

Vienna Insurance Group 12M 2016 Preliminary Results Presentation

Vienna, 23 March 2017



12M 2016 Results conference call

Presenting team and topics



Presenting team:

- Elisabeth Stadler, CEO
- Martin Simhandl, CFO
- Roland Gröll, Member of the Managing Board
- Judit Havasi, Member of the Managing Board
- Peter Höfinger, Member of the Managing Board



Please note: All information for the financial year 2016 is based on preliminary unaudited data. Financial results for 2015 have been restated.



Key facts 2016 2016 targets clearly achieved

EUR **9,051mn**

Gross written premium

EUR **406.7mn**

Profit before taxes

97.3%

Combined Ratio

EUR **0.80**

Dividend per share¹

>50%

CEE premium and profit share

EUR **2.16**

Earnings per share



Development of the strategic work programme "Agenda 2020"

1: subject to approval of the statutory bodies

VIG reached its targets for 2016



PL 6.7% (+0.1%p) 🗾

HU 7.3% (+0.5%p) 🔨

RS ~12%

Solid preliminary results

Profit before taxes

Target: "At least double the profit before taxes 2015 up to €400mn"

2016 EUR **407mn**

Health insurance

Target: "Strengthening health insurance"

2016 EUR **516mn** (+6.6%) CEE (~+20%)

Digitisation

Target: "Focus on digitisation in the area of products and services"

2016 Partnership with Insurance Innovation Lab Leipzig

Market share

Target: "Market share of at least 10% over the mid-term in selected markets"

HR 8.5% (+0.4%p) 🔨

Agenda 2020: Key strategic areas Directions of impact



Optimisation of business model

Shared Services

Creating cost benefits by merging back-office functions and companies

Profit optimisation in motor Development of targeted measures focusing on underwriting and risk selection

Anti-fraud

Group-wide best practise approach for reducing insurance fraud

Closed File Review

Group-wide procedure for identifying and avoiding excessive claims payments

Safeguard future viability

Use of growth potentials

Intensify selected business areas \rightarrow e.g. health insurance, reinsurance, cooperation with Erste Group

Digitisation

Development of a digital hub to support and coordinate activities within the Group

Insurance of the future

Trends, innovation, technical developments \rightarrow medium to long-term adaption of the business model

Assistance

Assistance Services companies already active in CZ, SK, PL and BG \rightarrow creating additional value

Organisation and Cooperation

Highlights / Agenda 2020

Main regions

Economic growth in CEE clearly above the level of the Eurozone



Real GDP growth p.a. 2016-2019

Expected annual real GDP growth



The future economic development in CEE looks quite positive.

Main drivers are

- private consumption
- falling unemployment rates
- higher wages
- positive trends in Foreign Direct Investment (FDI)

Source: IWF, World Economic Outlook Database, October 2016



Growth initiatives Leveraging selected business areas

Health

Potential in the area of private health insurance business.



- 38 out of 50 VIG Group companies are already providing private health insurance either as stand-alone product or riders
- Business plans for health portfolio increase to be developed with local management in PL, HU, RO, BG und Turkey

Reinsurance

VIG RE in 2016



- Founded in 2008 and by now well established
- 52 employees
- Active in 31 countries
- S&P rating A+ (FSR, stable outlook)

Further internationalisation

- Utilization of business opportunities within the Group in Austria and CEE
- Gradual expansion of German business
- Controlled market entry in Western Europe (Focus: France, Belgium, Luxembourg and Switzerland)

Appendix

Successful partnership with Erste Group



2016: ~EUR 1.3bn of premiums generated as a result of bankassurance cooperation



Promotion of bank insurance with Erste Group

ERSTE 📥

Group

Common project together with Erste Group

Target: optimisation of products, distribution and profits for both with focus on health and other non-life business in all the markets where Erste and VIG work together

- Clients needs, easily understandable products and the integration in the bank's digitisation initiative are core
- This includes organisational and structural considerations on the insurance side

Digitisation: Decentralised approach with local companies acting as 'innovation labs'

- Customer behaviour and online preferences differ between generations and across countries
- Local companies develop appropriate digital solutions according to customer needs in terms
 of products, services and distribution in line with opportunities individual markets offer
- New, disruptive technologies and technical innovations (e.g. Blockchain) to change markets and insurance industry overall -> necessity to examine the potential impact on and implications for the VIG business model



Partnership with Insurance Innovation Lab, Leipzig

- VIG to receive external support for insurance relevant innovation topics
- Lab provides access to proprietary know-how and their "Insur-Tech" and "Start-up" network
- Exclusive cooperation for individual projects







Preliminary results for the financial year 2016



Sound development of top and bottom line

GWP

Growth of 0.3% despite reduced life single premium business

- Solid premium increases in all lines of business except for life single premium business (-19.2%)
- GWP excl. life single premium business up 4.4%
- Growth in MTPL (+€127mn) and other property business (+€173mn) compensate for €299mn less life single premium business

PBT exceeds target

- Total financial result down by €81.4mn (-7.8%)
- PBT Full consolidation of Austrian housing societies since Sept. 2016; PBT impact: ~€29mn

Stable net combined ratio

- Improved cost ratio at 30.4% with slightly increased claims ratio at 66.9%
- CoR Compared to 9M 2016 CoR down by 60 bps

€9,051mn

€406.7mn

97.3%

Overall premium growth mainly influenced by life single premium reduction Overview of premiums by segments (I)



Gross written premiums (€mn; y-o-y chg.)



