# Think FUTURE.

# 17<sup>th</sup> ordinary General Assembly of UNIQA Insurance Group







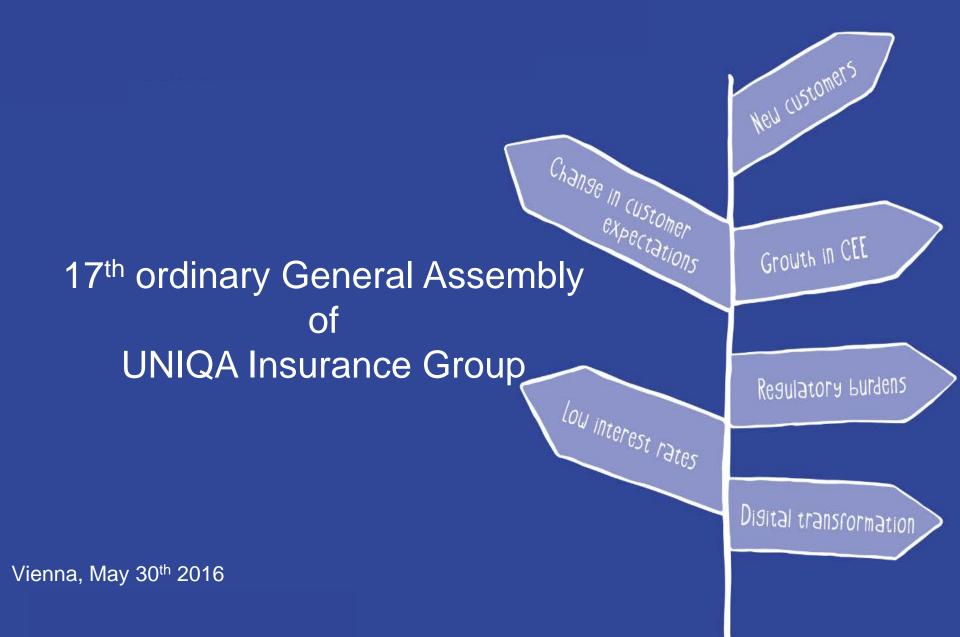
- 1. Presentation of the adopted non-consolidated financial statements and the consolidated financial statements of UNIQA Insurance Group AG for the year ending 31 December 2015, of the management report, the corporate governance report of the management board, and of the management board's proposal for the allocation of profits along with the supervisory board's report pursuant to Section 96 Stock Corporation Act (hereinafter "AktG") for the fiscal year 2015.
- 2. Resolution on the distribution of net profits shown in the Company's financial statements for the year ending 31 December 2015.
- 3. Resolution on the discharge of the members of the Company's management board and the supervisory board for the fiscal year 2015.
- 4. Resolution on daily allowances and remunerations to the members of the supervisory board.
- Election of the auditor of the non-consolidated and consolidated financial statements for the fiscal year 2017.
- 6. Resolution to amend the authorization granted by the 16<sup>th</sup> Annual General Meeting of the Company on 26 May 2015 to the Management Board to purchase own shares pursuant to Section 65 para.1 (8) and para.1a of the Stock Corporation Act, subject to the consent of the Supervisory Board, so as to allow the purchase of own shares by virtue of this authorization for a minimum consideration of EUR 1,00 and a maximum consideration of EUR 15,00 per share.
- 7. Election of two members of the supervisory board.





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#### Andreas Brandstetter





#### Halftime of UNIQA 2.0



2011–2012 *Get ready*  2013–2015 Start winning 2016–2020 Create future



2011–2012 Get ready 2013–2015 Start winning 2016–2020 Create future



### **UNIQA 2.0 targets of June 2011**

# What is our goal?



# **Customer** growth

Double the number of customers by 2020

# How can we achieve this goal?



# Focus on core business

Focus on our core business as a primary insurer in our core markets of Austria and CEE

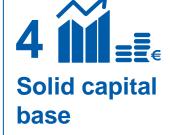
# Where can we improve our core business?



# Implementation of key programmes

- UNIQA AT: Profitability
- Raiffeisen Ins. : Productivity
- UNIQA Int'l: Growth & profit
- Group: Improve risk return profile

# What is required?



- Strengthened capital base
- Simpler, more capital marketfriendly Group structure
- Re-IPO

## Why is this attractive?



financials

Improve EBT by up to € 400M until 2015



### Delivered (1/3)



# Customer growth

- Customer increase from 7.5 Mio up to 10 Mio.
- Most trusted insurance brands
- Strengthened regional presence

# Customers





Focus on core business

- Investments in CEE
- Stake increase of private hospitals
- Exit from equity investments not linked to core business

