



Seeding the **FUTURE**

22nd Annual General Meeting

UNIQA Insurance Group AG

Vienna, 31 May 2021

1. Presentation of the approved Non-consolidated Annual Financial Statements and the Consolidated Annual Financial Statements of UNIQA Insurance Group AG for the year ended 31 December 2020, the Management Report and the Group Management Report, the consolidated Corporate Governance Report and the separate consolidated Non-financial Report of the Management Board, the proposal of the Management Board regarding profit distribution, together with the report of the Supervisory Board pursuant to Section 96 of the Stock Corporation Act for the fiscal year 2020.
2. Resolution on the distribution of the net profit reported in the financial statements of the Company for the year ended 31 December 2020.
3. Resolution on the approval of the acts of the members of the Management Board and the members of the Supervisory Board for the fiscal year 2020.
4. Election of the statutory auditor of the non-consolidated and consolidated financial statements for the fiscal year 2022.
5. Resolution on the Remuneration Report indicating the remuneration of the Management Board and the Supervisory Board for the fiscal year 2020.
6. Resolution on the daily allowances and the remuneration for the members of the Supervisory Board.



Virtual Annual General Meeting 2021

Please send your questions
by e-mail to
fragen.uniqa@hauptversammlung.at



Virtual Annual General Meeting 2021

Please direct your motions, cast votes and challenge a resolution to your authorized shareholder representatives to the following email addresses:

beckermann.uniqa@hauptversammlung.at

nauer.uniqa@hauptversammlung.at

oberhammer.uniqa@hauptversammlung.at

wilfling.uniqa@hauptversammlung.at

Presentation of the approved Non-consolidated Annual Financial Statements and the Consolidated Annual Financial Statements of UNIQA Insurance Group AG for the year ended 31 December 2020, the Management Report and the Group Management Report, the consolidated Corporate Governance Report and the separate consolidated Non-financial Report of the Management Board, the proposal of the Management Board regarding profit distribution, together with the report of the Supervisory Board pursuant to Section 96 of the Stock Corporation Act for the fiscal year 2020.

Seeding the **FUTURE**

Report of the Chief Executive Officer
22nd General Meeting of UNIQA Insurance Group AG
Vienna, 31st May 2021

Agenda

- **The financial year 2020** | The successful conclusion of UNIQA 2.0
- **UNIQA 3.0 – Seeding the Future** | Our strategy program 2021 to 2025
- **The first quarter of 2021** | Strong performance

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incl. AXA CEE¹

Focus on core business

✓

Primary insurer in 2 core markets AT & CEE

Divest
Germany, Italy, Hotels

Invest
Hospitals, AXA CEE, Baloise³

Customer growth

✓

Ensure customer relevance

Number of customers¹

2010	7.5 m
2020	15.1 m

4 Key Programs

~

Austria: Profitability
Bank: Productivity
Internat.: Growth/Profit Risk/Return

	NCR^{1, 2}	COR¹
2010	23%	105%
2020	29%	98%

Solide capital

✓

Strengthen simple structure and capital base

Solvency II Ratio

2010	<100%
2020	170%

Attractive Results

~

Rising earnings and dividend per share

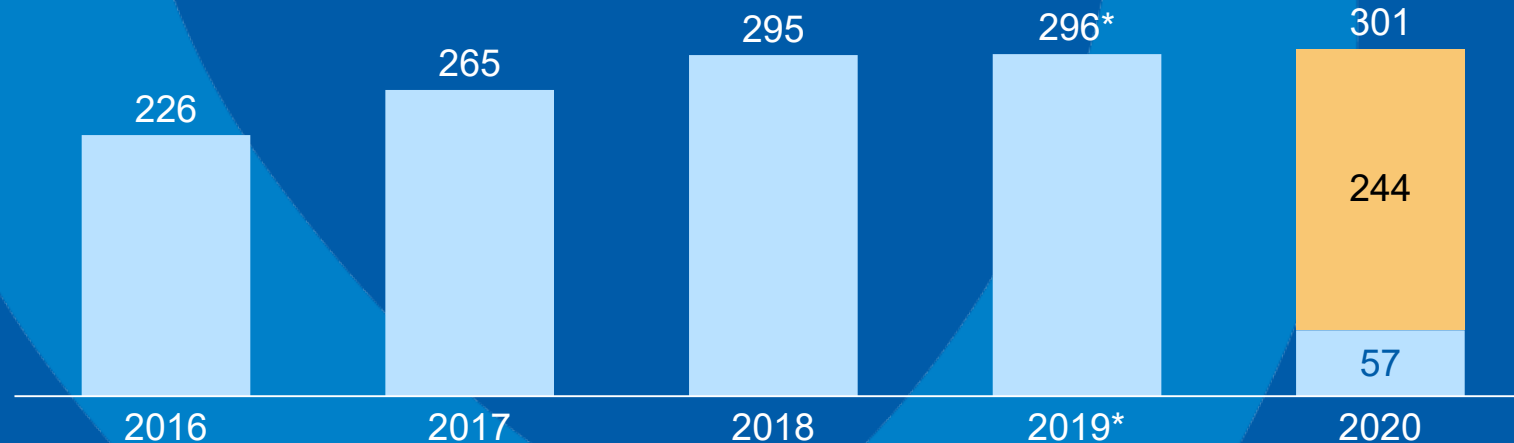
	EBT²	DPS
2010	153 m	0,4 EUR
2020	57 m	n/a

