

A man and a woman are standing on a grassy hill, holding hands and looking out over a vast, green landscape. A large, vibrant rainbow arches over them, spanning the width of the image. The scene is bathed in the warm, golden light of a sunset or sunrise, with the sun low on the horizon. The man is wearing a white t-shirt and dark shorts, while the woman is wearing a dark denim jacket. The overall mood is peaceful and hopeful.

# Living better together

23<sup>rd</sup> Annual General Meeting of UNIQA Insurance Group AG  
Vienna, 23<sup>rd</sup> May 2022



1. Presentation of the approved and officially adopted non-consolidated financial statements and the consolidated financial statements of UNIQA Insurance Group AG for the year ending 31 December 2021, the management report, the corporate governance report of the Management Board, the separate consolidated non-financial report of the Management Board, and the Management Board's proposal for the distribution of profits, as well as the report of the Supervisory Board pursuant to Section 96 Stock Corporation Act for the fiscal year 2021.
2. Resolution on the distribution of net profits shown in the Company's financial statements for the year ending 31 December 2021.
3. Resolution on the approval of the actions of the members of the Management Board and the Supervisory Board of the Company for the fiscal year 2021.
4. Election of the auditor of the non-consolidated and consolidated financial statements for the fiscal year 2023.
5. Resolution on the remuneration report including the remuneration of the Management Board and the Supervisory Board for the 2021 business year.
6. Resolution on the daily allowances and the remuneration of the members of the Supervisory Board.
7. Election of a member of the Supervisory Board.

**Presentation of the approved and officially adopted non-consolidated financial statements and the consolidated financial statements of UNIQA Insurance Group AG for the year ending 31 December 2021, the management report, the corporate governance report of the Management Board, the separate consolidated non-financial report of the Management Board, and the Management Board's proposal for the distribution of profits, as well as the report of the Supervisory Board pursuant to Section 96 Stock Corporation Act for the fiscal year 2021.**



A man and a woman are standing on a grassy hill, holding hands and looking out over a vast, green landscape. A large, vibrant rainbow arches over them, spanning the width of the image. The scene is bathed in the warm, golden light of a sunset or sunrise, with the sun low on the horizon. The man is wearing a white t-shirt and dark shorts, while the woman is wearing a dark denim jacket and dark pants. The grass in the foreground is tall and golden-brown. The background shows rolling green hills and a small body of water in the distance.

# Living better together

Report of Andreas Brandstetter  
23<sup>rd</sup> General Meeting of UNIQA Insurance Group AG  
Vienna, 23<sup>rd</sup> May 2022



**01**

**The financial year 2021 |**  
The successful start of UNIQA 3.0

**02**

**UNIQA 3.0 – Seeding the Future |**  
The first review

**03**

**The first quarter of 2022 |**  
The positive trend continues

01

**The financial year 2021 |**  
**The successful start of UNIQA 3.0**



**Growth written premium**

6,358.0 m EUR

(+14.2%)

**Cost Ratio**

27.4%

(29.4%)

**Combined ratio**

93.7%

(97.8%)

**Investment Income**

648.0 m EUR

(+28.2%)

**Earnings before taxes**

382.3 m EUR

(57.1 m EUR)