#### Deal activities

	Divest	Invest
Regional	Mann- heimer in DE	Basler in HR & RS; EBRD in CEE
Business	Hotels, Media	Hospitals

Group



### Delivered (2/3)



4 key programmes

- UNIQA Austria: Improvement of cost and combined ratio, Portfolio restructuring
- Raiffeisen Insurance:

   Cooperation agreement,
   Significant increase in productivity
- UNIQA International: Result improved, Organic and inorganic growth
- Risk / Return:
   Significant improvement of risk position

COR (net)

105% \_-7.2pp\_ 97.89

105% <u>-7.2pp</u> 97.8% 2011 2015

Net Admin Cost Ratio<sup>1</sup>

GWP in €



### Delivered (3/3)



- Successful Re-IPO
- Total equity increase
- Solid capital position without use of transitionals and including risk charge for all government bonds



 Consistent increase in profit from ordinary activities

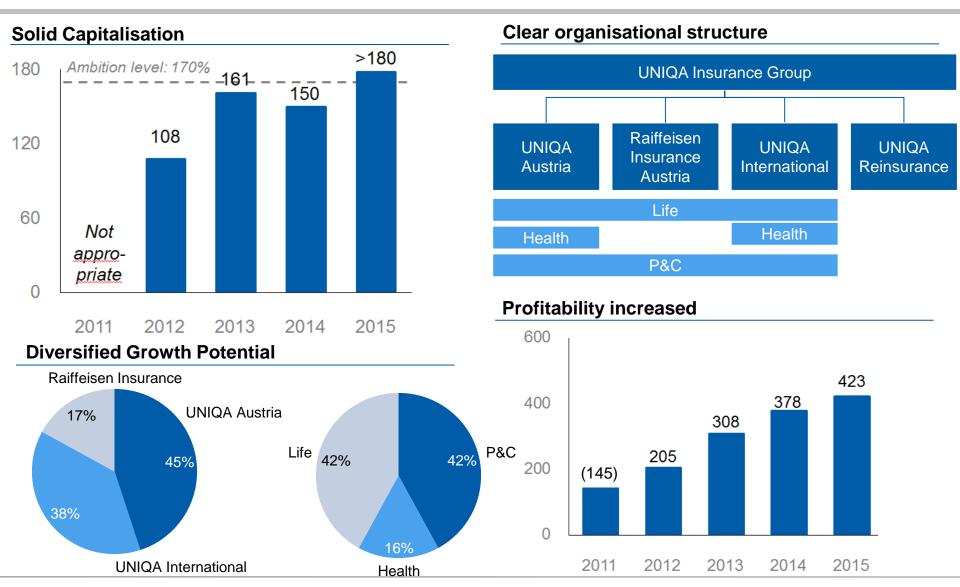
2011: €145M<sup>1</sup> 2012: €204M

2013: €308M 2014: €378M

 Substantial and constantly increasing dividends Profit on ordinary activities in €



# Summary: Solid base for second half of UNIQA 2.0





#### Halftime of UNIQA 2.0





### Extreme challenges from 2016-2020

# Increasing pressure on core business through markets and regulation

- Toxic low interest environment and volatile capital markets
- Macro-economic headwind and very low growth expectations
- Drastically increasing regulatory requirements

# Pressure on business model through customer behaviour and digital transformation

- Radical changes in customer behaviour in interactions with insurer
- Next wave of technological change in current business model
- Emergence of completely new business models

#### **Implications**

- Extreme pressure to reduce cost and improve results requires radical optimisation of operational excellence and very careful capital management
- Digital transformation and changing customer journey demand substantive investment in new capabilities and business models, if we still want to be a relevant player in 5-10 years



# We invest 500 MEUR in our future

#### Fields of action 2016-2020

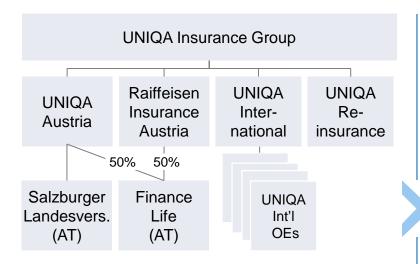
**Continue optimisation of** operational excellence in our core business Turnaround Life Profitability **P/C** Stability **Health** Improvement process efficiency Active Capital Management

**Investing in our business** model of the future Modernisation Digital transformation 115 MEUR Development of alternative business 50 MEUR models Repositioning of customer commitment 30 MEUR **195 MEUR** 



### **Leaner Group Structure**

#### **Current Group structure**



- UIG as a Group Holding
- 4 risk carriers in Austria
- Int'l Holding with regional heads