UNIQA 2.0 (2011 – 2020)
Positive conclusion to strategy phase despite challenges from COVID-19.

1 Figures include AXA CEE - NCR, COR and Solvency II not yet consolidated|
2 In 2020 significantly impacted by COVID-19 and restructuring | 3 In Croatia and Serbia

EARNINGS before taxes

UNIQA Group (incl. AXA), figures in m EUR



Extraordinary effects

Impairments	106 m EUR
Restructuring AT	99 m EUR
AXA Integration	39 m EUR

* Before goodwill impairment adjustments in Romania and Bulgaria of 54.6 m EUR



Growth written premium
5,565 m EUR
(2019: +3.6%)



Cost ratio
29.4%
(2019: 27.2%)



Combined ratio
97.8%
(2019: 96.4%)



Investment income
505 m EUR
(2019: -13.6%)



Earnings before taxes
57 m EUR
(2019: -76.3%*)



Outlook 2021

Solvency
Capital Ratio

170%

Standard &
Poor's rating

A-

Unrestricted
Tier 1 Capital

74%

Life & Health
MCEV*

€ 3,419 m EUR

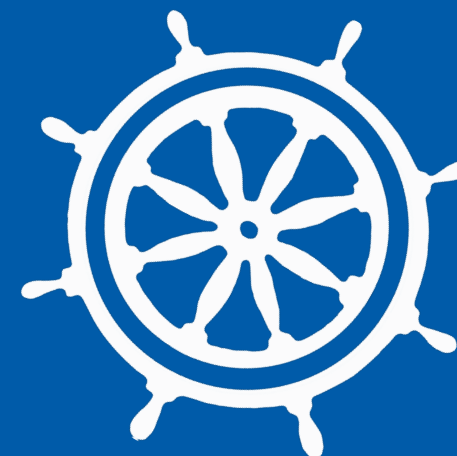
New Business
Value

€ 111 m EUR

New Business
Margin

3.6%

Value-based management





- 02/2020 Signing
- 10/2020 Closing
- 12/2020 Initial consolidation



- ~ 5 million new customers in CEE
- > 2,000 new employees
- > 800 m EUR turnover
- Focus on know-how and synergies



