

**Unipol Gruppo Finanziario**

## **2010 – 2012 Business Plan**

*1Q10 results*

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# Agenda

- 1 Unipol Gruppo Finanziario: about us
- 2 Plan assumptions, guidelines and 2012 key targets
- 3 Non-Life business
- 4 Life business
- 5 Banking business
- 6 Operating efficiency and investment management
- 7 Consolidated results and Solvency
- 8 Annexes – 1Q10 consolidated results

# 1. Who is Unipol Gruppo Finanziario

## About us

- Unipol Gruppo Finanziario operates in the Italian Insurance and Banking sectors with over 6 million customers
- Its controlling shareholders are the leading Italian consumer, production and employment and services cooperatives. Trade unions and self-employment organizations also own a stake in the Company.
- It ranks 4th among the insurance players in Italy with a 8.1% market share (11.6% in Non-Life business and 6.5% in Life business)
- Its premium income amounts to €9.5bn (o/w €4.3bn in Non-Life business and €5.2bn in Life business)
- It manages assets for over €30bn
- Customer deposits in Banking sector (operating as from 1998) are €8.7bn
- It adopts a multi-channel strategy, operating through more than 1,600 insurance agencies, about 300 Group bank branches (180 o/w co-located with insurance agencies), 750 BNL Group bank branches and the direct channel (Internet/telephone)

# 1. Group present structure



INSURANCE BUSINESS				BANCASSURANCE BUSINESS				BANKING BUSINESS			
COMPANY	BUSINESS/ CHANNEL	FY 2009 PREMIUMS <sup>1</sup> (€m)		COMPANY	BUSINESS/ CHANNEL	FY 2009 PREMIUMS <sup>1</sup> (€m)		COMPANY	BUSINESS/ CHANNEL	FY 2009 FIGURES (€m)	
UGF ASSICURAZIONI	P&C+ Life / agencies	5,865		BNL Vita	Life / BNL branches	3,051		UGF BANCA	Bank / branches, Fin. counters, Fin. advisers		
UNIPOL UGF ASSICURAZIONI		3,192							Lending	9,218	
AURORA ASSICURAZIONI		2,673							Customer Deposits	9,539	
LINEAR ASSICURAZIONI IN LINEA	Telephone, Internet	160						UGF MERCHANT	Merchant banking and mid-term loans		
UNISALUTE	Health / agreements, internet	155							Shareholdings	76	
Navale ASSICURAZIONI DAL 1914	Non-exclus. Agent/ brokers	268							Loans granted <sup>3</sup>	622	
TOTAL INSURANCE INCOME				TOTAL BANCASSURANCE INCOME				UGF LEASING	Leasing	122	
	FY 2008	FY 2009			FY 2008 <sup>2</sup>	FY 2009		UNIPOL FONDI	Mutual funds/ UGF Banca	296	
Non-Life	4,357	4,260	+2.2%	Life	1,535	3,051	+98.7%	UNIPOL SGR	Asset management		
Life	1,978	2,188	+10.7%								
<b>TOTAL</b>	<b>6,335</b>	<b>6,448</b>	<b>+1.8%</b>								

Notes:

1 local GAAP

2 excl. Quadrifoglio Vita (a company sold to MPS on 28 March 2008)

3 including sureties given



# 1. Ranking in the Italian insurance market

Figures as at 31/12/2009

 market share

## Italian insurance market

Group	Gross direct written premiums €bn	
Generali	24.9	21.1%
Allianz	12.0	10.2%
FonSai	10.7	9.1%
<b>UGF</b>	<b>9.5</b>	8.1%
Mediolanum Vita	8.7	7.3%
Intesa S.Paolo	7.4	6.3%

## Life

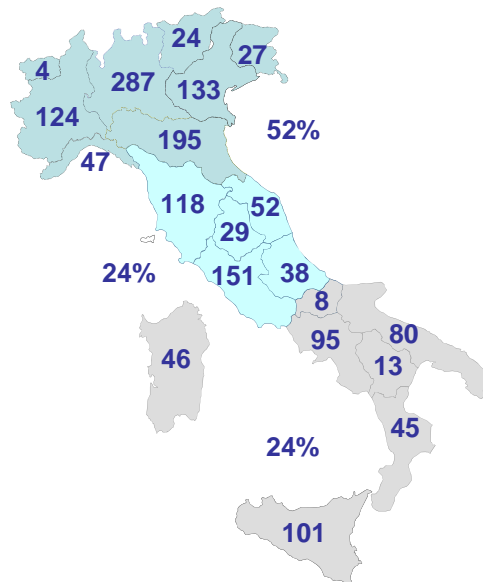
Group	Gross direct written premiums €bn	
Generali	17.3	21.3%
Mediolanum Vita	8.7	10.7%
Allianz	7.5	9.3%
Intesa S.Paolo	7.3	8.9%
Poste Vita	7.1	8.7%
<b>UGF</b>	<b>5.2</b>	6.5%

## Non-Life

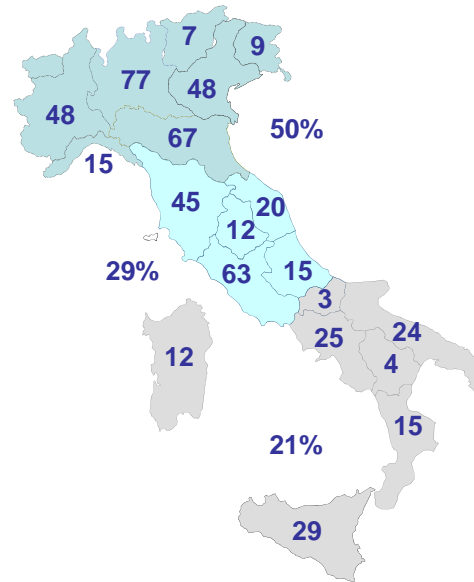
Group	Gross direct written premiums €bn	
Generali	7.6	20.8%
FonSai	7.1	19.2%
Allianz	4.4	12.1%
<b>UGF</b>	<b>4.3</b>	11.6%
Reale Mutua	1.9	5.2%
Zurich	1.6	4.4%

# 1. Sales network as at 31 March 2010

## Insurance agencies

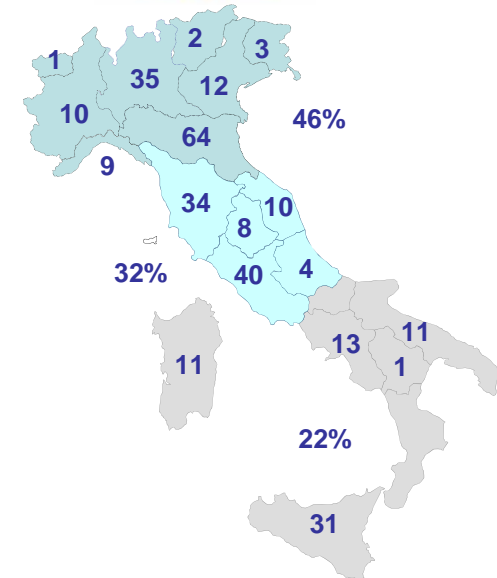


- ✓ 1.617 agencies  
o/w 580 Unipol division and 1,037 Aurora division
- ✓ 3,618 secondary sales points
- Bancassurance network:
- ✓ 774 BNL branches



- ✓ 538 agencies
- ✓ 1.491 sub-agencies
- ✓ 261 brokers

## Bank branches



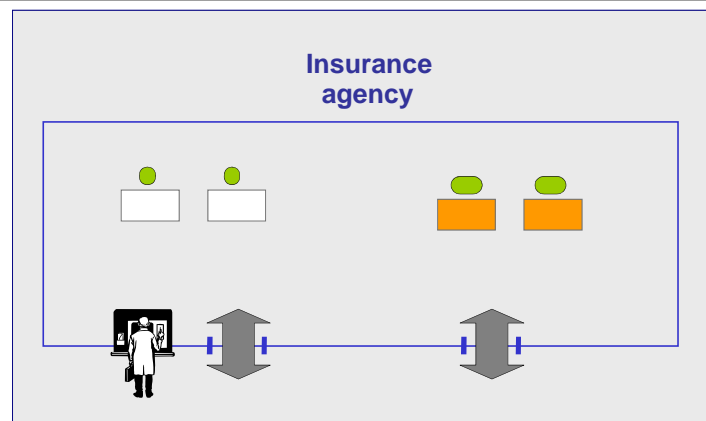
- ✓ 299 branches,  
o/w 181 co-located  
with ins. agencies
- ✓ 28 financial shops
- ✓ 361 financial advisers



# 1. The integrated network model

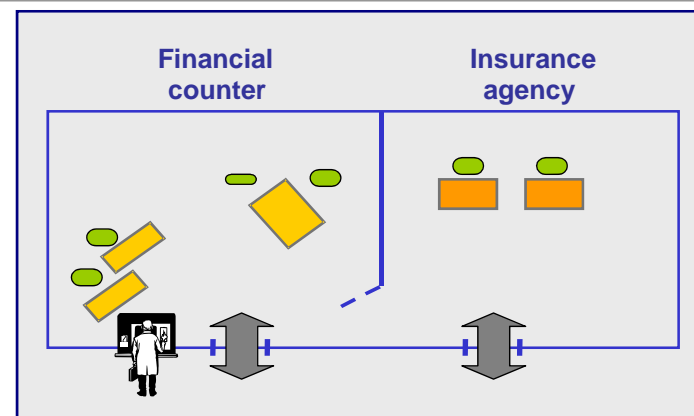
## QUALIFIED INSURANCE AGENCY

It operates in connection with the bank's IT system and is therefore enabled to sell bank products



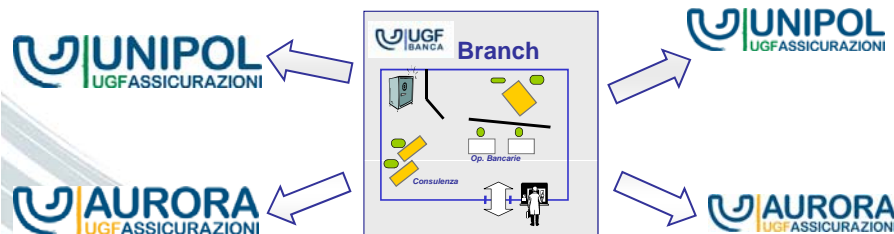
## INSURANCE AGENCY CLOSE TO FINANCIAL COUNTER

Preliminary to the co-located branch



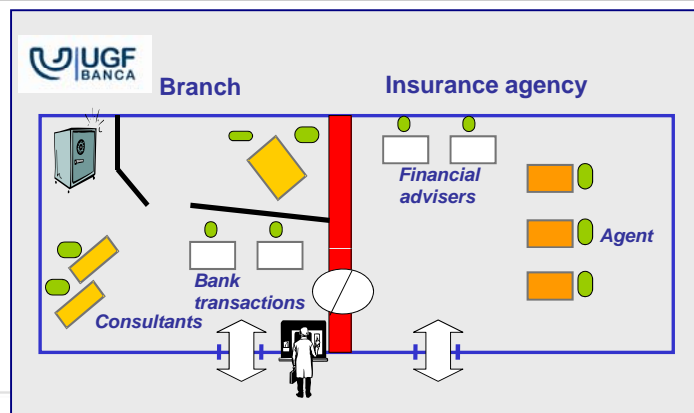
## CLUSTERED BRANCH

Barycentric i.r.o. two or more Group agencies. Subject to meeting the logistic requirements, it tends to become a co-located branch.

