



FIDELIDADE

SEGUROS DESDE 1808

Corporate Presentation

Fidelidade – Companhia de Seguros

2024

Agenda

1 Fidelidade Overview

2 Fidelidade's Strengths

3 Corporate Strategy

1. Fidelidade Overview



Fidelidade has more than 200 years of history, emerging as the merger of several leading insurers in Portugal

1808

- One of world's oldest insurance companies, **Fidelidade roots date back to 1808**, when **Bonança** was established
- **Market** was quite **fragmented**, with several leading insurers



2001

- **Consolidation period** in the Portuguese insurance market
- Foundation of **two market leaders**: **Fidelidade-Mundial (FM)** and **Império-Bonança (IB)**

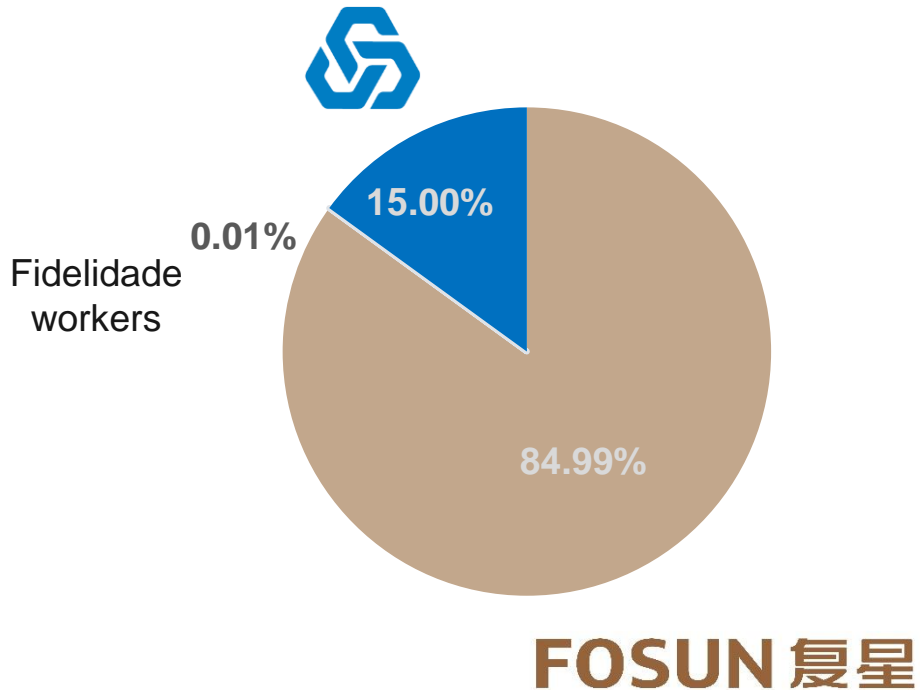


2012

- 2012: **Merger of FM and IB** to create a unique market leader
- 2013: release of the **single brand Fidelidade**, with 200 years of history



Fosun and Caixa Geral de Depósitos are the reference shareholders of Fidelidade Insurance Group



► Fosun

- **World class Chinese investment group** listed on the Hong Kong Stock Exchange and present in a wide variety of industries with a **focus on Insurance**
- Presence in both insurance (e.g. Yong An) and reinsurance (e.g. Peak Re)
- Shareholder of the Portuguese bank BCP (20,03%)

► Caixa Geral de Depósitos

- Portuguese **state-owned bank**
- Presence in 18 countries
- **Largest financial institution in Portugal**, with 3,5 million customers, totaling 88Bn€ in assets and 515 branches

Fidelidade Insurance Group includes both insurance companies and insurance related services companies

Insurance Companies



Service Companies



Fidelidade is amongst the largest Iberian insurance groups, with 5.2B€ in GWP...

