

■ 12M 2013 Results Presentation



Conference call for the results of the financial year 2013

Vienna, 10 April 2014

▶ Presenting team

- ▶ Peter Hagen, CEO
- ▶ Martin Simhandl, CFO
- ▶ Peter Höfinger, Member of the Managing Board
- ▶ Roland Gröll, Head of Group Finance and Accounting
- ▶ Werner Matula, Group Actuary in Chief
- ▶ Nina Higatzberger, Head of Investor Relations

▶ Topics

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- ▶ Market leader in Austria and in CEE core markets
- ▶ Excellent capitalisation and capital ratios
- ▶ Sustainable reduction of administrative costs in the Group
- ▶ Solid operating performance



- ▶ Low interest yield environment
- ▶ Pricing pressure in motor business
- ▶ Macroeconomic environment in CEE



- ▶ Italian branch office business
- ▶ Romanian market

Solid performance with substantial one-offs in 2013

A multi-themed year for VIG

SUMMARY

Operational stability

- No.1: VIG is market leader in CEE with 18.2% market share in core markets¹
- € 9.2bn premiums – adjusted for STEP, Romania and FX, up by 2.8%
- Solid adjusted result of ~ € 570mn excluding measures taken for Romania and Italy

Kitchen sinking

- Thorough business reviews in Romania and Italy with substantial restructuring efforts
- Taking all measures in 2013 to make better results possible in RO and Italy in 2014
- Impairments in Romania in total of € 100mn in 2013
- PBT of € 355mn, down 37.0% - Combined ratio of 100.6%, up 3.9pp

Continuity

- Dividend proposal of € 1.30 per share, up € 0.10
- Strengthening presence in CEE with acquisitions in Poland, Hungary and Moldova²
- Capital optimization through buyback of € 250mn hybrid capital and successful issue of € 500mn subordinated debt

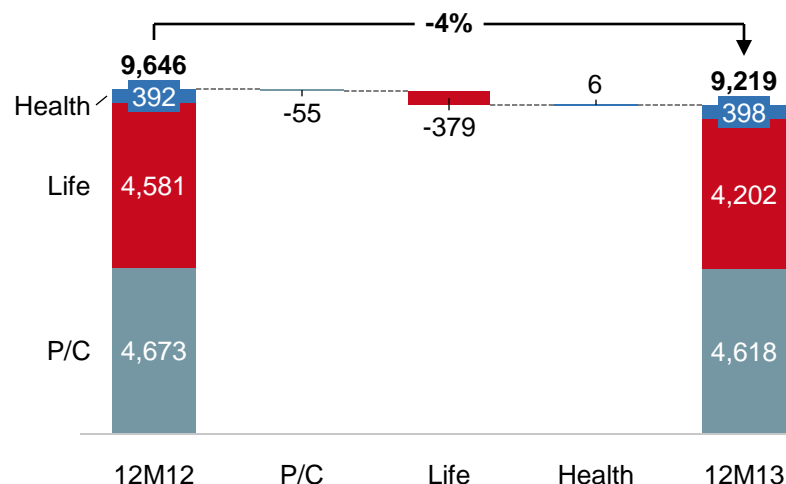
1: Source: local market reports; market shares according to current composition of insurance groups (ex-post analysis); data as of 3Q13;

2: Closing expected in 2014 for PL and HU

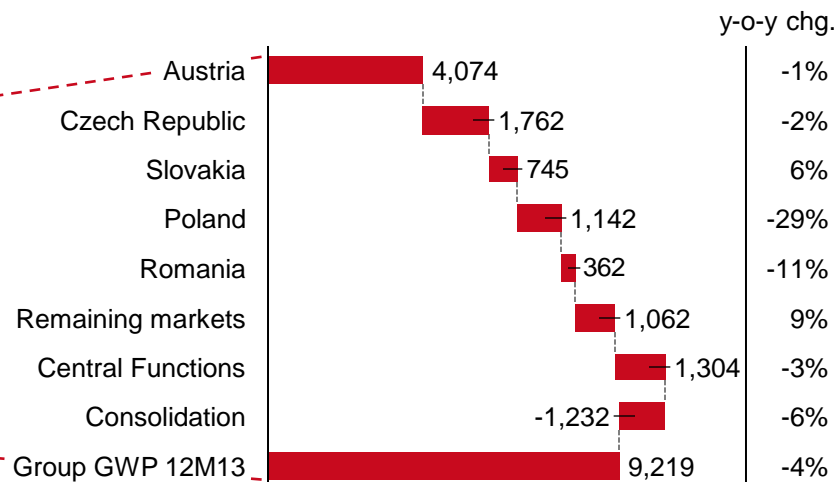
Stable premium development excl. Polish STEP

Premiums in Remaining markets in CEE further increased

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



GWP regional split



Remarks

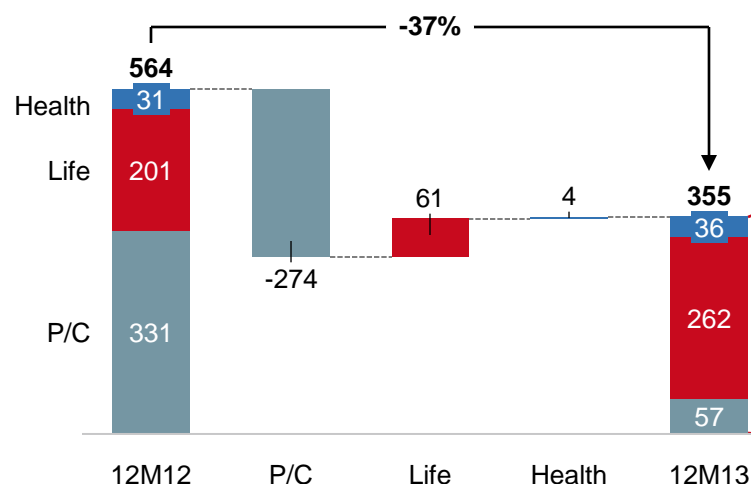
- ▶ Premiums grew 2.8% y-o-y excl. Polish STEP¹, Italian business of Donau Versicherung and FX effects
 - ▶ Premiums negatively impacted by roughly € 80mn FX movements
- ▶ CEE premiums up by 3.1% excl. FX movements and Polish STEP business
- ▶ Life premium decline of 8.3% mainly due to reduction of Polish STEP business
 - ▶ Adjusted for Benefia Life and FX, premiums in life up 4.3%
- ▶ Non-life premiums slightly down by 1.0%
 - ▶ Health business growing by 1.6% and P/C business decreasing by 1.2%

1: STEP - short-term endowment product in Poland (Benefia Life)

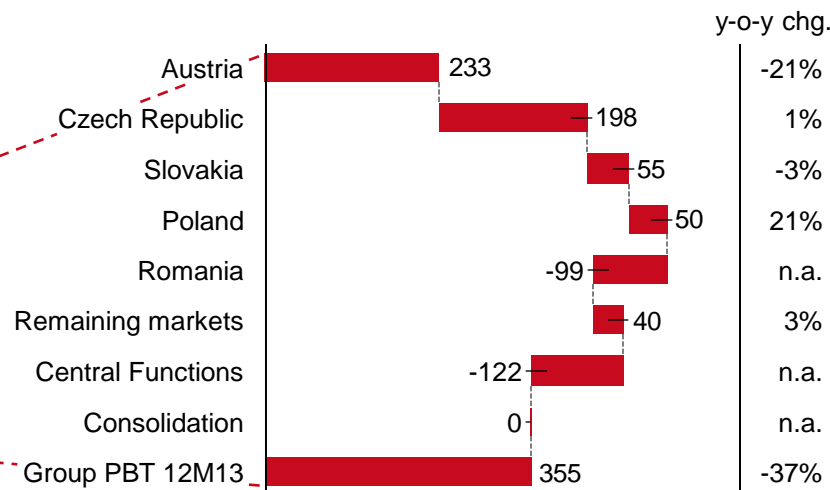
Profit before taxes affected by Italy and Romania

Adjusted* performance of roughly € 570mn

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



▶ PBT regional split



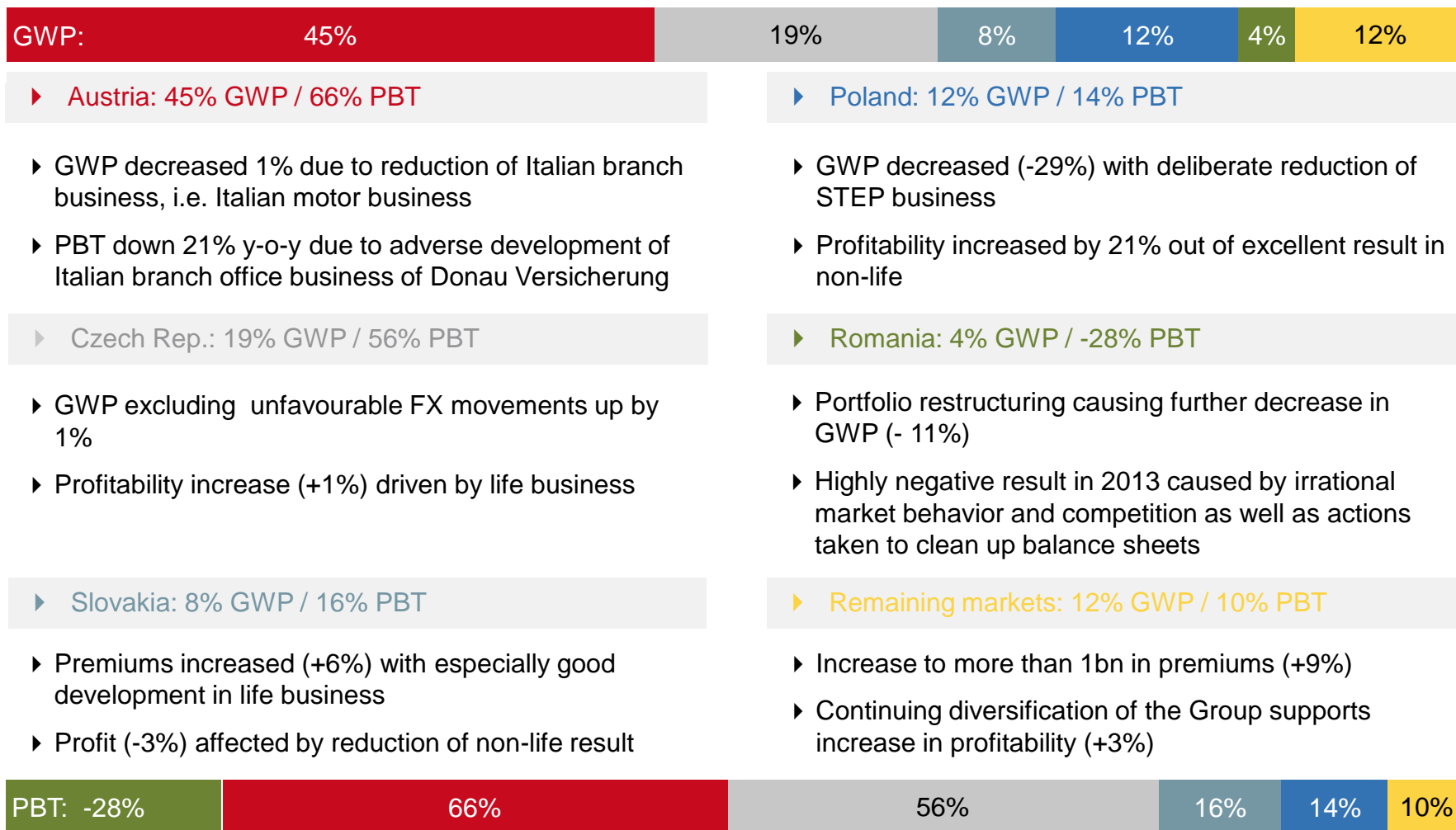
▶ Remarks

- ▶ Profit before taxes dropped by 37.0% driven by negative impacts from Romania and Italian branch office business of Donau Versicherung (Italian branch office business shown in Austria)
- ▶ PBT in CEE excl. RO up by 2.1% – highly negative result in Romania drives CEE profits downwards
- ▶ Strong profit development in Poland and several “Remaining markets” countries, e.g.: Croatia, Turkey and Bulgaria

* PBT adjusted for impairments in Romania, reserve strengthening and restructuring measures in Italy as well as various measures in Romania and other one-offs

Broad geographical diversification of VIG

Contribution of regional segments to GWP and PBT in 2013

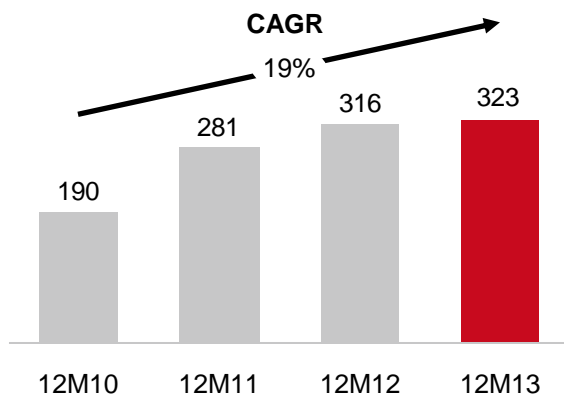


Note: GWP contribution excl. segments Central Functions and Consolidation; PBT contribution incl. segments Central Functions and Consolidation (Central Function PBT: -34%)

