Dividend Policy**

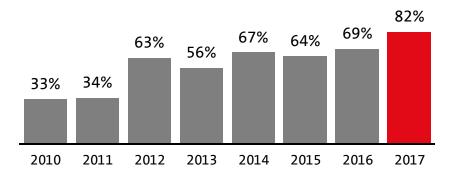
The minimum dividend pay-out is set to 50% of consolidated net profit for the previous year, however Zavarovalnica Triglav will strive not to reduce its dividend payment below the level of the previous year. As thus far, the future implementation of the dividend policy will be subordinated to achieving the medium-term sustainable target capital adequacy of Triglav Group. The proposal of the Management Board and the Supervisory Board as regards the annual distribution of accumulated profit of the Company will therefore take into account the following three objectives in a balanced manner: to ensure prudent capital management of Triglav Group and its financial stability, to reinvest net profit in the implementation of the strategy of growth and development of Triglav Group and to pay out attractive dividends to the shareholders.

**Dividend Yield (31 Dec 2018): 8.3%** 

#### **Gross dividend** per share (in €):



#### Pay-out (% consolidated net profit):



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## **Insurance Markets of Triglav Group**

#### Share of GWP by Markets¹

Slovenia	76.7%	•	Slovenia	76.7%
		*	Croatia	5.4%
			Serbia	4.6%
Other markets	17.9%		Montenegro	3.1%
		<b>&amp;</b>	B and H	2.6%
			North Macedonia	2.2%
Internat. reinsurance	5.4%	8	Int. RE	5.4%



39

GWP share from outside Slovenia consistently increasing:

2018<sup>1</sup>: 17.9%

2017: 17.7%

2016: 17.3%

2015: 17.2%

¹ 2018 Unaudited



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## Slovenia

Zavarovalnica Triglav

Triglav, Zdravstvena Zavarovalnica

Skupna pokojninska družba



Key figures			
Market share*	▼	-0.2 p.p.	35.4%
Market position	•		1
Gross written premium	<b>A</b>	+7%	€ 837.7 M
Gross operating costs	<b>A</b>	+5%	€ 195.0 M
Gross claims paid	<b>A</b>	+5%	€ 552.8 M
Combined ratio	▼	-1.2 p.p.	89.8%

Market development	
Insurance penetration (2017)	5.0%
GWP	€ 2,365 M (+7.7%)
Insurance density (2017)	€ 1,055 per capita

#### **Major events**

- GWP growth in line with market
- GWP of Zavarovalnica Triglav increased by 6%, TZZ by 11%, Skupna by 9%
- Market consolidation
- Aggressive price competition, upward pressure on the acquisition costs

In Slovenia a market share of 35% (44% in non-life insurance, 29% in life insurance and 27% in health insurance)



# Croatia

Triglav Osiguranje, Zagreb



	•			
Key	TI.	σп	rec	
ILC	•	gч	163	
		•		

Market position •   Gross written premium ▲ +8% € 57.9   Gross operating costs ▲ +4% € 21.1   Gross claims paid ▲ +23% € 44.6				
Gross written premium  A +8%  Gross operating costs  A +4%  Gross claims paid  A +23%  € 57.9  € 44.6	Market share	•	0.0 p.p.	4.4%
Gross operating costs  A +4%  Gross claims paid  A +23%  € 21.1	Market position	•		9
Gross claims paid	Gross written premium	<b>A</b>	+8%	€ 57.9 M
- 12370	Gross operating costs	<b>A</b>	+4%	€ 21.1 M
Combined ratio Tolonom -5.7 p.p. 103.1	Gross claims paid	<b>A</b>	+23%	€ 44.6 M
	Combined ratio	•	-5.7 p.p.	103.1%

#### **Market development**

Insurance penetration (2017)	2.5%
GWP	€ 1,329 M (+8.8%)
Insurance density (2017)	€ 295 per capita

#### **Major events**

- Strong growth in GWP
- Challenging overall market conditions
- Focus on increasing profitability through improved underwriting and cost optimization initiatives



# Serbia

Triglav Osiguranje, Belgrade



## **Key figures**

Market share (Q1-3 2018)	<b>A</b>	+0.2 p.p.	6.0%
Market position (Q1-3 2018)	•		5
Gross written premium		+12%	€ 49.0 M
Gross operating costs	<b>A</b>	+20%	€ 21.2 M
Gross claims paid		+17%	€ 18.2 M
Combined ratio	•	-1.8 p.p.	97.9%

#### **Market development**

Insurance penetration (2017)	2.1%
GWP (Q1-3 2018)	€ 630 M (+5.2%)
Insurance density (2017)	€ 109 per capita

#### **Major events**

- High growth across all lines of business and increased market share
- Particular focus on the development of life insurance sales channels
- Various innovative mass products in the field of home insurance launched

# Montenegro

Lovćen osiguranje

Lovćen životna osiguranja



Key figures		
Market share	•	-0.3 p.p.