**Dividend proposal**

55 Cent/Share

All values in parentheses refer to the year 2020

# Challenges and successes



## Strongest severe weather year in our history

**267** m EUR  
claims payments



## UNIQA 3.0 – first Milestones

Excellent **growth (+14%)**  
with increased cost efficiency



## Austrian transformation on schedule

**150** new general agencies,  
reduction of **600** jobs



## Sustainability

Clear commitment to **1,5°**  
Paris climate target path



## CEE as second home market

**75%** of **15.8** m customers,  
**40%** of the premium



## Investment in the future

**80** m EUR investment in  
digitization, IT and new business  
models



# Value-based management

Solvency Capital Ratio

196%

+26 PP

Standard & Poor's Rating

A-

A-

Unrestricted Tier 1 Capital

79%

+5 PP

# Gross written Premium



## Property and Casualty

- 3,489.5 m EUR (+15.9%)
- AXA integration as an extraordinary effect



## Health Insurance

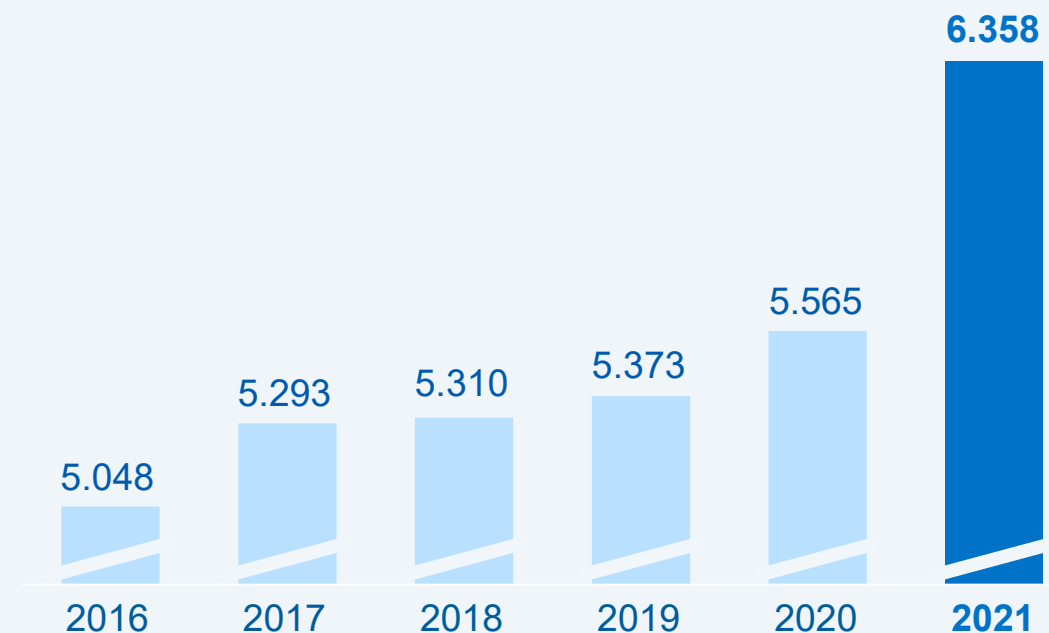
- 1,226.5 m EUR (+5%)
- Stable, profitable growth



## Life Insurance

- 1,642.0 m EUR (+18.3%)
- AXA integration as an extraordinary effect

**+14.2%**  
**6,358 m EUR**





# Earnings before taxes



## Claims Payments (net)

- 4,104.2 m EUR (+11.1%)
- Moderate increase despite rise in natural catastrophes and major losses



## Operating expenses (net)

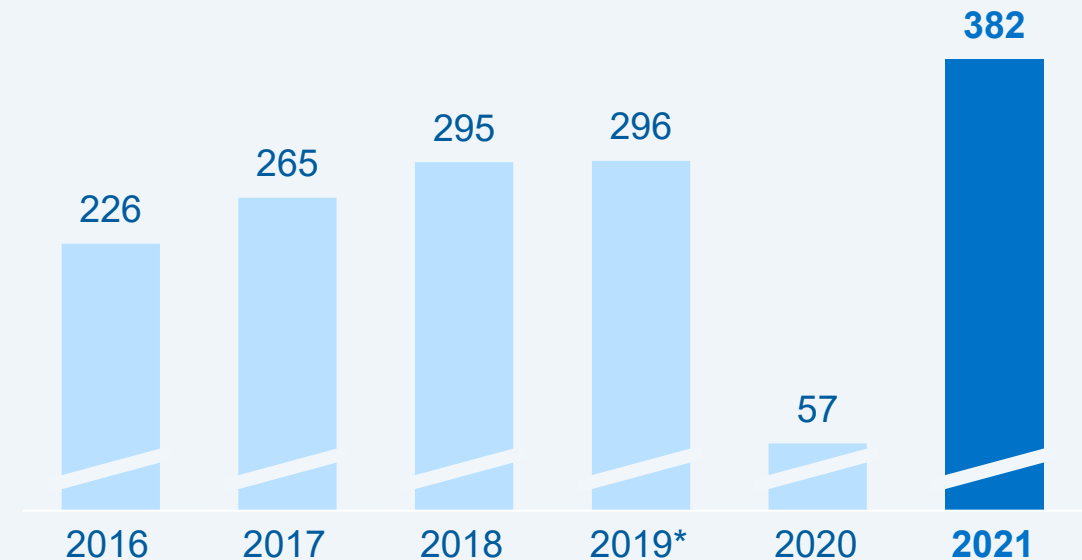
- 1,648.5 m EUR (+5.2%)
- First successes from the cost program



