

PRESS RELEASE

Strategic cooperation Eurolife ERB & INFORM

INFORM supports technologically the digital transformation of EUROLIFE ERB

INFORM has undertaken and implements for EUROLIFE ERB the transition from paper communication to the digital era.

As part of the Digital Transformation Process / Program Eurolife 2.0, Eurolife ERB Group implements partnerships that will contribute to the further evolution and development of the Group's operations and services.

Specifically, through the cooperation of INFORM with Eurolife ERB, hereinafter and gradually, the creation of all insurance documents such as insurance claims, hospitalization cards, payment notifications, insurance contracts, receipt declarations and other communications forms will be produced electronically '**on the fly**' within seconds, regardless of the way they will be used (for electronic viewing, sending or printing).

INFORM's **CCM service (Customer Communication Management)** already manages in real-time all online queries that are created on new "Eurolife's Partner Portal", by returning electronic documents in various formats. Depending on the demand, the service creates and integrates digital signatures into documents, creates documents that include targeted communication and also creates special '**e-Dynamic Documents**' containing interactive information, offering a unique communication experience both to partner and end customer. The service also stores and manages all documents through a special archiving system. Gradually, the CCM service will manage all documents produced, regardless of the application from which the request is generated.

Mr. Sotirios Matsioulas, Eurolife's Deputy General Manager Operations & Eurolife Experience Center, quoted: "We are very pleased with the new experience provided to our clients and partners, the electronic creation of insurance documents, in a modern infrastructure and in a new interactive form and content. Our goal is to utilize the potentials provided from Inform's solution even more, for the benefit of our customers and our partners".

About INFORM and AUSTRIACARD

INFORM was founded in 1897, has been listed on the Athens Stock Exchange since 1994 and today is an international Group with leading presence in the Central and Eastern Europe in the area of Information Management, with production facilities in Greece, Romania and Albania. The Group is activated internationally and is leader in the area of printing management, production of secured

documents, and Business Process Outsourcing, offering services of printing and posting statements, electronic presentation of statements and printing management for Banks, Telecommunication companies, Public sector and Industrial/Trade companies, and occupies about 420 employees.

It is a member of the Group **AUSTRIACARD** headquartered in Austria, which is an international group active in the business area of Information Management under the brand **INFORM** and in the business area of Digital Security under the brand **AUSTRIACARD**, having two additional production facilities for producing smart cards, identities, etc. in Austria and Romania, highest data security, certified by international organizations such as Visa, MasterCard, Diners etc. It has five personalization centers for smart cards in Greece, Austria, Poland, Romania and Turkey, also the highest data security and is certified by international organizations.

In 2016, the Group recorded revenues of € 122 million and EBITDA € 11.5 million, occupying in total about 860 employees.

For any additional information, visit the websites www.austriacardag.com & www.lykos.gr

About Eurolife ERB

The insurance Group **Eurolife ERB** is a member of Fairfax Financial Holdings Limited and through its companies in Greece and Romania designs, disposes of and promotes insurance products and services that cover all needs of a modern person. In Greece, the Group includes Eurolife ERB A.E.A.Z and Eurolife ERB A.E.G.A and broker's agency ERB Insurance Services SA. It holds a leading position in bancassurance while collaborating with a wide network of insurance associates throughout Greece. In Romania its activities are through Eurolife ERB Asigurari de Viata, Eurolife ERB Asigurari Generale. The Eurolife ERB Group consistently achieves strong profitability, high capital adequacy, which supersedes European supervisory requirements in order to be able to fulfil immediately the obligations that it has undertaken for its insurance customers at any given moment.

For further information, visit the website www.eurolife.gr