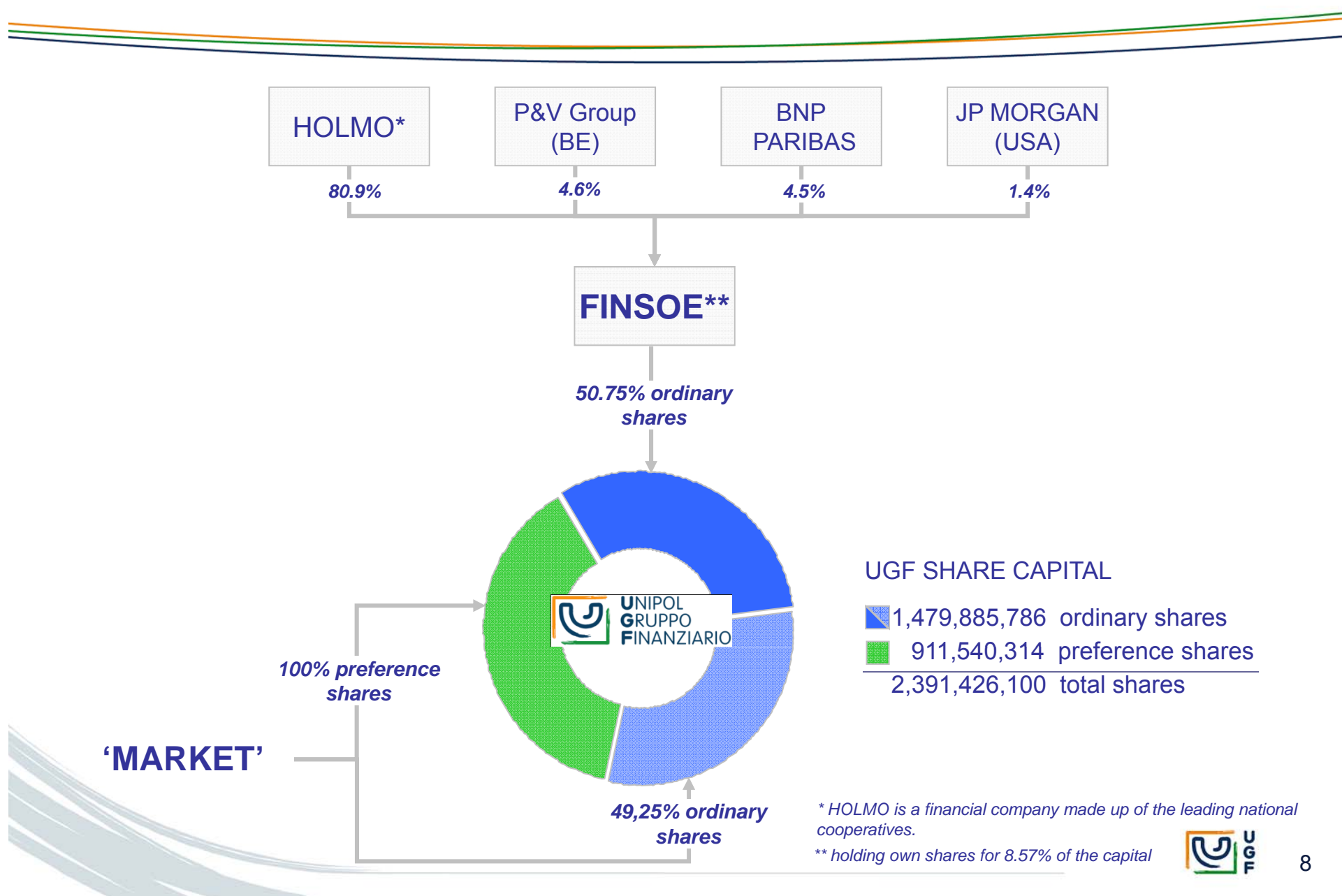


## CO-LOCATED BRANCH

Complete synergy and cross-selling



# 1. Shareholding structure





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## 2. Key assumptions underlying the Plan

### Introductory remarks

- The Group Business Plan was drawn up during the first months of 2010, based on scenarios which exclude shocks or events disruptive to the financial markets over the next three-year period.
- In the last weeks we have witnessed tensions and turmoils in the Eurozone, which could make the course of the economy and markets post the 2007-2009 crisis more uncertain, with possible effects on the current and expected market scenarios and economic results.

## 2. Key assumptions underlying the Plan – Market scenarios

### Market scenarios

**Motor premiums** → +1.5% '09-'12 cagr

**Non-Motor premiums** → +1.7% '09-'12 cagr

**Non-Life premiums** → +1.6% '09-'12 cagr

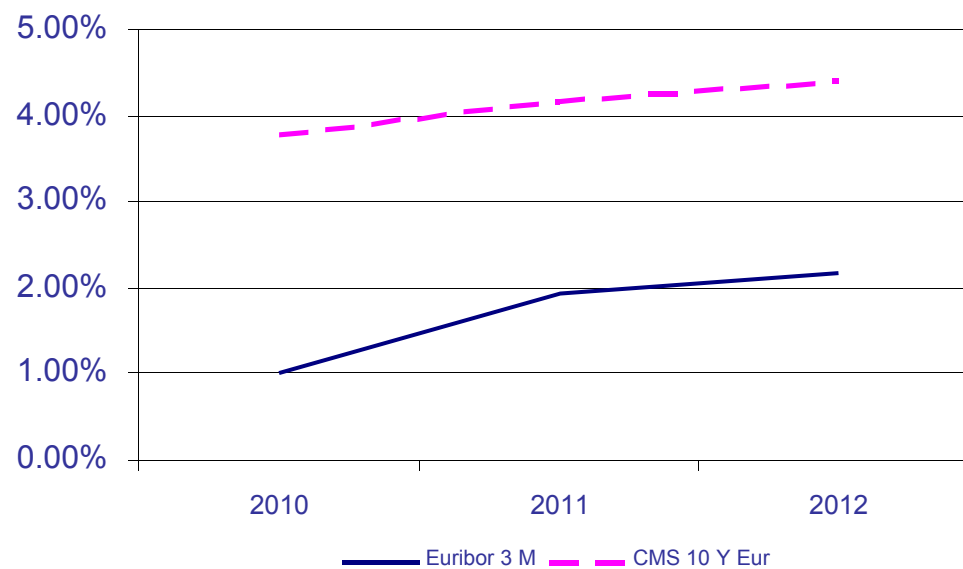
**Life premiums** → +2.0% '09-'12 cagr

**Total premiums** → +1.9% '09-'12 cagr

**Customer deposits** → +4.4% '09-'12 cagr

**Lending** → +5.3% '09-'12 cagr

Interest rates









Source: in-house calculation

Note: avg. interest rates

## 2. Key assumptions underlying the Plan – The Group basis of consolidation

2009

INSURANCE BUSINESS			BANCASSURANCE BUSINESS			BANKING BUSINESS		
COMPANY	BUSINESS	CHANNEL	COMPANY	BUSINESS	CHANNEL	COMPANY	BUSINESS	CHANNEL
	Non-Life + Life	Agents / UGF Banca branches		Life	BNL branches		Banking	Branches, fin. shops, advisors
	Non-Life	Non exclusive agents/brokers					Merchant banking & mid-term loans	Head office, local premises
	Motor	Internet / Telephone				... other companies		
	Health care	Agreements/ Internet						

Key assumptions

Arca Group

consolidation in the UGF Group is expected **from the second half 2010** (the acquisition is subject to the relevant Authorities' approval)

Navale

planned integration in UGF Assicurazioni







BNL Vita

expected sale within the Plan period. **The Business Plan figures therefore exclude BNL Vita consolidation. The 2009 figures** included in this presentation **are pro-forma**, i.e. **calculated excluding BNL Vita**

UGF S.p.A.

a capital increase to be carried out in the current year for a total amount of up to €400m and a warrant issue (to be converted into shares in 2013 for a maximum amount of €100m)

2012

INSURANCE BUSINESS			BANCASSURANCE BUSINESS			BANKING BUSINESS		
COMPANY	BUSINESS	CHANNEL	COMPANY	BUSINESS	CHANNEL	COMPANY	BUSINESS	CHANNEL
	Non-Life + Life	Agents//UGF Banca branches		Life + Non-Life	BPER, BPSO branches and other banks		Banking	Branches, fin. shops, advisors
	Motor	Internet / Telephone					Merchant banking & mid-term loans	Head Office, local premises
	Health care	Agreements/ Internet				... other companies		



## 2. Group Mission

### Our mission

...to guarantee sustainable and long-term growth along with adequate profitability through a fair relationship with all our stakeholders: shareholders, customers, agents, employees and providers....

### Our targets

enhancing our traditional presence in the territory and our relationship with trade organizations

distinguishing ourselves in the offer of products and services to retail customers and SMEs

becoming Leader in welfare services  
(pension schemes, assistance, health care)

maintaining our capital strength

producing long-term profitability by creating value for shareholders

## 2. Business Plan guidelines

### PROFITABILITY

- recovery of 'structural' profitability in Non-Life business
- increase in Life business margin
- consolidation in Banking sector results

### TARGET MARKETS

- focus on retail and SME segments, especially in 'traditional markets', i.e. trade unions, self-employment organizations and cooperatives

### OPERATING EFFICIENCY

- organization set-up restructuring
- evolution of IT platform focusing on distribution and efficiency in customer service
- razionalization and control of running costs

### CAPITAL STRENGTH

- capital strength to support business development and meet the necessary capital requirements
- decision-making based on capital absorption and profitability
- risk/return optimization

**SUSTAINABILITY** – Strategic approach to Sustainability aimed at enhancing the Company's identity and features as key drivers of its competitive position



## 2. Presence on the market

### *Focus on traditional markets*

Channel	Target segment	Priority
UGF Assicurazioni Agencies	Retail	Group traditional markets
	SMEs	
UGF Banca	Retail	
	SMEs	
Internet/telephone	Retail	Mass Market
Alternative channels		
Bancassurance	Retail	Affluent
Head Office (broker)	SMEs	Selected industrial sectors
Head Office (account)	Corporate	Large Enterprises

### TRADITIONAL MARKETS

- **Increasing the present agreements penetration** at national, regional and local level
- **Development of new agreements with additional sectors of Associations**
- **Review of the offer system** shifting from the 'leverage-on-price' to the 'targeted-offer' rationale (focus on service)

***1,000,000 customers in traditional markets in 2012***

## 2. Business Plan 2012 key targets

		2012 target	2009-2012 delta*
SUSTAINABILITY	PROFITABILITY	€4.6bn (Non-Life) €3.1bn (Life)	+ 2.9% cagr + 12.4 % cagr
	TARGET MARKETS	97.5%	- 10.5 pp
	OPERATING EFFICIENCY	25%	+ 5.6 pp
	CAPITAL STRENGTH	€50m	+ €74m
	direct premiums	€250m	n.m.
	Non-Life combined ratio (direct business)	1.4 x (Solvency I) 1.5 x ** (Solvency II)	stable
	Life new business margin		
	Banking net profit		
	consolidated net profit		
	solvency ratio		

\* pro-forma

\*\* Solvency II calculation made on assumptions based on the last regulatory indications. The results shown could change if the Solvency II final rules differ from the proposed ones adopted so far