- Q2-Q3/2021 legal migration of the acquired companies

AXA Integration






Poland, Czech Republic, Slovakia

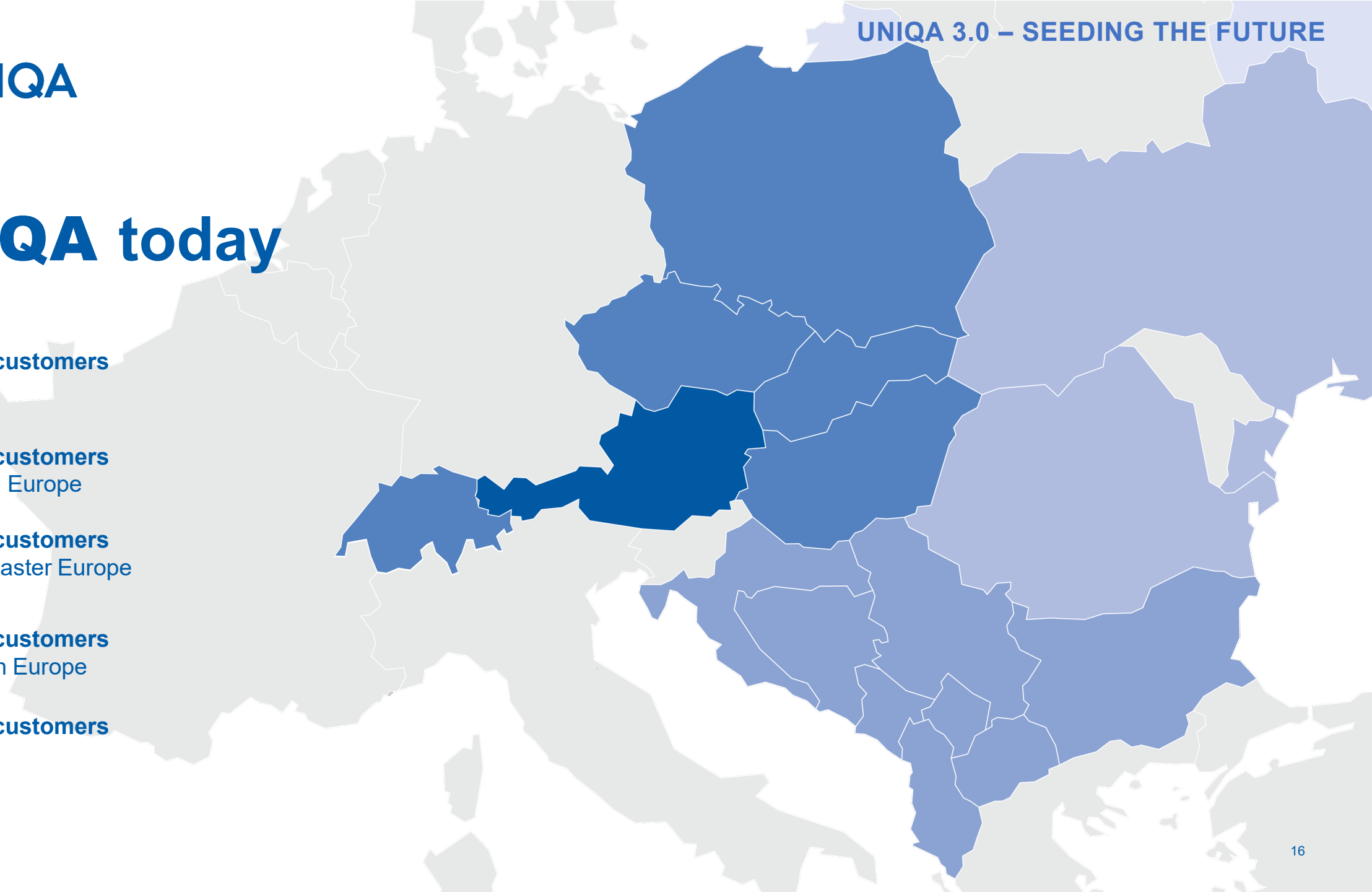


Agenda

- **The financial year 2020** | The successful conclusion of UNIQA 2.0
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UNIQA today

-  **3.6 m customers**
Austria
-  **8.2 m customers**
Central Europe
-  **2.1 m customers**
Southeaster Europe
-  **0.8 m customers**
Eastern Europe
-  **0.4 m customers**
Russia



OUR world view

Megatrends that change our world fundamentally



LOW INTEREST RATES AND THE SHIFT OF ECONOMIC POWER

In addition to the constantly low level of interest rates, one of the biggest crises in the real economy is imminent due to the COVID-19 crisis. Housing and old-age provision are becoming more expensive. Wealth distribution is becoming more unequal.



INNOVATION AND DIGITALIZATION

Digitization brings opportunities, but also disruptions in society and the economy. Competitors from outside the industry are intensifying competition. Automation and artificial intelligence will replace people in many areas. However, new professions will emerge.



DEMOGRAPHIC AND SOCIAL CHANGE

People in Europe are getting older, having fewer children and increasingly moving to cities. Role models are becoming more uniform. The need for private provision is increasing.



CLIMATE CHANGE AND SUSTAINABILITY

Resources are becoming scarcer and climate change is already presenting us with major challenges in agriculture and human health. New solutions must be found.

