



Tryg analyst day

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Stockholm

21st June 2022

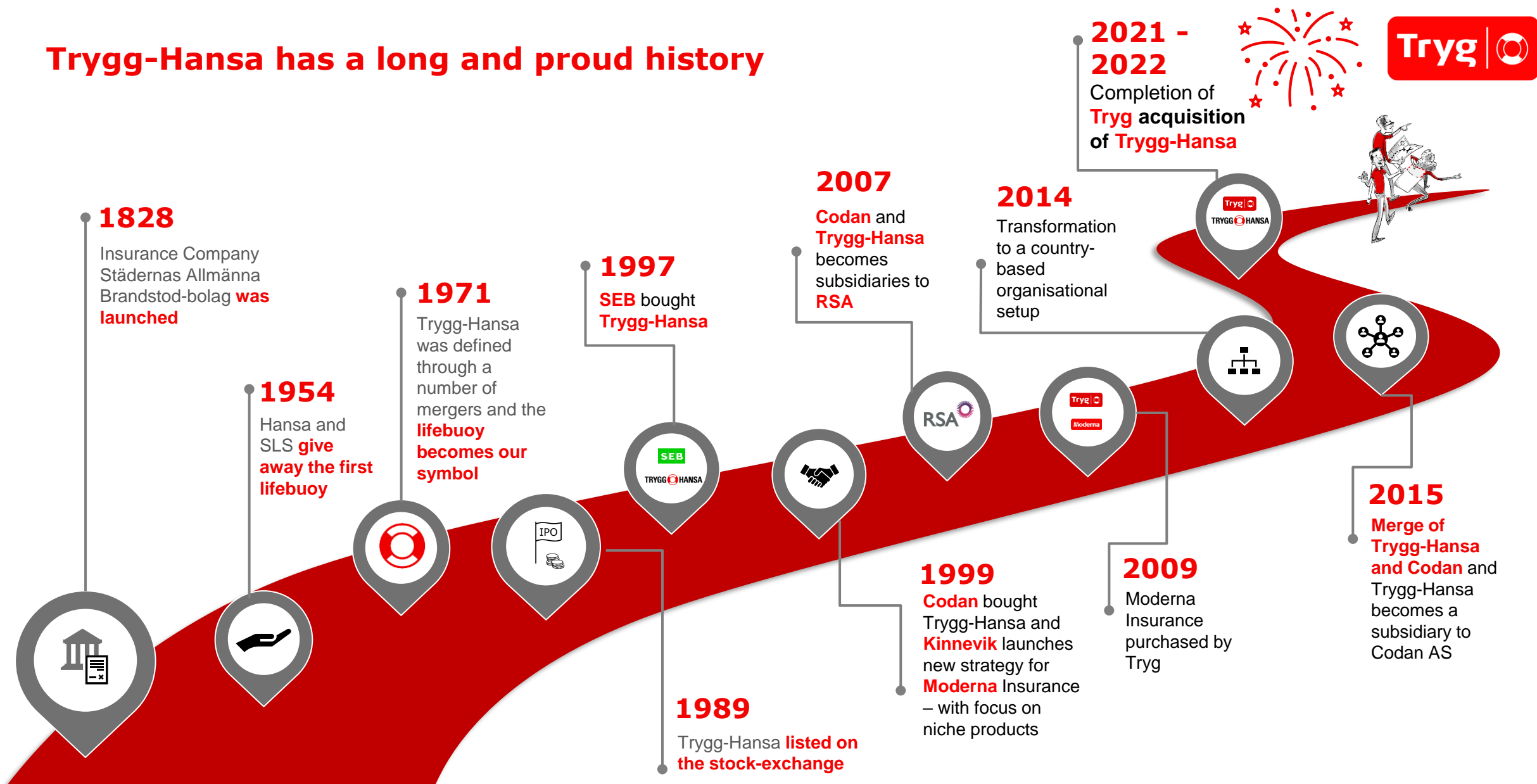


Agenda

- History and market position
- Recent financials and product portfolios
- Key distribution channel and partnerships
- Moderna integration
- Key areas of focus



Trygg-Hansa has a long and proud history



Trygg-Hansa continues to build on a long and established history in Sweden



- Building trust with customers through **high quality products**, while maintaining profitability through excellence in **underwriting, portfolio and risk management**

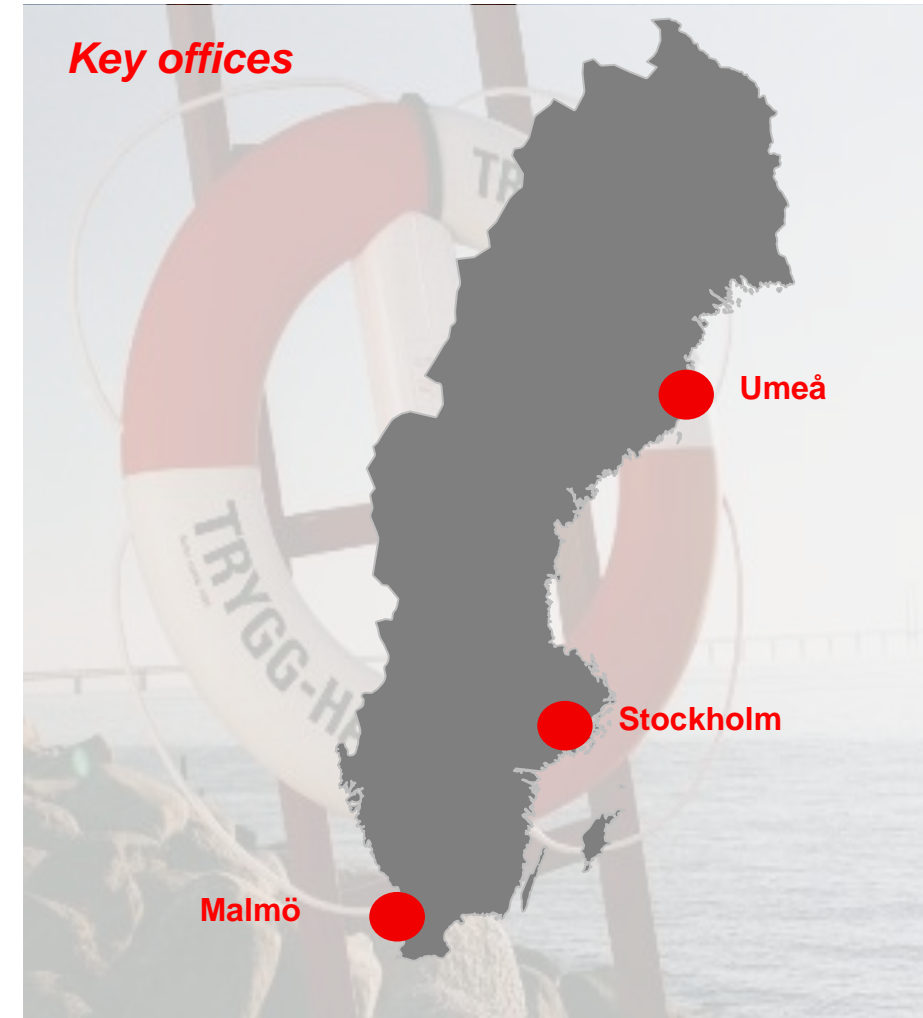


- Strong and visible focus on **sustainability and corporate social responsibility**