Fidelidade in numbers



5.2B€

Gross Written
Premiums



3.5B€



1.7B€



>9.1M

Customers



2.4M¹



6.7M



>8,700

Workers in Fidelidade
Group²



3,600



5,100



29.6%

Overall Market
Share in Portugal



180M€

Net Income



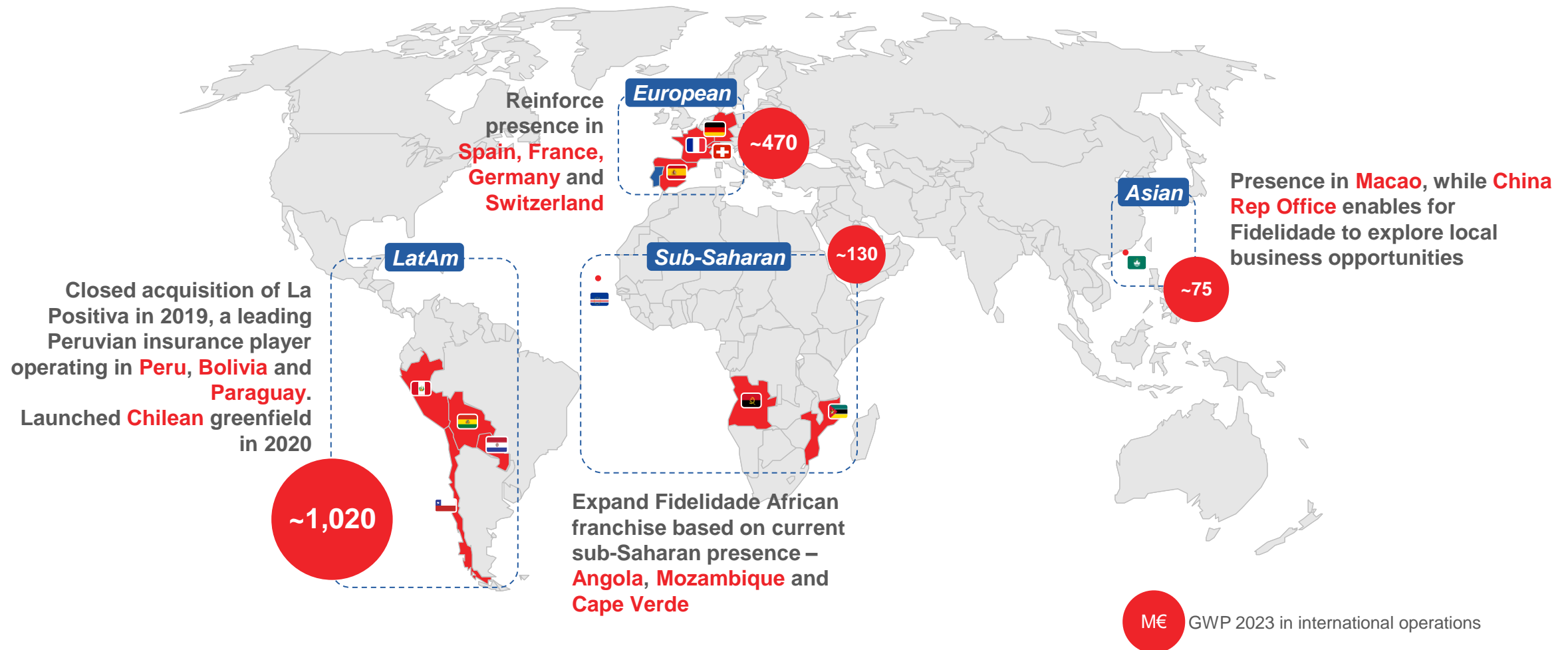
17.4B€

Assets Under Management³,
amongst largest investors in
Portugal

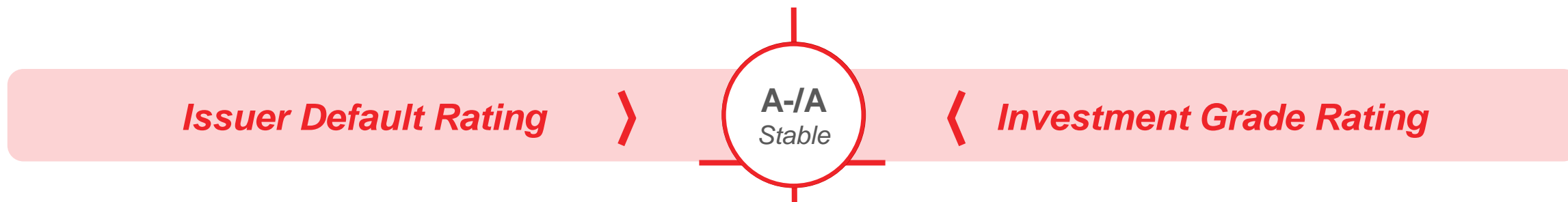
Note: As of December 2023

1. Group's insurance clients in Portugal; 2. Excluding Luz Saúde; 3. AuM including properties for own use

...with a clear international growth ambition in the 4 regional clusters where it already has over 1.7B€ in GWP



Fidelidade has an A Rating by Fitch positioning the company in the frontline of PT corporations



Fitch reaffirmed in 2023 the top-tier rating², confirming Fidelidade's strong capacity to honor its financial commitments under a challenging market environment