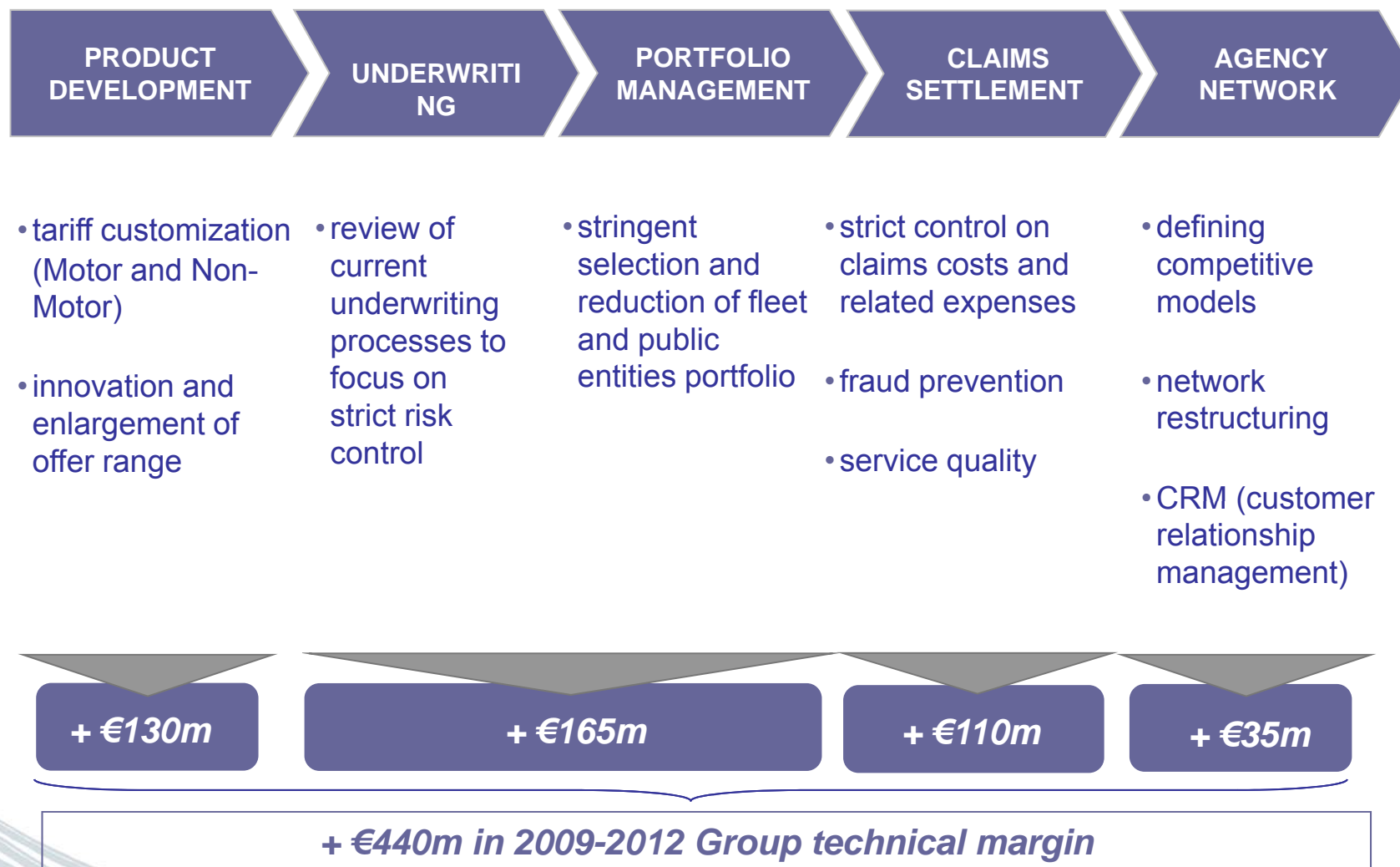
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### 3. NON-LIFE business

#### *Technical margin recovery*



### 3. NON-LIFE business

#### *Technical margin recovery*



	Motor	Individuals	Businesses/ Public entities
<b>Tariff/policy adjustment</b>	<ul style="list-style-type: none"> <li>• UGF Assicurazioni new single product</li> </ul>	<ul style="list-style-type: none"> <li>• Tariff adjustment and segmenting (customer/risk profiling)</li> </ul>	<ul style="list-style-type: none"> <li>• Review of risk and policy conditions with regard to large contracts</li> </ul>
<b>Innovation and enlargement of offer range</b>	<ul style="list-style-type: none"> <li>• New Motor products with innovative/distinctive solutions (i.e. pay per use) and extra services</li> <li>• Use of technology to strengthen leading market position (i.e. black box)</li> </ul>	<ul style="list-style-type: none"> <li>• Enlargement of product range</li> <li>• Innovation in high-potential sectors</li> </ul>	<ul style="list-style-type: none"> <li>• Review and development of offer tailored to SMEs, focus on target markets (category associations, cooperatives etc.)</li> </ul>
<b>Sustainable products</b>	<ul style="list-style-type: none"> <li>• Development of innovative products with environmental and social value (i.e. no-impact Motor policy)</li> </ul>		

### 3. NON-LIFE business

#### *Technical margin recovery*



**Motor**

**Individuals**

**Businesses/  
Public entities**

**Review of  
underwriting  
processes**

- Completion of automated authorization system for head office and agencies, so as to ensure **rigorous** retail and tailor made products **underwriting**

- **stringent control on portfolio technical trends** (focus on customers who have reported multiple claims)

- **reduction in tariff flexibility** applied to standardised contracts and **rigorous restrictions in general TPL underwriting risks for public entities**

**Portfolio  
restructuring**

- **Targeted action** mostly in Motor, Accident/Health, Comprehensive Houseowners, General TPL for Public Entities and especially in portfolio fleets



### 3. NON-LIFE business

#### *Technical margin recovery*



#### Control on claims costs and related costs

- **Control on claims cost** through:
  - targeted actions on claims involving **micro injuries**
  - increase in **channeling** to contracted body shops
  - **reduction** in summons and **control** on litigations filed
  - **tackling** legal intermediation
  - **selection** and careful **monitoring** of loss adjusters, doctors and lawyers' activities
  - extensive use of **technology** to support the claims settlement process

- **Fraud prevention** through new automated systems
- Streamlining Group synergies appealing to **Unisalute's expertise** in health claims

#### Improvement in service levels

- Review of systems/processes to manage **claim settlement timing**
- Monitoring claims settlement **service quality**

### 3. NON-LIFE business

#### *Technical margin recovery*



#### Agency channel distribution model

- Definition of target **models** steering the network towards a high 'insurance value' offer, ensuring:
  - agencies' competitive capacity and economic sustainability
  - the Company back to profitability
  - different levels of service and assistance according to the agency models
- **Review of remuneration systems** which match the actual economic value generated
- **Rationalization of agency processes**
- **Customer portfolio profiling and improvement in offer capacity through CRM (customer relationship management)**

#### Network restructuring

- **Re-balancing the territorial presence**
- Development of **new types of partnership** with agents and reinforcement of the corporate agencies model
- **Integration and rationalization** of Agency networks

### 3. NON-LIFE Business

*The operating companies*

#### Unisalute

- Group **single factory** in health business line
- Growth in **group policies** sold through head office channel also following the welfare regulation reform (Sacconi Decree)
- Growth in **online offer** mainly focusing on group policies
- More accurate segmentation of **providers** per type of service offered and **reduction** in online service provision **costs**
- Multi-channel and **Web** services with review of in-house processes to improve efficiency and efficacy and enhance operating resilience

*2012 operating result +30%  
over 2009*

### 3. NON-LIFE Business

#### *The operating companies*

##### Linear

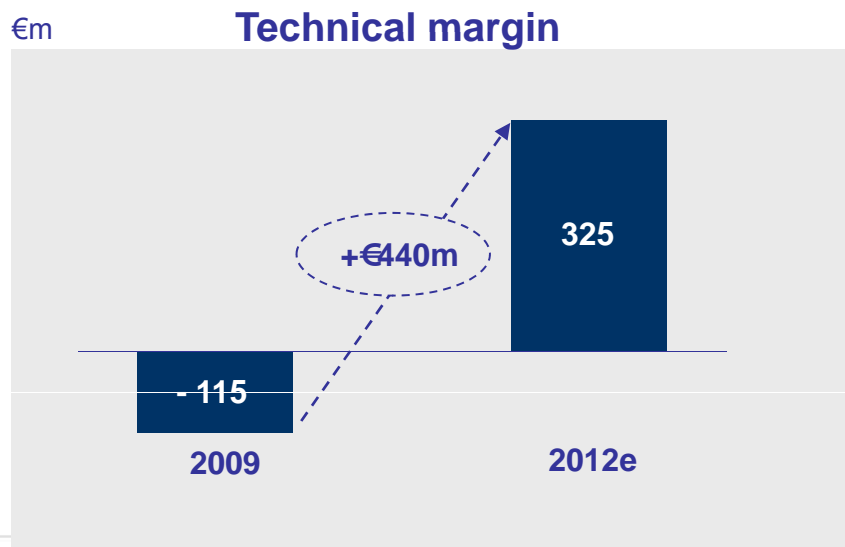
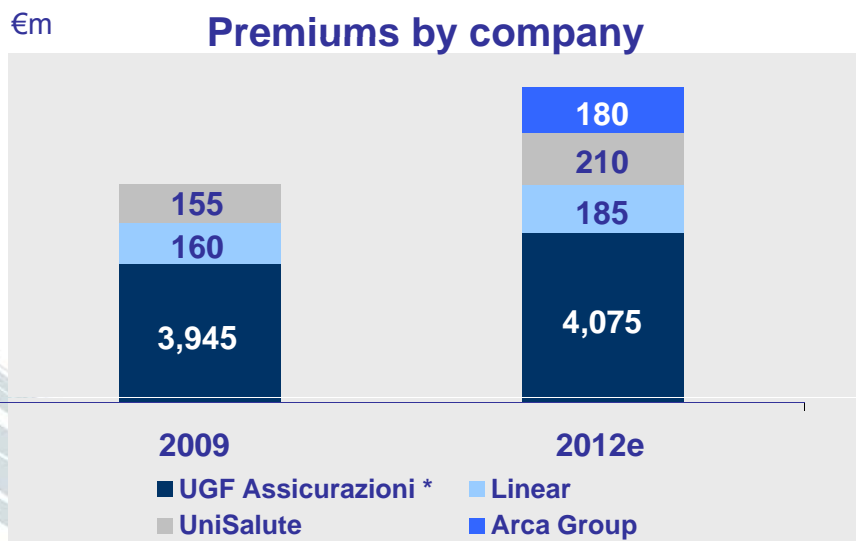
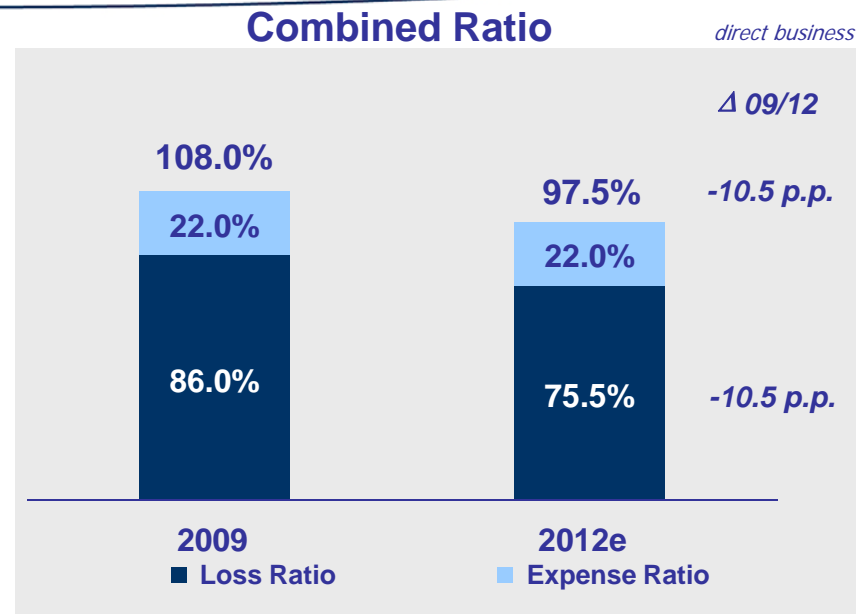
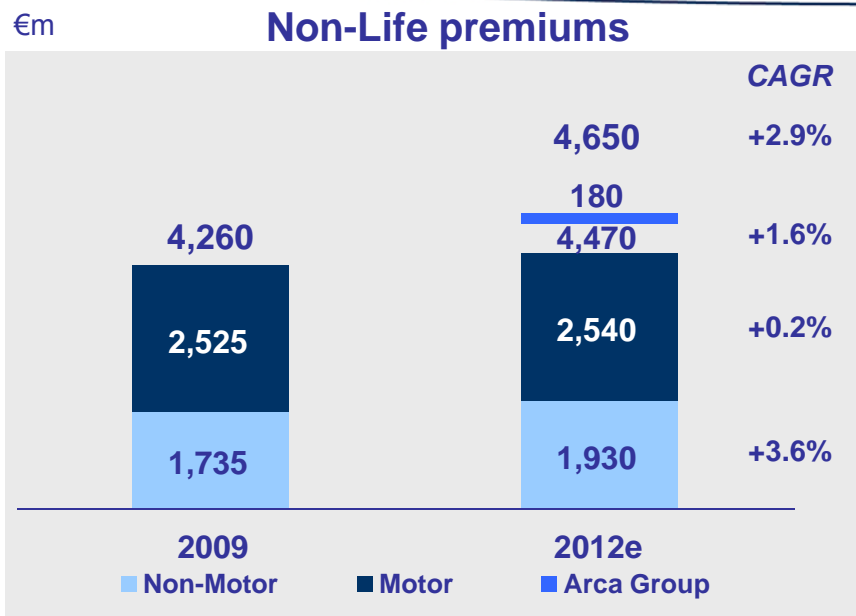
- **Development of channels** to serve mass market with focus on price and service specialization, in line with the evolution in market demand
- **Centralization** of claim settlement/integrated service model
- Review of processes and **call center** restructuring
- **Web** platform **innovation** and enlargement