- c. 2,000 **total employees** in Sweden, 80% within direct business functions and c. 20% within support functions (IT, Finance and HR)

Key offices

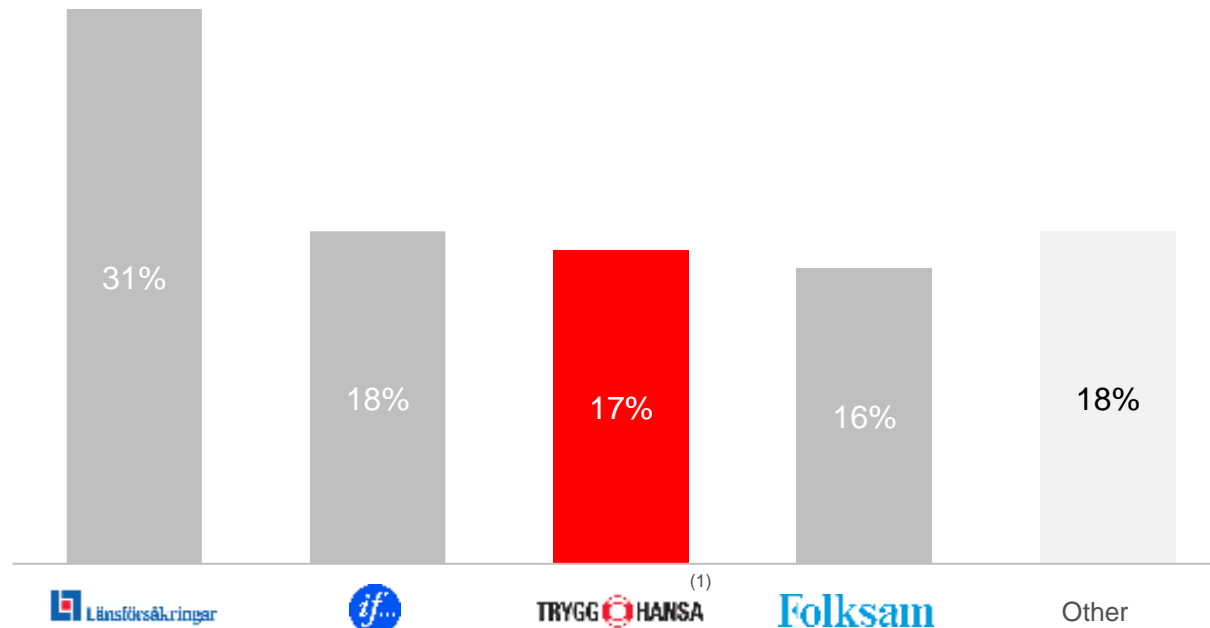




The market position in Sweden increased after demerger with Tryg



Market share, Sweden (Q4 2021)



Note: (1) Pro-forma (includes Moderna)
Source: Svensk Försäkringar



Key observations and highlights

- Trygg-Hansa is now the third largest player in the Swedish market following the merger with Moderna
- Gain in market share has been driven predominantly by
 - Strong online capabilities and marketing skills
 - Focus and winning of target car deals
 - Focus on SMEs in Commercial, combining product packaging and online capabilities
 - Continued improvements to customer experience



**Trygg-Hansa is a company
with stable and high
profitability**



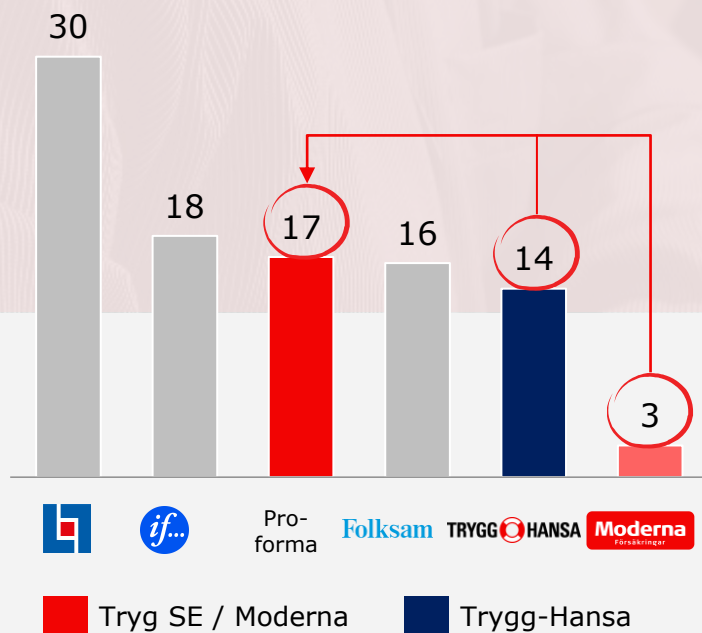
Recent results build on a stable combined ratio and c. 3% historic growth in premiums

Trygg-Hansa is a large player in the Swedish market

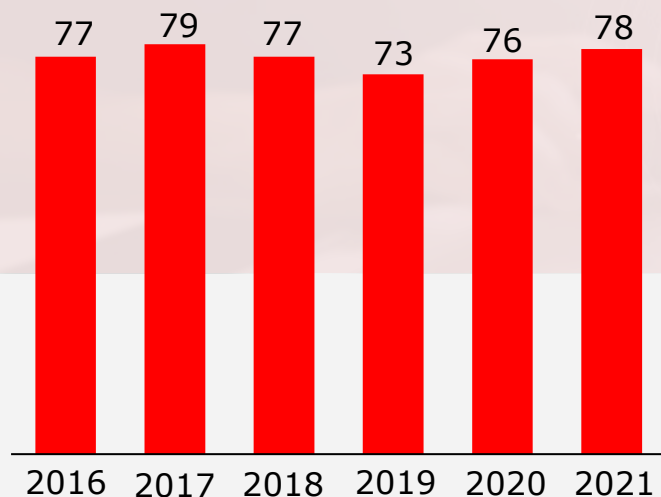
Highly attractive and stable combined ratios

