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Other Inside Information (Substantial Other Inside Information (Substantial  
Information/ Major Development)

**Interlife General Insurance S.A**

INLI

**Business Plan Implementation (en)**

Business Plan Implementation Report 2017-2021

(en)

Attachment:

1. **INTERLIFE A.A.E.G.A. Business Plan Implementation Report**

**Non Regulated**

Publication Date: 10/01/2020

## Business Plan Implementation Report 2017-2021

### Introduction

Non Life Insurance, in which INTERLIFE General Insurance Company operates, during the period 2012 – 2016 is estimated that recorded losses in the range of 18,47% (Motor losses up to 39,68%, Non Motor losses 0,7%). Nevertheless, from 2017 until 2019, Non Life Insurance records a recovery of 11, 23% (total 3-years period modification).

In this context, INTERLIFE proudly presents the results of the business plan implementation 2017-2021 for the years 2017-2019, which highlight the efficiency of the Company to respond successfully to the harsh competitive circumstances, to easily adapt to the radical institutional changes, being persistent to its commitments towards the investors, the employees, its customers and business associates.

### BUSINESS PLAN 2017 – 2021 Goals and LEVEL OF IMPLEMENTATION

The most important Goals of INTERLIFE's General Insurance Company Business Plan for the years 2017 – 2020 are:

- 1) Gradual increase of insurance activities at 70, 34 million € Gross Written Premiums 31/12/2019 (3-year-total 192, 42 million €).
  - a. It is estimated that this goal is achieved reaching 68, 64 million € meanwhile the 3 years sum reached 190, 74 million € presenting an accepted deviation of -0, 87%.
  - b. In a market comparison, our company recorded in 3-years period (2017-2019) an increase of production in the range of 29,75% against the envisaged 11,23% of the production rates by the members of the Union of Greek Insurance Companies (Non Life Insurance).
  - c. Given the circumstances of Greek Economy, the development of the sector and the harsh competitive environment, the company assumes that this target had been proved successful and overcome the expectation which shaped our country's development.

Premiums (mil. €)	2016	2017	2018	2019*	2016-2019 (change %)
Total of Insurance Companies	1.875,53	1.914,13	2.055,32	2.086,15	<b>11,23%</b>
INTERLIFE General Insurance Company	52,90	59,04	63,65	68,64	<b>29,75%</b>

### **Profits before taxes: 21, 23 million €. (2-years period 2017-2018)**

Total Profits before taxes for the period 2017-2018 reached 31, 19 million € (goal exceedance by 46, 9%). Total Profits before taxes for the period 2017-2019, is expected to overcome the goal by a percentage higher than 60%. This exceedance is due to the successful implementation of goals 4 & 5.

Indicator of Premiums/Profits Before Taxes: the relation between Gross Earned Premiums and Profits before taxes continues to fluctuate in very high levels (2017 37,79% - 2018 16,9%, with an average of 26,9%), proving the efficiency of the underwriting and the quality of the managerial status of the company. This indicator is estimated to overcome 35% in 2019.

### **Investment Profits & Other Incomes: 8 million € (3-years period 2017-2019)**

- a. Total Investment Profits for the year 2017 & 2018 reached 8, 39 million € leading to an exceedance of the goal by 56, 53% related to the projected goal of the business plan - without the profits of 2019. This overrun is expected to be higher than 230% by the end of the 3-years period.

### **Operational and Other Expenses: 22, 04 million € (3-years period)**

- a. Operational Expenses of the period 1/2017-09/2019 are being held at 17, 77 million €. An exceedance of this goal is estimated more than 10%.

### **Claims: 95, 8 mil. € (3-years period)**

Total of Claims for the period 1/2017-09/2019 rises up to 78, 32 mil. € and is considered that will remain below the prediction of the business plan by the end of 2019.

#### **1. Earned Commissions: 32, 64 mil. € (3-years period)**

- a. Earned Commissions amounted at 30, 23 mil. € for the period 1/2017-09/2019. For the 3-years period 2017-2019 a slight exceedance of the target is estimated by 2% approximately. This target is considered successful taking into account the competitive environment.