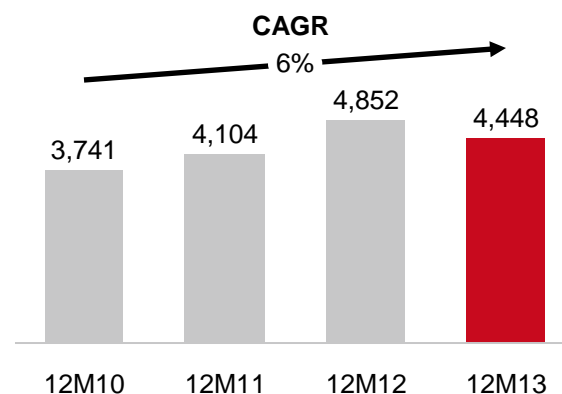
Remaining markets and CEE growing profitably

Profitable development over the years

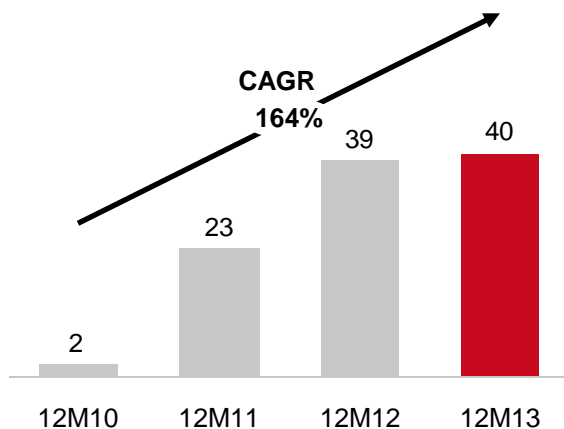
▶ PBT CEE excl. Romania (€mn)



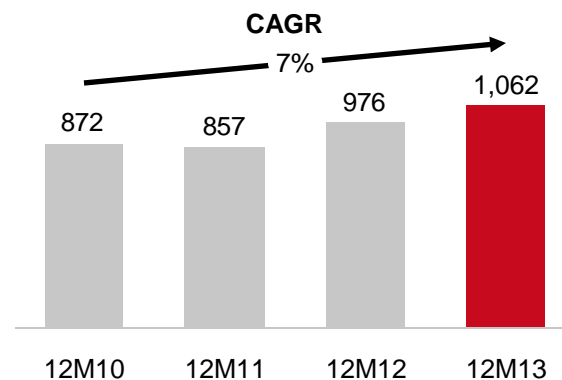
▶ GWP CEE excl. Romania (€mn)



▶ PBT Remaining markets (€mn)



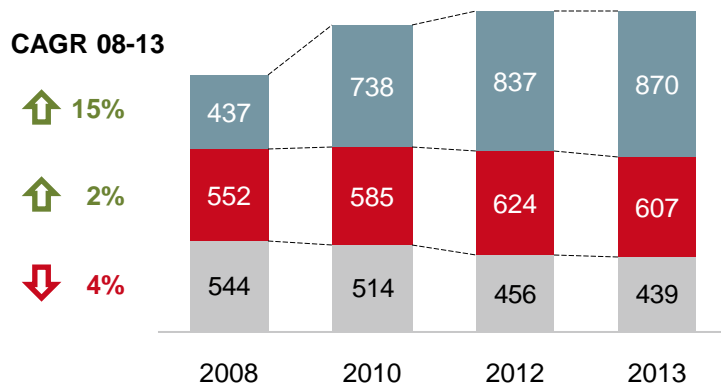
▶ GWP Remaining markets (€mn)



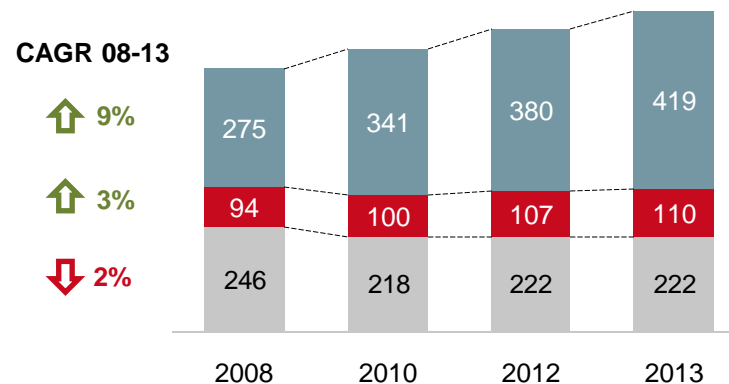
Steady growth in non-motor business

More profitable non-motor business with strong CAGRs

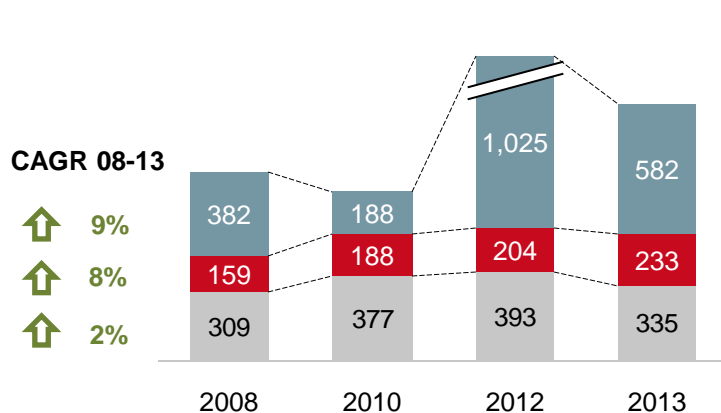
▶ CZ premium split (€mn)



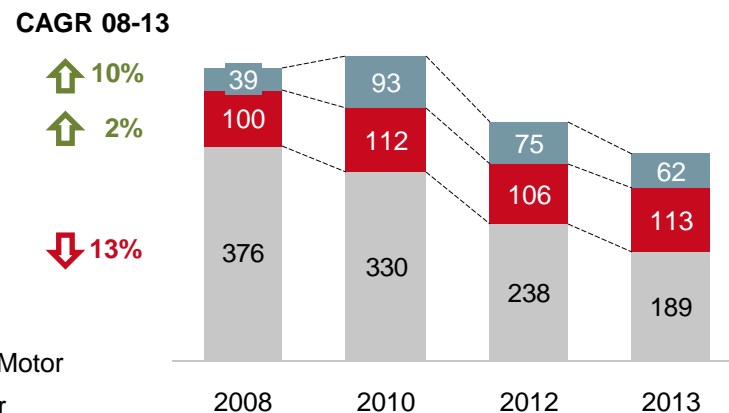
▶ SK premium split (€mn)



▶ PL premium split (€mn)



▶ RO premium split (€mn)

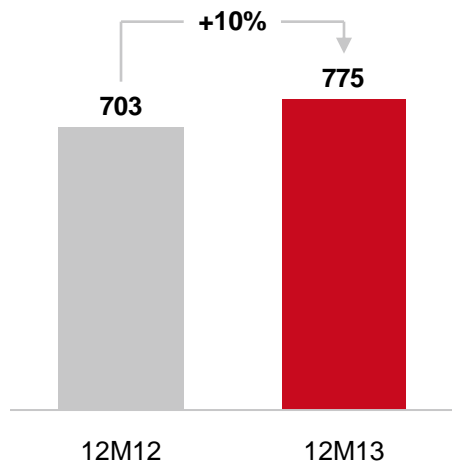


Life
Non-Motor
Motor

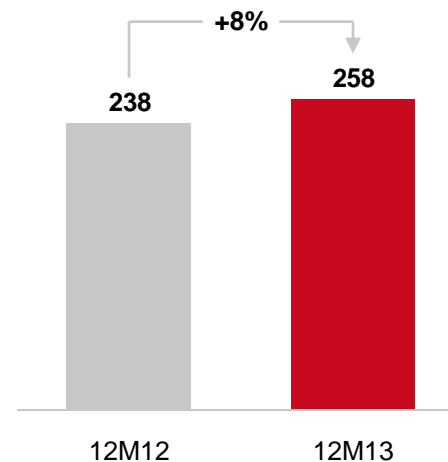
Successful corporate and SME Group initiative

VIG to grow further in underpenetrated SME segment

▶ P/C corporate premiums (€mn)



▶ P/C SME premiums (€mn)



▶ Remarks

- ▶ Corporate premiums with high growth rates in Austria as well as CEE
- ▶ Strong distribution network covering entire region
- ▶ VIG offering international programmes combining centralised risk management with decentralised services

▶ Remarks

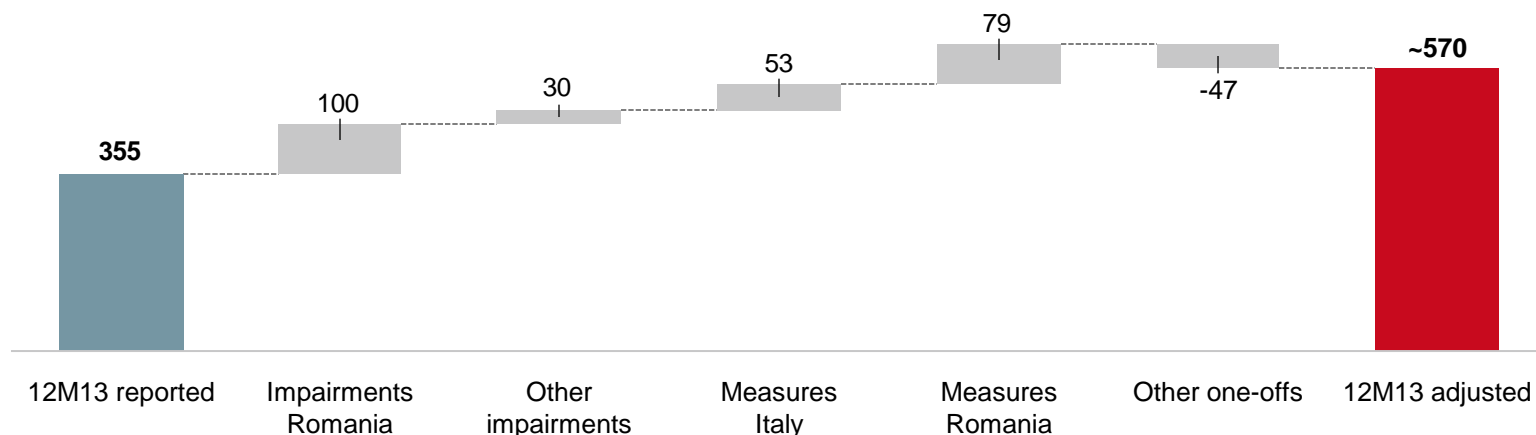
- ▶ SME premiums developed strongly and increased in Austria and CEE with a combined growth rate of 8% y-o-y
- ▶ Clear focus on growing further in this underpenetrated market segment with similar growth rates as seen in 2013

Note: premiums are non-consolidated, direct, gross written premiums for non-life business

Solid profit development adjusted for one-offs

Extensive measures taken in Italy and Romania

▶ Measures influencing PBT (€mn)



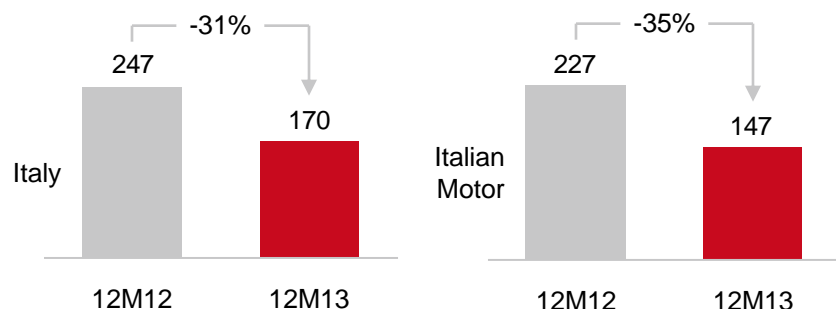
▶ Impacts 2013

- ▶ € 100mn impairments in Romania including € 75mn goodwill in RO Non-life and € 25mn trademark Asiom
- ▶ € 30mn other impairments (impairments exceeding regular depreciation of purchased insurance portfolios and “customer bases”)
- ▶ € 53mn reserve strengthening and restructuring measures in Italy
- ▶ € 79mn extensive restructuring measures in Romania
- ▶ Positive one-offs of € 47mn out of financial result

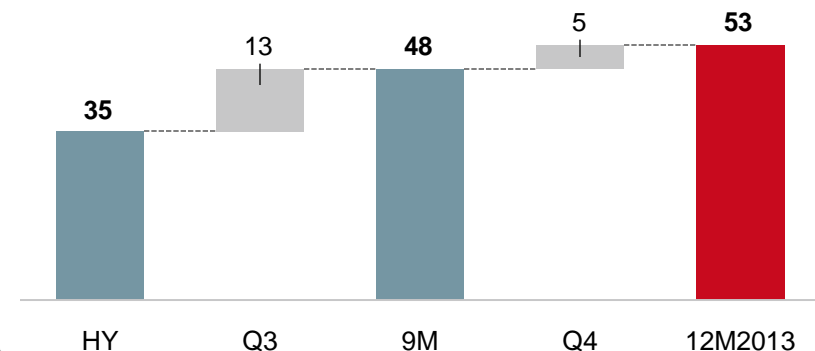
Restructuring actions taken for Italy

Reserving level >100% for Italian MTPL to impact result in 2014

▶ Reduction in Italian premiums (€mn)



▶ One-offs in 2013 (€mn)



▶ Measures taken

- ▶ Continuous reduction of Italian motor business
- ▶ Regional refocus towards the North of Italy
- ▶ Changes in management
- ▶ Additional governance board installed for Italian branch office
- ▶ Strengthened internal claims handling (incl. anti-fraud measures) and substitution of external claims adjuster
- ▶ Implementation of new tariffs (MTPL)
- ▶ Strict limitation of rebates
- ▶ Restructuring of sales network (substantial reduction of external agencies by ~45%)