Stable premium growth over past 6 years at a CAGR of 3%

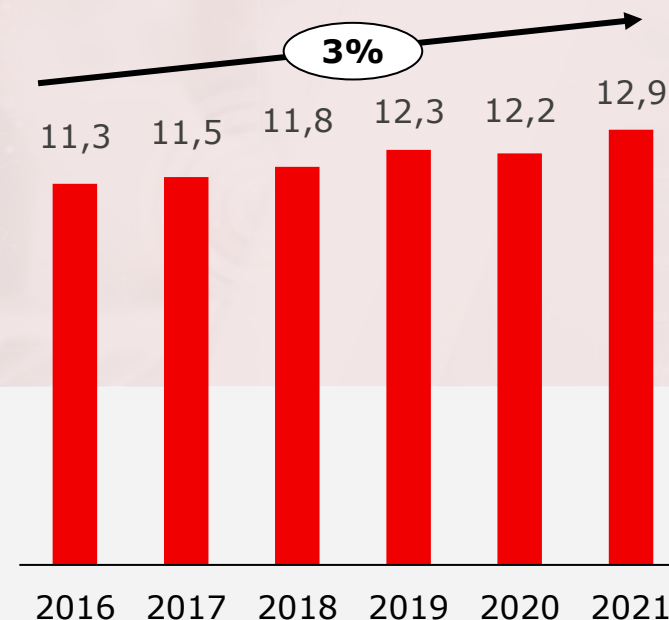
Market shares Sweden, 2021, %



Combined ratio, 2016 - 2021 %



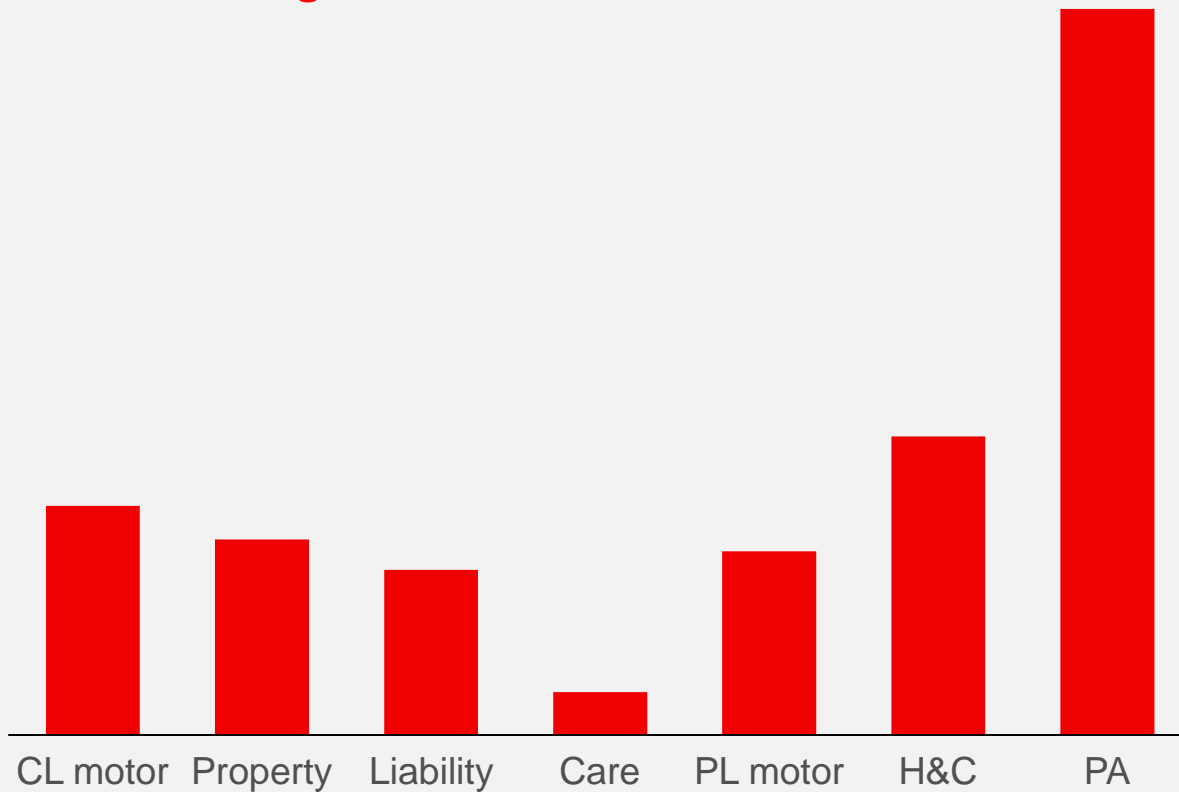
Net premium earned, 2016 - 2021, SEK bn





A large portion of growth is underpinned by maintaining a diversified portfolio supported by robust underwriting and risk management

Underwriting result, 2021



All portfolios contributing with a positive technical result, with no dependency on a single portfolio, resulting in a stable level of profitability





A significant portion of strength has been built on a comprehensive set of personal accident insurance products...



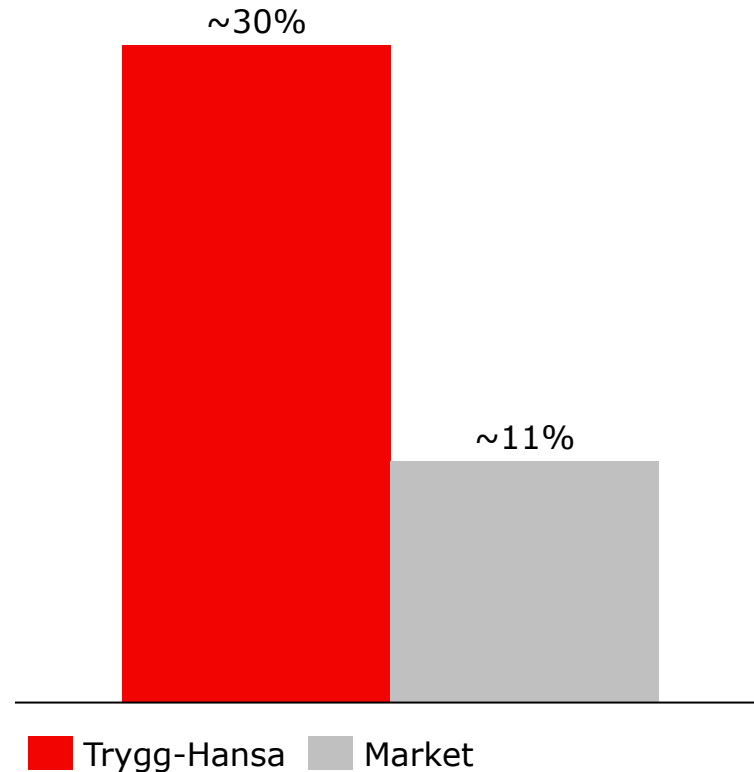
■ Motor ■ House & Content ■ PA ■ Pet & Other ■ Income