Market position • 1

Gross premium written 

+5% 
€ 32.9 M

Gross operating costs ▼ -1% € 13.6 M

Gross claims paid 

+37% 

€ 23.1 M

Combined ratio ▼ -8.3 p.p. 91.0%

#### **Market development**

Insurance penetration (2017) 1.9%

GWP € 87 M (+6.2%)

Insurance density (2017) € 131 per capita

#### **Major events**

- Strong GWP growth in life insurance segment (bancassurance)
- Focus on improving core operating profitability and cost efficiency
- Marketing of new products

37.9%

# Bosnia and Herzegovina

Triglav Osiguranje, Sarajevo

Triglav Osiguranje, Banja Luka



#### **Key figures**

Market share (H1 2018)	▼	-0.2 p.p.	8.0%
Market position (H1 2018)	•		6
Gross written premium	<b>A</b>	+3%	€ 28.1 M
Gross operating costs	<b>A</b>	+1%	€ 11.5 M
Gross claims paid	<b>A</b>	+8%	€ 12.7 M
Combined ratio	<b>A</b>	+3.3 p.p.	102.0%

#### **Market development**

Insurance penetration (2017)	2.2%
GWP (H1 2018)	€ 184 M (+4.7%)
Insurance density (2017)	€ 99 per capita

#### **Major events**

- Solid growth of GWP
- Decrease of market share due to a new market participant
- Focus on profitability in a very challenging market environment

# North Macedonia

Triglav Osiguruvanje, Skopje

Triglav Osiguruvanje Život, Skopje



Key figures			
Market share	<b>V</b>	-0.1 p.p.	

Market position

Gross written premium

+10%

€ 23.4 M

+10%

€ 8.0 M

Gross claims paid 

+14% 
€ 11.8 M

#### **Market development**

#### **Major events**

- Introduction of life insurance products through newly established life insurance company Triglav Osiguruvanje Život.
- Focus on health insurance, where the company recorded high GWP growth and marketing of new insurance products.
- Decrease of income from financial assets due to decreasing interest rates



14.5%

## **GDP Growth and Low Insurance Density Key Growth Drivers**

Country		Market development (2017)	
		Insurance penetration Premium share in GDP	Insurance density € premium per capita
		(EU 7.2%)	(EU €2,150)
<u>~</u>	Slovenia	5.0%	1,055
	International reinsurance	-	-
<b>3</b>	Croatia	2.5%	295
	Serbia	2.1%	109
	Montenegro	1.9%	131
<b>&amp;</b>	Bosnia and Herzegovina	2.2%	99
*	North Macedonia	1.5%	71



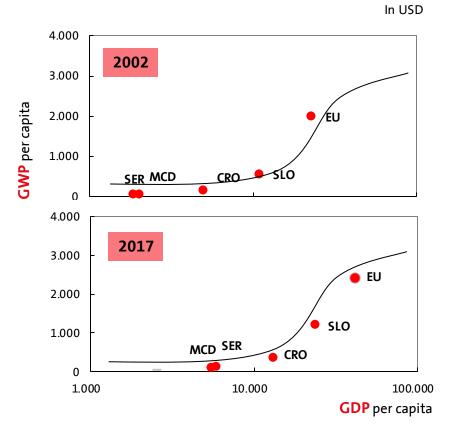
## **GDP Growth and Low Insurance Density Key Growth Drivers**

## Insurance density by Triglav's markets in 2017

(GWP per capita)

#### In € EU **SLO CRO** MN **SER** BiH MCD €2,150 2x 7x 16x 20x 22x 30x 1,055 295 131 109 71 99 EU SLO **CRO** MN SER BIH MCD ■ Non-life ■ Life

#### Correlation between GWP and GDP



Source: Sigma (Swiss RE), IMF, local regulators



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