- Adjusted for life single premium reduction, stable premium development in Austria (+0.7%) and solid growth in Czech Republic (+6.4%) and Slovakia (+4.1%)
- Premium decrease of 2.3% in Poland impacted by FX-effects and Baltic non-life business transfer from Poland to the Baltic segment
- Growth of 24.4% in Romania driven by increased average premiums and additional policies in motor third party liability insurance; subdued development to be expected until May 2017 given the newly introduced maximum tariffs

Solid premium growth in CEE region Overview of premiums by segments (II)





Gross written premiums (€mn; y-o-y chg.)

- The Baltic: first-time consolidation of Baltikums and Compensa Lithuania included
- Hungary: solid growth in all lines of business
- Bulgaria: overall growth despite competitive environment and decreasing premiums in MTPL
- Turkey/Georgia: growth driven by average premium increases in MTPL in Turkey
- Remaining CEE: premium growth driven by Serbia (+18.5%) and Croatia (+9.4%)
- Other markets: reduction in life single premium business

Remaining CEE includes Albania, Bosnia-Herzegovina, Croatia, Macedonia, Moldova, Ukraine and Serbia / Other markets are Germany and Liechtenstein

Reduction in life single premium business compensated by growth in all other lines of business Gross written premiums (€mn; y-o-y chg.)







- Due to new segmentation in line with amended Cash Generating Units since Q1 2016 regular depreciation and impairments of goodwill, insurance portfolios and brands are now shown in the respective segments
- In Austria and the Czech Republic the declining profits were driven by less financial income (AT -€ 80.4mn; CZ -€12.2mn)
- In Slovakia better technical result in P&C could not compensate for positive one-off in 2015
- In Poland, decline impacted by ~€25mn one-off for signed surrender fee agreement with the Polish Consumer Protection Unit and lower financial result (-€11.6mn)
- Romania: adjusted for impairments in 2015 (goodwill €52mn) and 2016 (brand €7.5mn) doubled underlying result

Overview of profits by segments (II)





Profit before taxes (€mn; y-o-y change)

- The Baltic: Start-up costs and non-life portfolio transfer impacted the result of the Baltic segment
- Hungary: €7.5mn goodwill impairment in 2015
- Bulgaria: positive development driven by better technical result (CoR below 100% compared to YE 2015)
- Turkey/Georgia: development driven by €3.9mn profit growth in Turkey
- Remaining CEE: impacted by goodwill impairments

Combined ratio (P&C) stable at 97.3%



P&C Combined ratio development



- Poland: substantially reduced cost ratio helped to offset increased claims ratio
- Romania: CoR clearly improved but not yet below 100%
- Turkey: decline in cost and claims ratio drives CoR improvement to below 100% in segment Turkey/Georgia

Rounding differences may occur when rounded amounts or percentages are added up.

P&C CoR 12M y-o-y regional development (net, %)



Outlook

Main regions

Appendix

Investment split and bond portfolio overview

12M 2016: Total €36.2bn

Full consolidation of non-profit housing societies and rating change of CZ



Bond portfolio by rating¹

Financial result decreased by 7.8%

Financial result incl. at equity consolidated companies

Income	Total		
in € '000	12M 2016	12M 2015	+/-%
Current income	1,189,381	1,114,776	6.7
Income from appreciations	59,372	21,066	181.8
Income from the disposal of investments	122,376	259,917	-52.9
Other income	91,580	97,632	-6.2
Total Income	1,462,709	1,493,391	-2.1

Expenses	Total		
in € '000	12M 2016	12M 2015	+/-%
Depreciation of investments	108,798	79,852	36.2
Impairment of investments	41,710	55,999	-25.5
Exchange rate changes	4,363	-12,593	-134.6
Losses from the disposal of investments	37,659	60,191	-37.4
Interest expenses	99,155	82,615	20.0
Other expenses	212,215	187,131	13.4
Total Expenses	503,900	453,195	11.2
Total Financial Result	958,809	1,040,196	-7.8



- Overall financial result as expected down by €81.4mn in 2016
- Positive one-off from HETA of €40mn in Q4 2016
- Even though HETA appreciation included, less extraordinary financial result
- Fully consolidated non-profit housing societies impact current income, depreciation of investments, interest and other expenses
 - PBT effect ~€29mn

Highlights / Agenda 2020

Financials

Outlook

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Equity as of 12M 2016



12M 2015 restated for changed valuation of non-profit housing societies

Change in Group Shareholders' Equity (€mn)



- Since September 2016 full consolidation of Austrian housing societies
- Equity of €5,802mn includes €1,033mn non-controlling interests of non-profit housing societies



Increased dividend proposal €0.80 per share



Payout ratio 35.6%



Unchanged dividend policy

Distribution of at least 30% of Group net profits after minorities

Highlights / Agenda 2020



Outlook for 2019

Stable development and continuous improvement

2019 Outlook

Gross written premium

• VIG plans to steadily increase the premium volume to €9.5bn by 2019

Profit before taxes

 Despite the low interest rate environment and the continued negative effect this is expected to have on the financial result, VIG aims to increase profit before taxes to between €450mn and €470mn by 2019

Combined ratio

• Medium-term target of CoR improvement towards 95%

Dividend policy

 Distribution of at least 30% of net profits after minorities unchanged; dividend per share development to follow results increase





Note: Rounding differences may occur when rounded amounts or percentages are added up.