Where **WE** want to go

Our mission

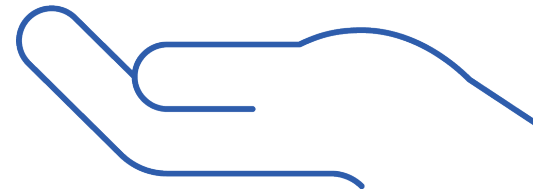
As an **Inspiring Coach**, we are a supportive companion in the lives of our clients.

We will be the leading provider among service providers for a better life.

Ambidexterity

Exploitation (optimization)

We optimize and improve our existing business by focusing and simplifying.



Exploration (new exploration)

We specifically promote innovation and develop new business models beyond insurance.



How **WE** achieve it

OUR goals

- A** Two established core markets
- B** Improvement of the core business
- C** Explore new business models
- D** Maintain capital strength
- E** Increasing shareholder return

OUR critical initiatives

Retail Outstanding customer journey & simple products	Corporate & Affinity Innovative services & distribution channels	Bank Market expansion and digitization
Excellent processes Simplicity and speed	First class IT Modernization and data	Corporate culture Cultural transformation

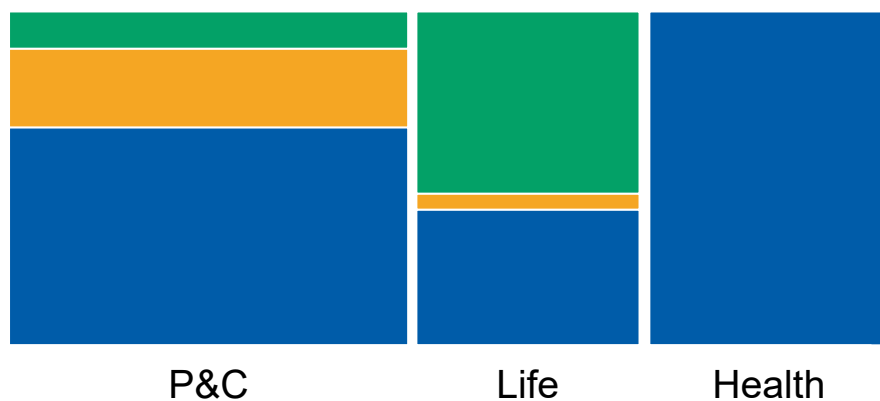
Figures rounded

GWP
2019, m EUR

Bank
Corporate
Retail

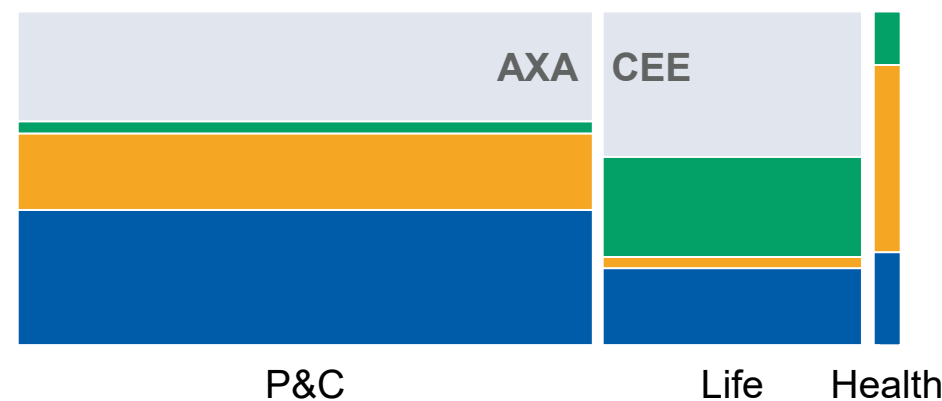
Austria

Σ 3,800



CEE¹

Σ 2,400



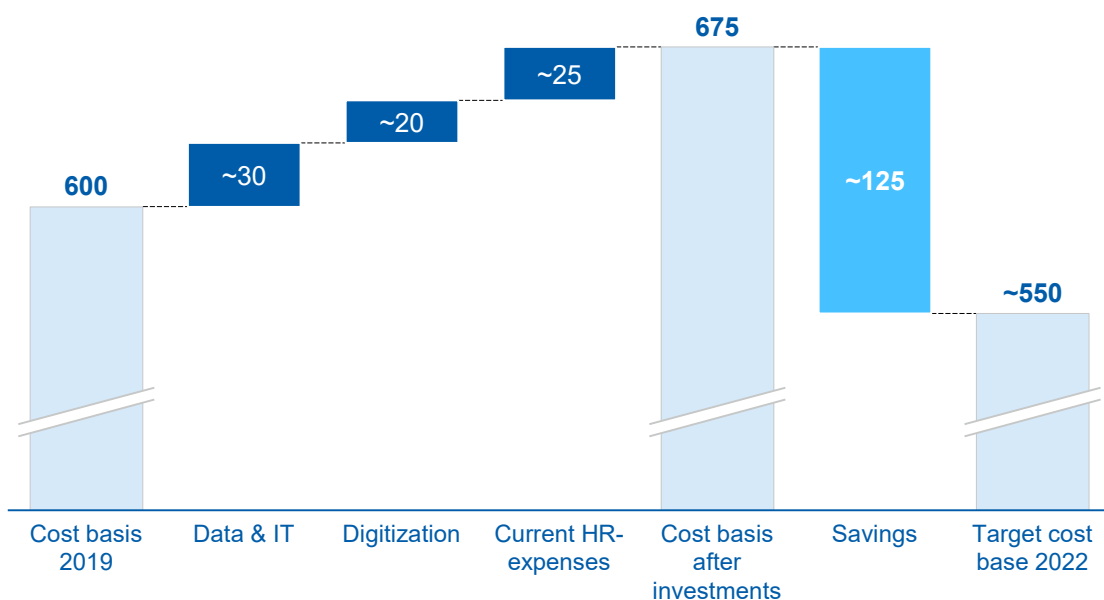
Profit²