**+4.9% Non-Life direct  
premiums '09-'12 CAGR**

##### Navale

- Integration with UGF Assicurazioni network to make the Group distribution approach more homogeneous at agency level
- Strategy review for non-exclusive agents channel
- Sales network reorganization and development

### 3. NON-LIFE Business Target highlights



\* UGF Assicurazioni including Navale

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## 4. LIFE Business

*Value generation recovery*



- **Offer** enlargement in a **customer life-cycle perspective**

- Review of **tariff and guarantee structures**

- **Reinforcing position** in pension funds

- Encourage **reinvestment of maturing policies** in new **profitable** products

- **Guidance and incentive** for the **agency network**

- **Strengthening commercial support** to high-potential agencies

- **Increase in service level** for customer/agent through a single operating platform

- **Enlargement of IT platform** and management structure efficiency

**€85m Group NBV in 2012 (+€43m)**  
**€340m Group APE in 2012 (+€126m)**

## 4. LIFE Business

### *Focus on pension schemes*

#### Pension schemes

- **Occupational pension funds:**
  - renewal of portfolio management agreements
  - acquisition of further mandates, focusing on newly set up pension funds (public sector)
  - management of ‘guaranteed’ mandates to differentiate from that of ‘non-guaranteed’ mandates
  - progressive extension of contract maturities
- **Individual pension schemes:**
  - review of offer range and innovation in products
  - tailored support tools for sales network (i.e. pension scheme planning)

**UGF Ass.ni 2012  
managed assets  
€4bn  
(+85% over 2009)**

## 4. LIFE business

### *The Arca Group*

#### Description

- Significant national insurance player in both **Life** (2009 premiums for €477m) and **Non-Life** (2009 premiums for € 173m) businesses
- The Group ranks 4th in Italy in **Non-Life bancassurance** and 15th in **Life bancassurance** \*
- It sells its products through:
  - **Bank branches** (around 2,200 outlets in over 30 contracted banks);
  - **Insurance agencies** (around 150 agencies, 49% o/w located in the North of Italy, 28% in Central Italy and 23% in the South and Islands)
- The main companies of the Group are the following:
  - **Arca Vita**, the parent company operating in Life business
  - **Arca Assicurazioni** controlled by Arca Vita with a 64% stake, and operates in Non-Life business
  - **Arca Vita International** a company under the Irish laws specialized in unit-linked policies and fully owned by Arca Vita
- 2009 **consolidated profit** amounted to €16m

\* 2008 figures

## 4. LIFE business

### *The Arca Group – Strategic rationale behind the acquisition*

#### Strategic partnership with BPER and BPS

Onset of a strategic partnership with two of the leading national banking groups, with which UGF shares values and market approach.

#### Consolidating presence in bancassurance

UGF consolidates its presence in Non-Life and Life bancassurance (BNL Vita to be sold) through the Arca Group, which has experience and know-how in this sector.

#### Creation of an open platform

Arca will be a bancassurance platform with a widely known market brand and open to other banking groups which share a similar culture

#### Widening territorial presence

Increasing UGF Group presence on the national territory: Arca sells its products in over 18 regions (especially in the North of Italy).

#### Maximize know-how and best practice synergies

Targets: (i) matching the Arca market expertise with UGF industrial, commercial and management know-how in Life and Non-Life business and (ii) sharing both groups' operational excellence and best practices.

#### Exploiting market potential

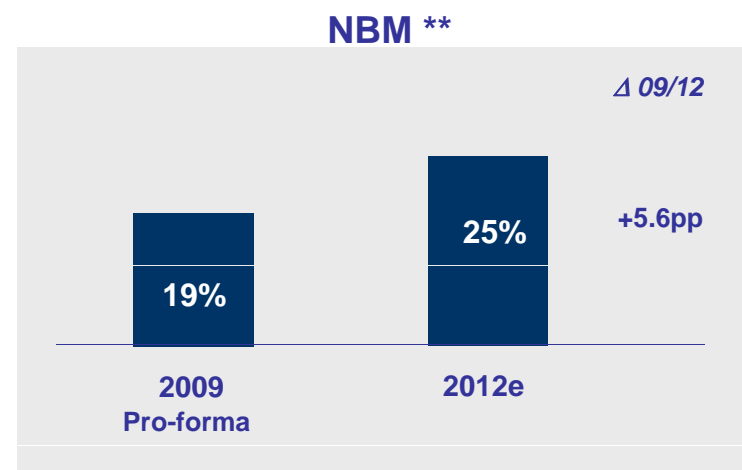
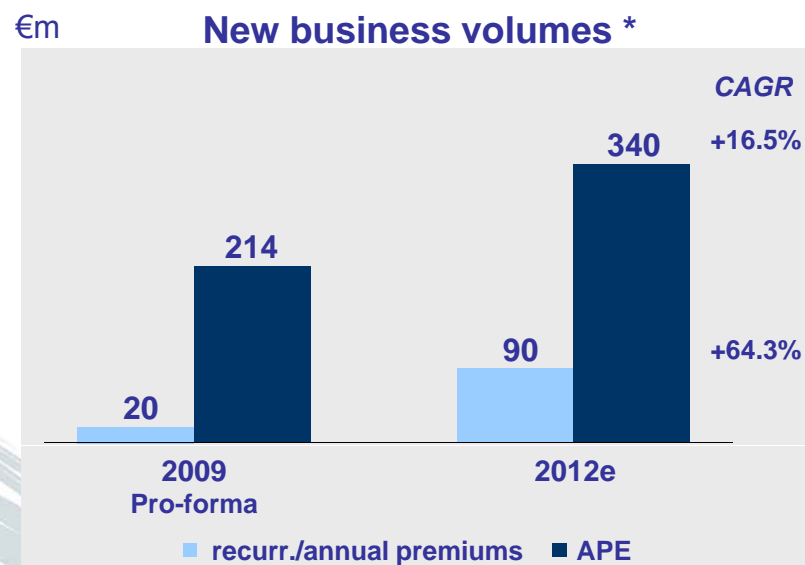
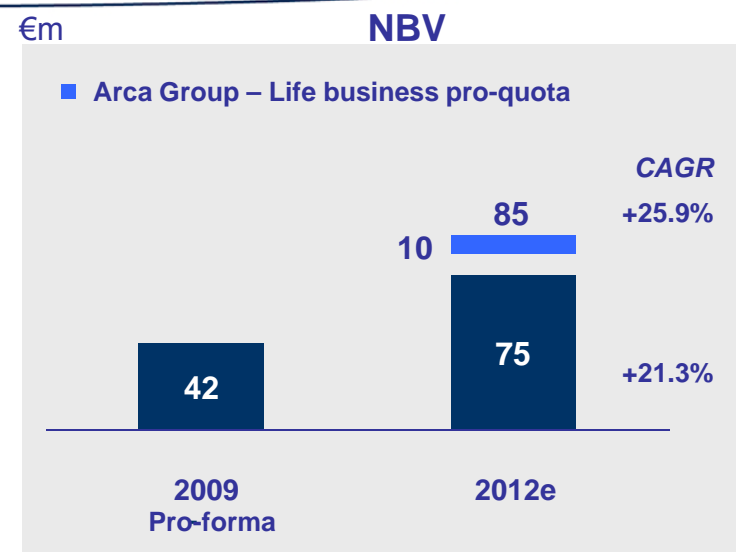
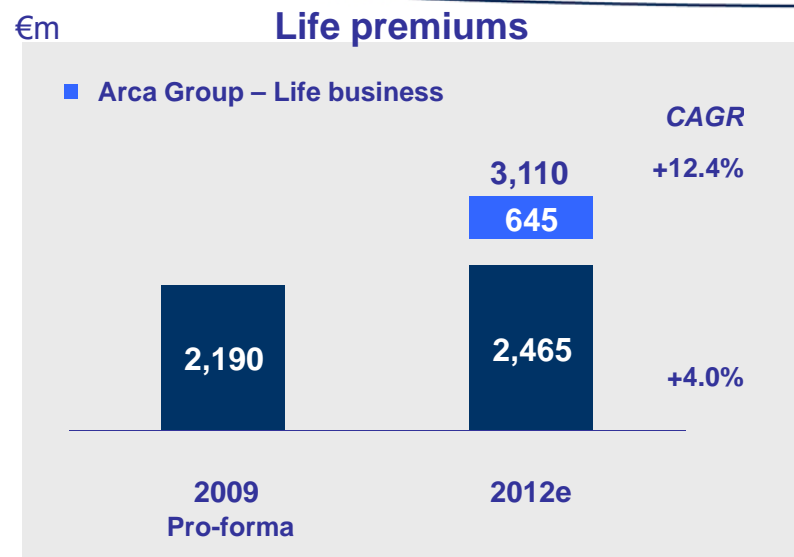
Opportunity to increase Arca's market penetration, which is currently below market benchmarks

€180m 2012  
Non-Life direct  
premiums

€645m 2012 Life  
direct premiums

## 4. LIFE business

### Target highlights



(\*\*) Assumptions underlying the calculation:

- discount rate 6.50%
- yield rate 4.00%
- tax-rate 32.32%

\* pro-quota figures



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## 5. BANKING business

### *Strategic targets*

#### Business model

- **Development of Banking-Insurance integrated business model**
  - *product factory with targeted and distinctive offer*
- **Focus on the Group's preferential markets, SMEs and affluent** with specific offers and structures