▶ Impact on result

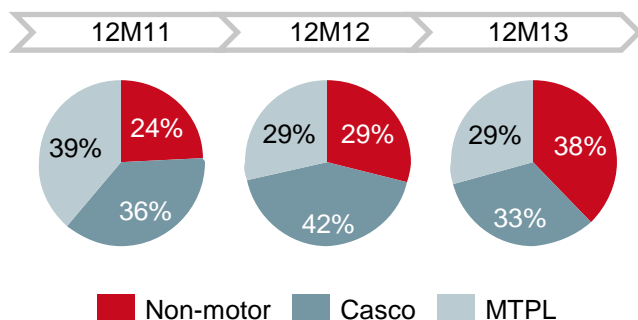
- ▶ HY 2013: € 27mn in reserve strengthening (IBNR) for the years 2011 and 2012 plus € 8mn restructuring provisions
- ▶ Additional measures in Q3 and Q4
- ▶ FY 2013: overall impact of € 53mn; combined ratio impact € 27mn

In addition, reserving for new MTPL business of more than 100% going forward

Kitchen sinking in Romania

VIG taking substantial measures

Focus on non-motor business in Romania



Implementation of a full set of measures

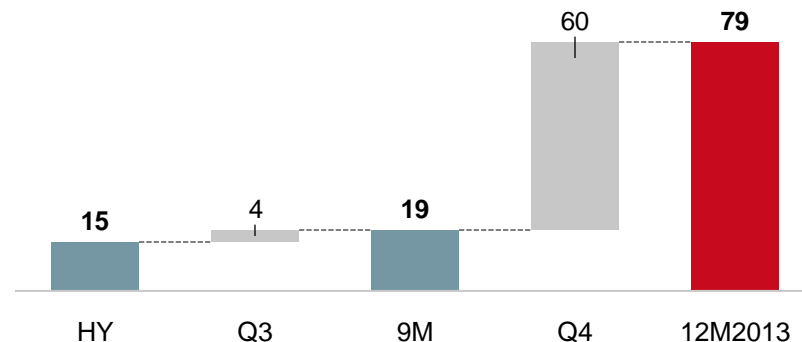
▶ RO Non-Life:

- Further increase of motor tariffs
- Introduction of deductibles in Casco
- Improvement of dunning process
- Fraud prevention measures
- New CFOs in all companies
- Strict cost and improving claims management

▶ BCR Life:

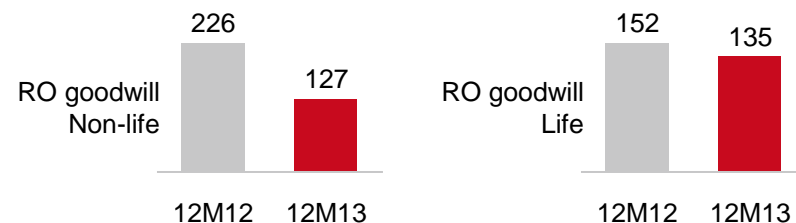
- Stop of sales of Employee benefit product
- New CEO
- Task force with Group experts supporting BCR Life
- Restructuring of distribution – focus on bank sales
- Product focus on regular premium life and health business

Measures taken in figures excl. impairments (€mn)



Impacts and impairments FY 2013

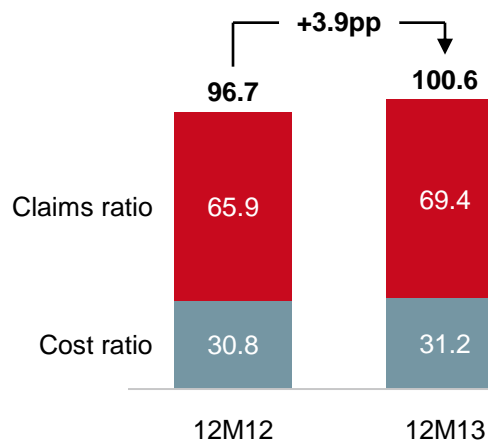
- ▶ BCR Life: € 12mn
- ▶ RO Non-life: € 67mn including reserve strengthening and portfolio restructuring as well as adjustments for premium receivables, recourses and DAC
- ▶ Overall € 79mn in FY 2013; COR impact of € 62mn
- ▶ Impairments: € 75mn goodwill and € 25mn for trademark



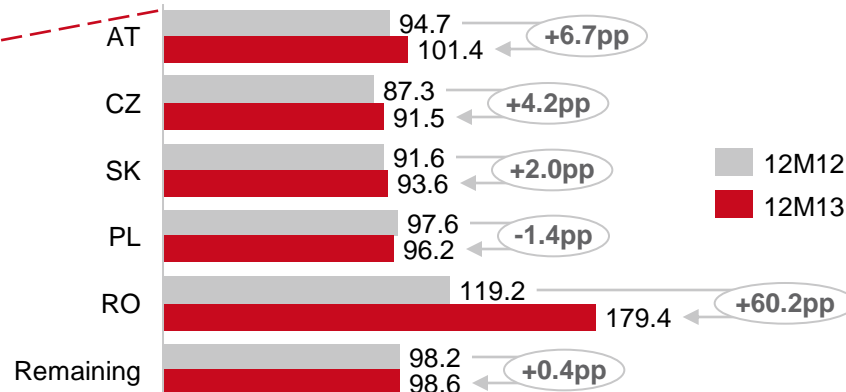
Romania and Italy deteriorate combined ratio

Cost ratio rather stable despite shift to non-motor

CoR 12M development (net, %)



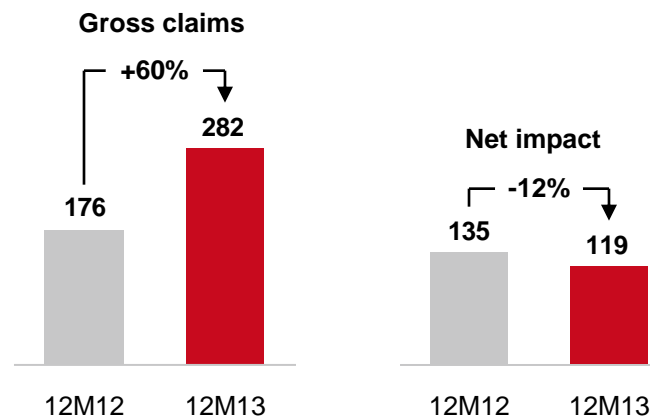
CoR 12M y-o-y countries development (net, %)



Claims and cost ratio calculation

P&C (€mn)	12M12	12M13
Net earned premiums	4,034.0	3,910.0
Expenses for claims incurred	-2,656.2	-2,714.1
Claims Ratio (net, %)	65.9	69.4
Acquisition and administrative expenses ¹	-1,242.5	-1,219.6
Cost Ratio (net, %)	30.8	31.2

Weather related claims (€mn)

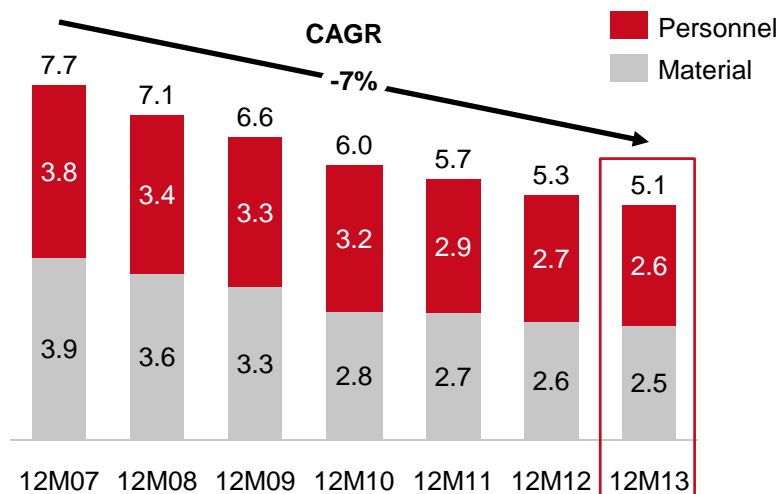


1: Incl. other underwriting result of €-50.0mn for 12M 2013 (€-111.5mn for 12M 2012)
Rounding differences may occur when rounded amounts or percentages are added up.

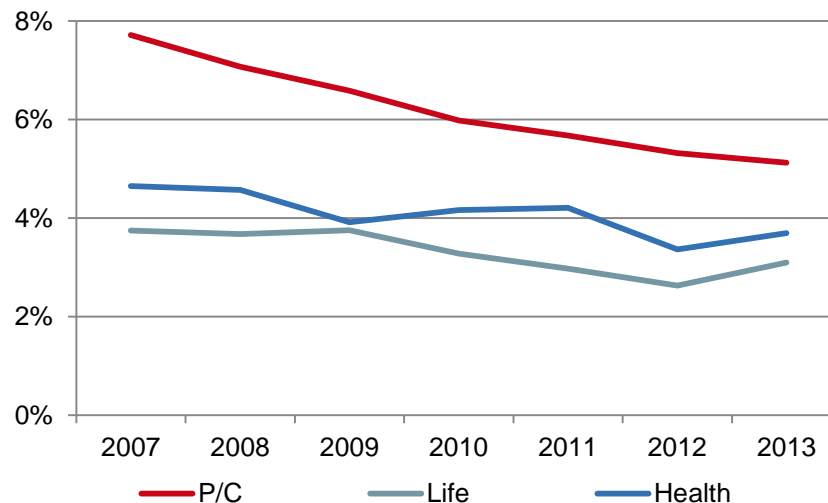
Sustainable cost management over the years

Decreasing costs strengthen VIG's competitive position

▶ P&C administrative cost ratio decreasing¹ (%)



▶ Administrative cost ratio by segments



▶ Remarks on administrative cost ratios

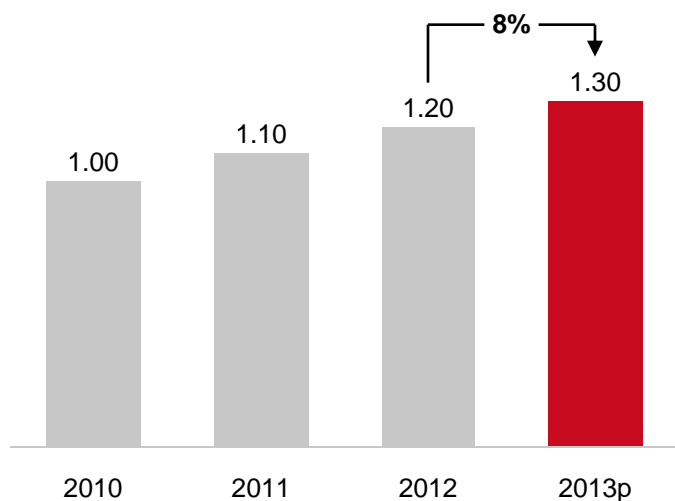
- ▶ P&C admin. cost ratio decreased by 4% y-o-y and over the last 7 years with a CAGR of -7%
 - ▶ Personnel costs CAGR 07-13 of -6%
 - ▶ Material costs CAGR 07-13 of -7%
- ▶ Total admin. costs decreased by € 29mn from 373mn in 2008 to 344mn in 2013
- ▶ Life administrative cost ratio increased slightly y-o-y due to premium reductions in Poland and Romania
- ▶ Clear decreasing trend over last 7 years
 - ▶ Life admin. costs CAGR 07-13 of -3%
 - ▶ Health admin. costs CAGR 07-13 of -4%

1: Admin. cost ratio as % of net earned premiums

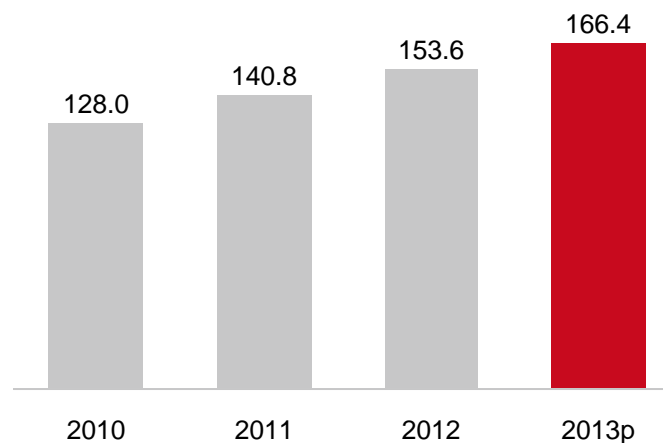
Dividend proposal of € 1.30 per share¹

Increase of € 0.10 compared to last year

▶ Dividend per share (€)



▶ Dividend pay out (€mn)



▶ Dividend policy

- ▶ Unchanged dividend policy with a pay-out ratio of minimum 30% of Group net profit
- ▶ Based on solid operating performance and strong capitalisation of VIG the management proposes an increase of the dividend per share¹ to € 1.30 (+ € 0.10)
 - ▶ Dividend yield of 3.6%²

1: Subject to the approval of the annual general meeting; 2: based on share price as of 30 Dec 2013

Medium-term view



- ▶ Growth above market due to strong market shares and unique distribution network of VIG
- ▶ Maintaining sound capital ratios – also with Solvency II regulations
- ▶ Ongoing Group wide optimisation and increased profitability -> CoR below 96%
- ▶ Macroeconomic environment in CEE improving



- ▶ Pricing pressure in some motor markets continues to be challenging
- ▶ Further development of interest rates and low yield environment remains an issue
- ▶ Romanian insurance market remains difficult to assess but VIG companies to improve further

P&L and Balance Sheet Overview

Vienna Insurance Group – 12M 2013 Results

Please note: The figures for 2012 have been restated to reflect the changes out of the review of BCR Life according to IAS 8.41 as well as the retrospective application of the amended IAS 19 standard