- **Property/Casualty:** Continuous **growth** with healthy **COR** in **Austria** and **strong trajectory** in **CEE**
- **Life:** **Strong profits** in **CEE**; in **AT** further **profit improvement measures** due to low-interest environment required
- **Health:** Constant **high profitability** and steady regulatory environment

AUSTRIA – Investment and cost reduction

Internal cost perspective in m EUR



Investment in IT and digitalization

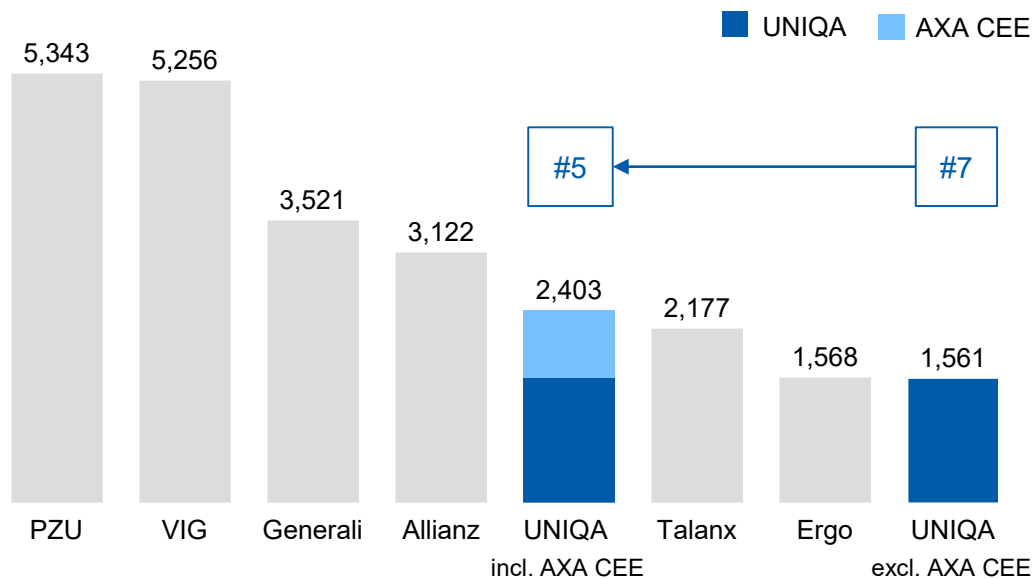
~ 50 m EUR investment in IT security, UNIQA Insurance Platform (UIP), UNIQA Customer Platform (UCP)

Cost reduction at the Austrian site

Significant reduction in overhead costs, closure of sites and reduction of ~ 600 jobs

International – Top 5 insurer in CEE

Gross written premium in CEE 2019
in m EUR



Top five in CEE

Fifth largest insurer in CEE due to 4.8 m additional customers

Optimization of cost structure

Increased cost efficiency and economies of scale through 45 m EUR synergies, reduction of ~ 700 jobs in the CE region

Complementary assets

Strengthened organization through complementary assets and capabilities through the acquisition of AXA CEE

New business fields - SanusX & Cherrisk



UNIQA's **digital insurance** - launched in Hungary in 2018, expansion to Germany since 2020.