Rating grade in line with the Sovereign Portuguese Rating and the top-rated corporations in Portugal



Undisputed leadership in Portuguese market



Strong capitalization, with robust solvency



Good quality of assets

Note: Fitch Ratings for Fidelidade – IFS (Insurer Financial Strength) = A; IDR (Issuer Default Rating) = A-; 2. Indicates high credit quality and low investment risk, issuer has strong capacity to fulfil financial obligations, thus guaranteeing security for investors

Executive Committee of Fidelidade with extensive industry experience

Jorge Magalhães Correia
Chairman



Legal & Auditing
Departments

Marketing, IT, Human
Resource, Sustainability
& Health Business



Rogério Campos Henriques
Chief Executive Officer



**Juan Arsuaga
Serrats**

Underwriting &
Operations,
Non-Life Business



**António
Noronha**

Commercial
Departments &
Life Business



**André
Cardoso**

International Operations,
Strategic Planning &
Business Development



**Miguel
Abecasis**

Innovation,
Actuarial &
Auto Business



**William
Mak**

Investments



**Thomas
Chen**

Risk &
Accounting

2. Fidelidade's Strenghts



Fidelidade is a distinctive company in the Portuguese market



Undisputed leadership

Largest client base with significant potential for increased penetration



Unique distribution position

Strategic partnerships in growing channels and unique position in agents and brokers



Leading brand

Leader both in value and client recognition, across all categories



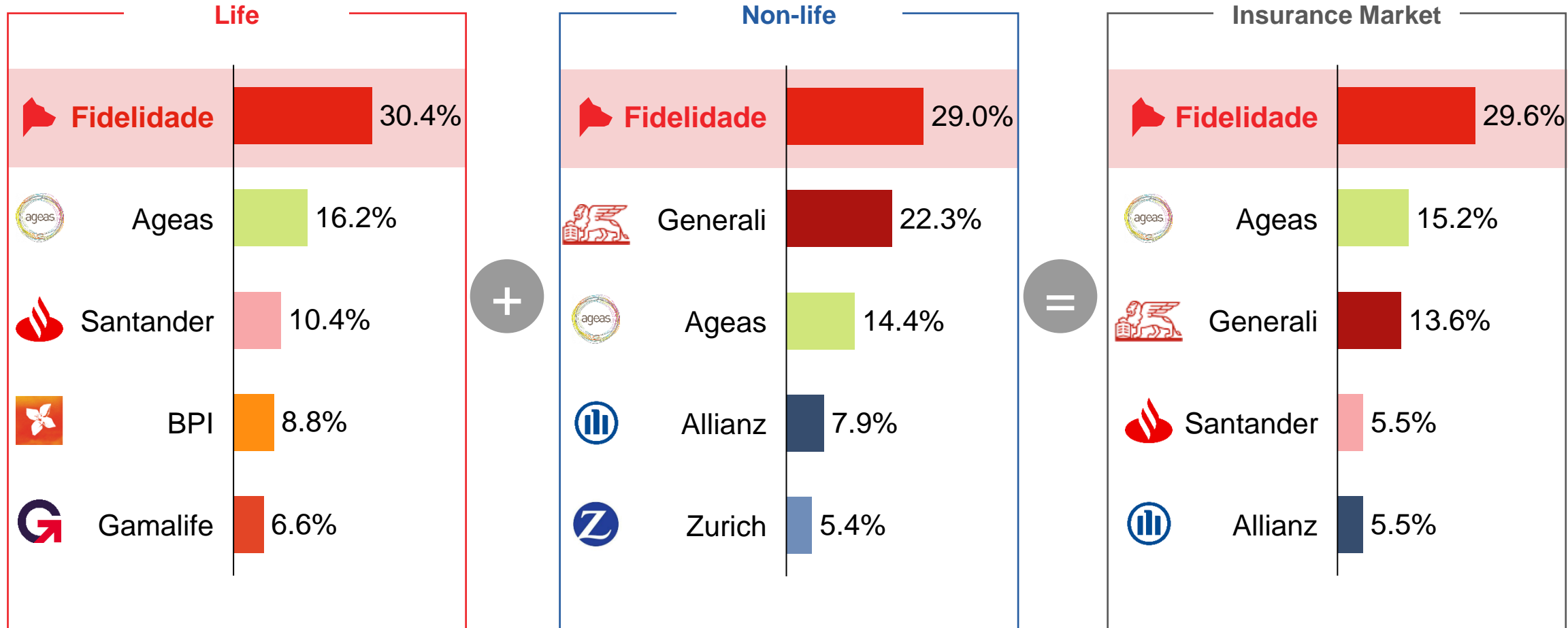
Technical and claims capabilities

Proven technical expertise in risk management and distinctive claims platform, leading to a unique reputation



The Group is the undisputed market leader in Portugal...