12M 2013 – Income statement

IFRS (€mn)

€mn	12M 2013	12M 2012	+/-%
Gross premiums written	9,218.6	9,646.0	-4.4
Net earned premiums	8,479.1	8,972.3	-5.5
Financial result ¹	1,218.8	1,242.3	-1.9
Other income	143.9	115.3	24.8
Total income	9,841.8	10,329.9	-4.7
Expenses for claims and insurance benefits	-7,210.6	-7,590.7	-5.0
Acquisition and administrative expenses	-1,866.3	-1,815.5	2.8
Other expenses	-409.8	-360.0	13.8
Total expenses	-9,486.6	-9,766.2	-2.9
Profit before taxes	355.1	563.7	-37.0
Taxes	-98.8	-118.8	-16.9
Net profit (Profit for the period)	256.4	444.9	-42.4
Non-controlling interests	-21.6	-19.4	11.4
Net profit after non-controlling interests	234.8	425.5	-44.8

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

12M 2013 – Balance sheet

IFRS (€mn)

€mn	31.12.2013	31.12.2012	+/-%
Intangible assets	2,266	2,410	-6.0
Investments	29,201	29,463	-0.9
Unit- and index-linked investments	6,707	6,444	4.1
Reinsurers' share in underwriting provisions	1,028	1,034	-0.6
Receivables	1,561	1,618	-3.5
Tax receivables and advance payments out of income tax	82	81	2.1
Deferred tax assets	92	150	-38.9
Other assets	335	339	-1.2
Cash and cash equivalents	705	772	-8.7
Total assets	41,977	42,311	-0.8
Shareholders' equity	5,020	5,689	-11.8
<i>thereof minorities</i>	170	344	-50.5
Subordinated liabilities	1,030	538	91.6
Underwriting provisions	25,980	25,776	0.8
Unit- and index-linked technical provisions	6,489	6,245	3.9
Non-underwriting provisions	600	508	18.0
Liabilities	2,432	3,029	-19.7
Tax liabilities out of income tax	63	92	-31.7
Deferred tax liabilities	167	227	-26.1
Other liabilities	195	207	-6.1
Total liabilities and equity	41,977	42,311	-0.8

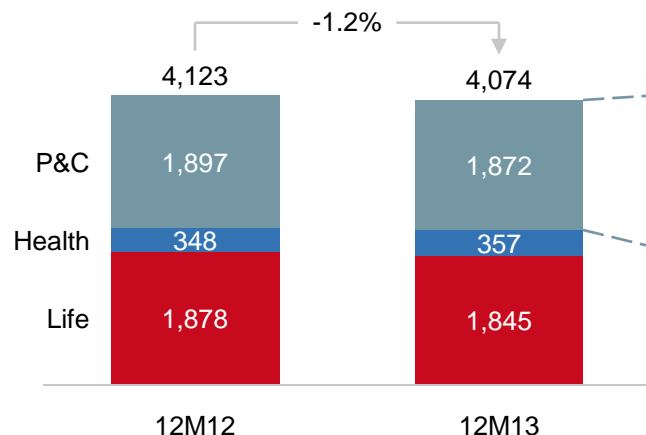
Regional Segments

Vienna Insurance Group – 12M 2013 Results

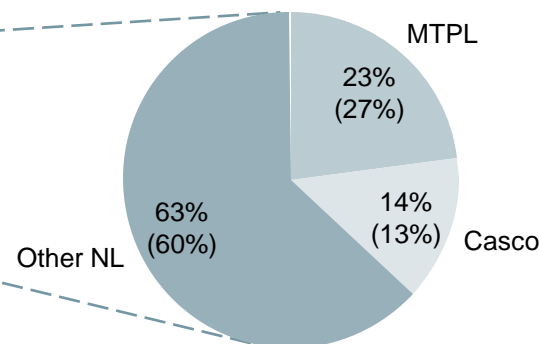
Austria with stable premium development

Italian branch office business of Donau deteriorates Austrian CoR

▶ GWP for 12M 2013 (€mn)



▶ P&C GWP direct business split ¹



▶ P&L: P&C business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	115.5	-29.5%
Other non-technical result	-45.0	>100%
Result (pre tax)	70.5	-56.8%

Claims ratio	73.0%	5.3pp
Cost ratio	28.3%	1.4pp
Combined ratio	101.4%	6.7pp

▶ P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	145.4	35.0%
Other non-technical result	-7.9	n.a.
Result (pre tax)	137.5	18.9%

Local GAAP Combined ratio Wiener Städtische	93.9%
Local GAAP Combined ratio Donau Versicherung	117.8%

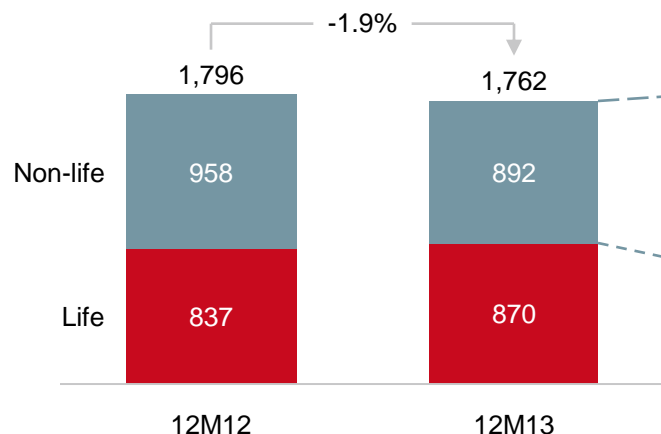
1: Figures in brackets referring to previous year

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

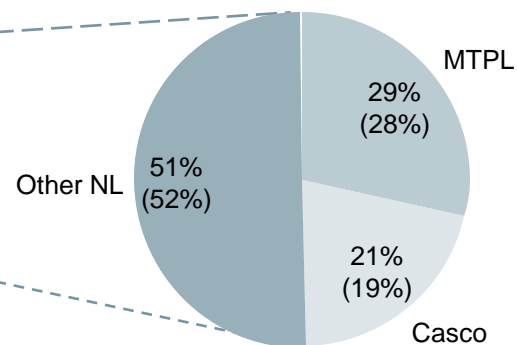
CZ: profit increased despite weather related claims

GWPs adjusted for FX effects slightly increased in 12M 2013

▶ GWP for 12M 2013 (€mn)



▶ Non-life GWP direct business split¹



▶ P&L: Non-life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	85.5	-32.9%
Other non-technical result	0.7	n.a.
Result (pre tax)	86.2	-29.5%
Claims ratio	63.0%	5.5pp
Cost ratio	28.6%	-1.3pp
Combined ratio	91.5%	4.2pp

▶ P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	109.7	51.0%
Other non-technical result	2.0	>100%
Result (pre tax)	111.6	53.7%

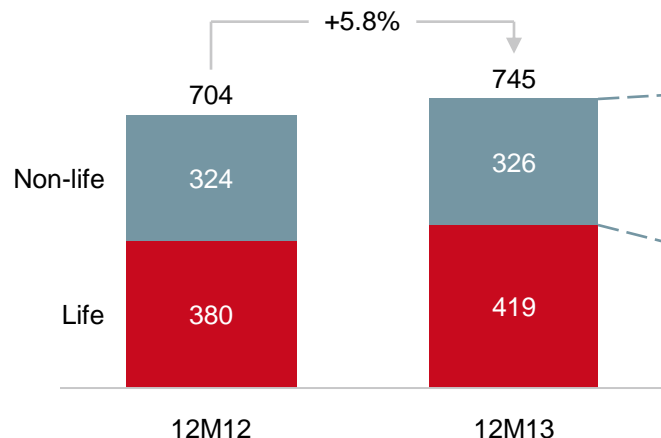
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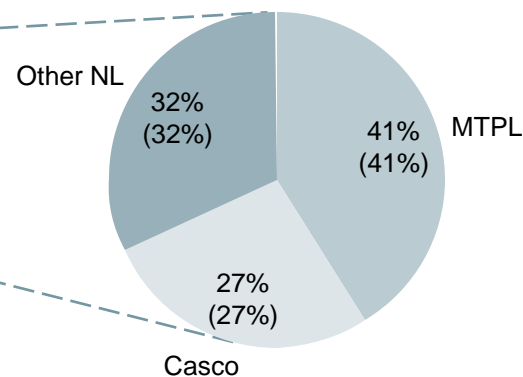
Slovakia – overall sound business development

Life premiums increased by ~10% y-o-y

▶ GWP for 12M 2013 (€mn)



▶ Non-life GWP direct business split ¹



▶ P&L: Non-life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	20.7	-26.2%
Other non-technical result	1.1	n.a.
Result (pre tax)	21.8	-14.8%
Claims ratio	54.9%	4.0pp
Cost ratio	38.7%	-2.0pp
Combined ratio	93.6%	2.0pp

▶ P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	32.5	6.4%
Other non-technical result	1.0	24.4%
Result (pre tax)	33.5	6.9%

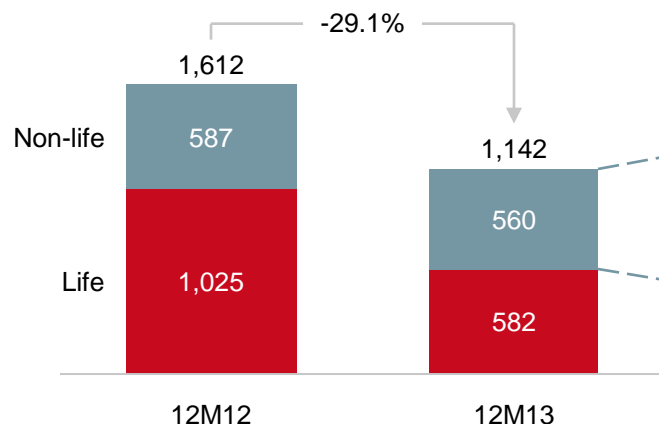
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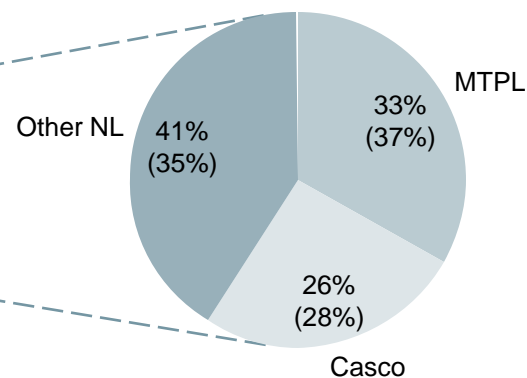
Polish profit increase of 21%

Strong result and combined ratio for VIG in Poland

GWP for 12M 2013 (€mn)



Non-life GWP direct business split ¹



P&L: Non-life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	57.2	28.1%
Other non-technical result	-0.3	-87.8%
Result (pre tax)	56.9	35.6%
Claims ratio	60.4%	-4.1pp
Cost ratio	35.8%	2.7pp
Combined ratio	96.2%	-1.4pp

P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	-6.7	n.a.
Other non-technical result	0.0	-99.8%
Result (pre tax)	-6.7	n.a.

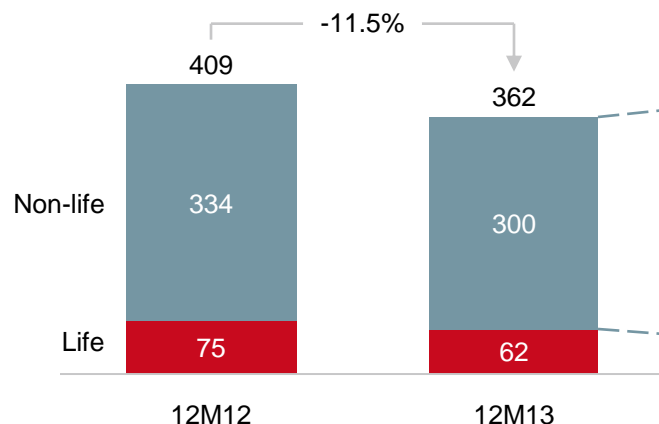
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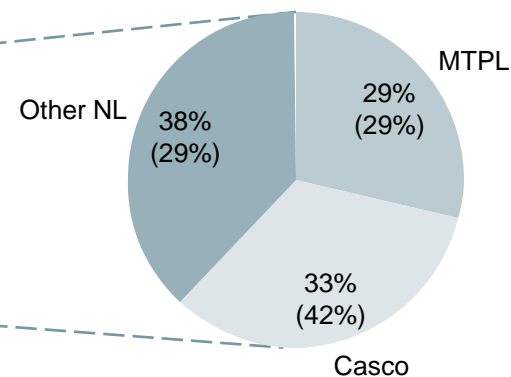
Romania – ongoing adverse market environment

Extensive restructuring deteriorates results and CoR

▶ GWP for 12M 2013 (€mn)



▶ Non-life GWP direct business split ¹



▶ P&L: Non-life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	-85.5	n.a.
Other non-technical result	-2.4	n.a.
Result (pre tax)	-87.9	n.a.
Claims ratio	112.1%	25.3pp
Cost ratio	67.4%	35.0pp
Combined ratio	179.4%	60.2pp

▶ P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	-10.6	n.a.
Other non-technical result	-0.1	n.a.
Result (pre tax)	-10.8	n.a.