## Investment income (net)

- 648.0 m EUR (+28.2%)
- Realisates from equity funds & fixed-income securities

**382 m EUR**



\* before adjustment of goodwill in Romania and Bulgaria in the amount of 54.6 m EUR

# Focus on customers | Austria

Insurers on site and expansion of digital channels

## Digital platform MyUNIQA

- 3.3 m visitors (+31%)
- 60% claims payments
- Already 18% penetration

## New customer loyalty MyUNIQA Plus

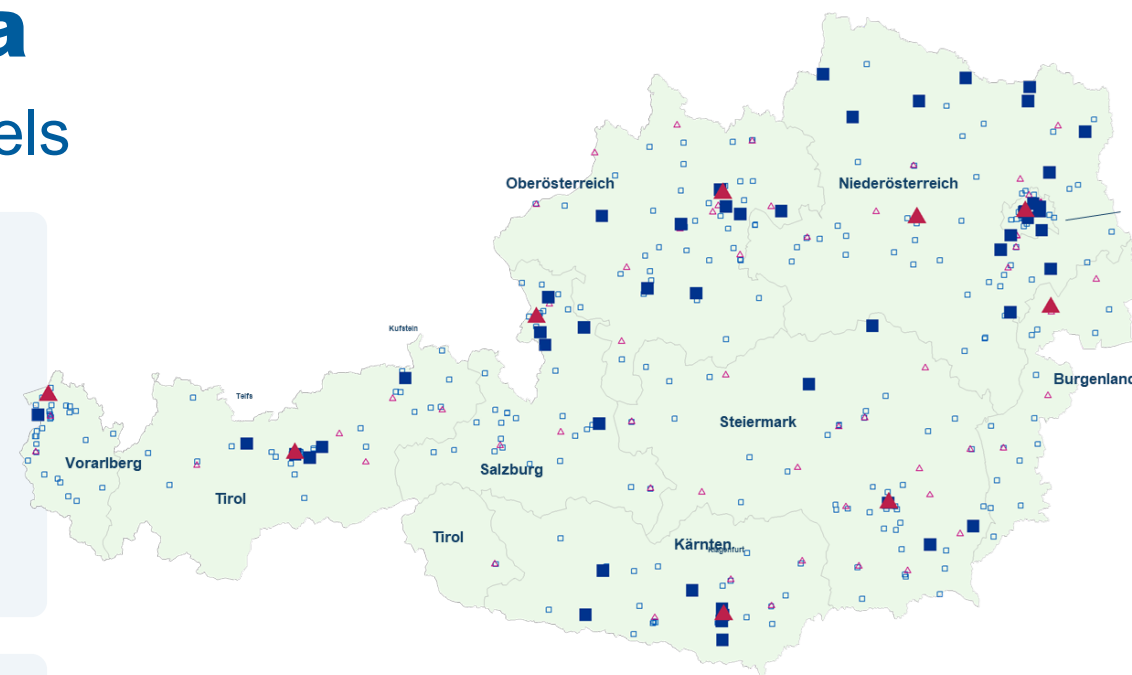
- Offer to premium customers
- Already 170,000 registrations
- No claims = “pay back”

## Insurer on site

- 1,300 sales employees and 333 general agencies
- 1,500 brokers in the field
- Raiffeisen Banking Group

## Additional Services

- Telemedicine with “akut versorgt”
- 8.7 m severe weather warnings
- Post Covid Check