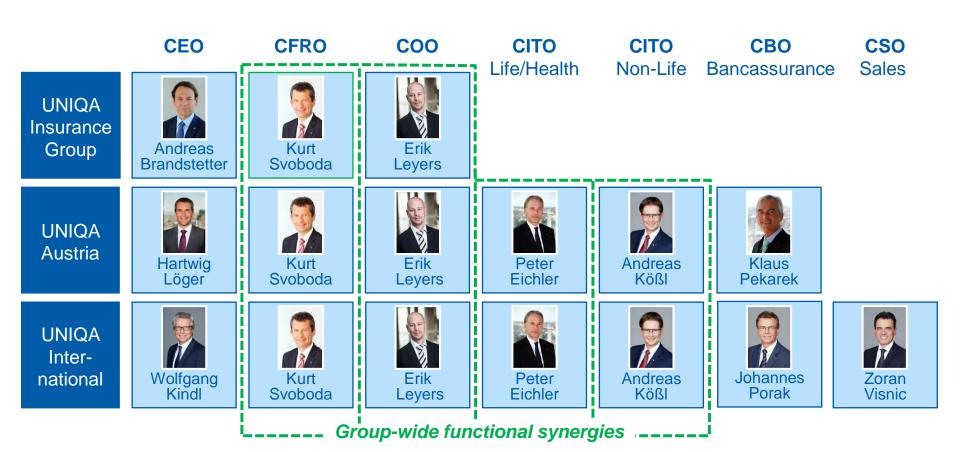
#### **New functional structure (end of 2016)**



- UIG as a streamlined Group Holding with functional steering
- 1 risk carrier in Austria
- Int'l Holding with refocused functional steering

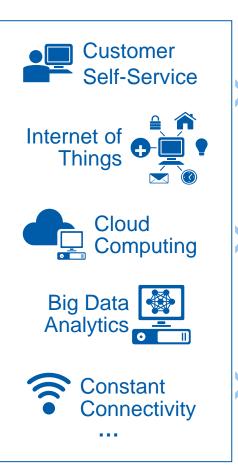


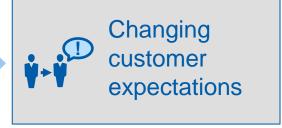
### Streamlined functional steering



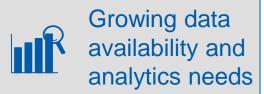


# Digitisation is changing the insurance industry





 Individualised and essential service at any time and anywhere



 Individual and innovative service and product offering



- Capability to quickly adjust to innovation trends
- Real-time



## First steps in the digital age

# UNIQA is ready for a digital model and...

Clients	Excellent brands	✓
Processes	Process excellence & significant cost savings	✓
Products	Broad and innovative products & strong cross-selling potential	
Governance	Efficient new set-up	<b>√</b>

# ... demonstrated successful first steps

Telematics (Safe-Line)





Client centre "MyUNIQA"

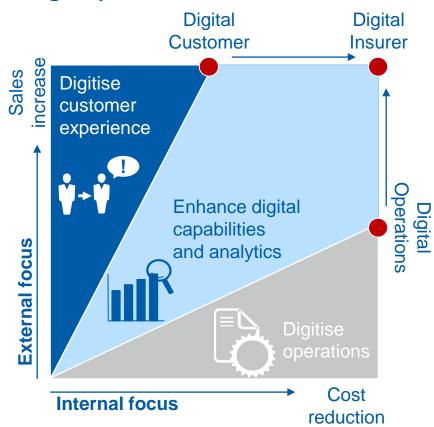
Claims App





### Steps to become a digital insurer

#### Our digital path<sup>1</sup>



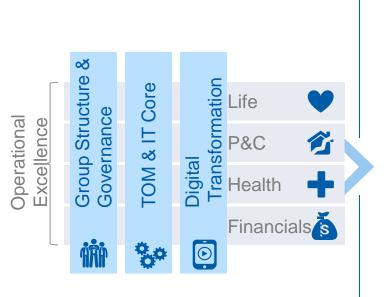
- For the people not against them
- Foster innovation culture
- Build up capabilities
- Enhanced analytical abilities
- Investments in "digital bets"
- Enhanced brand experience

1: Based on Accenture's digital framework



### **Ensuring attractive results**

#### **Key initiatives 2016–2020 Operating KPIs**



GWP	2% p.a.
NCR	<21% in 2020
COR	<95% in 2020
ECR	>170% from 2016

# Targeted financial results

13.5% operating ROE average in 2017–2020

"Each year increasing DPS" in 2016–2020



## **Group Result 1st Quarter**

Millionen Euro	1Q15	1Q16	<b>▲</b> %
Gross written premium <sup>(a)</sup>	2,039.5	1,718.7	-15.7%
Net Investment income	237.2	125.5	-47.1%
Profit on ordinary activities	94.0	41.6	-55.7%
Consolidated profit	76.9	33.2	-56.8%
Combined Ratio (netto)	98.8%	95.8%	-3.1PP
Cost ratio	18.4%	22.9%	4.5PP
Return on Equity	9.7%	4.1%	-5.7PP

<sup>(</sup>a) Including savings portion of premiums from unit- and index-linked life insurance







2. Resolution on the distribution of net profits shown in the Company's financial statements for the year ending 31 December 2015.