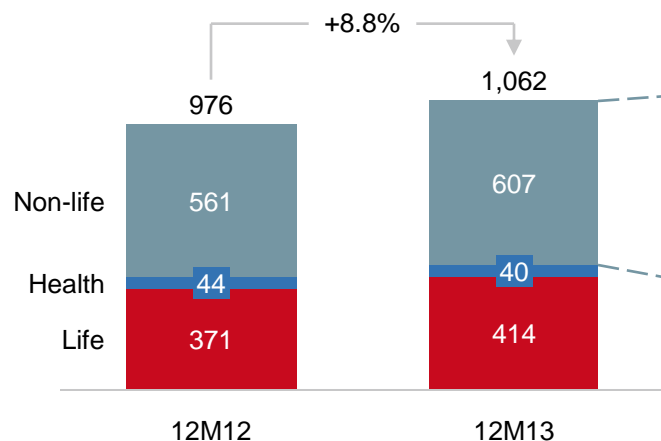
1: Figures in brackets referring to previous year

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

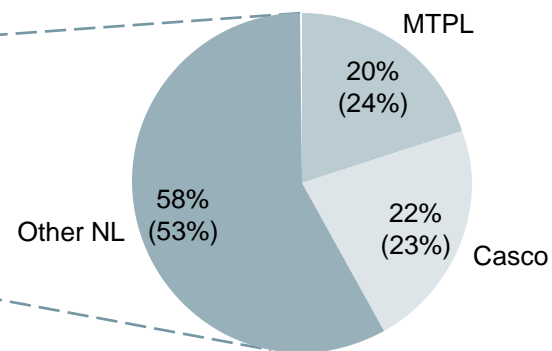
Remaining markets growing profitably

GWP from remaining CEE countries up by 8% in 12M 2013

GWP for 12M 2013 (€mn)



Non-life GWP direct business split ¹



P&L: Non-life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	30.2	17.8%
Other non-technical result	-0.7	n.a.
Result (pre tax)	29.5	-11.4%
Claims ratio	54.1%	-2.6pp
Cost ratio	44.6%	3.0pp
Combined ratio	98.6%	0.4pp

P&L: Life business (€mn)

	12M13	Y-o-Y
Underwriting and financial result	13.0	-26.9%
Other non-technical result	-1.7	n.a.
Result (pre tax)	11.3	31.3%

1: Figures in brackets referring to previous year

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

Investments and Equity

Vienna Insurance Group – 12M 2013 Results

Please note: The figures for 2012 have been restated to reflect the changes out of the review of BCR Life according to IAS 8.41 as well as the retrospective application of the amended IAS 19 standard

12M 2013 – Financial result rather stable

Net realised gains of roughly € 120mn

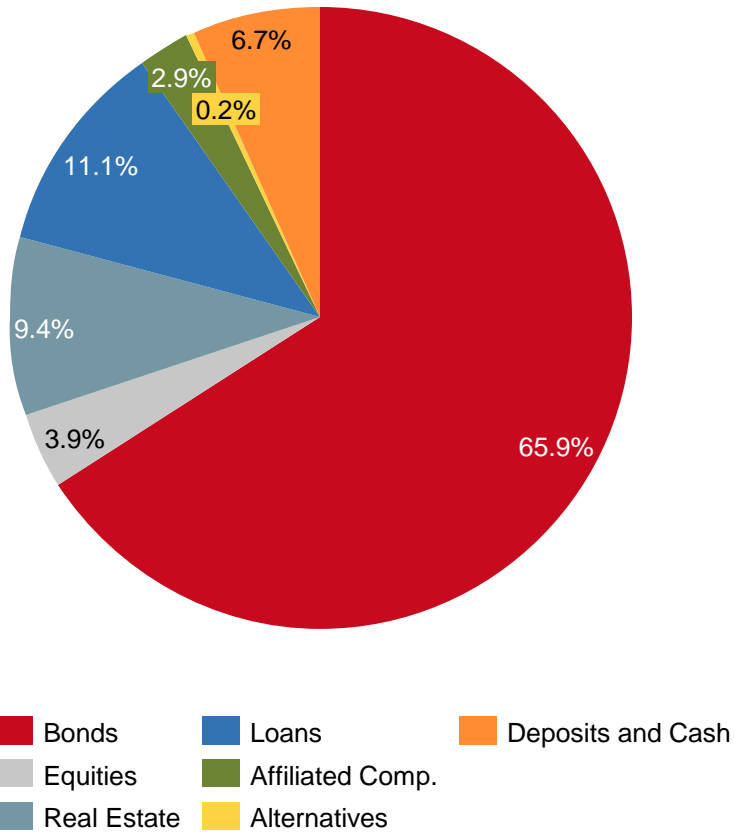
Income	P&C		Life		Health		Total	
	12M 2013	12M 2012	12M 2013	12M 2012	12M 2013	12M 2012	12M 2013	12M 2012
in € '000								
Current income	354,536	405,069	889,312	909,175	42,484	45,238	1,286,332	1,359,482
Income from appreciations	22,004	54,553	36,792	54,173	1,591	1,215	60,387	109,941
Income from the disposal of investments	120,892	104,822	150,007	142,464	2,049	1,018	272,948	248,304
Other income	6,274	4,912	43,429	49,009	465	0	50,168	53,921
Total Income	503,706	569,356	1,119,540	1,154,821	46,589	47,471	1,669,835	1,771,648
Expenses								
in € '000								
Depreciation of investments	55,509	76,479	47,072	39,364	2,801	2,849	105,382	118,692
Impairment of investments	8,382	21,775	31,043	45,343	12,184	18,024	51,609	85,142
Exchange rate changes	13,218	-7,416	-9,209	-952	-11	184	3,998	-8,184
Losses from the disposal of investments	23,229	22,155	28,288	23,092	4,726	462	56,243	45,709
Interest expenses	41,154	63,729	20,068	29,335	2,562	4,936	63,784	98,000
Other expenses	99,034	120,514	65,894	65,235	5,076	4,206	170,004	189,955
Total Expenses	240,526	297,236	183,156	201,417	27,338	30,661	451,020	529,314
Total Financial Result	263,180	272,120	936,384	953,404	19,251	16,810	1,218,815	1,242,334

Note: Financial result incl. result from shares in at equity consolidated companies

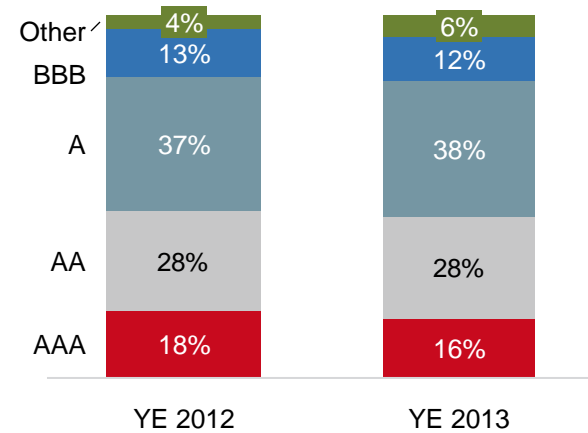
12M 2013 – Investment split

Well diversified bond portfolio

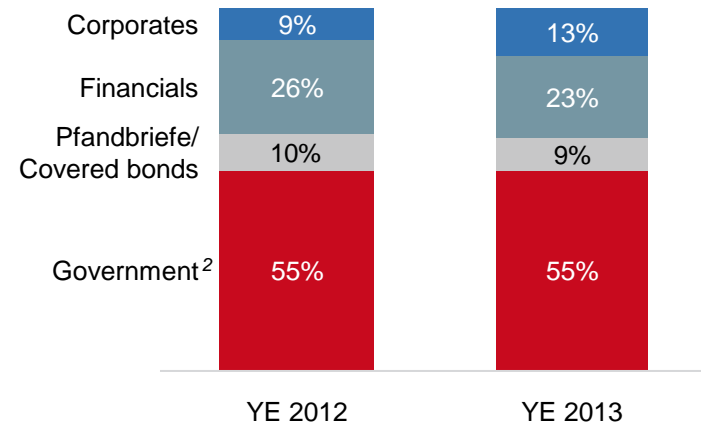
▶ 12M 2013: Total € 29.9bn



▶ Bond portfolio by rating¹



▶ Bond portfolio by issuer

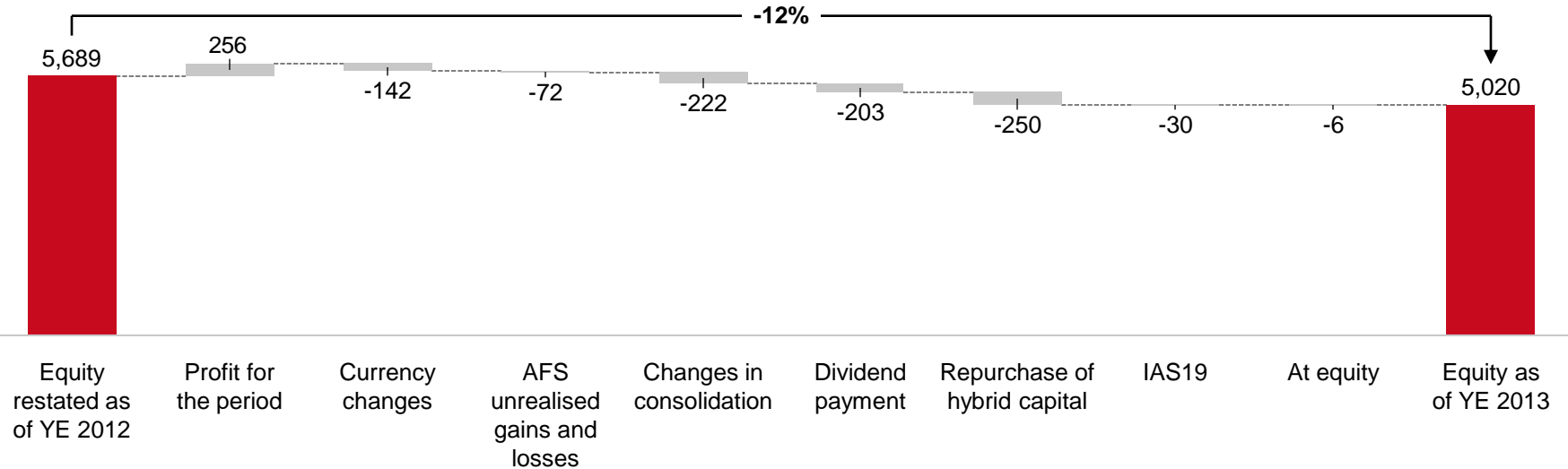


1: Based on second best rating 2: Government, government guaranteed and gov.agencies
Rounding differences may occur when rounded amounts or percentages are added up.

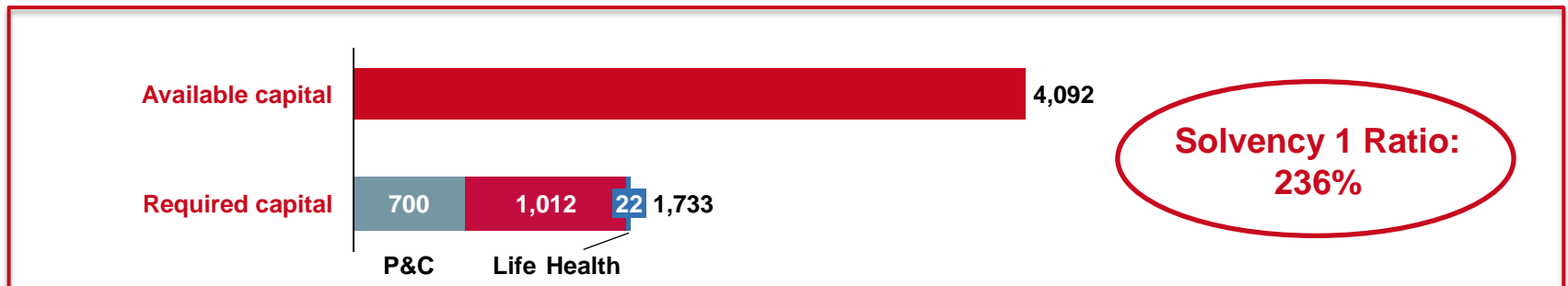
12M 2013 – Strong equity and solvency position

Shareholders' equity impacted by repurchase of hybrid capital

Change in Group Shareholders' Equity (€mn)



More than solid Solvency 1 Ratio of 236%



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

Successful bond issue

VIG launched € 500mn 30NC10 subordinated notes

▶ Rational for bond transaction

- ▶ Repurchase of Tranche 2 of the Hybrid Debt Issuance Programme (EUR 250mn/coupon 8.0%) as this tranche was not considered in the capital model of S&P
- ▶ Management intends to keep flexibility to pursue successful strategy

▶ Impacts

- ▶ Bond issue strengthens the capital position of VIG
- ▶ Optimisation of capital structure
- ▶ Coupon of 5.5% p.a. equals EUR 27.5mn of interest expenses burdening the profit before tax in 2014

▶ Very successful benchmark transaction in October 2013

Roadshow

- ▶ VIG management on the road in
 - ▶ London
 - ▶ Vienna
 - ▶ Paris
 - ▶ Frankfurt

Order books

- ▶ **More than 200 investors** taking part indicating strong demand
- ▶ Order book exceeded EUR 2.5bn
- ▶ Offer more than **four times oversubscribed**
- ▶ **Coupon:** 5.5% p.a. fix for 10 years and floating thereafter