**3,917  
m EUR**  
Gross written  
premium

**3,7 m**  
customers



# Focus on customers | International

Expansion of digital services and high customer satisfaction

## Cherrisk

- Digital ecosystem with 360,000 users
- Insurance & Charity



## Bancassurance

- Roll-out of the digital service platform
- Preferred Partnership with RBI

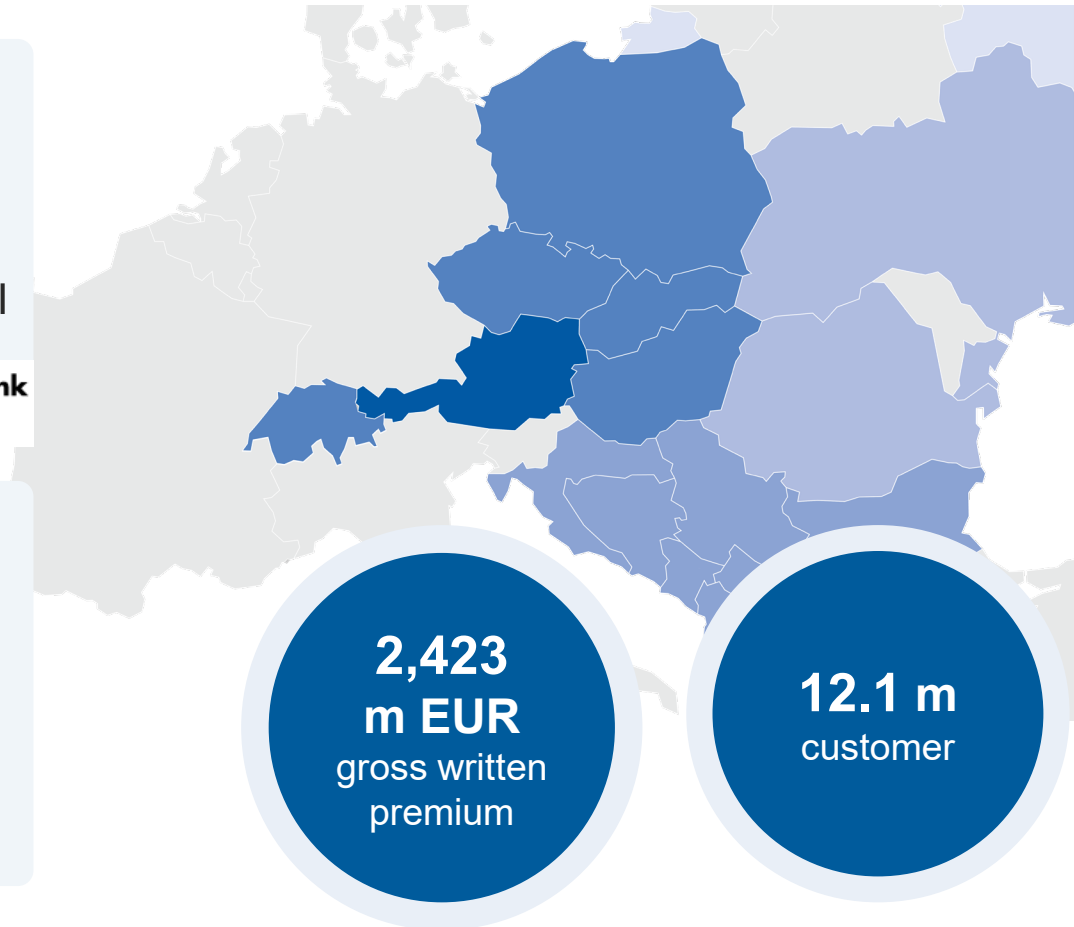


## Expansion of digital Services

- Self-service rate at 60% (for claims handling)
- Promotion of health insurance through call centers & apps

