

# Helvetia Group analysts' meeting

## Full-year results 2018

Wednesday, 6 March 2019

Full-year results 2018

(the spoken words take precedence)

### Philipp Gmür, CEO Helvetia Group

#### **(Slide 22) *helvetia 20.20* Update on strategy implementation**

Thank you, Paul, for the details of our financial performance in the 2018 financial year.

In the last part of the presentation, I would briefly like to share with you what we have already achieved last year with regard to strategy implementation: I start on slide 23.

#### **(Slide 23) Good progress on implementing our strategy**

With our strategy *helvetia 20.20* we aim to create value for our key stakeholder groups: customers, employees, and shareholders.

We are achieving this by strengthening our core business, expanding and tapping into new sources of revenues as well as promoting targeted innovations.

As you can see on this slide, we have made good progress in strategy implementation both in Switzerland and in Europe.

We successfully strengthened our core business by launching new simple products that are tailored to the needs of our customers. I am thinking in particular of cyber insurance coverage, which we have introduced both in Switzerland and in Germany. Or our own fund products in Switzerland, which now enable our clients to benefit from our long-standing investment expertise. In the sales area, we have further expanded the B2B2C channel. Via INZMO, specialist dealers can quickly and easily offer suitable insurance coverage for their products in Switzerland.

In Italy, we successfully expanded our bank distribution channel. Finally, in Spain we are cooperating with a broker specialising in motorcycle insurance since 2018, covering around 10 percent of the Spanish market.

In addition, both in Switzerland and in Europe, our customers are benefiting from simplifications in claims handling due to a higher level of automation: in Switzerland, for example, damage to buildings may be handled very efficiently via an online tradesman platform.

Furthermore we are tapping into new sources of income with smile, the leading Swiss online insurer. At the end of 2018, smile launched the first completely digitalised death insurance in Switzerland, which can be concluded online with just a few clicks and without a signature. In addition, we have further expanded our "Home" ecosystem. With the start-ups PriceHubble and Immoledo, we brought in two additional partners. We will provide you with detailed information on smile and the "Home" ecosystem during the showcase presentations later on. Finally, we also use new, innovative forms of interaction with customers in a targeted manner: for example, in Switzerland bicycle thefts can be easily reported via chatbot. In Spain, a chatbot acts as a virtual insurance assistant for the sale of burial insurance policies.

These examples demonstrate that we are successfully implementing our brand promise "simple. clear. helvetia".

#### **(Slide 24) On track to reach our financial targets**

Slide 24 demonstrates that we are well on track to reach our financial targets. We are pleased with the development of the individual financial targets – shown here on the right-hand side of the slide. With regard to the business volume of 10 billion, I would like to reiterate that this is not a fixed goal but an ambition. Our organic growth is proceeding according to plan. In order to achieve the 10 billion ambition, we would also have to grow through M&A, which is difficult to plan in advance and depends on targets being available in the market.

Overall, we are happy with what we have achieved so far and we are confident that we are well prepared to remain fit for the future!

This brings us to the end of the presentation.

My colleagues and I would now be pleased to answer your questions. Thank you for your attention.