

## 2020 in review: Ethias present on all fronts!

With results exceeding forecasts, a strong societal commitment in support of all sectors throughout the crisis, active participation in both federal and regional recovery plans alongside public institutions, the launch of its new “Flora” brand and the roll-out of a group strategy, Ethias was active on all fronts in 2020 and is looking to the future with confidence.

### KEY FIGURES

- **Net result<sup>1</sup>**: EUR 205 million, an increase of nearly 8% compared to 2019
- **Operating result of the Non-Life segment**: EUR 170 million
- **Operating result of the Life segment**: EUR 64 million
- **Income**: EUR 2.73 billion, an increase of more than 2% compared to 2019
- **Solvency ratio<sup>2</sup>**: 187%
- **Dividends**: EUR 103 million (subject to the approval of the General Assembly)



### Focus on 2020 results

As at December 31, 2020, the **net result<sup>1</sup> amounts to EUR 205 million**.

The **Non-Life** operating result amounts to EUR 170 million, i.e. an increase by EUR 39 million compared to 2019. Although the COVID-19 crisis had an impact on premium collection, this impact was offset by lower claims costs, mainly due to mild weather conditions and a decrease in road accidents.

**Life** business posts an operating result of EUR 64 million, a slight increase compared to 2019.

**Overall income** amounts to EUR 2.73 billion, i.e. an increase of EUR 59 million. A very good performance thanks to Life insurance, which offsets the impact of the economic crisis following COVID-19.

The **Solvency II ratio** amounts to 187%<sup>2</sup> after deduction of the proposed dividend of EUR 103 million. This is an excellent result given the particularly difficult context of 2020. It should be noted that the ratio is calculated according to a standard formula without using transitional measures for technical provisions.

Subject to approval by the General Assembly, a **dividend of EUR 103 million** will be paid, in accordance with the conditions set in the new NBB circular of January 2021.

In May 2020, **Fitch Ratings** affirmed Ethias SA's **Insurer Financial Strength (IFS) Rating at 'A-' with a stable outlook**. The agency underlined the insurer's strong capitalization, good profitability and strong business profile.

### Support during the crisis: a unanimously acclaimed four-stage plan

From the start of the crisis, Ethias has implemented a broad support plan that was appreciated by both its individual clients and public bodies and acknowledged by the authorities. This plan is based on four pillars: protection of its employees, protection of its clients, protection of the company and, finally, support for the Belgian economy's recovery. Ethias has also been awarded a DECAVI trophy for all the measures it has taken.

<sup>1</sup> Based on non-audited BGAAP accounts

<sup>2</sup> Quarterly solvency assessment in Q4 2020

Ethias has proposed, among other things:

- free extensions of coverage to insure health care staff and the thousands of volunteers who work alongside them
- reimbursement of certain premiums, of one month's rent and discounts on car and cancellation insurances
- support for the sports, cultural and education sectors
- innovative solutions (teleconsultation, aid & solidarity platform for citizens ...)
- free professional psychosocial assistance to employees, students and self-employed persons
- support for the self-employed and for SME's & micro-enterprises
- insuring the vaccination centres
- financial support for the federal and regional recovery plans, together with the public authorities
- ...

On our website you will find an overview of all the actions Ethias has undertaken since the beginning of the pandemic.

## A success that owes nothing to chance!

If the insurer is successful despite the difficult context, it is not by chance but by a winning combination:

- A unique business model (the #1 direct and digital insurer) that allows it to blend high-performance and modern solutions with proximity and privileged contact with its policyholders. Its distribution model ensures that anyone can find insurance, regardless of the preferred channel of each client.
- A leading position in insurance for local authorities thanks to 100 years of expertise in insuring public bodies throughout the country.
- A clear vision and strategy focused on value creation through ecosystems in key areas such as health care and ageing, mobility and public services.
- A dynamic of innovation.
- A sustainable investment strategy.
- And finally, a societal commitment that is part of its corporate mission and supported by its 1,800 employees.

## And what about tomorrow? The strength of a group that innovates and looks ahead

The coming years already look just as well-filled for the country's 3<sup>rd</sup> largest Life and Non-Life insurer which, with the support of its subsidiaries (Ethias Services, NRB, Flora & IMA Benelux), intends to play a leading role both in its sector and in the dynamic recovery of the country's economy.

*"I am of course very proud of what we achieve, year after year, thanks to our **unique business model**, the continued commitment of our **1,800 talents**, the **trust of our clients** and the **support of our shareholders**: the Federal State, the Walloon Region, the Flemish Region and the cooperative company EthiasCo, which represents the local authorities.*

*2020 was a special year in more ways than one, but I would like to highlight the commitment and resilience that Ethias has shown: from the start of the crisis, we have been committed to protecting our colleagues and to helping - as and when needed - our policyholders, the public authorities, the citizens of our country and the many sectors in need. The latest examples are the support for the self-employed, insuring (the activities in) the vaccination centres and the financial support for the recovery plans of the federal and regional authorities. These actions demonstrate once again that societal commitment is truly anchored in our DNA."*

Philippe LALLEMAND, CEO