Settlement

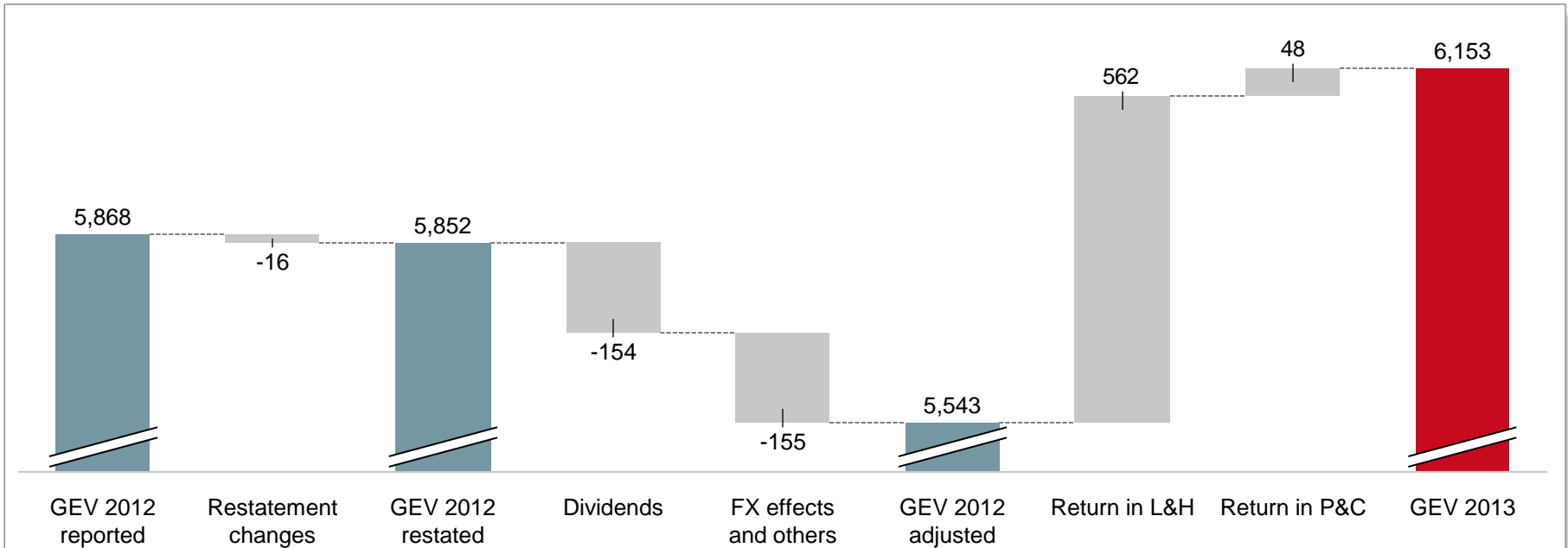
- ▶ **Hit rate: 70%** of investors seen on the roadshow ultimately participated in the transaction
- ▶ **Asset managers dominated** by investor type, taking 64%, while banks took 24% and insurer 12%

Group Embedded Value 2013

Vienna Insurance Group – 12M 2013 Results

Group embedded value 2013

Return on GEV (€mn)

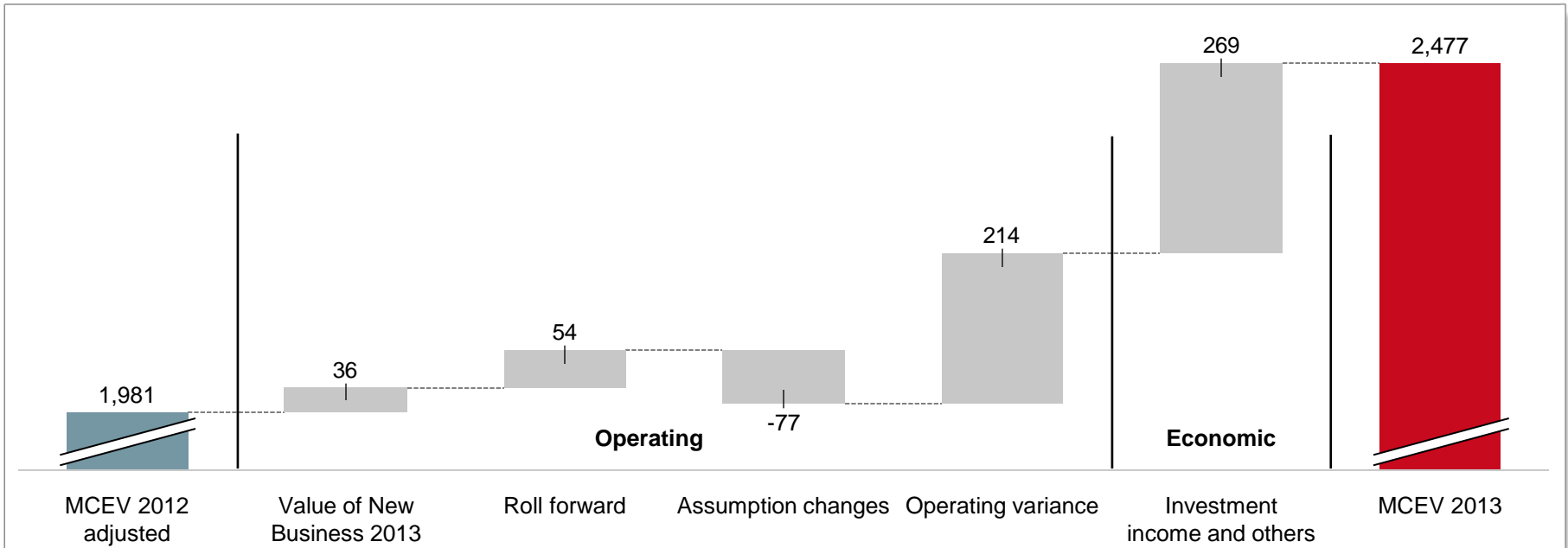


▶ Remarks

- ▶ Group Embedded Value up by 5.1% to € 6,153mn
- ▶ High Return on GEV of 11.0% amounting to € 610mn
- ▶ Stable Surplus in Claims and Unearned Premium Reserves of € 534mn

Group embedded value 2013

MCEV of Life & Health business in Austria/Germany (€mn)

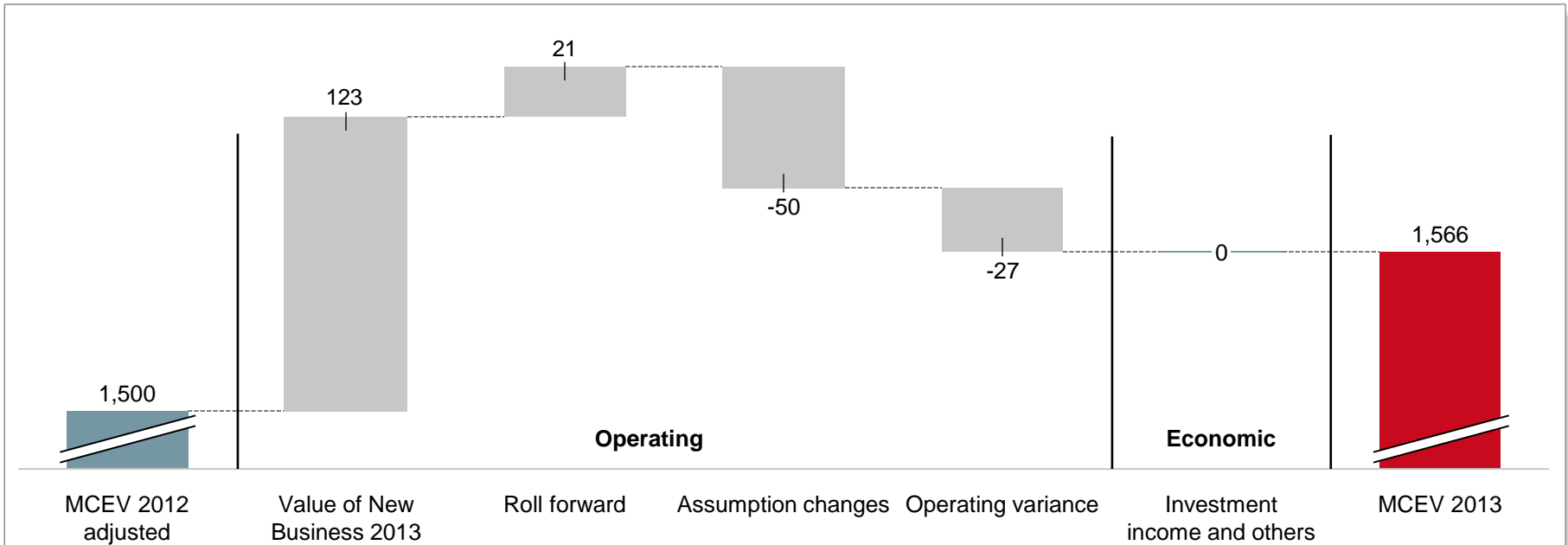


▶ **Remarks**

- ▶ Operating return of 11.5%
- ▶ Stable profit margins of 2.0% in Austria/Germany
- ▶ Outstanding MCEV return of 25.0% in Austria/Germany L&H

Group embedded value 2013

MCEV of Life & Health business in CEE (€mn)



▶ **Remarks**

- ▶ Profitability in CEE at an excellent level of 6.0%
- ▶ New business value of € 123mn
- ▶ Almost 80% of Value of New Business is generated in CEE

Appendix

Vienna Insurance Group – 12M 2013 Results

Please note: The figures for 2012 have been restated to reflect the changes out of the review of BCR Life according to IAS 8.41 as well as the retrospective application of the amended IAS 19 standard

Restatement of the results 2012

For more details please see annual report 2013

APPENDIX

▶ P&L (€mn)

Restatement out of Romanian unit BCR Life. Auditor's review finalised beginning of 2014. Far reaching restructuring of BCR Life and as a consequence and in accordance with IAS 8.41 restatement of financial figures 2012.

	12M12 reported	IAS19	Restatement	12M12 restated
Premiums written – gross	9,686		-40	9,646
Net earned premiums	8,997		-25	8,972
Financial result excl. at equity consolidated companies	1,219	1	1	1,221
Income from investments	1,749		1	1,750
Expenses for investments and interest expenses	-530	1		-529
Result from shares in at equity consolidated companies	21			21
Other income	115			115
Expenses for claims and insurance benefits	-7,590	0		-7,591
Acquisition and administrative expenses	-1,815		-1	-1,816
Other expenses	-360			-360
Profit before taxes	587	1	-24	564
Tax expense	-120	0	1	-119
Profit of the period	467	1	-23	445
Earnings per share (€)	3.17	0.01	-0.17	3.01

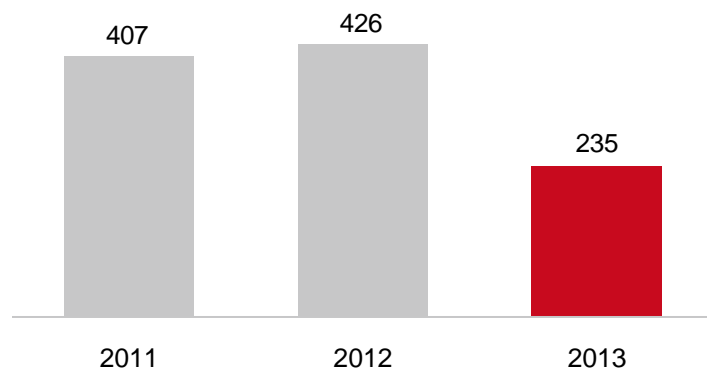
Rounding differences may occur when rounded amounts or percentages are added up.

12M 2013 Key financials

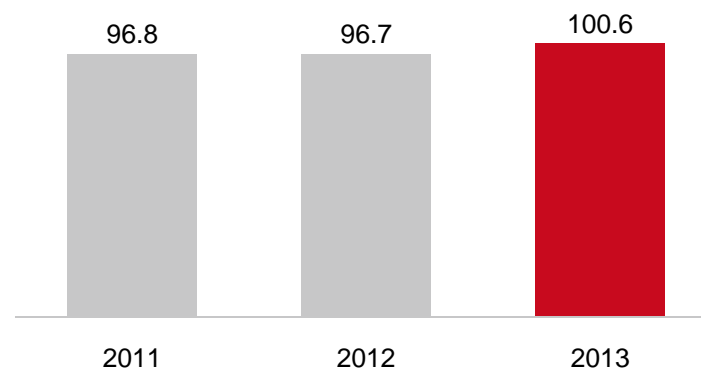
Overview

APPENDIX

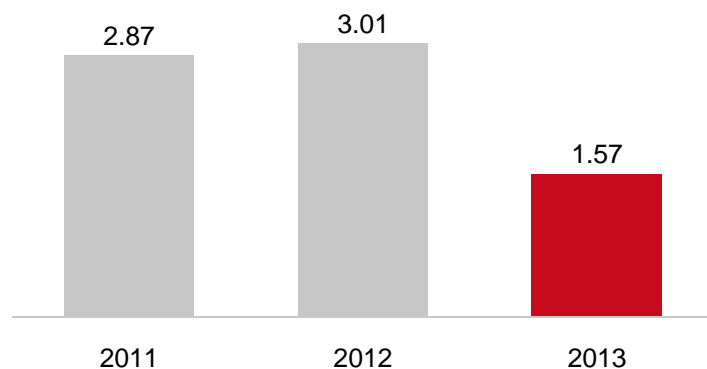
▶ Net Profit after tax and minorities (€mn)



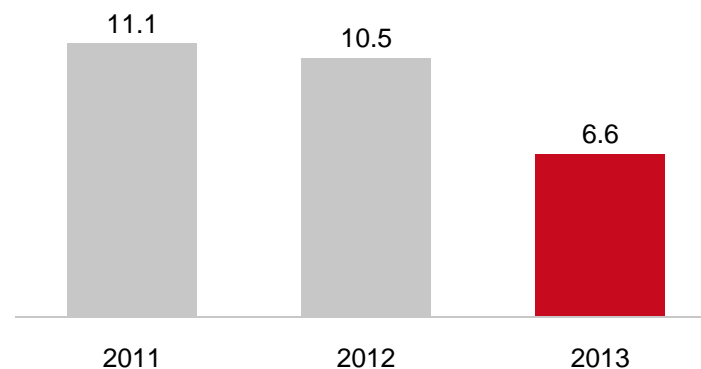
▶ Combined Ratio (net, %)