...driving high levels of retention and profitability

Large PA share in Trygg-Hansa premiums

PA¹ share of total premiums, 2020 - 2021



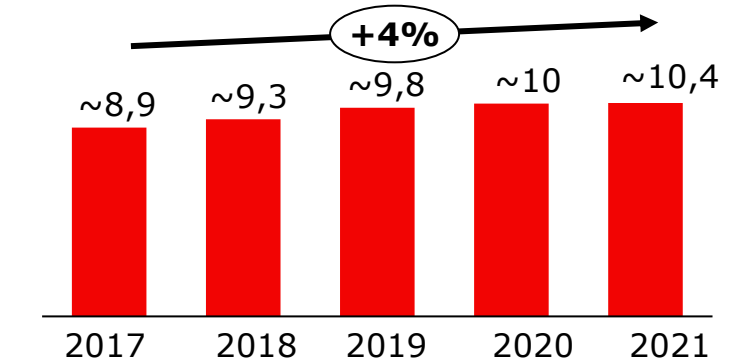
High retention rate drives PA performance

Avg. retention, years

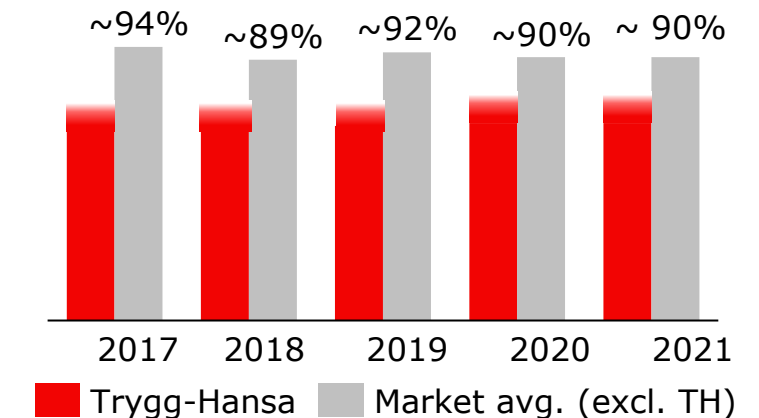


Trygg-Hansa has strong competitive edge

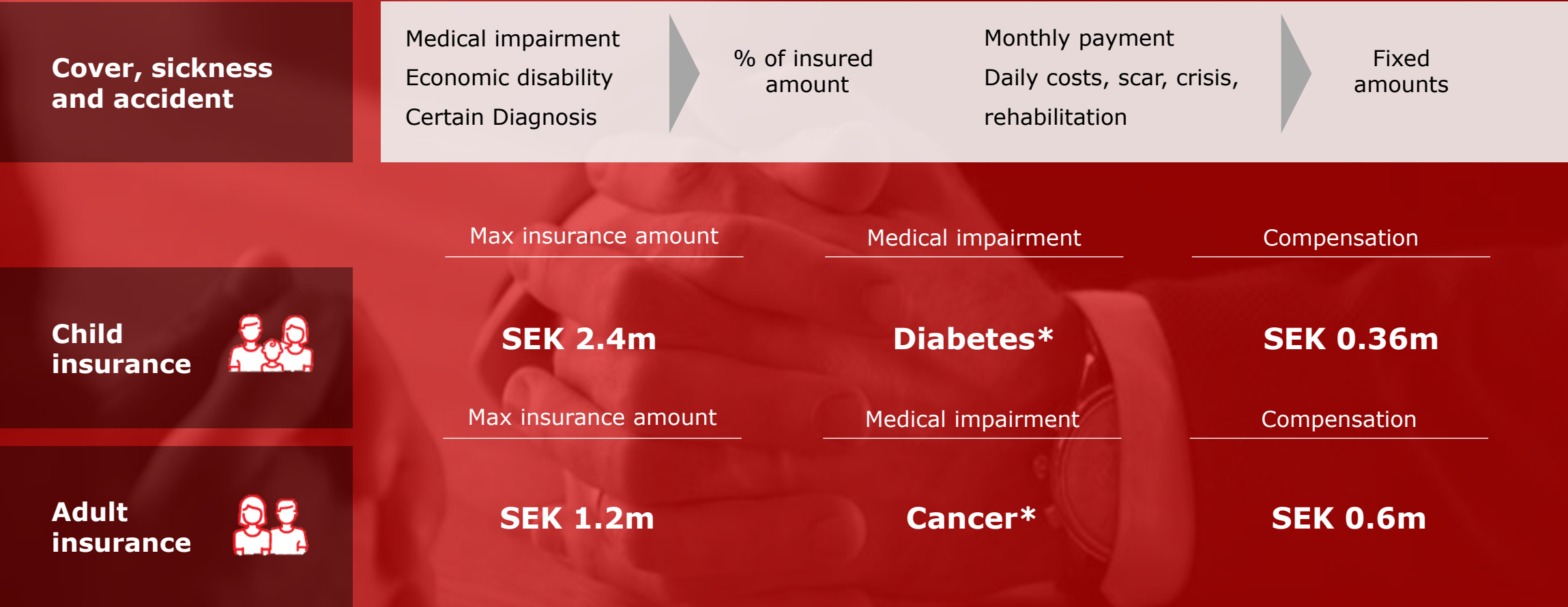
PA market size, 2017-2021, SEKbn



PA combined ratio, 2017-2021



PA policies are often underpinned by a specified liability cap





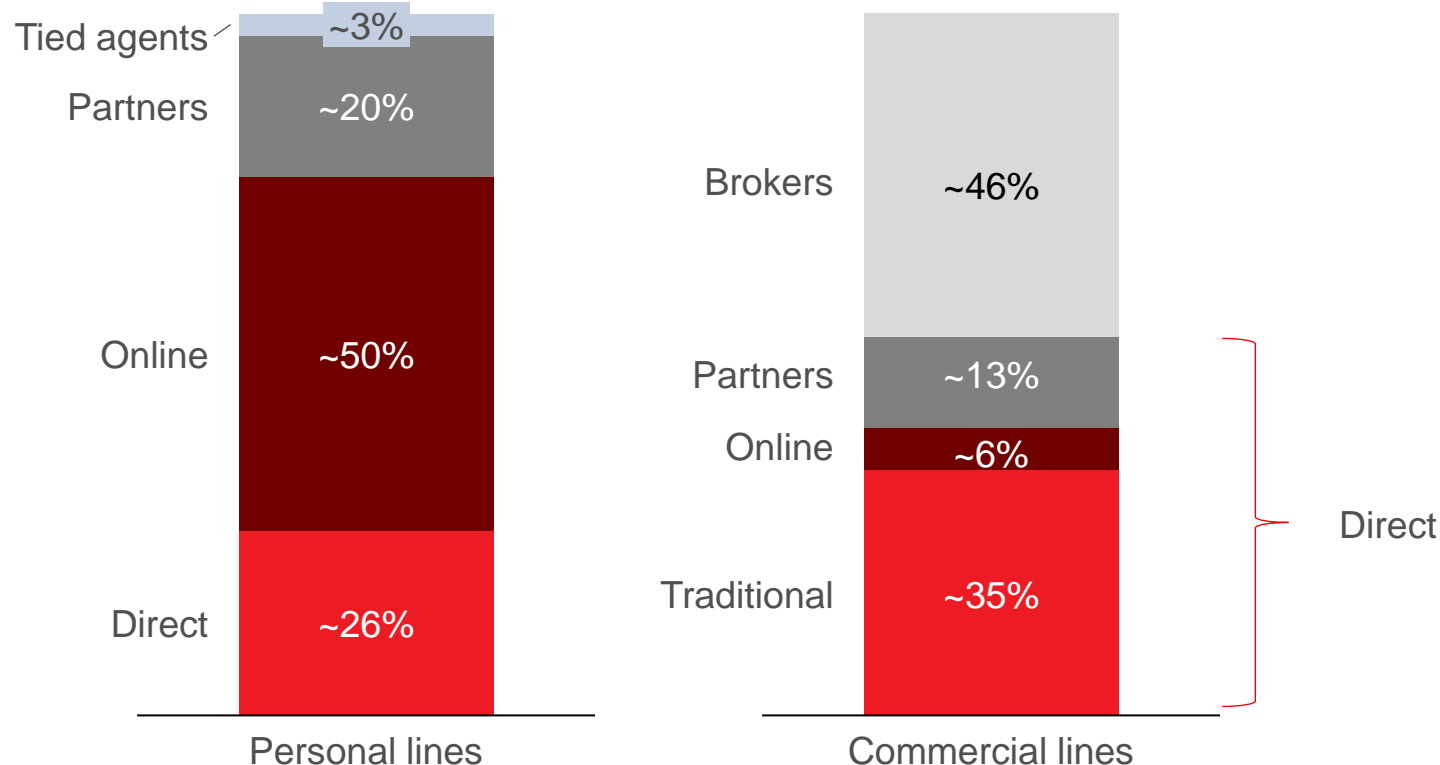
**Trygg-Hansa has recently gained market share
after a preceding period of measured growth**





The online channel continues to make a contribution to new business across both Personal and Commercial Lines

New business, per channel (last 12 months)



Key observations and highlights

- Recent success in direct and online channel underpinned by continued strength in customer acquisition, pricing and digital marketing
- Direct channels account for c. 50% of new business in Commercial Lines
- c. 18% of sales to SME customers occurs through the online channel