Austria: PBT decrease in P&C driven by substantially lower financial result



CoR nearly unchanged compared to last year

GWP development (€mn)



P&L: P&C business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	65.5	-51.8%
Other non-technical result	-1.6	-90.6%
Result (pre tax)	63.9	-46.4%
Claims ratio	69.9%	-1.1%p
Cost ratio	27.6%	1.2%p
Combined ratio	97.6%	0.1%p

P&L: Life and health business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	132.1	12.4%p
Other non-technical result	0	n.a.
Result (pre tax)	132.1	40.8%p

Highlights / Agenda 2020

Czech Republic: less financial result reason for decreased PBT



Excellent CoR of 90.5%

GWP development (€mn)



P&L: P&C business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	78.4	-0.4%
Other non-technical result	-4.2	-1.4%
Result (pre tax)	74.2	-0.4%
Claims ratio	60.3%	0.0%p
Cost ratio	30.2%	-0.1%p
Combined ratio	90.5%	-0.2%p

P&L: Life business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	76.3	-11.3%
Other non-technical result	2.3	-6.7%
Result (pre tax)	78.6	-11.2%

Highlights / Agenda 2020

Slovakia: significantly improved cost ratio

Overall CoR down to 94.9%

GWP development (€mn)



P&L: P&C business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	24.6	11.4%
Other non-technical result	-1.6	n.a.
Result (pre tax)	23.0	-12.3%
Claims ratio	61.9%	4.3%p
Cost ratio	33.1%	-5.5%p
Combined ratio	94.9%	-1.3%p

P&L: Life business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	24.1	0.2%
Other non-technical result	1.8	10.7%
Result (pre tax)	25.9	0.9%

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Poland: lower financial result and negative one-off in life are main drivers for PBT decrease



CoR at 99.4% rather stable compared to last year



P&L: P&C business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	21.7	-35.4%
Other non-technical result	-4.4	>100
Result (pre tax)	17.3	-47.7%
Claims ratio	68.3%	3.7%p
Cost ratio	31.1%	-3.6%p
Combined ratio	99.4%	0.1%p

P&L: Life business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	-21.2	21.1%
Other non-technical result	5.8	10.8%
Result (pre tax)	-15.4	25.5%

- Asset tax introduced in February 2016 by Polish government Impact: ~€6mn for 2016
- Agreement with consumer protection entity UOKiK in Poland regarding surrender fees for unit-and index-linked life insurance policies reached end of December – Impact: ~25mn in 2016

Outlook

Main regions

Romania: considerable premium increase and solid overall PBT growth



CoR further decreased but not yet below 100%



P&L: P&C business (€mn)

	12M16	Y-o-Y
Underwriting and financial result	7.5	>100
Other non-technical result	-10.2	-80.6%
Result (pre tax)	-2.6	-94.9%
Claims ratio	68.5%	6.0%p
Cost ratio	31.5%	-8.4%p
Combined ratio	100.1%	-2.4%p

P&L: Life business (€mn)

Appendix

	12M16	Y-o-Y
Underwriting and financial result	6.1	21.6%
Other non-technical result	0.1	-89.6%
Result (pre tax)	6.2	11.0%

- Romania implemented maximum MTPL tariffs for passenger cars, busses, vans and trucks, trailers and motorcycles
- Maximum MTPL tariffs entered into force from Nov. 18, 2016 and will be valid for the next 6 month for new business
- Average premiums in general higher than new maximum MTPL tariffs
- Compliance of maximum MTPL tariffs with European legislation under discussion

Highlights / Agenda 2020

Premium development of new segments (I)





Bulgaria GWP development (€mn)



Hungary GWP development (€mn)



Turkey/Georgia GWP development (€mn)



Appendix

Main regions

Premium development of new segments (II)





Remaining CEE GWP development (€mn) Other markets GWP development (€mn)







Note: Rounding differences may occur when rounded amounts or percentages are added up.



12M 2016 Key financials Overview of KPIs

Net Profit after tax and minorities (€mn)



Combined Ratio (net, %)



EPS¹ (€)



ROE after tax and minorities (%)

Main regions



Appendix



12M 2016 Income statement

IFRS (€mn) / 12M 2015 restated

€mn	12M 2016	12M 2015	+/-%
Gross premiums written	9,051.0	9,019.8	0.3
Net earned premiums	8,191.3	8,180.5	0.1
Financial result ¹	958.8	1,040.2	-7.8
Other income	150.4	150.2	0.2
Total income	9,300.5	9,370.9	-0.8
Expenses for claims and insurance benefits	-6,753.4	-6,748.9	0.1
Acquisition and administrative expenses	-1,907.8	-1,847.6	3.3
Other expenses	-232.5	-636.8	-63.5
Total expenses	-8,893.8	-9,233.3	-3.7
Profit before taxes	406.7	137.7	>100
Taxes	-85.7	-61.8	38.7
Net profit (Profit for the period)	321.0	75.8	>100
Non-controlling interests	-33.2	-5.8	>100
Net profit after non-controlling interests	287.8	70.0	>100

1: Incl. result of €46.6mn (2015: €40.2mn) from shares in at equity consolidated companies



12M 2016 Balance sheet IFRS (€mn) / YE 2015 restated

€mn	31.12.2016	31.12.2015	+/-%
Intangible assets	2,145	2,080	3.1
Investments	34,646	30,142	14.9
Unit- and index-linked investments	8,550	8,144	5.0
Reinsurers' share in underwriting provisions	985	1,031	-4.4
Receivables	1,460	1,392	4.9
Tax receivables and advance payments out of income tax	237	217	9.3
Deferred tax assets	138	124	11.8
Other assets	348	350	-0.6
Cash and cash equivalents	1,590	1,101	44.4
Total assets	50,099	44,580	12.4
Shareholders' equity	5,802	4,505	28.8
thereof minorities	1,147	112	>100
Subordinated liabilities	1,265	1,280	-1.2
Underwriting provisions	29,220	28,145	3.8
Unit- and index-linked technical provisions	8,130	7,777	4.5
Non-underwriting provisions	815	663	22.9
Liabilities	4,203	1,634	>100
Tax liabilites out of income tax	181	122	48.8
Deferred tax liabilities	325	280	16.0
Other liabilities	158	173	-9.1
Total liabilities and equity	50,099	44,580	12.4