▶ EPS¹ (€)



▶ ROE before Taxes (%)



1: EPS net of hybrid interest, annualised figures

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

12M 2013 P&L – Property & Casualty

IFRS (€mn)

APPENDIX

€mn	12M 2013	12M 2012	+/-%
Gross premiums written	4,618.4	4,673.4	-1.2
Net earned premiums	3,910.0	4,034.0	-3.1
Financial result	263.2	272.1	-3.3
Other income	85.2	72.7	17.2
Total income	4,258.4	4,378.8	-2.7
Expenses for claims and insurance benefits	-2,714.1	-2,656.2	2.2
Acquisition and administrative expenses	-1,169.7	-1,130.9	3.4
Other expenses	-317.3	-260.8	21.7
Total expenses	-4,201.2	-4,047.9	3.8
Profit before taxes	57.3	330.9	-82.7

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

12M 2013 P&L – Life

IFRS (€mn)

APPENDIX

€mn	12M 2013	12M 2012	+/-%
Gross premiums written	4,202.4	4,581.1	-8.3
Net earned premiums	4,168.6	4,557.1	-8.5
Financial result	936.4	953.4	-1.8
Other income	58.5	40.7	43.8
Total income	5,163.5	5,551.1	-7.0
Expenses for claims and insurance benefits	-4,162.9	-4,613.9	-9.8
Acquisition and administrative expenses	-649.7	-639.3	1.6
Other expenses	-88.6	-96.5	-8.2
Total expenses	-4,901.2	-5,349.8	-8.4
Profit before taxes	262.3	201.4	30.3

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

12M 2013 P&L – Health

IFRS (€mn)

APPENDIX

€mn	12M 2013	12M 2012	+/-%
Gross premiums written	397.8	391.5	1.6
Net earned premiums	400.4	381.2	5.0
Financial result	19.3	16.8	14.5
Other income	0.2	1.9	-90.7
Total income	419.8	399.9	5.0
Expenses for claims and insurance benefits	-333.6	-320.6	4.0
Acquisition and administrative expenses	-46.9	-45.2	3.6
Other expenses	-3.8	-2.7	40.9
Total expenses	-384.3	-368.5	4.3
Profit before taxes	35.6	31.4	13.3

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

12M 2013 – Gross written premiums by region

Premium decrease of 4.4% y-o-y

APPENDIX

€mn	GWP Non-Life			GWP Life			GWP Total		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%
Austria	2,229.4	2,244.2	-0.7%	1,844.5	1,878.3	-1.8%	4,073.9	4,122.5	-1.2%
Czech Rep.	892.0	958.5	-6.9%	870.1	837.1	3.9%	1,762.1	1,795.6	-1.9%
Slovakia	326.1	324.2	0.6%	418.6	379.9	10.2%	744.7	704.1	5.8%
Poland	560.1	586.8	-4.5%	582.2	1,025.0	-43.2%	1,142.3	1,611.7	-29.1%
Romania	300.0	334.0	-10.2%	61.8	74.6	-17.1%	361.8	408.6	-11.5%
Remaining	647.5	604.9	7.0%	414.2	370.6	11.7%	1,061.6	975.6	8.8%

- ▶ Austria: overall stable development; decrease in non-life driven by reduction of Italian motor business; excluding branch office business IT non-life up 3.3%
- ▶ Czech Republic: excluding FX effects stable development; especially in motor 2013 ongoing competitive market environment
- ▶ Slovakia: sound premium growth; strong increase in life due to cooperation with Erste Group
- ▶ Poland: premium decrease driven by reduction of STEP as well as shift to non-motor non-life business; double digit growth in non-motor business and plus 35% in life regular premiums
- ▶ Romania: market environment unchanged; decrease in life driven by sales stop of Employee Benefit Product
- ▶ Remaining markets: throughout the region good growth especially driven by the Baltics

12M 2013 P&L – Split by regions (I)

Regional segments, IFRS (€mn)

€mn	Austria			Czech Republic			Slovakia		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%
Gross premiums written	4,073.9	4,122.5	-1.2	1,762.1	1,795.6	-1.9	744.7	704.1	5.8
Net earned premiums	3,348.5	3,333.8	0.4	1,429.6	1,454.0	-1.7	615.2	581.9	5.7
Financial result	894.8	843.7	6.1	116.4	130.8	-11.0	52.8	58.4	-9.5
Other income	17.3	20.4	-15.3	50.9	34.7	46.7	10.9	4.0	>100
Total income	4,260.6	4,197.9	1.5	1,596.9	1,619.5	-1.4	678.9	644.3	5.4
Expenses for claims/benefits	-3,338.3	-3,289.5	1.5	-1,008.5	-1,001.9	0.7	-511.4	-459.5	11.3
Acquisition and administrative expenses	-607.0	-578.2	5.0	-345.8	-343.3	0.7	-88.1	-90.1	-2.2
Other expenses	-82.6	-34.2	>100	-44.7	-79.4	-43.7	-24.1	-37.8	-36.2
Total expenses	-4,027.9	-3,901.9	3.2	-1,399.1	-1,424.5	-1.8	-623.6	-587.4	6.2
Profit before taxes	232.7	296.0	-21.4	197.8	195.0	1.5	55.3	56.9	-2.9
Combined Ratio	101.4%	94.7%		91.5%	87.3%		93.6%	91.6%	

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

12M 2013 P&L – Split by regions (II)

Regional segments, IFRS (€mn)

APPENDIX

€mn	Poland			Romania			Remaining		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%
Gross premiums written	1,142.3	1,611.7	-29.1	361.8	408.6	-11.5	1,061.6	975.6	8.8
Net earned premiums	939.7	1,323.2	-29.0	171.0	346.7	-50.7	809.3	716.7	12.9
Financial result	48.8	63.5	-23.2	9.0	23.4	-61.3	74.1	84.4	-12.2
Other income	6.0	6.8	-12.7	11.8	28.4	-58.5	28.3	18.7	51.4
Total income	994.5	1,393.5	-28.6	191.8	398.5	-51.9	911.7	819.8	11.2
Expenses for claims/benefits	-709.9	-1,126.5	-37.0	-175.4	-308.9	-43.2	-580.3	-512.0	13.3
Acquisition and administrative expenses	-222.5	-205.5	8.3	-87.4	-111.9	-21.9	-230.7	-201.4	14.5
Other expenses	-11.8	-19.9	-40.7	-27.7	-22.5	23.1	-60.4	-67.2	-10.1
Total expenses	-944.3	-1,351.9	-30.2	-290.5	-443.3	-34.5	-871.4	-780.7	11.6
Profit before taxes	50.2	41.6	20.8	-98.7	-44.9	>100	40.3	39.1	2.9
Combined Ratio	96.2%	97.6%		179.4%	119.2%		98.6%	98.2%	

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

12M 2013 P&L – Split by regions (III)

Regional segments, IFRS (€mn)

€mn	Central Functions			Consolidation			TOTAL		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%
Gross premiums written	1,303.8	1,341.4	-2.8	-1,231.6	-1,313.5	-6.2	9,218.6	9,646.0	-4.4
Net earned premiums	1,160.1	1,215.2	-4.5	5.8	0.9	>100	8,479.1	8,972.3	-5.5
Financial result	22.7	37.3	-39.2	0.1	0.8	-82.5	1,218.8	1,242.3	-1.9
Other income	19.5	7.8	>100	-0.9	-5.6	-84.7	143.9	115.3	24.8
Total income	1,202.3	1,260.4	-4.6	5.1	-3.9	>100	9,841.8	10,329.9	-4.7
Expenses for claims/benefits	-879.5	-890.9	-1.3	-7.2	-1.4	>100	-7,210.6	-7,590.7	-5.0
Acquisition and administrative expenses	-282.2	-288.5	-2.2	-2.6	3.4	n.a.	-1,866.3	-1,815.5	2.8
Other expenses	-162.8	-101.0	61.3	4.5	2.0	>100	-409.8	-360.0	13.8
Total expenses	-1,324.6	-1,280.4	3.4	-5.3	4.0	>100	-9,486.6	-9,766.2	-2.9
Profit before taxes	-122.2	-20.1	n.a.	-0.2	0.1	n.a.	355.1	563.7	-37.0
Combined Ratio							100.6%	96.7%	

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

12M 2013 – Results by country (I)

IFRS (€mn)

APPENDIX

€mn	GWP Non-Life			GWP Life			GWP Total		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-%
Austria	2,229.4	2,244.2	-0.7%	1,844.5	1,878.3	-1.8%	4,073.9	4,122.5	-1.2%
Czech Rep.	892.0	958.5	-6.9%	870.1	837.1	3.9%	1,762.1	1,795.6	-1.9%
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Romania	300.0	334.0	-10.2%	61.8	74.6	-17.1%	361.8	408.6	-11.5%
Remaining	647.5	604.9	7.0%	414.2	370.6	11.7%	1,061.6	975.6	8.8%
<i>Hungary</i>	<i>80.1</i>	<i>56.9</i>	<i>40.7%</i>	<i>81.8</i>	<i>84.4</i>	<i>-3.1%</i>	<i>161.9</i>	<i>141.3</i>	<i>14.6%</i>
<i>Croatia</i>	<i>34.5</i>	<i>38.2</i>	<i>-9.6%</i>	<i>54.0</i>	<i>53.4</i>	<i>1.2%</i>	<i>88.6</i>	<i>91.6</i>	<i>-3.3%</i>
<i>Serbia</i>	<i>37.2</i>	<i>34.3</i>	<i>8.5%</i>	<i>31.8</i>	<i>24.2</i>	<i>31.2%</i>	<i>69.0</i>	<i>58.5</i>	<i>17.9%</i>
<i>Bulgaria</i>	<i>87.3</i>	<i>87.7</i>	<i>-0.5%</i>	<i>23.6</i>	<i>19.1</i>	<i>24.0%</i>	<i>110.9</i>	<i>106.7</i>	<i>3.9%</i>
<i>Bosnia&Herz.</i>	<i>10.4</i>	<i>12.3</i>	<i>-15.0%</i>	<i>0.5</i>	<i>0.4</i>	<i>28.8%</i>	<i>10.9</i>	<i>12.7</i>	<i>-13.7%</i>
<i>Ukraine</i>	<i>75.5</i>	<i>72.0</i>	<i>4.9%</i>	<i>3.9</i>	<i>2.9</i>	<i>31.8%</i>	<i>79.4</i>	<i>74.9</i>	<i>5.9%</i>
<i>Turkey</i>	<i>135.4</i>	<i>128.4</i>	<i>5.5%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>135.4</i>	<i>128.4</i>	<i>5.5%</i>
<i>Georgia</i>	<i>58.0</i>	<i>59.2</i>	<i>-2.0%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>58.0</i>	<i>59.2</i>	<i>-2.0%</i>
<i>Baltics</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>42.0</i>	<i>31.0</i>	<i>35.5%</i>	<i>42.0</i>	<i>31.0</i>	<i>35.5%</i>
<i>Albania</i>	<i>23.8</i>	<i>25.8</i>	<i>-7.7%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>23.8</i>	<i>25.8</i>	<i>-7.7%</i>
<i>Macedonia</i>	<i>18.9</i>	<i>10.2</i>	<i>85.4%</i>	<i>0.1</i>	<i>0.0</i>	<i>-</i>	<i>18.9</i>	<i>10.2</i>	<i>85.9%</i>
<i>Liechtenstein</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>98.2</i>	<i>84.6</i>	<i>16.1%</i>	<i>98.2</i>	<i>84.6</i>	<i>16.1%</i>
<i>Germany</i>	<i>86.5</i>	<i>80.1</i>	<i>8.0%</i>	<i>78.3</i>	<i>70.7</i>	<i>10.7%</i>	<i>164.8</i>	<i>150.8</i>	<i>9.3%</i>

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

12M 2013 – Results by country (II)

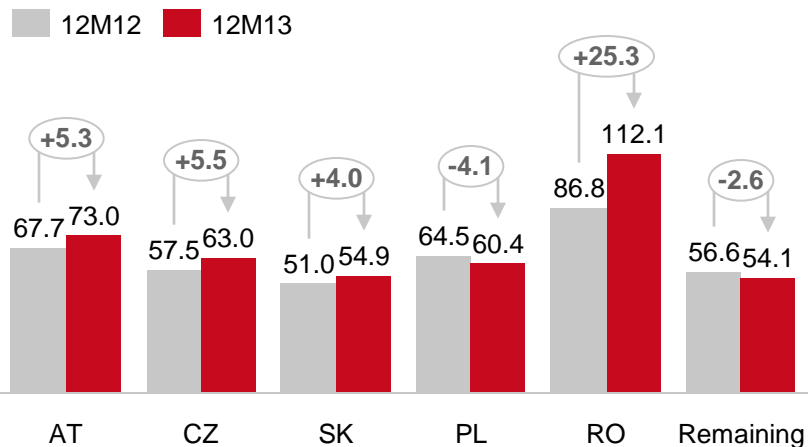
IFRS (€mn)