Premiums Market Shares Dec 2023

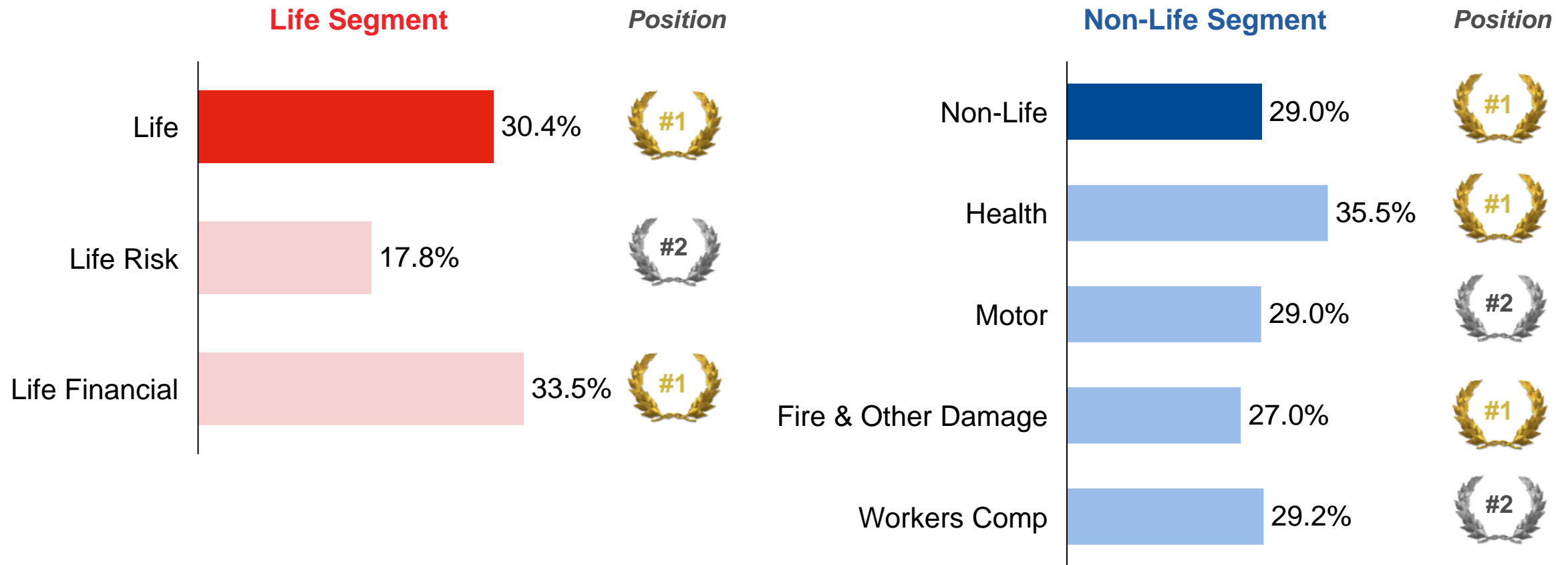


Note: Fidelidade Group including the following entities: Fidelidade Portugal, Via Directa, Multicare and Fidelidade Assistência
 Source: ASF