Appendix



12M 2016 P&L by segment (I) IFRS (€mn) / 12M 2015 restated

	Austria			Czech Republic		Slovakia			
€mn	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%
Gross premiums written	3,941.3	4,055.5	-2.8	1,529.1	1,554.8	-1.7	732.3	716.5	2.2
Net earned premiums	3,247.9	3,370.0	-3.6	1,151.5	1,204.8	-4.4	597.9	576.5	3.7
Financial result ¹	761.0	841.4	-9.6	84.7	96.9	-12.5	52.8	51.9	1.7
Other income	18.5	19.6	-5.7	41.3	43.4	-4.9	18.6	33.0	-43.8
Total income	4,027.4	4,231.0	-4.8	1,277.5	1,345.1	-5.0	669.3	661.5	1.2
Expenses for claims/benefits	-3,190.9	-3,361.9	-5.1	-738.4	-817.1	-9.6	-491.8	-470.0	4.6
Acquisition and administrative expenses	-619.0	-599.2	3.3	-350.8	-316.3	10.9	-100.4	-98.6	1.8
Other expenses	-21.4	-56.8	-62.3	-35.5	-48.7	-27.0	-28.2	-41.0	-31.2
Total expenses	-3,831.3	-4,018.0	-4.6	-1,124.7	-1,182.1	-4.9	-620.4	-609.6	1.8
Profit before taxes	196.1	213.0	-7.9	152.8	163.0	-6.3	48.9	51.9	-5.8
Taxes	-37.6	-75.0	-49.9	-29.7	-32.4	-8.4	-13.3	-13.4	-1.1
Profit of the period	158.5	138.0	14.9	123.1	130.6	-5.7	35.6	38.5	-7.4
Combined Ratio	97.6%	97.5%		90.5%	90.7%		94.9%	96.2%	

1: Incl. result from shares in at equity consolidated companies


12M 2016 P&L by segment (II) IFRS (€mn) / 12M 2015 restated

		Poland			Romania			The Baltic	
€mn	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%
Gross premiums written	819.2	838.9	-2.3	533.4	428.6	24.4	140.2	59.3	>100
Net earned premiums	669.7	716.3	-6.5	351.1	265.0	32.5	108.1	57.7	87.2
Financial result ¹	34.4	46.1	-25.3	13.6	10.8	25.8	4.5	2.7	64.4
Other income	18.1	13.9	30.3	8.9	11.0	-18.6	0.8	1.3	-38.4
Total income	722.2	776.2	-7.0	373.7	286.8	30.3	113.4	61.8	83.5
Expenses for claims/benefits	-542.6	-501.3	8.2	-246.4	-176.2	39.8	-85.2	-48.8	74.6
Acquisition and administrative expenses	-158.5	-218.9	-27.6	-90.6	-85.7	5.7	-35.2	-15.3	>100
Other expenses	-19.2	-35.1	-45.2	-33.2	-71.3	-53.4	-4.3	-0.3	>100
Total expenses	-720.3	-755.3	-4.6	-370.2	-333.2	11.1	-124.6	-64.4	93.4
Profit before taxes	1.9	20.8	-91.0	3.5	-46.4	n.a.	-11.2	-2.6	>100
Taxes	-9.9	-12.8	-22.7	7.6	1.8	>100	1.7	0.1	>100
Profit of the period	-8.0	8.0	n.a.	11.2	-44.6	n.a	-9.6	-2.5	>100
Combined Ratio	99.4%	99.3%		100.1%	102.4%		135.4%	n.a.	

1: Incl. result from shares in at equity consolidated companies



12M 2016 P&L by segment (III) IFRS (€mn) / 12M 2015 restated

		Hungary			Bulgaria		Turkey/Georgia		
€mn	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%
Gross premiums written	224.2	204.3	9.8	136.7	131.1	4.3	208.7	182.3	14.5
Net earned premiums	174.6	159.7	9.3	96.5	89.0	8.4	102.1	92.7	10.1
Financial result ¹	6.9	8.0	-14.0	11.2	9.9	12.6	7.0	4.9	41.8
Other income	3.6	1.7	>100	1.0	1.0	-4.7	6.3	6.1	3.9
Total income	185.1	169.4	9.3	108.6	100.0	8.7	115.4	103.7	11.3
Expenses for claims/benefits	-132.4	-119.0	11.2	-59.3	-57.9	2.4	-76.9	-71.8	7.1
Acquisition and administrative expenses	-38.3	-38.1	0.5	-32.0	-29.6	8.4	-22.6	-25.2	-10.1
Other expenses	-10.6	-17.0	-37.7	-12.0	-14.8	-19.4	-6.8	-3.5	94.3
Total expenses	-181.2	-174.1	4.1	-103.3	-102.3	0.9	-106.4	-100.5	5.9
Profit before taxes	3.8	-4.7	n.a.	5.4	-2.3	n.a.	9.0	3.2	>100
Taxes	-0.2	-0.4	-55.8	-1.6	0.8	n.a.	-4.7	1.2	n.a.
Profit of the period	3.6	-5.2	n.a.	3.8	-1.5	n.a.	4.3	4.4	-2.1
Combined Ratio	103.6%	105.3%		98.2%	102.3%		95.7%	102.5%	