Offer: travel, household and accident insurances



UNIQA's new corporate start-up for **holistic health services**

Mental Health | Primary Care | Active Aging

- Building a **CHERRISK ecosystem**
- **Start in Hungary** and expansion to Germany
- When successful further **expansion** until 2024

- Focus on “**Future of Health**”
- **COVID-19** has accelerated demand
- Enrichment with **acquisitions**

Fulfilling **OUR** social responsibility

Sustainability



Asset Management

- Climate neutrality by 2040



Sustainability in product development

- Consistent implementation of coal phase-out



Exemplary operational management

- Reduction of CO₂ footprint
- Greening of vehicle fleet and business trips



Sustainability ratings and certification

- ISS-Oekom rating improved from "D" to "C-"
Target by 2023: Improvement to "C+"
- CDP rating received for the first time: "B-

Health and Covid-19

- Austria-wide information campaign on vaccination
- Post-COVID-19 Check
- Public test lane @ UNIQA Tower

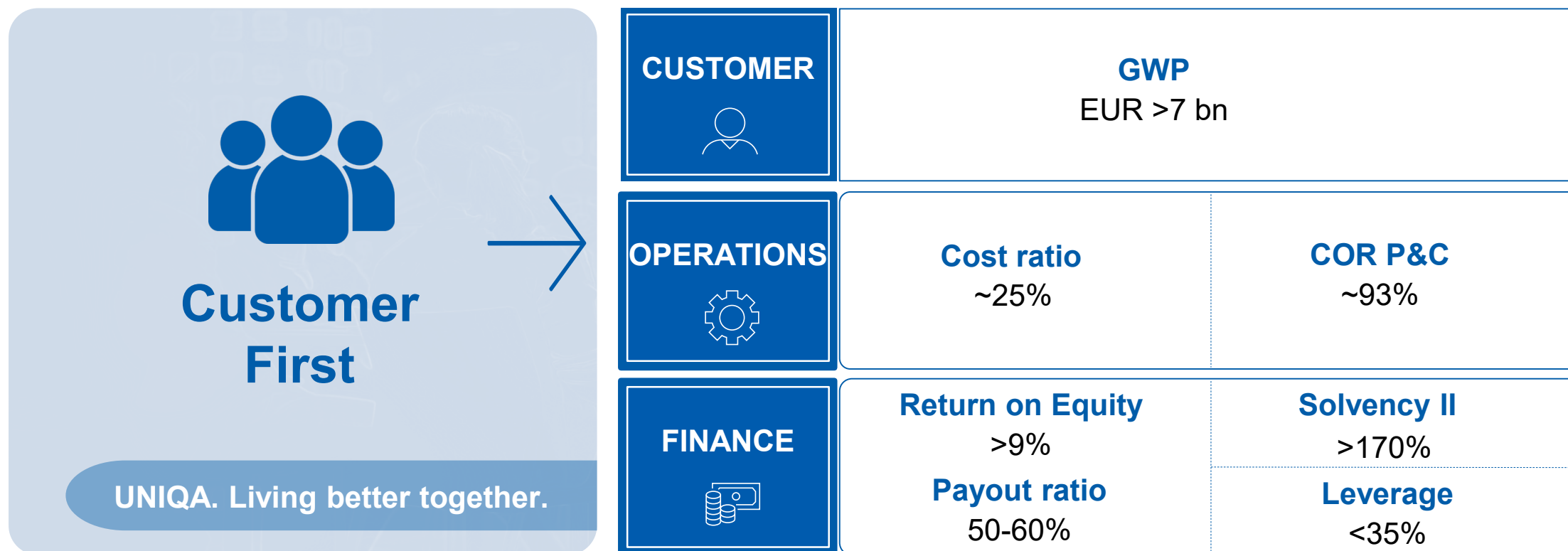
Taking social responsibility

- Caritas Wien - Haus Damaris
- Sindbad – Social Business
- Wiener Lerntafel
- Grow Together – for a good start in life
- Teach for Austria
- Pro Mente Austria