#### Profitability

- **Increase in network's productivity and efficiency standards** i.r.o. market benchmarks
- **Improvement in operating cost management:** structured expense process

#### Operating model

- **Review of credit granting and management process** (in-house credit rating, credit recovery outsourcing, new integrated procedures for head office/branches)

#### Sales network

- **Strategic review of branch geographic location**

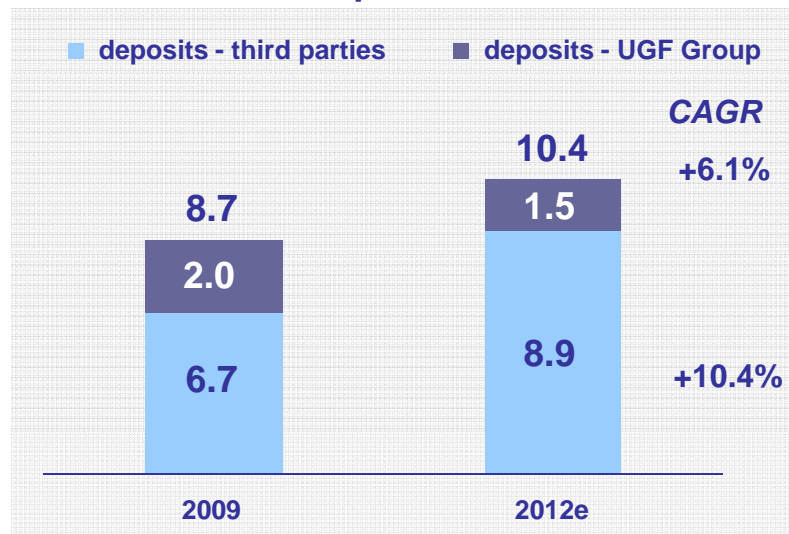
**+10.4% deposits from third parties '09-'12 CAGR**

**+8.0% gross operating income  
'09-'12 CAGR  
over 10 pp '09-'12 cost/income reduction**

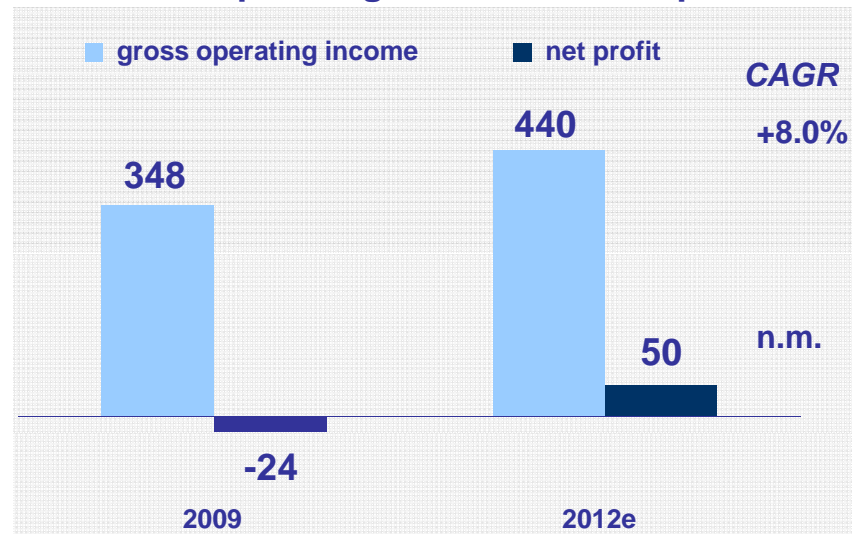
## 5. BANKING business

Key targets (figures relating to UGF Banca Group)

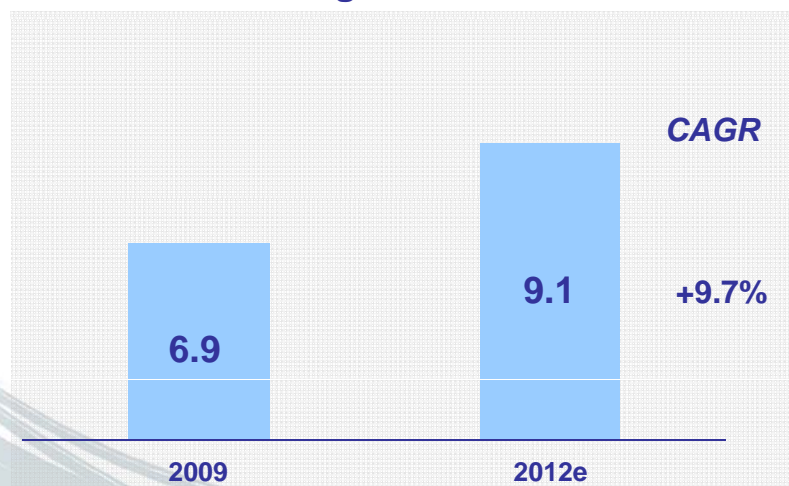
€bn **Customer deposits** (excl. securitization)



€m **Gross operating income and net profit**



€bn **Lending** (excl. securitization) \*



**Indicators**

	2009	2012e
Cost / income	76.6%	66.0%
Tier 1 ratio	7.3%	6.3%
Total capital ratio	14.5%	12.2%
No. of branches	299	308

\* securitized loans for €2.9bn in 2009 and €2.3bn in 2012.



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## 6. Operating efficiency

Organization/ HR	IT	General costs
<ul style="list-style-type: none"><li>• <b>Group set-up</b><ul style="list-style-type: none"><li>- governance model (light Holding focusing on steering and control vs. operating Companies' specialization)</li><li>- streamlining in-house decision-making and operating processes</li></ul></li><li>• <b>Incentives/bonuses</b> linked to profits, Stock Exchange performance and capital strength indicators</li></ul>	<ul style="list-style-type: none"><li>• <b>System evolution</b><ul style="list-style-type: none"><li>- enlargement of Life, CRM and Solvency II systems</li><li>- implementation of a new integrated Claims platform</li></ul></li><li>• <b>Efficiency and innovation management</b><ul style="list-style-type: none"><li>- rationalization of applications and infrastructures</li><li>- creation of a unit for IT innovation to support business</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>One Company Project</b><ul style="list-style-type: none"><li>- efficiency and management of all costs at Group level</li></ul></li><li>• <b>Rationalization of property management and of head office running costs</b></li><li>• <b>Reduction in discretionary costs</b> (consultancy and external services)</li></ul>

*'09-'12 expense ratio stability in Non-Life business*

*'09-'12 cost/income reduction of over 10 pp in Banking business*



## 6. Investment management

### *Investment strategies*

#### Investment activity targets

- optimization risk/reward profile of the portfolio
- low volatility of income in a multi-year horizon

#### Asset allocation guidelines

- portfolio profitability targets
- capital absorption targets according to Solvency II (equity reduction already implemented in 2010)
- diversification per issuer (corporate/government)
- cash flow matching: investments in liquidity consistent with the maturity of liabilities
- residual investment in alternative financial instruments

#### 2010-2012 investment strategies

##### Equities

- preference for equities with high dividend yield, adequate income growth profile and financial strength

##### Liquidity

- investments consistent with the maturity of liabilities

##### Corporate bonds

- diversification by issuer, industry sector and rating
- selective investments in subordinated bonds

##### Government bonds

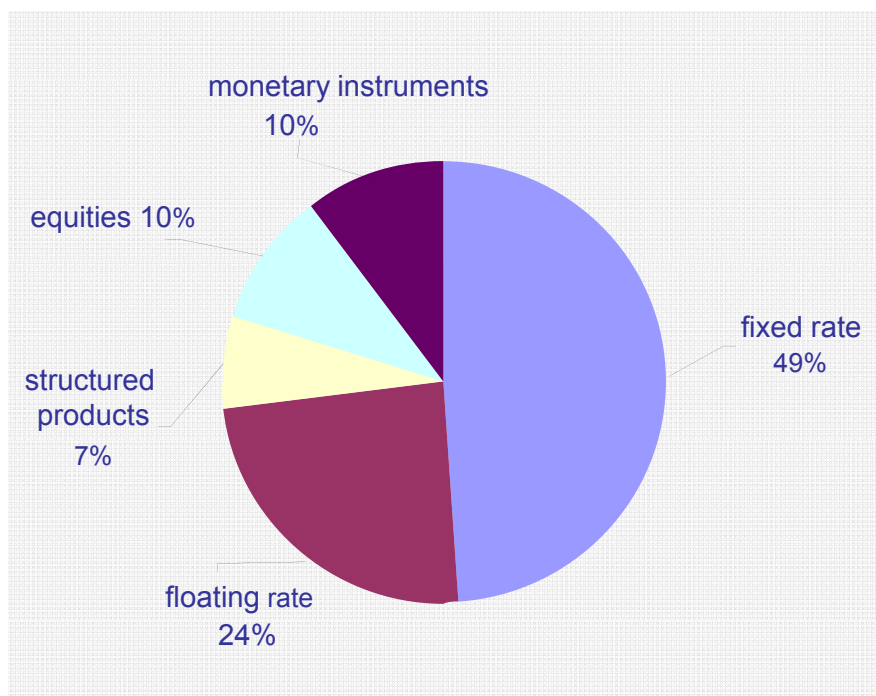
- preference for Italian government bonds
- diversification between sovereign and supranational issuers
- maturities consistent with 'cash flow matching' approach