1: Incl. result from shares in at equity consolidated companies



12M 2016 P&L by segment (IV) IFRS (€mn) / 12M 2015 restated

Remaining CEE Other markets 12M 2016 +/-% 12M 2016 12M 2015 +/-% €mn 12M 2015 **Gross premiums written** 331.4 7.9 353.0 -13.9 307.2 410.0 Net earned premiums 232.9 10.2 311.6 371.2 -16.1211.4 Financial result¹ 36.6 36.5 0.4 19.9 18.9 5.3 5.1 -47.1 3.5 -4.8 Other income 9.6 3.6 -14.9 **Total income** 274.6 257.5 6.7 334.9 393.7 Expenses for claims/benefits -161.8 -145.5 11.2 -255.0-254.3 0.3 -1.7 Acquisition and administrative expenses -83.3 -81.7 1.9 -25.2 -25.6 Other expenses -22.1 -23.7 -6.5 -32.5 -93.5 -65.3 **Total expenses** -267.2-250.9 6.5 -312.8 -373.4 -16.2 Profit before taxes 9.5 7.4 6.6 13.3 22.1 20.2 -5.6 -4.6 19.6 -6.1 7.3 Taxes -5.7 1.9 Profit of the period 1.9 -2.0 16.1 14.6 10.4 **Combined Ratio** 101.4% 102.7% 81.8% 83.0%

1: Incl. result from shares in at equity consolidated companies



12M 2016 P&L by segment (V) IFRS (€mn) / 12M 2015 restated

	Cent	ral Functio	ns	Cor	nsolidation		TOTAL			
€mn	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	
Gross premiums written	1,324.8	1,248.9	6.1	-1,223.3	-1,117.7	n.a.	9,051.0	9,019.8	0.3	
Net earned premiums	1,141.9	1,066.8	7.0	5.4	-0.5	n.a.	8,191.3	8,180.5	0.1	
Financial result ¹	-73.3	-87.5	-16.2	-0.5	-0.3	n.a.	958.8	1,040.2	-7.8	
Other income	25.8	7.0	>100	-0.9	-0.9	n.a.	150.4	150.2	0.2	
Total income	1,094.3	986.3	11.0	4.1	-1.8	n.a.	9,300.5	9,370.9	-0.8	
Expenses for claims/benefits	-768.7	-723.9	6.2	-3.9	-1.1	n.a.	-6,753.4	-6,748.9	0.1	
Acquisition and administrative expenses	-345.0	-311.8	10.6	-7.0	-1.5	n.a.	-1,907.8	-1,847.6	3.3	
Other expenses	-14.0	-235.1	-94.1	7.3	4.0	n.a.	-232.5	-636.8	-63.5	
Total expenses	-1,127.7	-1,270.8	-11.3	-3.7	1.5	n.a.	-8,893.8	-9,233.3	-3.7	
Profit before taxes	-33.3	-284.6	-88.3	0.4	-0.3	n.a.	406.7	137.7	>100	
Taxes	13.5	78.6	-82.8	0.0	0.0	n.a.	-85.7	-61.8	>100	
Profit of the period	-19.8	-205.9	-90.4	0.4	-0.3	n.a.	321.0	75.8	>100	
Combined Ratio							97.3%	97.3%		

1: Incl. result from shares in at equity consolidated companies



12M 2016 Financial result by segment (I) IFRS (€ '000) / 12M 2015 restated

Income	Aus	stria	Czech I	Republic	Slov	vakia	Pola	and
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Current income	808,895	832,249	102,412	109,521	43,938	44,453	30,824	37,296
Income from appreciations	44,828	6,079	2,869	4,193	1,691	1,455	3,128	1,839
of which reduction in impairment	40,372	3,685	0	0	0	0	0	0
Income from the disposal of investments	60,279	172,835	16,836	33,274	10,775	9,345	9,939	21,835
Total Income	914,002	1,011,163	122,117	146,988	56,404	55,253	43,891	60,970
Expenses	Au	stria	Czech I	Republic	Slov	vakia	Pola	and
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Depreciation of investments	73,706	64,737	8,361	11,816	2,249	1,936	2,336	5,040
Thereof impairment of investments	28,756	21,377	1,070	4,014	0	0	342	0
Exchange rate changes	-57	-1,115	-1,221	-4,010	-4	-71	-964	-596
Losses from the disposal of investments	12,582	20,575	18,675	31,481	278	238	1,232	1,556
Interest expenses	37,940	40,784	3,650	3,438	271	564	3,138	4,336
Other expenses	69,812	66,506	9,552	9,470	789	663	3,730	4,573
Total Expenses	193,983	191,487	39,017	52,195	3,583	3,330	9,472	14,909
Financial Result (excl. at equity)	720,019	819,676	83,100	94,793	52,821	51,923	34,419	46,061
Result from at equity cons. companies	40,953	21,678	1,647	2,100	0	0	0	0



12M 2016 Financial result by segment (II) IFRS (€ '000) / 12M 2015 restated

Income	Rom	ania	The I	Baltic	Hun	gary	Bulgaria	
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Current income	14,138	12,346	5,161	3,519	8,589	9,915	23,571	21,912
Income from appreciations	1,269	208	738	954	0	0	1,326	1,378
of which reduction in impairment	1,121	0	0	0	0	0	0	0
Income from the disposal of investments	4,510	5,543	1,350	103	384	344	2,211	2,341
Total Income	19,917	18,097	7,249	4,576	8,973	10,259	27,108	25,631
Expenses	xpenses Romania		The Baltic		Hun	gary	Bulg	aria
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Depreciation of investments	2,113	2,566	1,910	1,453	478	587	2,318	4,559
Thereof impairment of investments	859	116	905	430	478	587	761	2,563
Exchange rate changes	-319	-522	25	-14	-165	-53	85	-235
Losses from the disposal of investments	106	127	215	2	331	184	1,003	758
Interest expenses	2,358	2,717	242	111	701	734	298	129
Other expenses	2,037	2,378	391	308	746	806	12,244	10,507
Total Expenses	6,295	7,266	2,783	1,860	2,091	2,258	15,948	15,718
Financial Result (excl. at equity)	13,622	10,831	4,466	2,716	6,882	8,001	11,160	9,913
Result from at equity cons. companies	0	0	0	0	0	0	0	0