#### Resolutions Proposed by the Management Board an Supervisory Board

"Net profits for the 2015 financial year in the amount of EUR 145.318.925,52 shall be allocated as follows:

Distribution of a dividend of 47 cents for each share unit carrying dividend rights (309.000.000 share units issued as of 31 December 2015, less treasury shares held on the date the resolution is adopted) representing a proportionate value of EUR 1,00 each in respect of the share capital.

The residual amount shall be carried forward."





 Resolution on the discharge of the members of the Company's Management Board and the Supervisory Board for the fiscal year 2015.



#### **Beschlussvorschlag Vorstand und Aufsichtsrat**

"The members of the Company's Management Board and the members of the Company's Supervisory Board (each in the fiscal year 2015) will be discharged for the fiscal year 2015 in separate votes."





4. Resolution on daily allowances and remunerations to the members of the Supervisory Board.



# Resolution Proposed by the Management Board an Supervisory Board

"The remunerations of the members of the Supervisory Board shall amount in total to EUR 425.000,00 for the fiscal year 2015. Allocation to the individual members of the Supervisory Board will be made by resolution of the Supervisory Board. The daily allowances of the members of the Supervisory Board shall amount to EUR 500,00 per meeting and participating member."





5. Election of the auditor of the non-consolidated and consolidated financial statements for the fiscal year 2017.





#### Resolutions Proposed by the Supervisory Board

"PwC Wirtschaftsprüfung GmbH is elected as auditor for the nonconsolidated and consolidated financial statements for the year ending 31 December 2017."





6. Resolution to amend the authorization granted by the 16<sup>th</sup> Annual General Meeting of the Company on 26 May 2015 to the Management Board to purchase own shares pursuant to Section 65 para.1 (8) and para.1a of the Stock Corporation Act, subject to the consent of the Supervisory Board, so as to purchase of own shares by virtue of this authorization for a minimum consideration of EUR 1.00 and a maximum consideration of EUR 15.00 per share.



# Resolutions Proposed by the Management Board and Supervisory Board

"Amending the resolution adopted by the 16th Annual General Meeting of the Company on 26 May 2015, the 17<sup>th</sup> Annual General Meeting authorizes the Management Board, effective as of the day of the 17th Annual General Meeting, to purchase own shares pursuant to Sect. 65 para.1 (8) and para.1a and para.1b of the Stock Corporation Act, subject to the consent of the Supervisory Board, up to a maximum of 10% of the share capital, including other own shares already purchased and still held by the Company, with the option of making repeated use of the 10% limit, on the stock exchange and over the counter, likewise to the exclusion of the shareholders' rights to tender proportional payment. The authorization may be exercised from 18 November 2015 up to and including 27 May 2018, i.e. for 30 months, for the purchase of own shares for a minimum consideration of EUR 1.00 (previously EUR 7.00) and a maximum consideration of EUR 15.00 (previously EUR 20.00) per share.

continuation



#### **Beschlussvorschlag Vorstand und Aufsichtsrat**

Except for the change of the lowest and highest consideration for the purchase of own shares, the authorization to purchase own shares in accordance with the resolution adopted by the 16<sup>th</sup> Annual General Meeting of the Company on 26 May 2015 remains unchanged, including the authorization for the purchase of shares of the Company by subsidiaries of the Company, for the sale of purchased own shares other than on the stock exchange or by public offer on the conditions decided by the 16<sup>th</sup> Annual General Meeting of the Company on 26 May 2015, and for the withdrawal of own shares purchased."





7. Election of two members of the Supervisory Board.



#### Resolutions Proposed by the Supervisory Board

"The following persons are elected Members of the Supervisory Board in the following order:

Jutta Kath Rudolf Könighofer

The candidates proposed are to be elected as of the end of the 17<sup>th</sup> Annual General Meeting for a term of office until the end of the Annual General Meeting held to formally approve the actions of the Management Board and the Supervisory Board for the business year 2018. The number of Members of the Supervisory Board elected by the Annual General Meeting of the Company is to be increased from currently nine to ten Members of the Supervisory Board elected by the Annual General Meeting. On account of the termination of the Supervisory Board mandate of Mr. Peter Gauper and the increase of the number of Supervisory Board members to ten, two Members of the Supervisory Board have to be elected."

Full speed ahead into the future