## Satisfaction

- 500,000 customer feedbacks, equals ~ 1,400 per day
- 4.5 / 5 stars





# 02 UNIQA 3.0 – Seeding the Future | The first review





# Our approach

## Megatrends



**Low interest rate & econom. power shift**



**Demographic & social change**



**Innovation & Digitalisation**



**Climate Change & Sustainability**



## Vision & Mission



## Business models

**Optimization**  
of our  
core business

**New exploration**  
of innovative  
business fields

**Strat.  
Goals**

**Critical initiatives**

**Fields of action**

**Projects & Measures**

## Our strategic goals until 2025



Best service provider  
in Austria and CEE

#1

Market leader  
in Austria

Top 5

CEE-Core markets



Attractive employer

50<sub>m EUR</sub>

Reduction of  
operating costs

100<sub>m EUR</sub>

Revenue with new  
business models

## Where we are



### Best service provider

> 4.5 Rating

Customer **satisfaction** stable

Focus on straight through policies processing



### Market leader in Austria

in property and health insurance

Strengthening regional **competence**

High **productivity** in sales



### Top 5 in core markets CEE

in Non Life in PL, CZ, SK & HU

**Top 5** position strengthened

Successful **AXA integration**



### Cost efficiency

Reduction of operating costs

**Cost reduction** on target



### Most attractive employer

> 4.5 Rating

Positive **trend development**

High **flexible** work models



### New business models

100 m EUR Turnover

Foundation of **SanusX**

First **Acquisitions**





**B2B  
&  
B2C**

**Stay &  
become  
healthy**

**Active  
Aging**

**Employee  
health**

**Pharmacies**

**...**

**Active  
Aging**

**Mental  
Health**



**Trusted partner** for the elderly  
Enables people to age in **dignity  
& comfort**

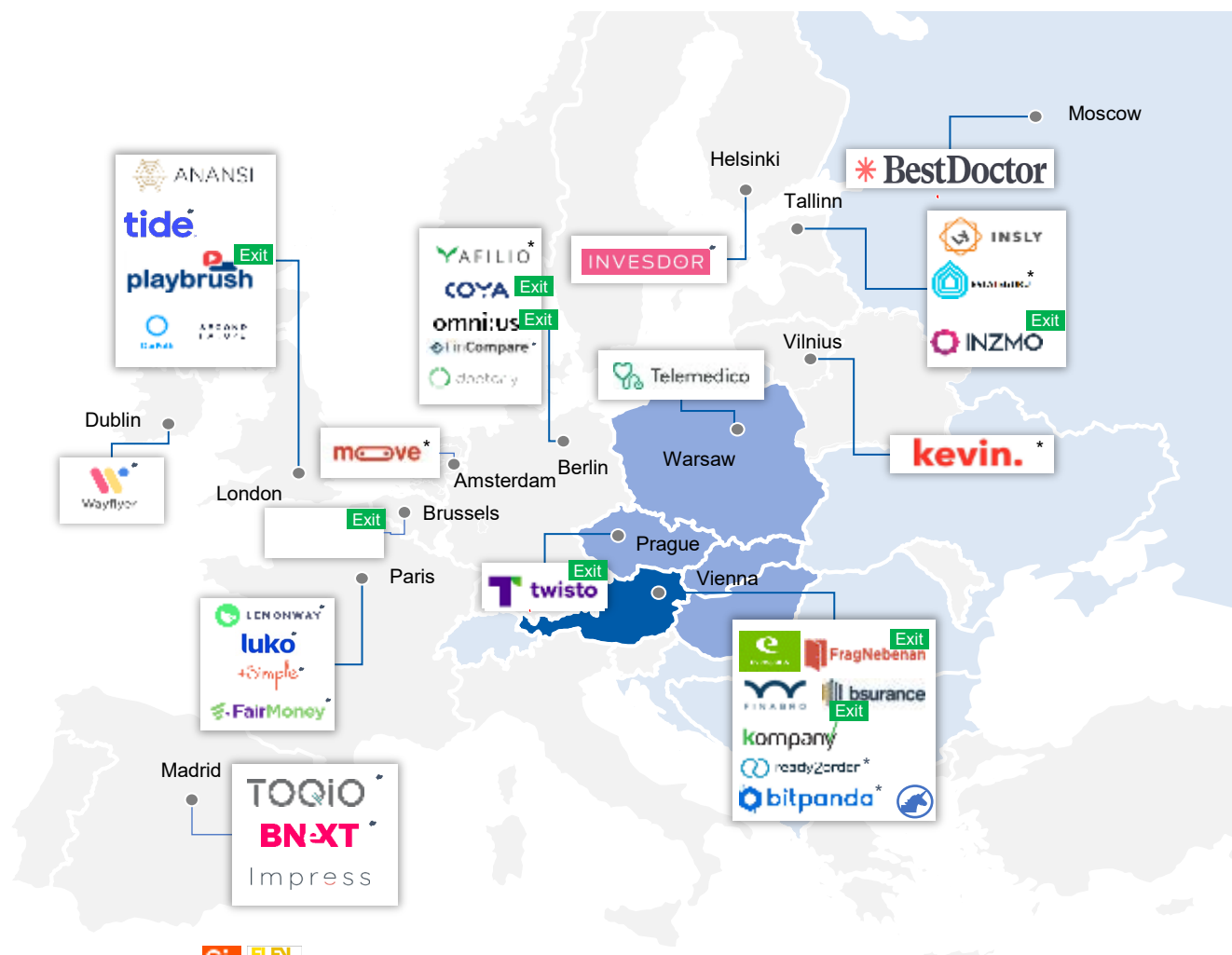
**1,400** caregivers

**First contact point** for mental  
well-being & health

**130** corporate clients

**Comprehensive** consulting network

# UNIQA Ventures achieves 25% return



**150** m  
Risk & Growth Capital

**35**  
Startups

**25%**  
Internal Rate of Return (IRR)

**67** m  
Investment (total)

**8**  
Exits

**29** m  
EGT (IFRS 2021)

**14**  
Countries

**107** m  
Net Asset Value 20



# Climate change and sustainability



## Green Finance Alliance

- Clear commitment to the **Paris climate target**