## 6. Investment management

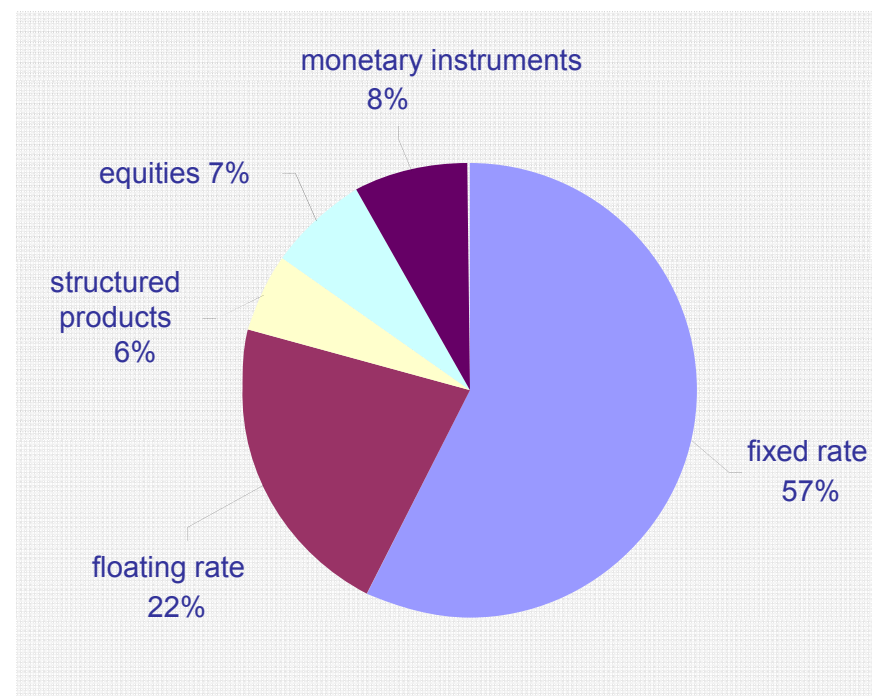
### *Asset allocation*

#### Insurance business asset allocation

**2009 pro-forma**



**2012 \***



***expected yield of insurance assets in the Plan period: 4% – 4.3%***

\* excluding Arca Group



# Agenda

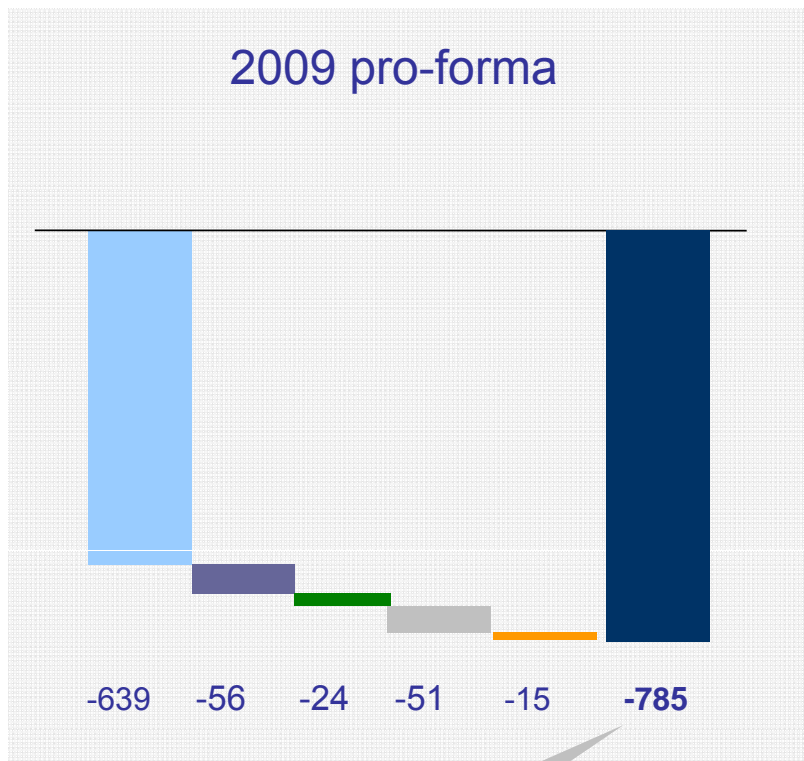
- 1 Unipol Gruppo Finanziario: about us
- 2 Plan assumptions, guidelines and 2012 key targets
- 3 Non-Life business
- 4 Life business
- 5 Banking business
- 6 Operating efficiency and investment management
- 7 Consolidated results and Solvency**
- 8 Annexes – 1Q10 consolidated results

## 7. Consolidated economic results

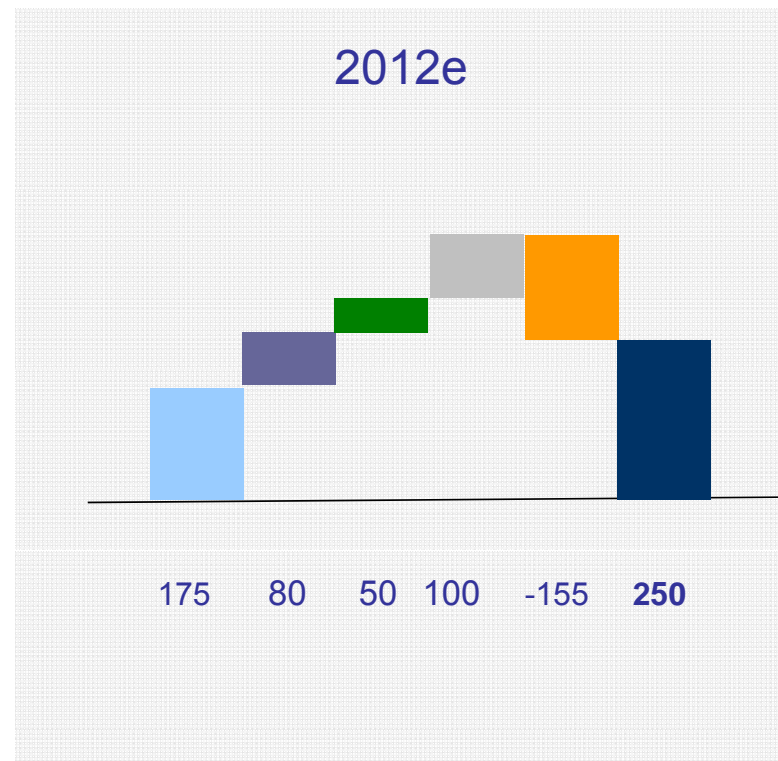
### Targets highlights

€m

#### Net consolidated result by business area\*



o/w €631m  
impairments



Non-Life  
business

Life  
business

Banking  
business

Holding

Consolidation  
adjustments

Net consolidated  
result

\* net of taxes, gross of minority interests

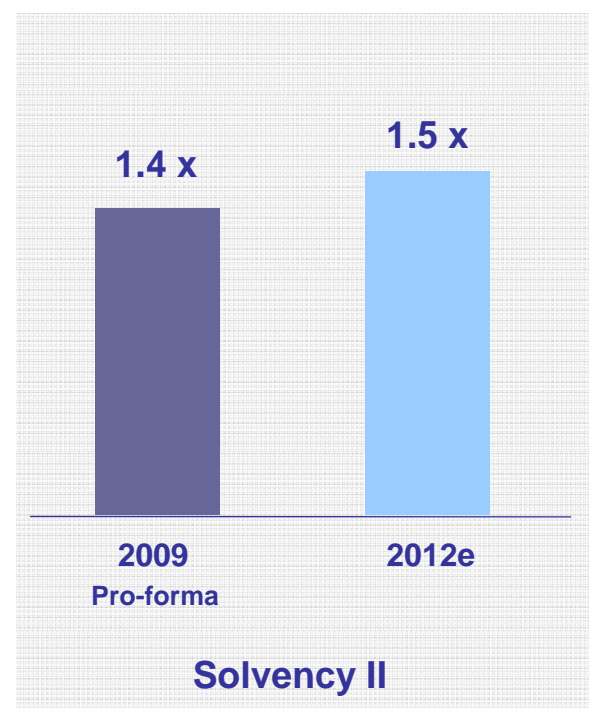
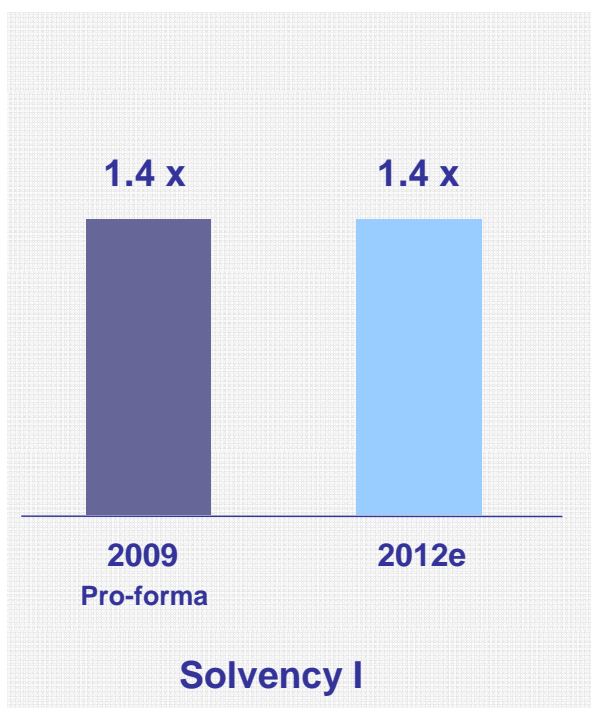




## 7. Group Solvency

### Target highlights

#### Solvency ratio



*Note: Solvency II calculation carried out according to assumptions based on the last regulatory indications. The results shown could change if the Solvency II final rules differ from the proposed ones adopted so far*

## 7. Capital absorption

### *The role of risk management towards Solvency II*

#### Business model

- **Embedding Risk Management in operating processes**
- Profitability assessment and monitoring taking account of the specific **capital absorption**
- Use of risk management tools to **define ex ante portfolio composition** (assets and liabilities)

#### Risk adjusted pricing and profitability

- **Capital allocation** to the various lines of business consistent with the relevant risk adjusted profitability
- Use of risk adjusted **pricing** as a tool for screening undesirable risk

## 7. Business Plan key targets

### Highlights

€m	2009*	2012	09-'12 CAGR	Delta
<b>Non-Life business</b>				
Non-Life premiums	4,260	4,650	2.9%	390
Combined Ratio (dir. bus.)	108.0%	97.5%		-10.5 pp
Loss Ratio (dir. bus.)	86.0%	75.5%		-10.5 pp
Expense Ratio (dir. bus.)	22.0%	22.0%		stable
Non-Life technical margin	-115	325	nm	440
<b>Life business</b>				
Life premiums	2,190	3,110	12.4%	920
Life APE (NB) pro-quota	214	340	16.5%	126
NBV pro-quota	42	85	25.9%	43
New Business Margin	19%	25%		+5.6 pp
<b>Banking business</b>				
Customer deposits (€bn)	8.7	10.4	6.1%	1.7
Lending (€bn)	6.9	9.1	9.7%	2.2
Gross operating income	348	440	8.0%	92
Cost/Income	76.6%	66.0%		-10.6 pp
Net profit	-24	50	nm	74

€m	2009*	2012	09-'12 CAGR	Delta
<b>Consolidated results</b>				
Net consolidated result	-785	250	nm	1,035
o/w Non-Life business	-639	175	nm	814
o/w Life business	-56	80	nm	136
o/w Banking business	-24	50	nm	74
o/w Holding	-51	100	nm	151
o/w consolidation adj.	-15	-155	nm	-140
<b>Solvency Ratio</b>				
Solvency I	1.4 x	1.4x		stable
Solvency II	1.4 x	1.5x		

Notes: \* 2009 pro-forma figures excluding BNL Vita

Customer deposits and lending excluding securitization

Consolidated profit net of taxes and gross of minority interests

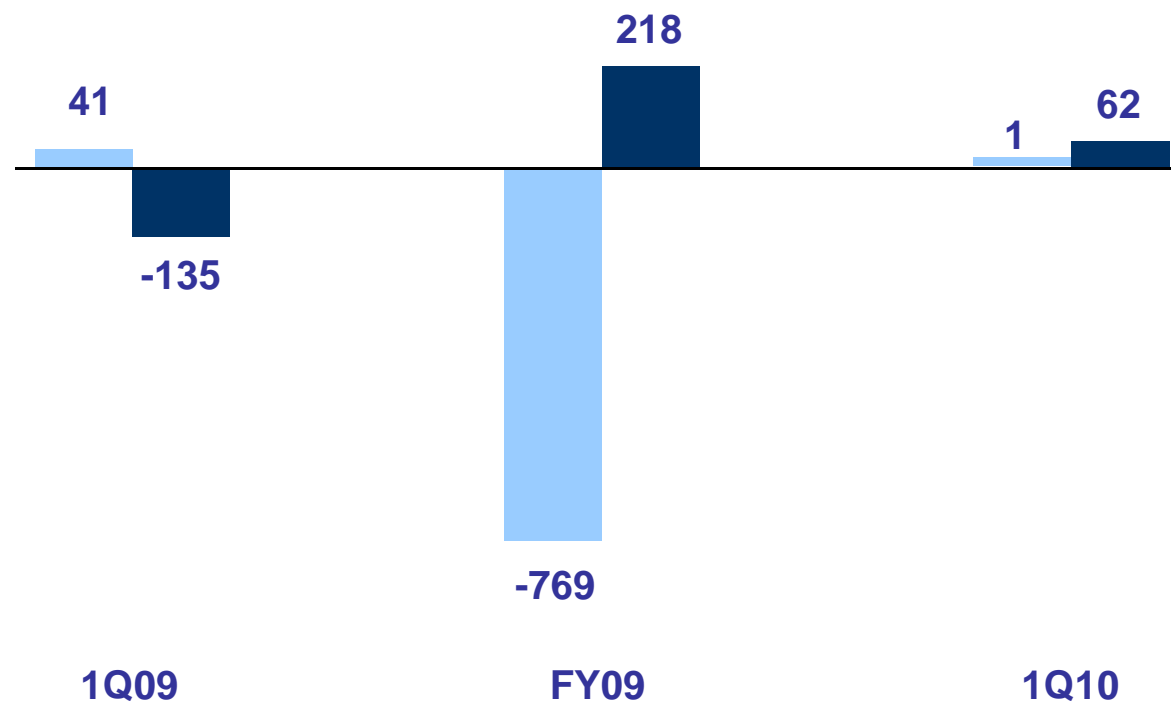
# Agenda

- 1 Unipol Gruppo Finanziario: about us
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## 8. Annexes – 1Q10 consolidated results