€mn	Profit before Taxes			Net Combined Ratio		
	12M 2013	12M 2012	+/-%	12M 2013	12M 2012	+/-pp
Austria	232.7	296.0	-21.4%	101.4%	94.7%	6.7
Czech Rep.	197.8	195.0	1.5%	91.5%	87.3%	4.2
Slovakia	55.3	56.9	-2.9%	93.6%	91.6%	2.0
Poland	50.2	41.6	20.8%	96.2%	97.6%	-1.4
Romania	-98.7	-44.9	>100%	179.4%	119.2%	60.2
Remaining	40.3	39.1	2.9%	98.6%	98.2%	0.4
<i>Hungary</i>	<i>3.2</i>	<i>3.3</i>	<i>-2.3%</i>	<i>105.7%</i>	<i>99.1%</i>	<i>6.6</i>
<i>Croatia</i>	<i>5.3</i>	<i>3.5</i>	<i>48.5%</i>	<i>95.7%</i>	<i>101.6%</i>	<i>-5.8</i>
<i>Serbia</i>	<i>2.3</i>	<i>3.1</i>	<i>-26.8%</i>	<i>99.7%</i>	<i>104.2%</i>	<i>-4.5</i>
<i>Bulgaria</i>	<i>1.7</i>	<i>0.8</i>	<i>>100%</i>	<i>99.6%</i>	<i>107.8%</i>	<i>-8.1</i>
<i>Bosnia&Herz.</i>	<i>-5.6</i>	<i>0.0</i>	<i>n.a.</i>	<i>150.2%</i>	<i>98.6%</i>	<i>51.6</i>
<i>Ukraine</i>	<i>3.6</i>	<i>5.2</i>	<i>-30.7%</i>	<i>103.4%</i>	<i>106.1%</i>	<i>-2.8</i>
<i>Turkey</i>	<i>5.0</i>	<i>1.7</i>	<i>>100%</i>	<i>100.1%</i>	<i>101.1%</i>	<i>-1.0</i>
<i>Georgia</i>	<i>2.9</i>	<i>2.4</i>	<i>17.9%</i>	<i>71.1%</i>	<i>-</i>	<i>-</i>
<i>Baltics</i>	<i>1.0</i>	<i>0.7</i>	<i>42.6%</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Albania</i>	<i>-1.4</i>	<i>1.3</i>	<i>n.a.</i>	<i>136.1%</i>	<i>98.6%</i>	<i>37.5</i>
<i>Macedonia</i>	<i>1.6</i>	<i>0.5</i>	<i>>100%</i>	<i>89.4%</i>	<i>91.0%</i>	<i>-1.6</i>
<i>Liechtenstein</i>	<i>0.0</i>	<i>-1.7</i>	<i>n.a.</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Germany</i>	<i>20.8</i>	<i>18.2</i>	<i>14.4%</i>	<i>82.0%</i>	<i>82.0%</i>	<i>0.0</i>

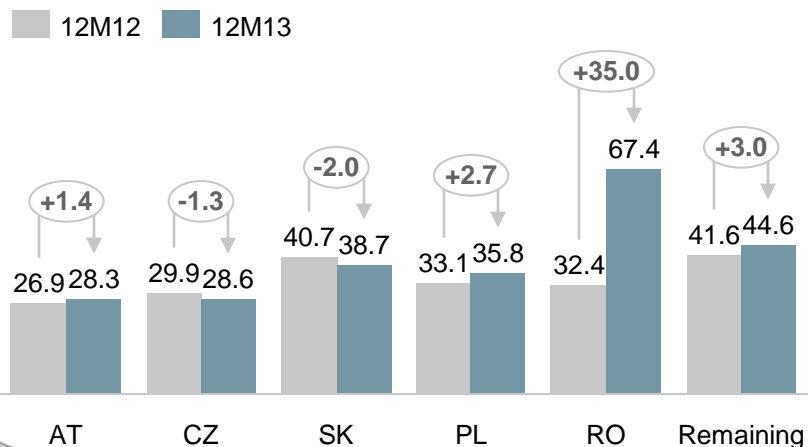
Rounding differences may occur when rounded amounts or percentages are added up.

P&C administrative expenses down by 6.7% in 12M 2013

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



▶ Cost ratio 12M y-o-y regional development (net, %)



Note: Change y-o-y is in percentage points
Rounding differences may occur when rounded amounts or percentages are added up.

▶ Remarks for claims incurred

- ▶ Austria: claims ratio up 5.3pp driven by branch office business in Italy
- ▶ Czech Republic: increase of 5.5pp driven by NatCat
- ▶ Slovakia: over proportional increase of claims expenses compared to decreasing net earned premiums
- ▶ Poland: decrease in claims due to shift to non-motor and disciplined motor underwriting
- ▶ Romania: claims ratio up by 25.3pp due to adverse market situation in MTPL as well as extensive restructuring measures taken for Romanian motor business
- ▶ Remaining markets: claims ratio improved by 2.6pp; decreasing or stable claims ratios in nearly all markets

▶ Remarks for acquisition and admin. expenses

- ▶ Austria: cost ratio up by 1.4pp; impacted by restructuring measures in Italy and lower no-claim bonuses out of reinsurance in Austria
- ▶ Czech Republic and Slovakia with decreasing cost ratios
- ▶ Poland: cost ratio up 2.7pp due to higher commissions for non-motor business
- ▶ Romania: cost ratio up 35.0pp heavily impacted by decreased net earned premiums (>55%) although acquisition and administrative expenses decreased
- ▶ Remaining markets: cost ratio up by 3.0pp driven by

12M 2013 – Life insurance premium split

IFRS (€mn)

Premiums written - direct business	12M 2013	12M 2012	+/- %
Regular premiums	2,297	2,264	1.5%
Single premiums	1,891	2,300	-17.8%
Total premiums written - direct business	4,188	4,564	-8.2%
thereof:			
<i>Policies with profit participation</i>	1,931	2,649	-27.1%
<i>Policies without profit participation</i>	773	378	104.6%
<i>unit linked life insurance</i>	1,387	1,362	1.9%
<i>index linked life insurance</i>	97	175	-44.7%

Q4 2013 – Income Statement

IFRS (€mn)

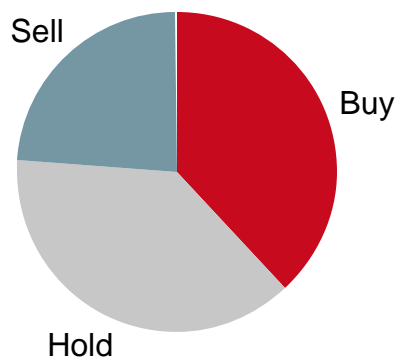
€mn	Q4 2013	Q4 2012	+/-%
Gross premiums written	2,168.5	2,220.5	-2.3
Net earned premiums	2,114.7	2,227.8	-5.1
Financial result	326.7	341.6	-4.4
Other income	47.0	29.8	57.8
Total income	2,488.4	2,599.2	-4.3
Expenses for claims and insurance benefits	-1,814.8	-1,881.7	-3.6
Acquisition and administrative expenses	-488.2	-448.6	8.8
Other expenses	-146.2	-148.9	-1.9
Total expenses	-2,449.2	-2,479.2	-1.2
Profit before taxes	39.2	120.0	-67.3
Taxes	-15.3	-25.9	-40.9
Net profit before minorities (Profit for the period)	23.9	94.1	-74.6
Minorities	-6.6	-10.3	-35.7
Net profit after minorites	17.3	83.8	-79.4

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

12M 2013 – Exchange rates

Country	Curr.	12M 2013		12M 2012	
		Balance Sheet EUR	P & L EUR	Balance Sheet EUR	P & L EUR
Albania	EUR/ALL	140.2000	140.2723	139.5900	139.0137
Belarus	EUR/BYR	13,080.0000	11,799.1233	11,340.0000	10,717.6230
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	7.6265	7.5786	7.5575	7.5217
Czech Republic	EUR/CZK	27.4270	25.9797	25.1510	25.1491
Georgia	EUR/GEL	2.3891	2.2071	2.1825	2.1219
Hungary	EUR/HUF	297.0400	296.8730	292.3000	289.2494
Latvia	EUR/LVL	0.7028	0.7015	0.6977	0.6973
Liechtenstein	EUR/CHF	1.2276	1.2311	1.2072	1.2053
Lithuania	EUR/LTL	3.4528	3.4528	3.4528	3.4528
Macedonia	EUR/MKD	61.5113	61.5904	61.5000	61.5277
Poland	EUR/PLN	4.1543	4.1975	4.0740	4.1847
Romania	EUR/RON	4.4710	4.4190	4.4445	4.4593
Serbia	EUR/RSD	114.6421	113.0924	113.7183	113.5707
Turkey	EUR/TRY	2.9605	2.5335	2.3551	2.3135
Ukraine	EUR/UAH	11.0415	10.6157	10.5372	10.2718

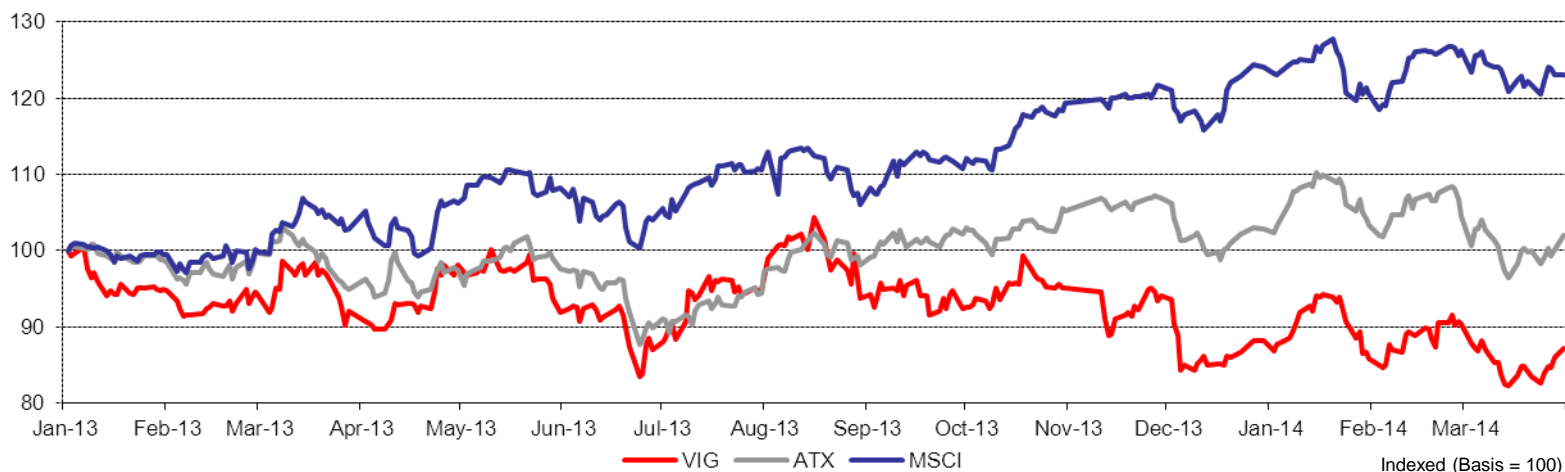
► Current analyst recommendation split



► Share price development 1Q 2014

High	EUR	38.670
Low	EUR	33.800
Price as of 31 Mar	EUR	35.790
Average daily volume	EUR	3.0 mn
Market cap.	EUR	4.6 bn
Development YTD	%	-1.2

► VIG compared to ATX and MSCI Europe Insurance



▶ General information

Number of common shares: 128mn

ISIN: AT0000908504

Listings:

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

Trading symbols:

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

Rating:

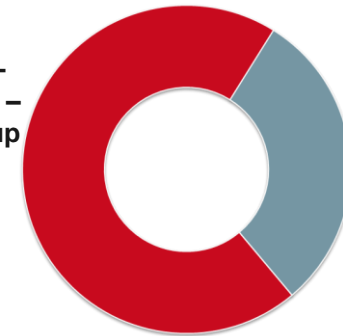
- ▶ Standard & Poor's: A+, stable outlook

Major Indices:

- ▶ ATX, ATX Prime, PX, EURO STOXX Insurance, STOXX Europe 600 Insurance, MSCI Insurance Europe

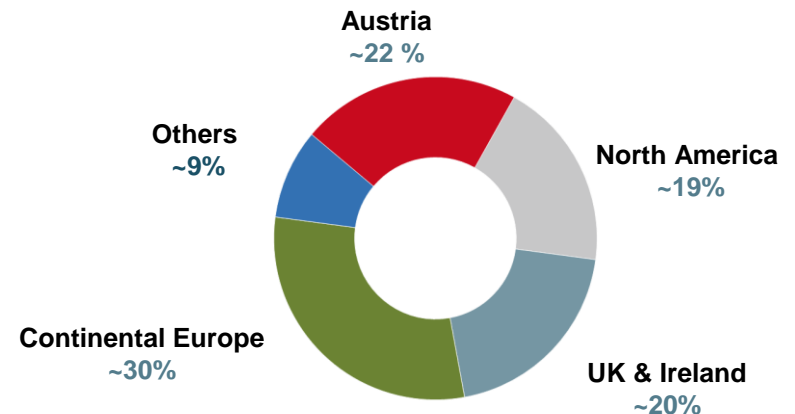
▶ Shareholder structure

Wiener Städtische
Wechselseitiger
Versicherungsverein -
Vermögensverwaltung -
Vienna Insurance Group
~70 %



Free Float
~30 %

▶ Free float split by region¹



1) Split of identified shares as of Oct. 2013

Investor Relations

▶ Financial calendar 2014

Date	Event
29 Jan. 2014	Preliminary unconsolidated premiums 2013
10 April 2014	Results and EV for the year 2013
27 May 2014	Results for the first quarter 2014
06 June 2014	Annual General Meeting
11 June 2014	Ex-dividend day
16 June 2014	Dividend payment day
26 Aug. 2014	Results for the first half 2014
18 Nov. 2014	Results for the first three quarters 2014

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