



Ethias' unique business model delivers another excellent set of results in 2018

- Increase in net result to EUR 170 million
- 8 % increase in income
- Continuation of the modernisation plan, making it possible to strengthen Ethias' position as the N° 1 Direct insurer, the N° 1 Digital insurer and leader in the Public Sector

As at 31/12/2018, the **net result of Ethias amounts to EUR 170 million**¹. This net result increases by more than 60 % compared to the previous financial year, which was marked by exceptional items, including the cost relating to the "Switch 7" transaction and the estimated cost relating to the sale of the remaining "FIRST A" portfolio.

The **operating result amounts to EUR 177 million**. This result is mainly due to the Non-Life business, with an amount of EUR 152 million. The Life business generates an operating result of EUR 38 million.

Overall income amounts to EUR 2.69 billion, i.e. an increase by 8 % compared to the previous financial year. This performance comes from both the Life business (EUR 1.31 billion, up 14 %) and the Non-Life business (EUR 1.38 billion, up 3,6 %).

In terms of solvency, the **SII ratio stands at 181 %**.

"2018 was a year full of concrete achievements on strategic, business, organizational and governance levels. Ethias posts a solid financial and commercial performance, with a net result of EUR 170 million, up 60 % compared to end-2017, and a 8 % increase in income. In addition, Ethias paid dividends totalling EUR 268 million to its shareholder Vitrufin in 2018. Finally, at the beginning of 2019, the agency Fitch upgraded Ethias' IFS rating (financial strength rating) by one notch to A-, proof that the action plans implemented to strengthen Ethias' solidity and flexibility have borne fruit" - Philippe Lallemand, CEO.

¹ On the basis of unaudited BGAAP accounts

Events that have marked 2018

Strategic Plan 2019-2023



The company's strategic axes are based on 3 pillars: direct, digital and partnership with public authorities, linked to a constant drive for innovation at the customer's service.

For Private Individuals, we continue the work to make insurance easier and accessible to all, with the strengthening of our position as a direct insurer while maintaining profitable growth in Belgium. The strategic actions focus on 4 axes: CRM (Customer Relationship Management), omnichanneling, diversification in the way Ethias supports the client and excellence in technical management.

For clients in the Public Sector, our ambition is to decline our position as a multi-product and service insurer in the form of a partnership with local authorities and to pursue development in the corporate and social profit segments. Furthermore, we have the ambition to be an all-round player in first and second pension pillar management.

In a transversal way, the company is engaged in an ambitious plan of technological and organizational transformation.

Distribution of a dividend

Dividends totalling EUR 268 million were distributed to the parent company Vitrufin SA, enabling it to reimburse its senior loan in January 2019.



Fitch Rating

After having confirmed the IFS rating at BBB+ in June 2018, with a positive outlook, Fitch upgraded Ethias' rating by one notch to A- on 22 January 2019 (Strong - outlook stable).

Ethias Pension Fund



At end-September 2018, the City of Brussels confirmed that it wanted to place its trust in Ethias Pension Fund for managing the supplementary pensions of part of its contract personnel. The arrival of this new affiliate company, as well as the exchanges currently underway with other prospects, confirm Ethias' strategy of developing a multi-employer pension fund.

Corporate Social Responsibility



Ethias publishes its **first non-financial report** since the transposition of the Directive 2014/95/EU into Belgian law on 3 September 2017. This report describes the social and environmental situation of Ethias. It is the result of the collaboration of the entire company, represented within a Joint Ethics Committee, thus demonstrating the quality and strength of the company's social cohesion. The insurer of tomorrow will be the one that brings more added value to society.

Sale of the remaining FIRST A portfolio

On 16 April 2018, Ethias concluded a sale agreement relating to its remaining "FIRST A" portfolio with a non-Belgian insurer from the European Economic Area, viz. Laguna Life (subsidiary of Monument Re). The closing, i.e. the effective transfer of the portfolio, took place on 28 September 2018.

Trophies obtained in 2018

Three DECAVI trophies for Ethias

- Best "Car Civil Liability" (3rd time)
- Best "Tenant Insurance" (3rd time)
- Best "Family Insurance" (8th time)

In addition, the BrandZ research by Kantar Millward Brown reveals that Ethias is the 4th strongest brand in Belgium, and **the leading brand in the insurance sector**.

In 2018, goCX awarded Ethias the trophy for **most customer friendly** insurer.



New customer services



- The family insurance innovates and also covers - automatically and free of charge - new soft mobility devices and electric bicycles: this is our new "**Bike & More**" product.
- Ethias modernises and revitalises its **home insurance** for owners and tenants! Since 1 August 2018, Ethias has been the only insurer in Belgium whose existing and new customers will **no longer pay a deductible** as soon as a claim exceeds EUR 260.
- Ethias is the insurer offering the largest number of products online. As a direct insurer, Ethias intends to be a pioneer in digital insurance by offering high-performance services to its customers. As a result, Ethias is now the only insurer in the Belgian market to offer **10 insurance products* that can be fully taken out online**.
- The management of a claim file with serious bodily injury requires not only a correct professional approach, but also a human approach. More priority must be given to a **rapid and humane processing** for this type of cases. Ethias has been innovative in creating the function of **case manager** to provide support and guidance throughout this process.
- Ethias has conducted a survey in the public sector **to identify the psychosocial risk factors** faced by some public sector employees. In response to these identified risks, **Ethias Services** has developed specific services and tailor-made support packages.
- Since October 2018, **our regional offices and Contact Centers have extended their opening hours** to better meet the needs of our customers.

* Digital Omnium, Assistance/persons, Assistance/cars, Fire/proprietor, Fire/tenant, Starter Pack/Fire & Family, Family/civil liability, Travel cancellation/temporary, Travel cancellation/annual, Luggage