#### **2. Dividend Policy and Sum of Equity**

- a. Both goals are examined together as they have an indirect reverse connection between them. The sum of Gross dividends (before taxes) from the Profits of 2017 & 2018 amounted to 1.837.007, 99€. The Goal was 735.500, 15€. This exceedance is due to the successful exceedance of target 10.
- b. Equity exceeded 86mil. €, on 30/06/2019. The prediction of business plan concerning Equity at the end of 2019 was 79,3 mil. € while the prediction for the 31/12/2018 was 71 mil. €, against the achievement of 75,5 mil. €.

#### **3. Total Assets: 216,4 mil. € on 31/12/2019**

- a. Another goal achieved. Total Assets reached more than 219 mil. € on 30/6/2019.

#### **4. Solvency Ratio: 132%, 140% & 148% ( 2017, 2018 & 2019)**

- a. This goal is considered completely successful. On 31/12/2017 the Company's Solvency Ratio was 140,27%, on 31/12/2018 reached 171,75% while in the report of 30/09/2019 reached 173,18%.

**Regarding qualitative achievements and increase of other Figures, INTERLIFE General Insurance Company during the 3-years period 2017-2019, has accomplished:**

**1. IT Department:**

- a. The Company owns a fully automated system of partners support, Insurance Policy management and premiums collection with various payment methods through a variety of support channels. This system provides real time support 24 hours/day, every day of the year.
- b. *Sales4net* is an innovative sales tool of insurance products which is provided free of charge to our partners, giving them the potential of direct on line sales via their own web sites, reinforcing their competition.
- c. In addition, a specific portfolio handling software operates (IMS PLUS PROFILE) in order to improve the handling of portfolios and fast decision-making process.

**2. Human Resources Department**

- a. The employees of the Company are increased by 15,97% during the 2-years period (138 employees on 31/12/2019 – 119 employees on 31/12/2016)
- b. Blood Bank
- c. Lifelong training

**3. Associates (Insurance Intermediaries)**

- a. Increase of the number of insurance intermediaries by 13.81% (1.929 active intermediaries on 31/12/2019 – 1.695 in 2016)

**4. New Innovative Products had been created:**

- Accident Pension
- *KinderCare99* - Special Health Insurance Program for children
- *Immigrants Care* - Insurance Program for Immigrants
- *SafeBike* - Bike Insurance
- *Life Care* - Primary Care Insurance Program
- *BonusX5* - Insurance program bonus payment for accident of illness
- *Hygeia Maximum*, Health Insurance Program with primary and secondary care coverage
- *Optimum*, Health Insurance with secondary care coverage
- *Vollkasko Plus*, Motor Insurance Program
- New collaboration with Europ Assistance for roadside assistance

**5. INTERLIFE's Corporate Social Responsibility program "prospero ...allios" for 2017, 2018 and 2019:**

- Hellenic Rescue Team
- Alma Zois Thessaloniki
- "ELEPAP"
- Panhellenic Association of Paraplegic of Northern Greece
- Association "Agapi" Chalkidikis (for handicapped people)
- "AHTIDA" (Association of Parents and Friends of Autistic People of Northern Greece)
- National Theater of Northern Greece
- Crete Marathon

- CSR HELLAS
- Sailing Club of Heraklion
- “Callisto”, Environmental Association for Wildlife and Nature
- Association of Blood Donors of Karpathos
- KMOP, nonprofit organization
- Debating Society of Greece
- THEAGENEIO Anticancer Hospital of Thessaloniki
- Institution of Commerce Development
- Hellenic Aeronautical & Airsports Federation
- Hellenic Management Association
- Médecins sans frontières
- Sports Clubs around Greece

Meanwhile during the 3-years period 2017-2018-2019 INTERLIFE donated 16, 5 tons of food in Food Banks.

**6. Regarding Corporate Governance, INTERLIFE General Insurance Company, has integrated 4 basic functional operations. These are expected by the institutional context of monitoring Solvency II and they are fully operating:**

- a. Internal Audit
- b. Compliance
- c. Risk Management
- d. Actuarial

Operations a & b are under monitoring and supervision by the G.A. 3-member elected Audit Committee and the Operations c & d are under the supervision of the elected by the Board of Directors, 4-member Risk Management Committee. For all the departments of the company’s regulations and procedures are established. Furthermore written policies exist for all company’s operations. INTERLIFE General Insurance Company implements Internal Operating Procedures.

Sincerely,

Ioannis Votsaridis  
Chairman and CEO INTERLIFE General Insurance Company