Cooperations
Employee Engagement
Sponsoring

Target setting until 2025

UNIQA 3.0 financial performance indicators



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Gross written premium
1,783 m EUR
(Q1/2020: +13%)



Cost ratio
27.2%
(Q1/2020: 28.4%)



Combined ratio
90.9%
(Q1/2020: 97.8%)



Investment income
150 m EUR
(Q1/2020: +67.4%)



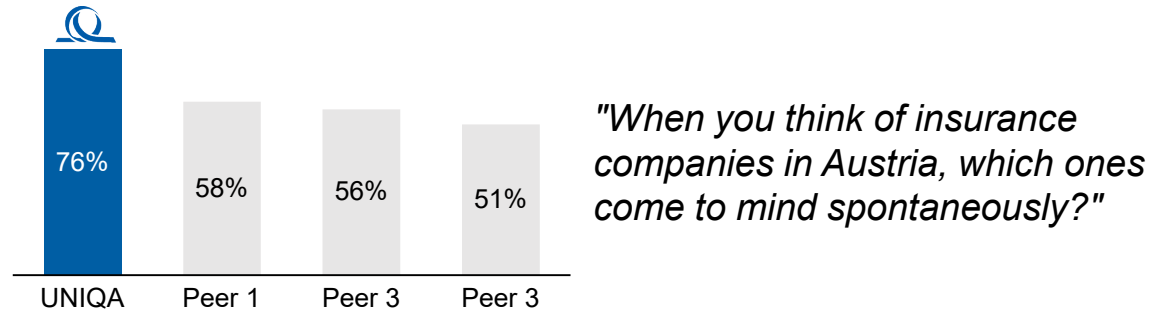
Earnings before taxes
112 m EUR
(Q1/2020: -14 m EUR)



Outlook 2021

Our Brand promise

The strongest insurance brand in Austria



Quelle: Advertising Performance Monitor

Award for best customer service



UNIQA honored with
FMVÖ Recommender
Award

- The first quarter of 2021

Continued **high brand awareness** and **long-standing customer relationships** with **low cancellation rate**; confirmation of a milestone on the way to becoming the leading service provider

UNIQA consultants are available **in person** but also **online** - increase in myUNIQA accesses in 2020 to > 2 million

UNIQA consultants awarded special prize: Insurance with the **best customer service**

Our employees

Kununu Score "Your employer in crisis".



UNIQA honored as a leading employer



- The first quarter of 2021

- Wide range of support services such as **telemedicine** and **Post-COVID-19 checks**
- Ongoing employee satisfaction surveys (**pulse checks**)
- Broad online offering of learning, training as well as health programs ("healthy fifteen minutes" – online sport session)



The decision for

UNIQA is the decision
for a better life.

UNIQA. Living better together.

Resolution on the distribution of the net profit reported in the financial statements of the Company for the year ended 31 December 2020.

Resolutions Proposed by the Management Board and the Supervisory Board

"The net profit for the financial year 2020 in the amount of EUR 55,722,592.34 shall be appropriated as follows:

Distribution of a dividend of EUR 0.18 for each no-par-value share carrying dividend rights (309,000,000 no-par-value shares in circulation as of 31 December 2020, 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 members of the Supervisory Board for the fiscal year 2020.

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 fiscal year 2020) shall be approved for the fiscal year 2020 in separate votes."

Election of the auditor of the Non-consolidated and Consolidated Financial Statements for the fiscal year 2022.

Resolution 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 2022.“

Resolution on the Remuneration Report indicating the remuneration of the Management Board and the Supervisory Board for the fiscal year 2020.

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 fiscal year 2020, as attached to this proposed resolution as Enclosure 1 (available on the website of the Company entered in the Companies Register), shall be adopted.”

Resolution on the daily allowances and the remuneration of the members of the Supervisory Board.

Resolutions proposed by the Management Board and the Supervisory Board

„The remuneration of the members of the Supervisory Board shall amount to a total of EUR 790,000.00 for the fiscal year 2020. 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 day and per participating member of the Supervisory Board.“



22nd Annual General Meeting
UNIQA Insurance Group AG

GENERAL DEBATE



22nd Annual General Meeting
UNIQA Insurance Group AG

**THANK YOU VERY MUCH
FOR YOUR PARTICIPATION!**