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12M 2016 Financial result by segment (III)

IFRS (€ '000) / 12M 2015 restated

Income	Turkey/	Georgia	Remain	ing CEE	Other markets		
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	
Current income	9,208	7,782	37,025	36,905	20,056	19,978	
Income from appreciations	1,745	2,550	211	167	1,356	2,243	
of which reduction in impairment	0	0	54	64	1,353	2,240	
Income from the disposal of investments	737	326	6,170	5,047	755	768	
Total Income	11,690	10,658	43,406	42,119	22,167	22,989	
Expenses	Turkey/	Turkey/Georgia		Remaining CEE		narkets	
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015	
Depreciation of investments	1,998	3,220	3,541	3,924	1,189	2,960	
Thereof impairment of investments	313	1	2,283	2,280	343	2,681	
Exchange rate changes	-281	-586	-888	-2,842	0	0	
Losses from the disposal of investments	610	352	168	170	132	37	
Interest expenses	955	786	1,964	2,388	208	321	
Other expenses	1,447	1,979	1,975	1,984	766	806	
Total Expenses	4,729	5,751	6,760	5,624	2,295	4,124	
Financial Result (excl. at equity)	6,961	4,907	36,646	36,495	19,872	18,865	
Result from at equity cons. companies	0	0	0	0	0	0	

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12M 2016 Financial result by segment (IV)

IFRS (€ '000) / 12M 2015 restated

Income	Central F	unctions	Conso	lidation	Total	
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Current income	192,596	98,440	-59,402	-62,392	1,237,011	1,171,924
Income from appreciations	209	0	0	0	59,370	21,066
of which reduction in impairment	0	0	0	0	42,900	5,989
Income from the disposal of investments	5,761	8,156	0	0	119,707	259,917
Total Income	198,566	106,596	-59,402	-62,392	1,416,088	1,452,907

Expenses	Central F	unctions	Consol	lidation	Тс	otal
in € '000	12M 2016	12M 2015	12M 2016	12M 2015	12M 2016	12M 2015
Depreciation of investments	50,308	33,055	0	0	150,507	135,853
Thereof impairment of investments	5,600	21,950	0	0	41,710	55,999
Exchange rate changes	8,154	-2,548	0	0	4,365	-12,592
Losses from the disposal of investments	2,326	4,434	0	0	37,658	59,914
Interest expenses	106,361	88,421	-58,930	-62,114	99,156	82,615
Other expenses	108,725	87,150	0	0	212,214	187,130
Total Expenses	275,874	210,512	-58,930	-62,114	503,900	452,920
Financial Result (excl. at equity)	-77,308	-103,916	-472	-278	912,188	999,987
Result from at equity cons. companies	4,021	16,431	0	0	46,621	40,209

12M 2016 development for P&C business according to VAG (Austrian Insurance Supervision Act) IFRS (€ '000) / 12M 2015 restated



Note: Gross direct total of €869.26mn (2015: €889.30mn) includes commissions of €1,107.34mn (2015: €1,091.27mn) for direct insurance business.

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VIENNA INSURANCE GROUP

12M 2016 development for life business according to VAG (Austrian Insurance Supervision Act) IFRS (€ '000) / 12M 2015 restated



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VIENNA INSURANCE GROUP

12M 2016 development for health business according to VAG (Austrian Insurance Supervision Act) IFRS (€ '000) / 12M 2015 restated







12M 2016 Premiums by business lines and country (I) IFRS (€mn)

		GWP MTPL			GWP Casco		GWP Other property			
	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	
Austria	316.0	320.9	-1.5%	266.5	256.6	3.9%	1,261.1	1,252.9	0.7%	
Czech Republic	266.1	256.8	3.6%	213.4	190.3	12.1%	405.2	377.4	7.4%	
Slovakia	136.5	131.1	4.1%	99.5	90.1	10.4%	109.8	109.1	0.6%	
Poland	147.6	150.8	-2.2%	122.3	125.3	-2.4%	185.5	186.8	-0.7%	
Romania	231.9	160.3	44.6%	113.2	96.9	16.8%	105.4	87.9	19.9%	
The Baltic	31.7	0.0	0.0%	15.5	0.0	0.0%	15.7	0.0	0.0%	
Hungary	14.0	10.7	31.1%	15.5	14.9	4.1%	48.6	46.0	5.8%	
Bulgaria	18.2	24.1	-24.6%	40.2	35.7	12.7%	39.9	37.2	7.0%	
Turkey/Georgia	54.4	34.8	56.3%	33.2	36.5	-9.1%	99.4	90.3	10.1%	
Georgia	0.8	0.7	9.0%	7.2	5.6	28.3%	18.1	16.3	11.2%	
Turkey	53.6	34.1	57.3%	26.0	30.9	-15.8%	81.3	74.0	9.8%	
Remaining CEE	83.3	83.0	0.5%	39.6	39.6	-0.1%	91.8	83.4	10.1%	
Albania incl. Kosovo	24.8	24.8	-0.2%	1.5	1.4	6.0%	7.8	8.2	-4.4%	
Bosnia & Herzegovina	4.5	4.9	-8.7%	1.1	1.3	-12.7%	5.1	5.1	0.0%	
Croatia	16.3	16.7	-2.6%	4.8	3.9	23.8%	16.1	12.8	25.8%	
Macedonia	10.5	9.1	14.6%	2.3	2.2	1.9%	13.0	12.8	2.0%	
Moldova	3.9	4.0	-0.9%	2.2	2.1	1.9%	1.9	1.2	64.1%	
Serbia	5.0	4.4	13.0%	8.5	8.0	5.9%	40.7	36.7	10.9%	
Ukraine	18.5	19.0	-2.9%	19.3	20.8	-6.9%	7.2	6.7	7.3%	
Other markets	0.0	0.0	0.0%	0.0	0.0	0.0%	108.7	100.6	8.0%	
Germany	0.0	0.0	0.0%	0.0	0.0	0.0%	108.7	100.6	8.0%	
Liechtenstein	0.0	0.0	0.0%	0.0	0.0	0.0%	0.0	0.0	0.0%	