...with a strong competitive position across all insurance business lines

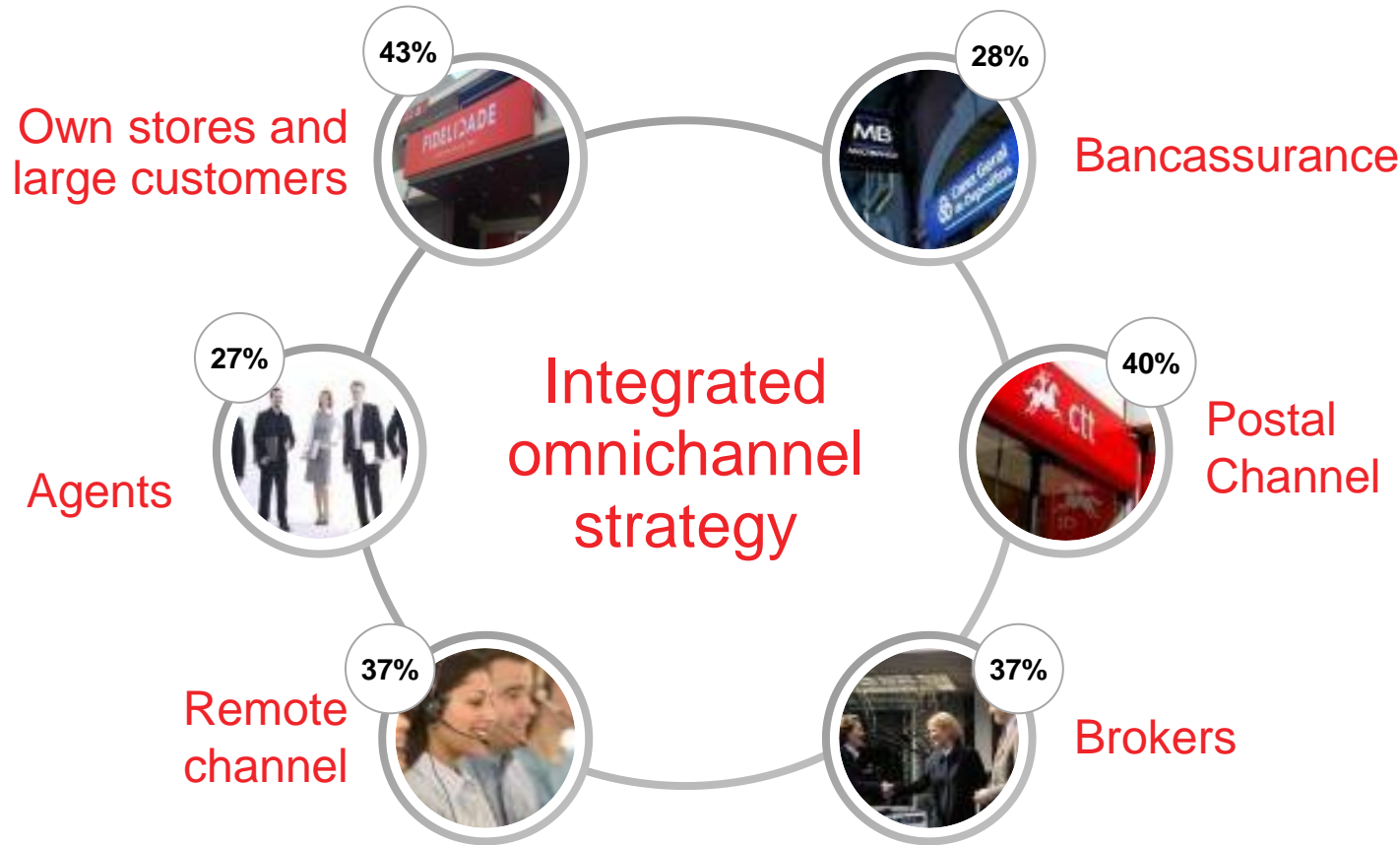
Market shares by total premiums written (% GWP, Dec 2023)



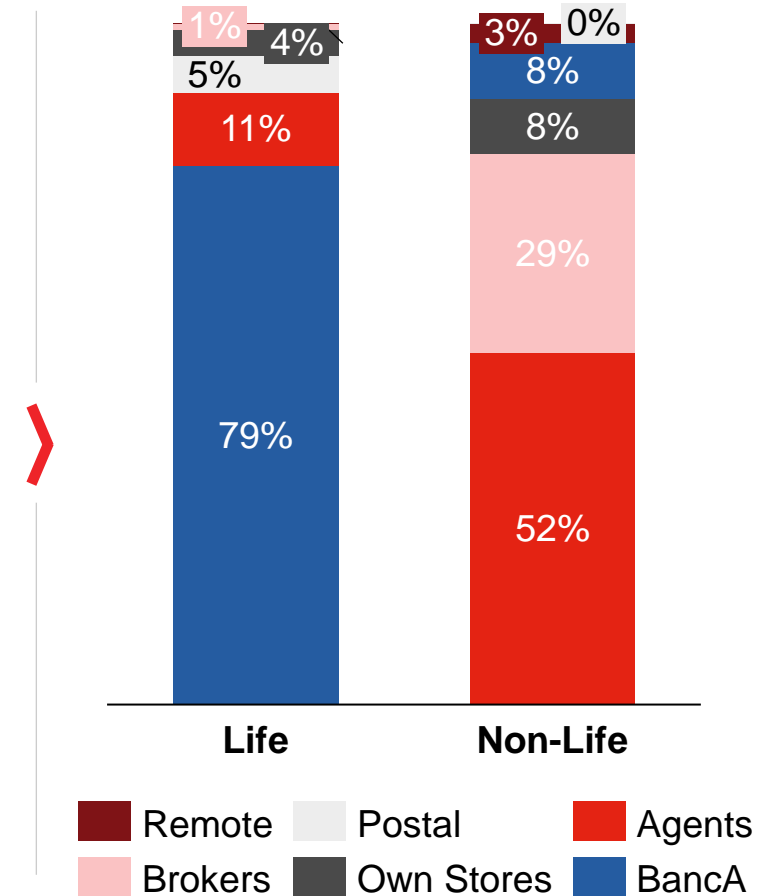
Note: Fidelidade Group including the following entities: Fidelidade Portugal, Via Directa, Multicare and Fidelidade Assistência
 Source: APS