- c. 30% growth in outbound sales through more effective call management and improved hit rates within Commercial Lines call centre

Partnerships continue to contribute to growth across Personal and Commercial Lines in line with broader market trend

Key Partners - selection (Personal Lines and Commercial Lines)
2021 and YTD 2022 ⁽¹⁾

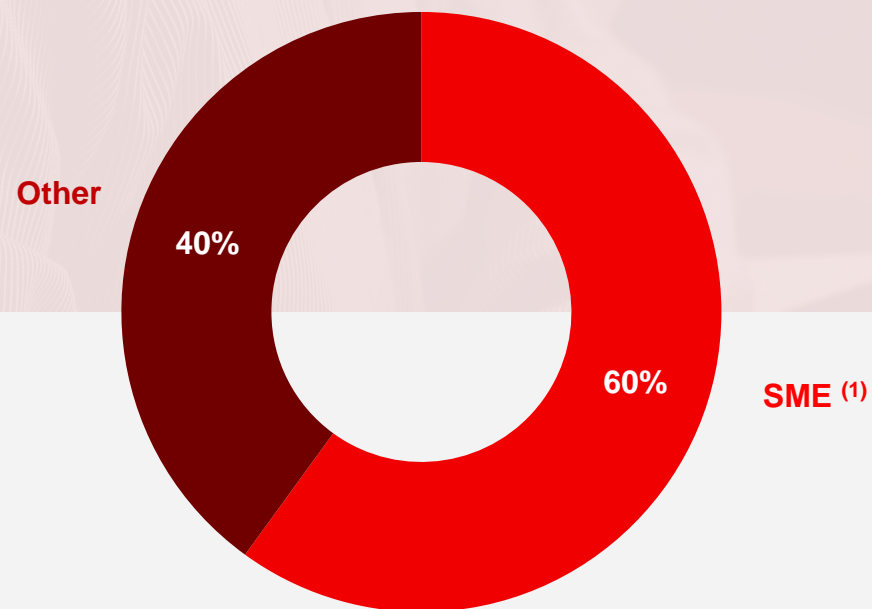


- *Partners are becoming an increasingly critical distribution channel for motor insurance, with a continuing trend of car dealers becoming tied agents*
- *Trygg-Hansa stopped selling Moderna branded products to the mass market from June 1st, excluding sales through AKF, Danske Bank and Obos*



Continued focus on SME customers has contributed to success and continued growth in Commercial Lines

New business per customer segment (Commercial Lines)
YTD 2019 - 2022



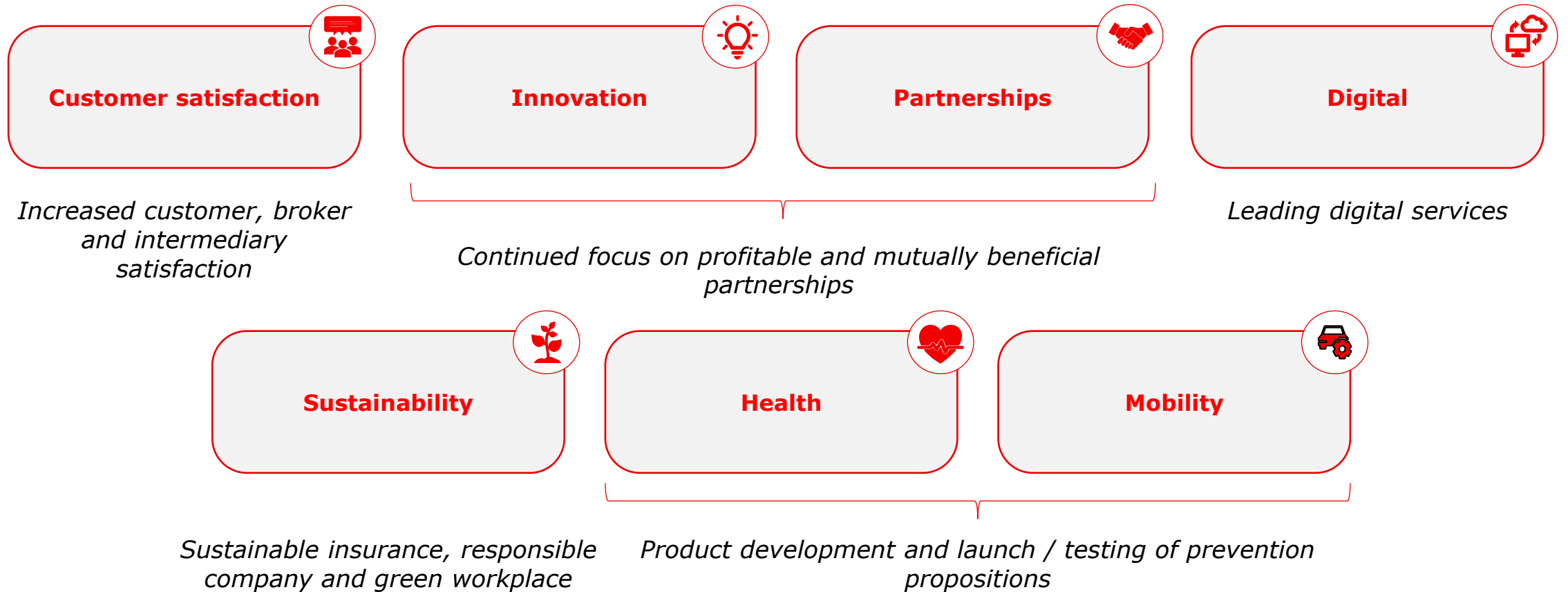
- Small medium sized businesses continue to account for more than half of new business in Commercial Lines, forecast to increase over the coming 12 – 18 month period
- Small segment continues to be the major source of New Business, and its share of total will increase