### *Comprehensive result*

€m



■ consolidated result

■ comprehensive result

## 8. Annexes – 1Q10 consolidated results

### Summary of consolidated income statement by business sector

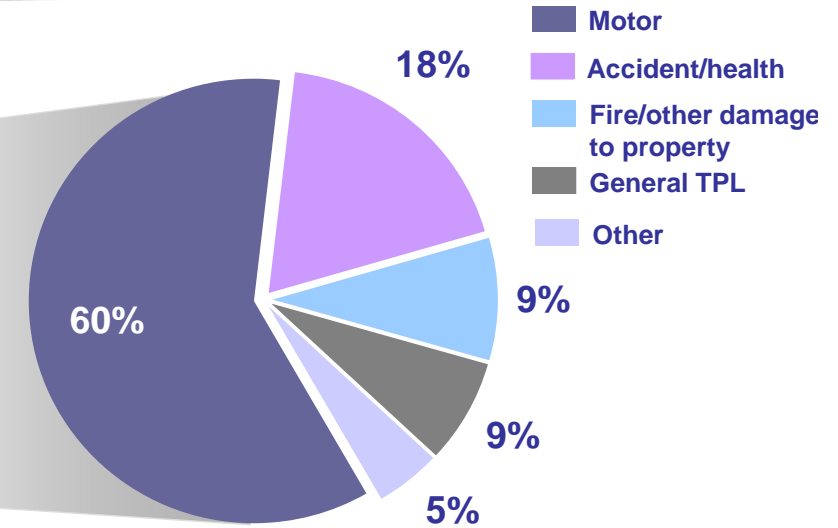
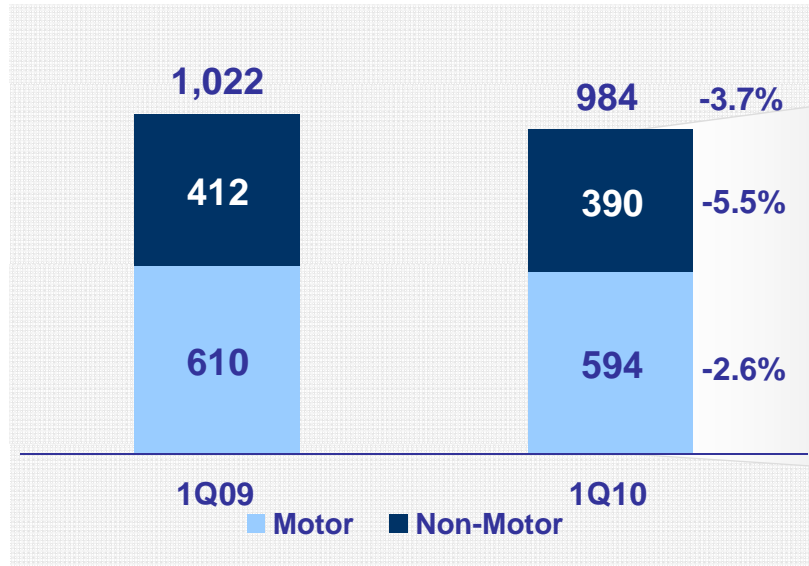
€m

	NON-LIFE BUSINESS			LIFE BUSINESS			BANKING BUSINESS			Holding, Services and intersectorial eliminations		TOTAL CONSOLIDATED		
	31/03/10	31/03/09	var. %	31/03/10	31/03/09	var. %	31/03/10	31/03/09	var. %	31/03/10	31/03/09	31/03/10	31/03/09	var. %
<b>Insurance income (dir. business)</b>	<b>984</b>	<b>1,022</b>	<b>-3.7</b>	<b>1,193</b>	<b>1,661</b>	<b>-28.2</b>						<b>2,177</b>	<b>2,683</b>	<b>-18.9</b>
Net earned premiums	996	1,034	-3.6	1,185	1,654	-28.3	0	0		0	0	2,182	2,687	-18.8
Net income from commissions and fees	0	0		0	0		29	18	63.1	-4	-1	24	17	44.8
Financial income/charges (excl. assets/liabilities at fair value)	53	61	-13.6	232	156	49.3	40	52	-24.1	-5	-3	320	266	20.5
Impairment on AFS equities	-23	-2		-9	-4		-1			0	0	-33	-7	
Net claims charges	-841	-808	4.1	-1,302	-1,744	-25.4	0	0		0	0	-2,143	-2,552	-16.0
Operating expenses	-217	-232	-6.8	-31	-24	27.0	-63	-61	3.5	-6	-8	-317	-326	-2.8
Other income/charges	-6	-4	62.0	-8	-10	-21.7	1	0	-765.3	3	1	-10	-14	-25.8
<b>Profit (loss) before taxation</b>	<b>-38</b>	<b>48</b>		<b>69</b>	<b>27</b>		<b>5</b>	<b>8</b>		<b>-12</b>	<b>-12</b>	<b>24</b>	<b>72</b>	<b>-67.1</b>
Taxation												-23	-31	
<b>Consolidated profit (loss)</b>												<b>1</b>	<b>41</b>	

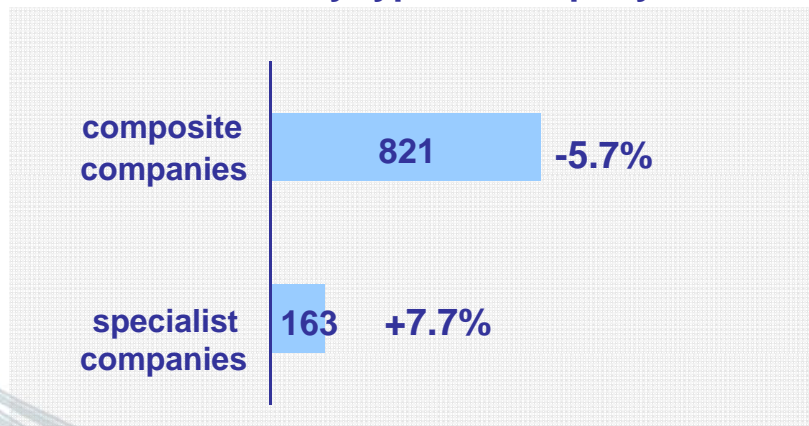
## 8. Annexes – 1Q10 consolidated results