Fidelidade's multichannel approach allows for a unique competitive position in distribution



Fidelidade's GWP Distribution



Note: Data as of 2022
Sources: Internal Data, ASF, APS



Fidelidade Group has several leading brands in the Portuguese insurance market...

FIDELIDADE
SEGUROS DESDE 1808

LONGEVIDADE
FIDELIDADE A TODAS AS IDADES

POUPANÇA · SAÚDE · PATRIMÓNIO · ASSISTÊNCIA

fidelidade.pt

Fidelidade - Companhia de Seguros, S.A. - NIPC e Matrícula 500 918 880, na CRC Lisboa - Sede: Largo do Calhariz, 30 1249-001 Lisboa Portugal - Capital Social EUR 509.263.524, registada na ASF sob n.º1011 - www.fidelidade.pt Apoio ao Cliente: Dias úteis das 9h às 20h. T. 217 94 87 01 Chamada para a rede fixa nacional. E. apoiocliente@fidelidade.pt

30% market share
Total Insurance

MULTICARE
FIDELIDADE

Nº1
EM SEGUROS
DE SAÚDE

1 MILHÃO DE PESSOAS
CONFIAM NA MULTICARE.
OBRIGADO.

36% market share
Health Insurance

Mude em ok.pt

ok!
seguros

O mundo
está a mudar.
E a ok! também.

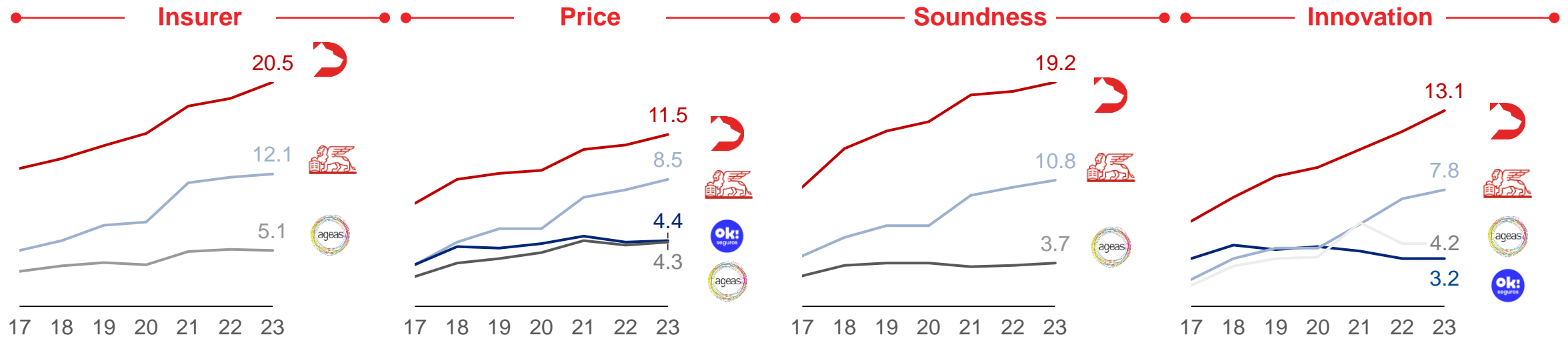
35% market share
Direct Insurance¹

1. Via Directa's market share in Non-Life remote insurance as of December 2022
Note: 2023 Data; Sources: APS; ASF



...and has been consolidating its leadership position as the best insurance company in Portugal

BASEF market study – TOP Players 2017-2023 (Global)



Escolha do Consumidor '23
Best satisfaction and reputable insurer



Reader's Digest Trusted Brands '23
22nd consecutive time as best reputable insurer