**Tryggv-Hansa is in an
even stronger
position after
merger with
Moderna**





Focus will continue to be placed on developing along 7 key themes from now through to 2024





We will make a number of improvements to the customer experience through a range of initiatives across all parts of our business...



**Investment
in new
customer
value
propositions**



**Skill
develo-
pment**



**Data and
customer
analytics**



**Digital
marketing,
channel and
customer
journey**



**New product
and
proposition
developm-ent**



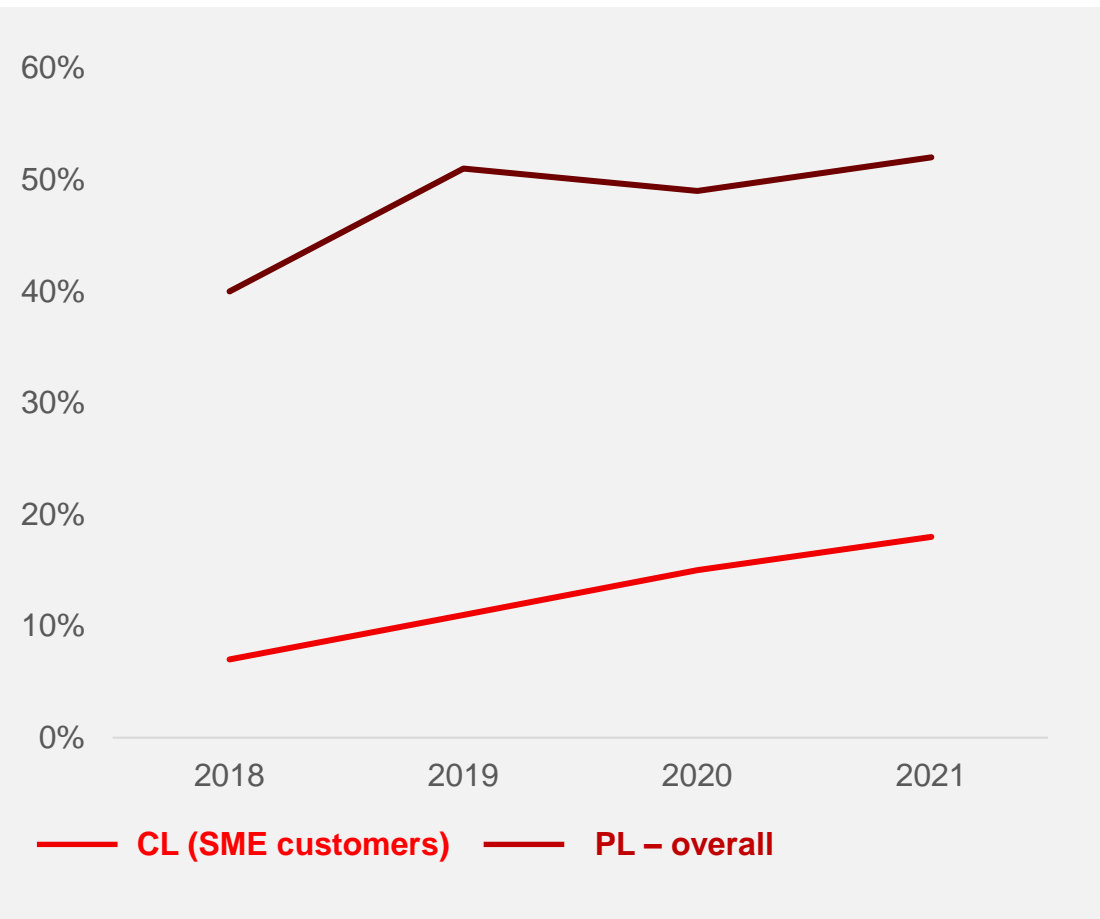
**Claims
customer
journey**



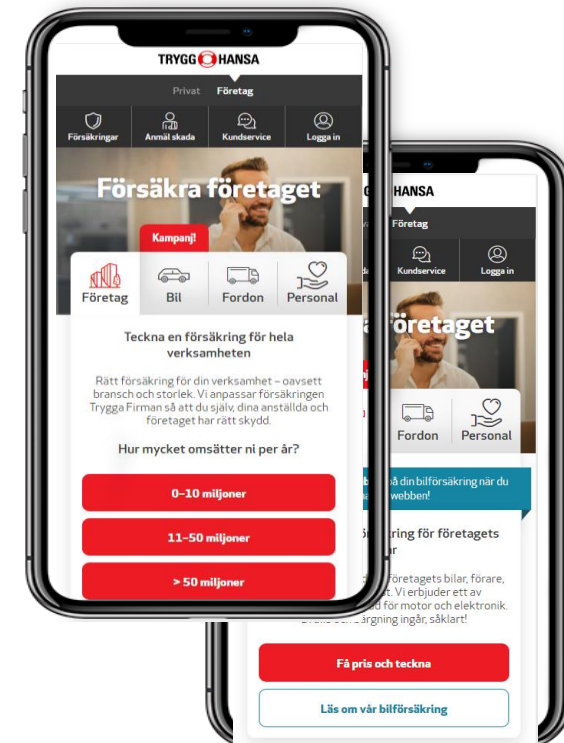
**Ways of
working**

... and continue developing our digital and online capabilities across Personal and Commercial Lines