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12M 2016 Premiums by business lines and country (II) IFRS (€mn)

	GV	VP Life regul	ar	G	WP Life sing	le		GWP Health	
	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%
Austria	1,246.4	1,248.4	-0.2%	456.4	595.5	-23.4%	394.9	381.2	3.6%
Czech Republic	534.0	507.6	5.2%	97.0	209.1	-53.6%	13.4	13.6	-1.6%
Slovakia	163.2	160.2	1.9%	215.0	219.4	-2.0%	8.4	6.6	27.1%
Poland	204.2	210.9	-3.2%	147.0	153.5	-4.2%	12.6	11.6	9.0%
Romania	42.5	42.3	0.4%	37.5	38.3	-2.0%	3.0	2.9	2.6%
The Baltic	42.7	37.0	15.4%	19.5	14.7	32.9%	15.2	7.7	98.0%
Hungary	81.8	77.4	5.8%	59.4	51.8	14.7%	4.8	3.6	35.7%
Bulgaria	21.3	20.7	2.8%	8.1	6.7	20.5%	9.0	6.6	36.3%
Turkey/Georgia	0.0	0.0	0.0%	0.0	0.0	0.0%	21.8	20.8	4.9%
Georgia	0.0	0.0	0.0%	0.0	0.0	0.0%	17.8	16.8	5.9%
Turkey	0.0	0.0	0.0%	0.0	0.0	0.0%	4.0	4.0	0.5%
Remaining CEE	62.6	64.5	-2.8%	45.8	28.8	59.0%	8.1	7.9	3.3%
Albania incl. Kosovo	0.0	0.0	0.0%	0.0	0.0	0.0%	2.3	2.8	-16.7%
Bosnia & Herzegovina	1.3	1.0	27.4%	0.9	0.2	>100%	0.1	0.0	>100%
Croatia	33.1	34.4	-3.9%	28.9	22.9	25.8%	0.2	0.0	>100%
Macedonia	0.0	0.0	0.0%	0.0	0.0	0.0%	0.1	0.0	>100%
Moldova	0.0	0.0	0.0%	0.0	0.0	0.0%	0.4	0.4	-7.5%
Serbia	26.2	26.8	-2.4%	15.2	4.9	>100%	1.4	1.0	40.2%
Ukraine	2.1	2.2	-5.3%	1.0	0.9	10.8%	3.7	3.6	2.5%
Other markets	74.8	72.9	2.6%	169.5	236.5	-28.4%	0.0	0.0	0.0%
Germany	65.3	62.7	4.1%	16.2	12.2	32.3%	0.0	0.0	0.0%
Liechtenstein	9.4	10.1	-6.8%	153.3	224.3	-31.7%	0.0	0.0	0.0%

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12M 2016 Country overview GWP / PBT / CoR IFRS (€mn)

		GWP Total		Pro	fit before ta	xes	Combined Ratio net			
	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-%	12M 2016	12M 2015	+/-рр	
Austria	3,941.3	4,055.5	-2.8%	196.1	213.0	-7.9%	97.6%	97.5%	0.1	
Czech Republic	1,529.1	1,554.8	-1.7%	152.8	163.0	-6.3%	90.5%	90.7%	-0.1	
Slovakia	732.3	716.5	2.2%	48.9	51.9	-5.8%	94.9%	96.2%	-1.3	
Poland	819.2	838.9	-2.3%	1.9	20.8	-91.0%	99.4%	99.3%	0.1	
Romania	533.4	428.6	24.4%	3.5	-46.4	n.a.	100.1%	102.4%	-2.4	
The Baltic	140.2	59.3	>100%	-11.2	-2.6	>100	135.4%	n.a	n.a.	
Hungary	224.2	204.3	9.8%	3.8	-4.7	n.a.	103.6%	105.3%	-1.7	
Bulgaria	136.7	131.1	4.3%	5.4	-2.3	n.a.	98.2%	102.3%	-4.2	
Turkey/Georgia	208.7	182.3	14.5%	9.0	3.2	>100	95.7%	102.5%	-6.8	
Georgia	43.8	39.4	11.3%	2.9	2.3	25.1%	80.3%	68.4%	11.9	
Turkey	164.9	143.0	15.3%	6.1	0.9	>100	99.0%	109.1%	-10.1	
Remaining CEE	331.4	307.2	7.9%	7.4	6.6	13.3%	101.4%	102.7%	-1.3	
Albania incl. Kosovo	36.4	37.2	-2.2%	1.2	-2.9	n.a.	95.7%	96.0%	-0.3	
Bosnia & Herzegovina	12.9	12.5	3.4%	-7.5	-3.2	>100	126.8%	131.6%	-4.8	
Croatia	99.3	90.8	9.4%	7.0	6.4	8.1%	96.8%	95.4%	1.5	
Macedonia	25.8	24.1	7.0%	1.6	4.0	-59.9%	98.7%	90.1%	8.6	
Moldova	8.4	7.7	9.3%	0.3	-2.4	n.a.	113.9%	130.8%	-16.9	
Serbia	96.9	81.8	18.5%	2.7	3.0	-11.5%	102.2%	100.7%	1.5	
Ukraine	51.8	53.2	-2.7%	2.2	1.5	43.5%	101.0%	105.2%	-4.2	
Other markets	353.0	410.0	-13.9%	22.1	20.2	9.5%	81.8%	83.0%	-1.2	
Germany	190.2	175.6	8.3%	22.0	20.0	10.0%	81.8%	83.0%	-1.2	
Liechtenstein	162.7	234.5	-30.6%	0.1	0.2	-40.4%	-	-	-	