Portugal Digital Awards '23
1. Best Insurance Project - My Pets Ecosystem
2. Best Digital Leader – Teresa Rosas



Marktest Reputation Index '23
Most reputable insurance brand



Superbrands '23
Top-of-Mind insurance brands in Portugal



Prémio Cinco Estrelas '23
Best satisfaction with products and services provided



Fidelidade has a full spectrum insurance offer, including all relevant Life and Non-Life lines of business

Motor

Broad portfolio of motor insurance for corporate and individuals (including own damage or only civil liability)

Home

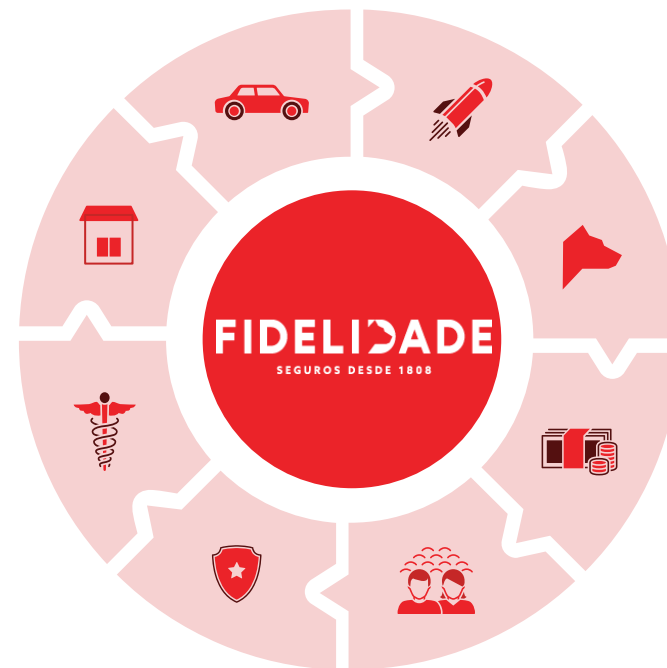
Home (owners and tenants), condominiums, industrial and commercial, fire and other damages

Health

From basic to full protection with tailored offers for specific segments (e.g. 60+) providing access to the largest private medical network of PT

Workers' Compensation

Complete offer complemented by the rehabilitation program We Care (distinguished internationally)



■ Life Insurance

■ Non-life Insurance

Accidents, Travel & Leisure

Personal accidents, travel, bicycle and protection for students living abroad

PETs

Broad portfolio of insurance for cats and dogs exploring a new emerging segment

Life Savings

Life insurance products for savings and investment with different maturities and objectives (e.g. PPR, capitalization products, online savings, ...)