% online new business, 2018 - 2021



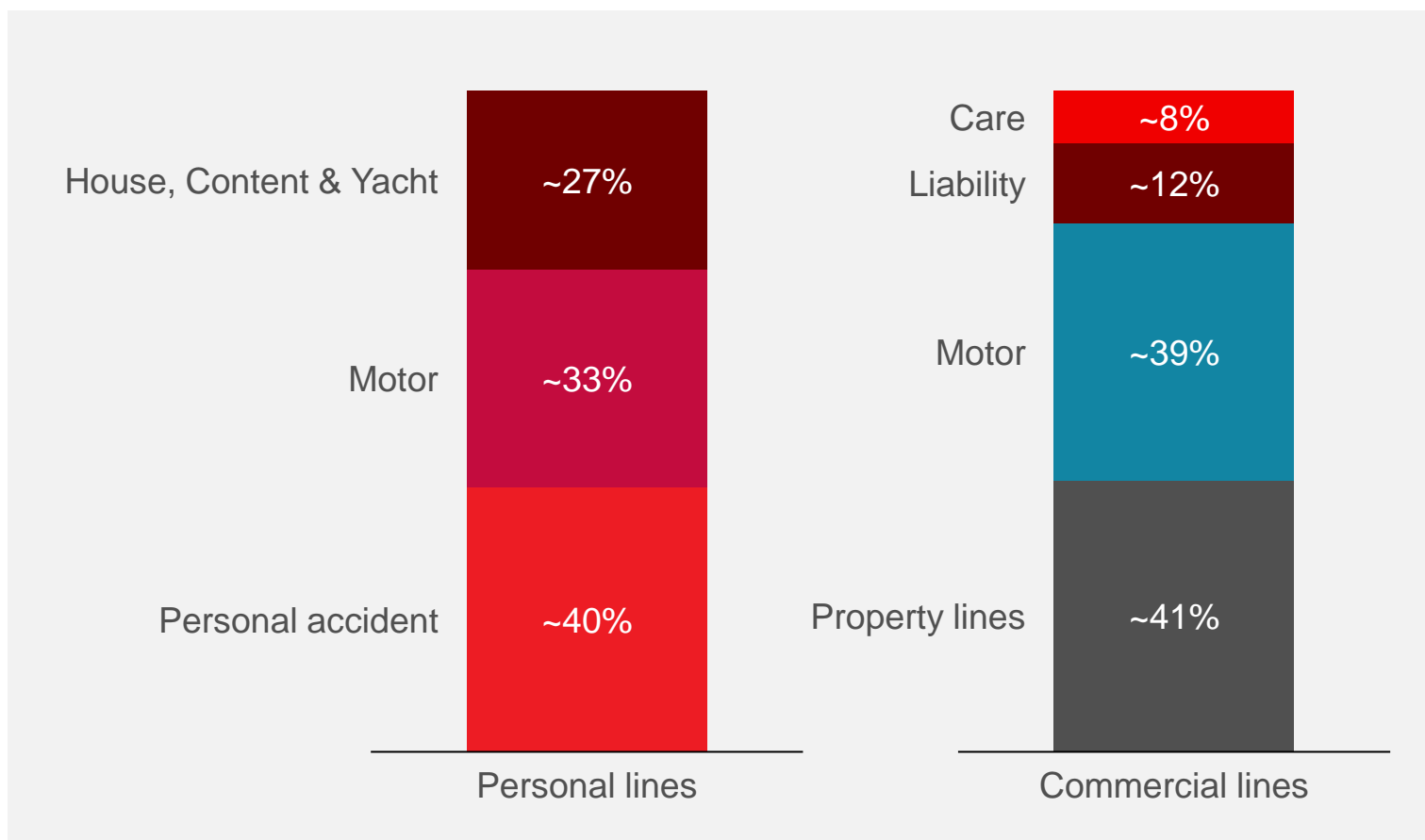
*Investment in online capacity for sales and service along with continued focus on SME customer journey **has contributed to growth to c. 200k Commercial Lines customers***





Several new portfolios and brands will be added to help enhance the level of cross sales across a larger customer base

Portfolio split – Personal Lines and Commercial Lines, FY 2021 ⁽¹⁾



BILSPORT & MC
SPECIALFÖRSÄKRING

 **ATLANTICA**

Moderna
Djurförsäkringar



Technical excellence will continue to play a significant role in underpinning our future market position



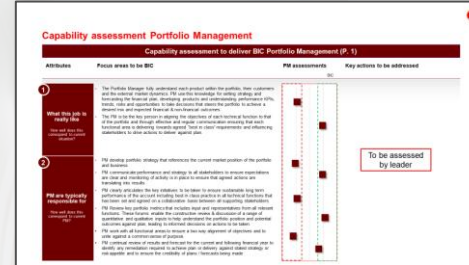
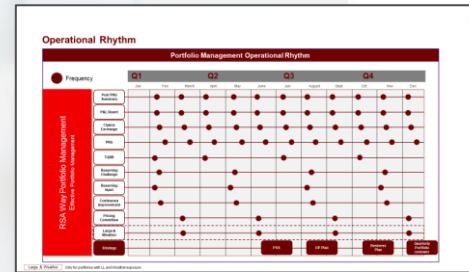
Operational Rhythm