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Q4 2016 – Income statement IFRS (€mn) / Q4 2015 restated

€mn	Q4 2016	Q4 2015	+/-%
Gross premiums written	2,089.2	2,107.3	-0.9
Net earned premiums	2,032.4	2,033.2	0.0
Financial result ¹	255.6	258.5	-1.1
Other income	27.7	71.9	-61.5
Total income	2,315.6	2,363.7	-2.0
Expenses for claims and insurance benefits	-1,662.0	-1,727.7	-3.8
Acquisition and administrative expenses	-485.5	-452.1	7.4
Other expenses	-62.8	-206.2	-69.6
Total expenses	-2,210.2	-2,386.0	-7.4
Profit before taxes	105.4	-22.3	n.a.
Taxes	-15.4	-37.9	-59.4
Net profit (Profit for the period)	90.0	-60.3	n.a.
Non-controlling interests	-22.0	-0.7	>100
Net profit after non-controlling interests	68.0	-61.0	n.a.

1: Incl. result from shares in at equity consolidated companies

12M 2016 P&C claims and cost ratio details





Cost ratio	12M	у-о-у	regional	development	(net, %)
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Remarks for claims incurred

- Slovakia: claims ratio development distorted by nonrecurring positive effect last year
- Poland: substantial increase due to challenging motor market
- Romania: claims ratio development in line with business extension in motor

Remarks for acquisition and admin. expenses

- Slovakia: YE 2015 impacted by higher commissions
- Poland: cost ratio down 3.6%p due to considerable reduction in administrative costs
- Romania: cost ratio decrease of 8.4%p driven by increased net earned premiums (+47%)

Claims ratio 12M y-o-y regional development (net, %pts)

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12M 2016 – Exchange rates



		12M 201	6	12M 2015	
Country	Currency	Balance Sheet EUR	P & L EUR	Balance Sheet EUR	P & L EUR
Albania	EUR/ALL	135.2300	137.3710	137.2800	139.7463
Belarus	EUR/BYN	2.0450	2.2001	20 300.0000	17 654.5370
Bosnia	EUR/BAM	1.9558	1.9558	1.9558	1.9558
Bulgaria	EUR/BGN	1.9558	1.9558	1.9558	1.9558
Croatia	EUR/HRK	7.5597	7.5333	7.6380	7.6137
Czech Republic	EUR/CZK	27.0210	27.0343	27.0230	27.2792
Georgia	EUR/GEL	2.7940	2.6197	2.6169	2.5229
Hungary	EUR/HUF	309.8300	311.4379	315.9800	309.9956
Liechtenstein	EUR/CHF	1.0739	1.0902	1.0835	1.0679
Macedonia	EUR/MKD	61.4812	61.5950	61.5947	61.6098
Moldova	EUR/MDL	20.8895	22.0548	21.4779	20.8980
Poland	EUR/PLN	4.4103	4.3632	4.2639	4.1841
Romania	EUR/RON	4.5390	4.4904	4.5240	4.4454
Serbia	EUR/RSD	123.4723	123.1015	121.6261	120.7441
Turkey	EUR/TRY	3.7072	3.3433	3.1765	3.0255
Ukraine	EUR/UAH	28.4226	28.3116	26.2231	24.1905

VIG share (I)



Current analyst recommendation split



Share price development 12M 2016

High	EUR	24.790
Low	EUR	16.095
Price as of 30 Dec.	EUR	21.300
Market cap.	EUR	2.73bn
Development YTD	%	-15.80

VIG compared to ATX and Stoxx Europe 600 Ins.



VIG share (II)



General information

Number of common shares: 128mn ISIN: AT0000908504 Listings:

- Vienna since 17 Oct. 1994
- Prague since 5 Feb. 2008

Ticker:

- Vienna Stock Exchange: VIG
- Bloomberg: VIG AV / VIG CP
- Reuters: VIGR.VI / VIGR.PR

Rating:

- Standard & Poor's: A+, stable outlook Major Indices:
 - ATX, ATX Prime, PX

Shareholder structure



Free float split by region¹



1) Split of identified shares as of June 2016



Contact details

Investor Relations

Financial calendar 2017DateEvent23 Mar. 2017Preliminary results for the financial year 201619 Apr. 2017Annual Report and Embedded Value 201602 May 2017Record date Annual General			UUU
 23 Mar. 2017 Preliminary results for the financial year 2016 19 Apr. 2017 Annual Report and Embedded Value 2016 	\nearrow	nancial calendar 2017	
year 2016 19 Apr. 2017 Annual Report and Embedded Value 2016		Event	Date
Value 2016	ancial		23 Mar. 2017
02 May 2017 Record date Annual General	d	•	19 Apr. 2017
Meeting			02 May 2017
12 May 2017 Annual General Meeting		Annual General Meeting	12 May 2017
17 May 2017 Ex-dividend-day		Ex-dividend-day	17 May 2017
18 May 2017 Record date dividend		Record date dividend	18 May 2017
19 May 2017 Dividend payment day		Dividend payment day	19 May 2017
23 May 2017 Results for the first quarter 2017)17	Results for the first quarter 201	23 May 2017
22 Aug. 2017 Results for the first half-year 2017	2017	Results for the first half-year 20	22 Aug. 2017
29 Nov. 2017 Results for the first three quarters 2017	rters	•	29 Nov. 2017

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