- **Nine** Austrian financial service companies
- **Climate neutrality** by 2040 in Austria
- Consistent continuation of **decarbonization policy**



## ESG integration into core business

- **Sustainability strategy** in asset management
- Expansion of **green insurance products**
- Development of **consulting expertise** (retail & corporate)
- **Net Zero Asset Owner Alliance**

## Own operational management

- **Monitoring system** leads to 90 tons of CO<sub>2</sub> savings
- Introduction of a certified **environmental management system**
- **Greening** of the **vehicle fleet** and **travel policy**

A large circular graphic with a blue-to-yellow gradient is centered on the page. Inside the circle is a photograph of four children in a starting position on a grassy field. The children are wearing athletic gear, and the background is a bright, sunny outdoor setting with trees. The text "03 The first quarter 2022 | The positive trend continues" is overlaid on the left side of the circle.

# 03

## The first quarter 2022 | The positive trend continues

**Gross written premium**

1,859.3 m EUR

(+4.3%)

**Investment Income**

169.6 m EUR

(+12.9%)

**Cost Ratio**

26.8%

(27.2%)

**Earnings before taxes**

112.8 m EUR

(112.1 m EUR)

**Combined ratio**

92.8%

(90.9%)

**Outlook 2022**



# Risks on special focus

## Cyber-Risk



Awareness still low

Global **cyber attack**  
with up to **190 bn EUR**  
in damage

Prevention important

## Old-age poverty



**Active income gap**  
**40%**

Annual **pension gap**  
in the EU amounts to  
**2,000 bn EUR**

**One in five over 65**  
is at risk

## Inflation



Expectation for  
euro area: **5.3%**

Dependent on  
**course of war & global**  
**supply chains**

Impact on **business**  
**development**

## Natural Catastrophes



Only **1/3** of all global  
**losses are insured**

Leverage of Austrian  
insurers: **110 bn EUR**  
**investments**

# Risks on special focus

As of 12/2021, EUR

Ukraine Russia

Premium volume	110	74
Earnings before taxes	11	16
Market Share	7%	1%
Customers (numbers)	1,3 m	0,5 m
Employees (FTEs)	847	110



Ukraine

- Business up and running
- High personal commitment of our Ukrainian colleagues
- **UNIQA helping hands** - our help focuses on employees & customers



Russia

- New business frozen
- Investments stopped
- Examination of all options including exit