Portfolio Manager



Cross functional collaboration



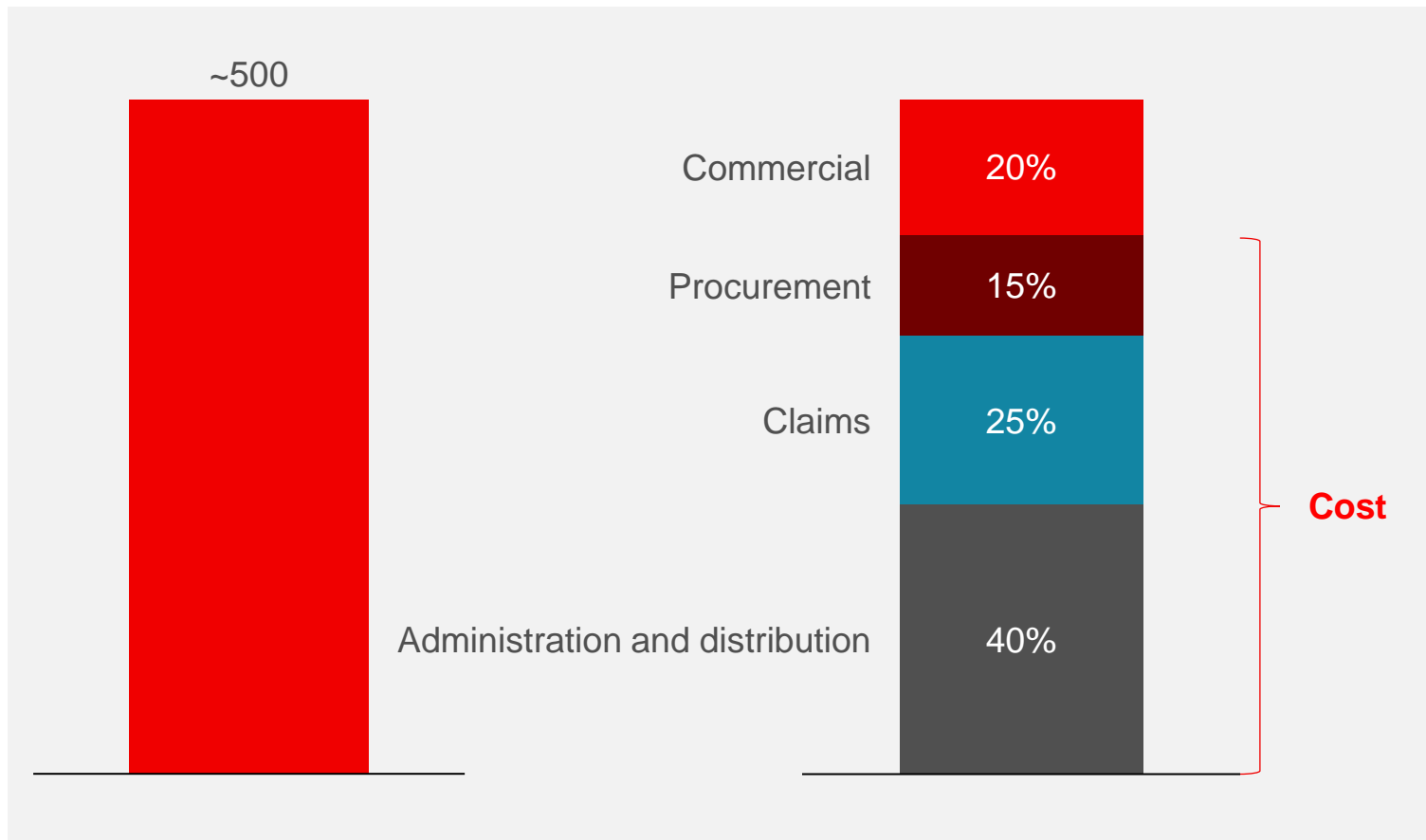
Portfolio management checklist		
Checklist		
Pricing	Underwriting	Claims
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Reserving	P&L	Reinsurance
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More targeted risk based pricing and underwriting – being brought to bear on a larger book of business and brands

The realisation of scale and cost synergies is on track

Estimated pre-tax synergies (Sweden), DKKm



- Total realised synergies for **Personal Lines** mainly driven by repricing Moderna portfolio, new operating model for PL organization and increased cross sales of Atlantica and Pet Insurance to Trygg-Hansa customers
- **Commercial Lines** mainly driven by repricing and improved broker relationship estimates



Sustainability objectives for Sweden are in line with Tryg's overall ambition for 2024



Offer our customers **new products and services that promote more sustainable behaviour and/or prevent claims**

Strategic focus on initiatives to **prevent mental illness among children**

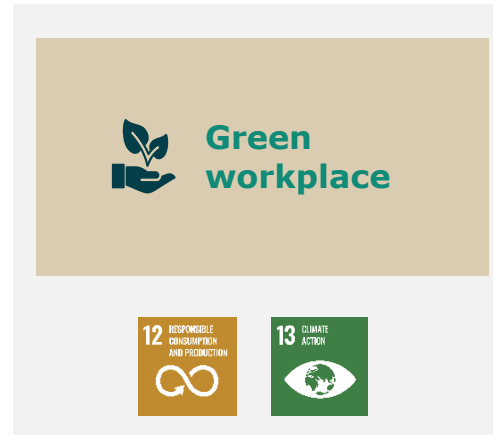
Focus on **more sustainable claims handling** with ambitious targets to increase our sustainable claims spend and reduce CO₂e emissions from claims handling by 2024



Responsible procurement: over 90 % of our contacted suppliers screened and rated for sustainability by 2024

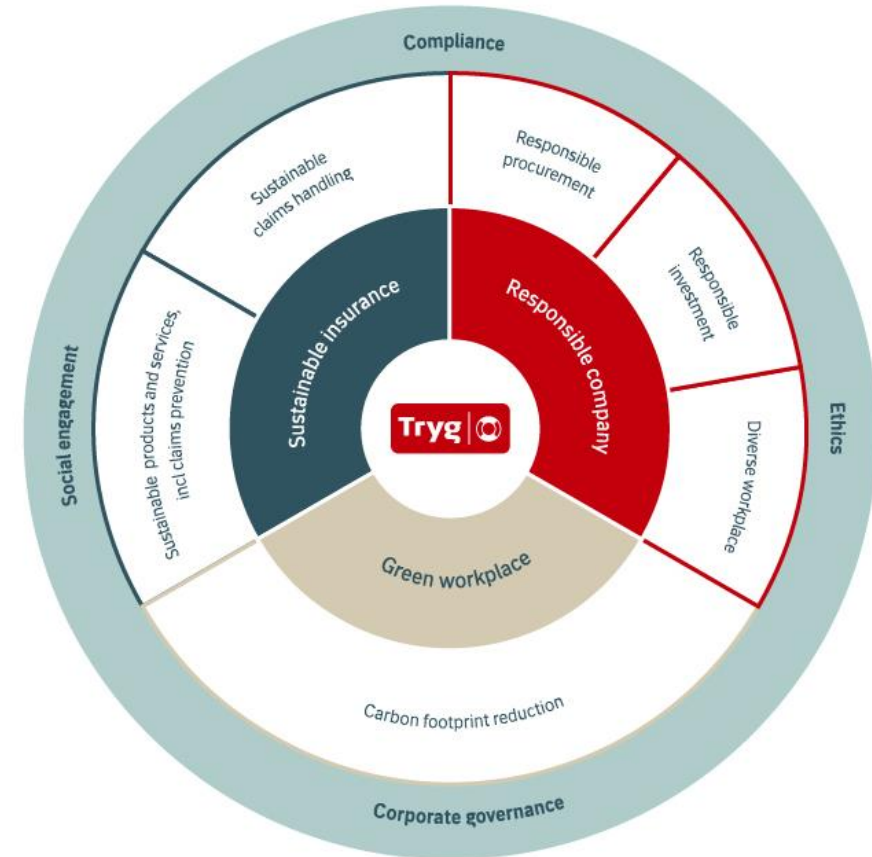
Inclusion and diversity: focus on building an inclusive culture where everybody can be themselves and develop to their full potential

Reaching an equal gender distribution (50/50) across all managers and employees by 2024



Continuously strive to improve environmental performance in operations

Reduce our carbon footprint in line with Group targets: CO₂e emissions from operations reduced by 35% in 2024 and 55% by 2030 compared to 2019





**Any
questions?**