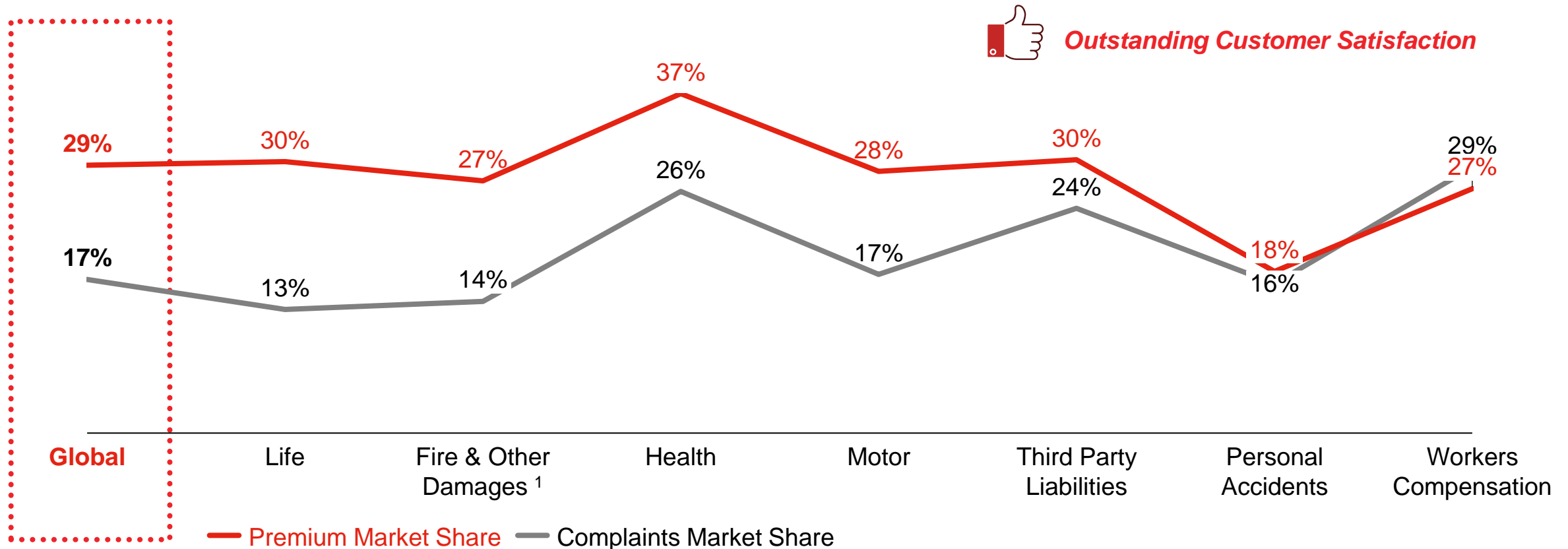
Life Risk & Annuities

Wide diversity of products to provide families' full protection (e.g. life risk, funeral, family civil liability, ...)



Ensuring an excellent service level to all its clients is the main priority of Fidelidade

Fidelidade Registered Complaints (with the Regulator) vs. Premiums market share (2021)

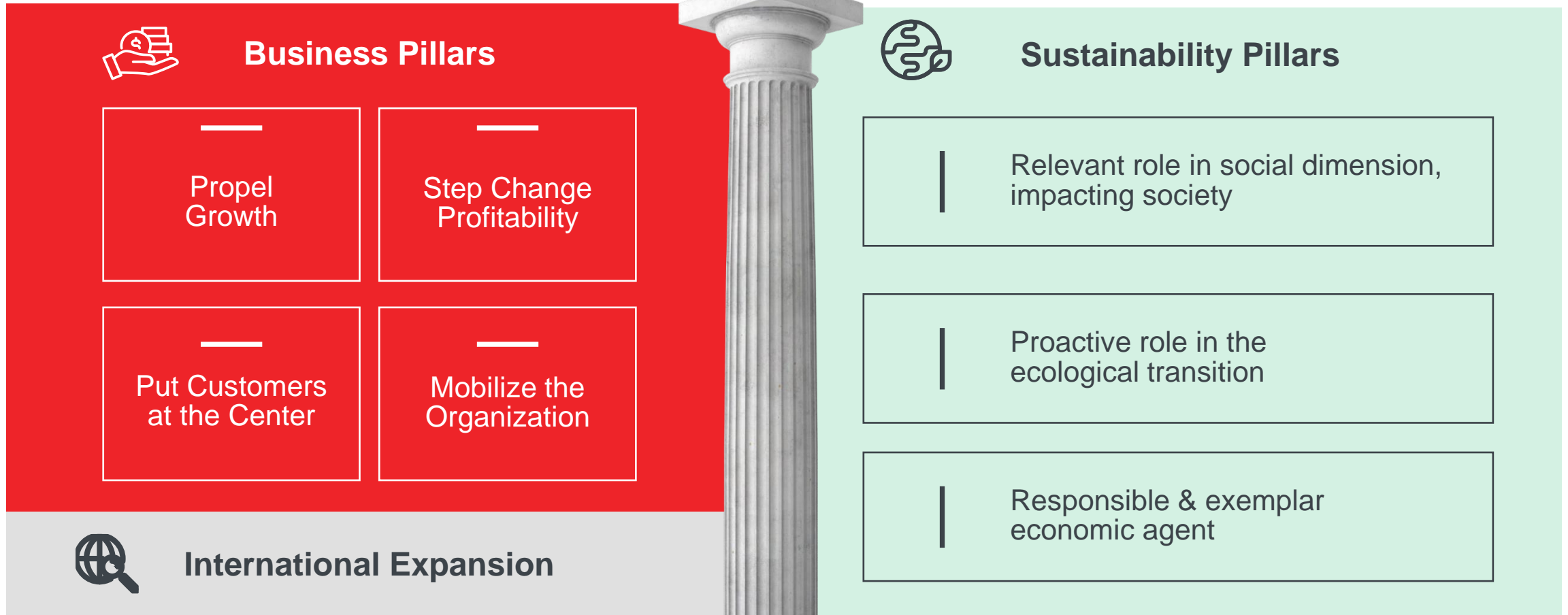


1. Includes Home, Industrial and Commercial, and other fire and other damage insurance
Sources: APS, ASF

3. Corporate Strategy



Our strategy is built on 4 Business Pillars with an international expansion and 3 Sustainability Pillars



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