## Bond Exposure, in m EUR

Bond	Russia			Ukraine			Total		
	Amortized Cost	Market Value	Delta	Amortized Cost	Market Value	Delta	Amortized Cost	Market Value	Delta
Home Country	231	186	-43	99	74	-25	331	260	-70
Total	386	211	-175	143	93	-51	529	303	-226

As of March 31, 2022; bond exposure and delta are gross: Before deferred profit sharing and deferred taxes.  
The majority of the locally held bond exposure is in local currency

# #helpinghands



***Please accept our words of deep gratitude for the fact that our children are safe, not hearing sirens, rockets and explosions.***

*Thank you for your warm welcome, care, attention, 5 ☆ living conditions.*

**YOU ARE GREAT PEOPLE!!!!**

*We thank YOU on behalf of our children as well. **Your care helps us to live!!!***



**450 employees**

in Poland, Romania, Czech Republic, Slovakia, Hungary & Austria



**160 employees**

in these host countries accompany and support their colleagues



A romantic couple stands on a grassy hill, holding hands and looking out over a vast, green landscape. A large, vibrant rainbow arches over them, filling the sky with soft, pastel colors. The scene is bathed in the warm, golden light of a sunset or sunrise, creating a peaceful and hopeful atmosphere.

The decision for  
**UNIQA** is the decision  
for a better life.

Thank you for your attention!



**Resolution on the appropriation of the net profit shown in the Company's Annual Financial Statements for the year ended 31 December 2021.**

## **Resolutions Proposed by the Management Board and the Supervisory Board**

„The net profit for the 2021 financial year in the amount of EUR 171,031,286.15 shall be appropriated as follows:

Distribution of a dividend of EUR 0.55 for each no-par-value share carrying dividend rights (309,000,000 no-par-value shares in circulation as of 31 December 2021, less treasury shares held directly by the Company on the day the resolution is adopted), representing a share of EUR 1.00 each in the share capital.

The residual amount shall be carried forward to new account.”



**Resolution on the approval of the actions of the members of the Management Board and the Supervisory Board of the Company for the fiscal year 2021.**

## **Resolutions proposed by the Management Board and the Supervisory Board**

„The actions of the members of the Management Board and the members of the Supervisory Board of the Company (in the 2021 financial year) shall be approved for the 2021 financial year in separate votes.”

## **Election of the auditor of the Non-consolidated and Consolidated Financial Statements for the 2023 financial year.**



## **Resolutions proposed by the Supervisory Board**

„PwC Wirtschaftsprüfung GmbH shall be elected auditor of the Non-consolidated and Consolidated Financial Statements for the year ending 31 December 2023.“

**Resolution on the Remuneration Report indicating the remuneration of the Management Board and the Supervisory Board for the 2021 financial year.**

## **Resolutions proposed by the Management Board and the Supervisory Board**

„The Remuneration Report indicating the remuneration of the Managing Board and the Supervisory Board for the 2021 financial year, as attached to this proposed resolution as Enclosure 1 (and available on the website of the Company entered in the Companies Register), shall be adopted.”



**Resolutions on the daily allowances and the remuneration of the members of the Supervisory Board.**

## **Resolutions proposed of the Management Board and the Supervisory Board**

„The remuneration of the members of the Supervisory Board shall amount to a total of EUR 835,000.00 for the 2021 financial year. The distribution among the individual members of the Supervisory Board is subject to a resolution by the Supervisory Board. The daily allowances for members of the Supervisory Board shall be set a EUR 500.00 per meeting and per participating member of the Supervisory Board.“

## **Election of a member of the Supervisory Board.**

## Resolutions proposed of the Supervisory Board

„Mr. Klaus Buchleitner, born 21 January 1964 shall be elected member of the Supervisory Board. The election shall be effective as of the end of the 23<sup>rd</sup> Annual General Meeting for a term of office until the end of the Annual General Meeting resolving on the approval of the actions of the management Board and the Supervisory Board for the 2022 financial year.

As the current number of ten members of the Supervisory Board elected by the Annual General Meeting of the Company is to remain unchanged, the termination of the Supervisory Board mandate held by Mr. Martin Grüll requires that a new member be elected to the Supervisory Board in order to again attain the number of ten members elected by the Annual General Meeting.“