### NON-LIFE direct premium income

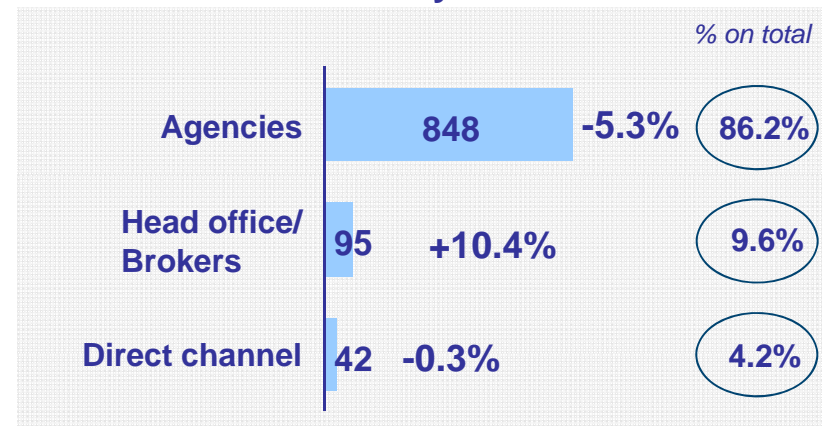
€m



Income by type of company

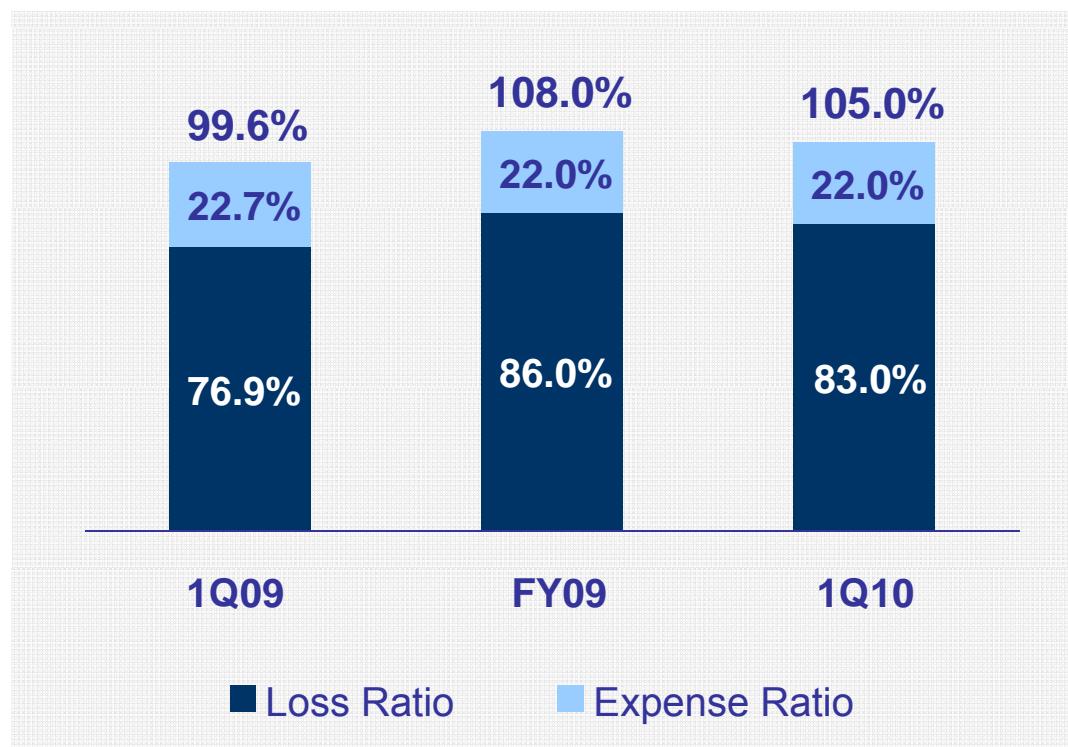


Income by channel



## 8. Annexes – 1Q10 consolidated results

### *NON-LIFE combined ratio (direct business)*

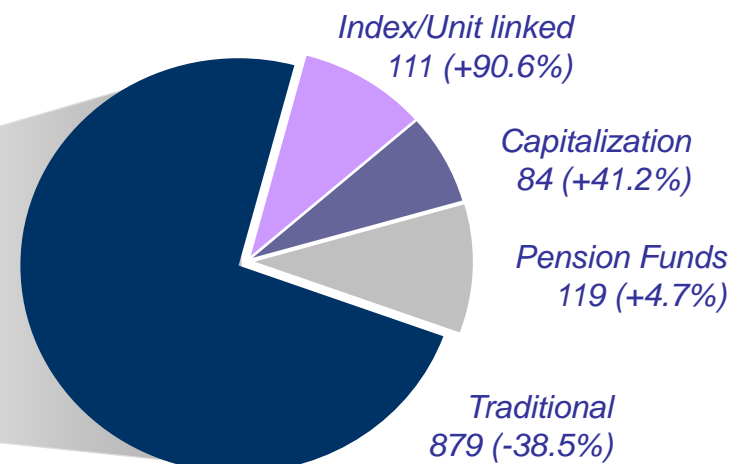
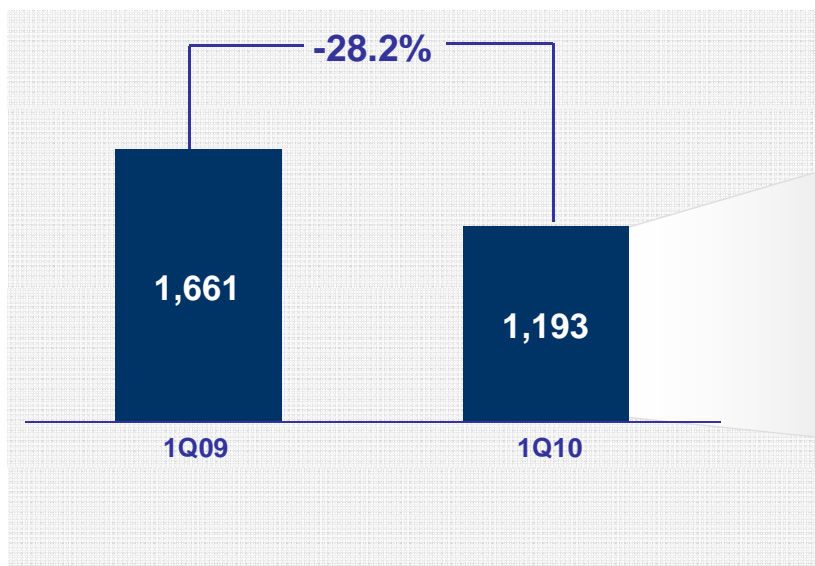




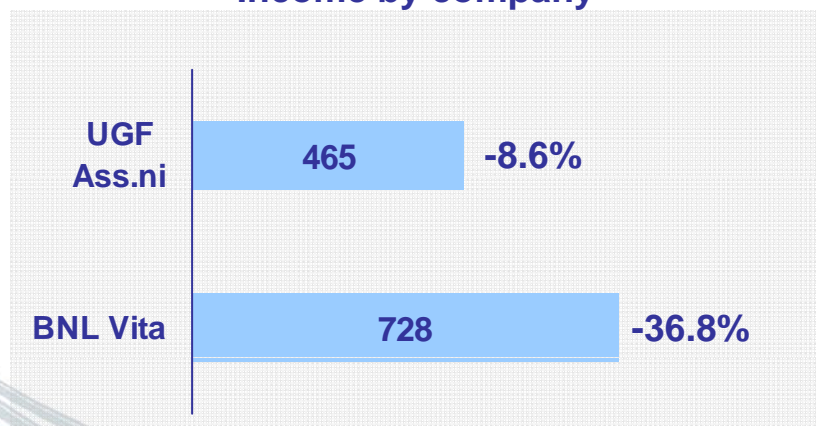
## 8. Annexes – 1Q10 consolidated results

### *LIFE direct premium income*

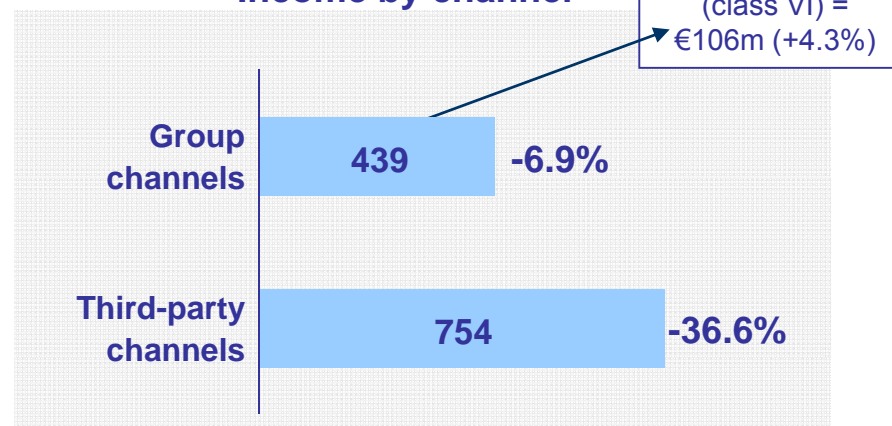
€m



#### Income by company



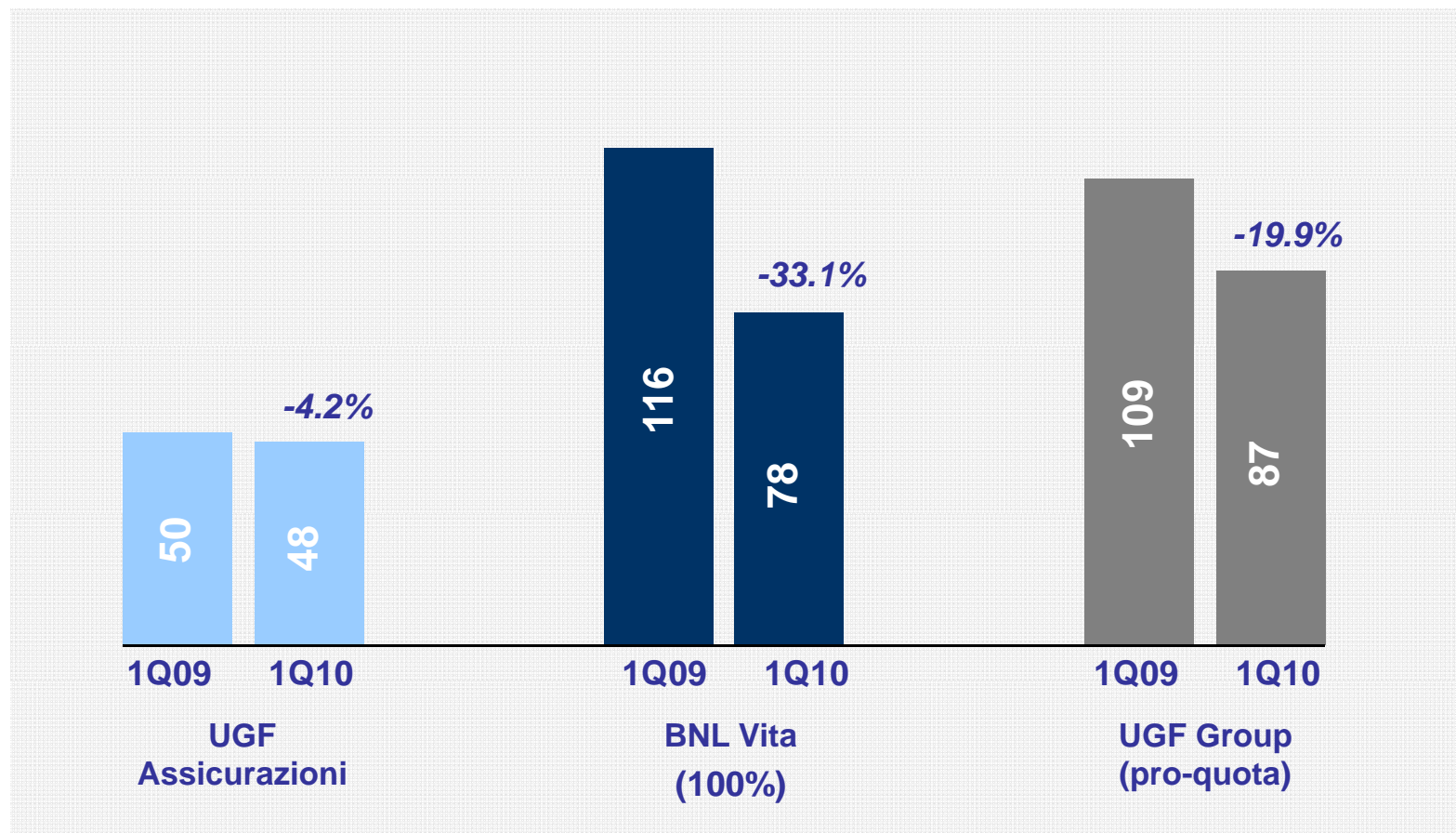
#### Income by channel



## 8. Annexes – 1Q10 consolidated results

*Life income and APE \**

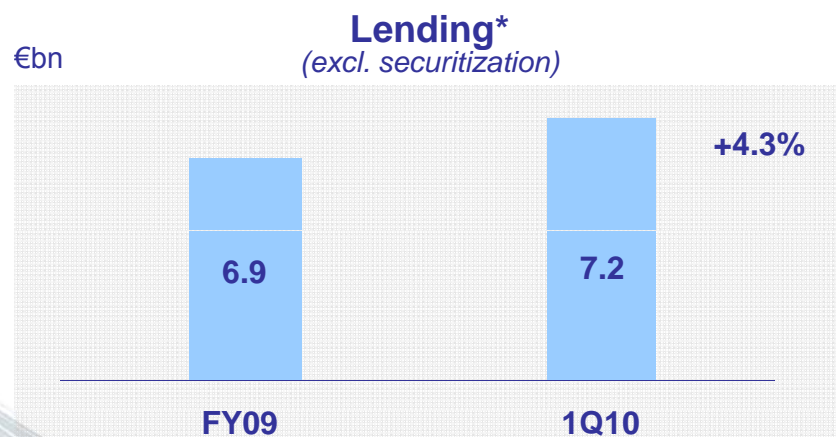
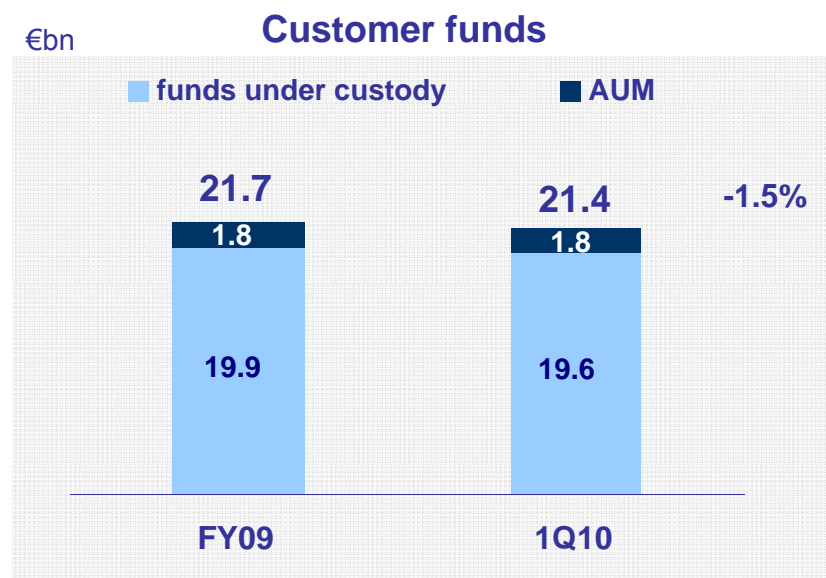
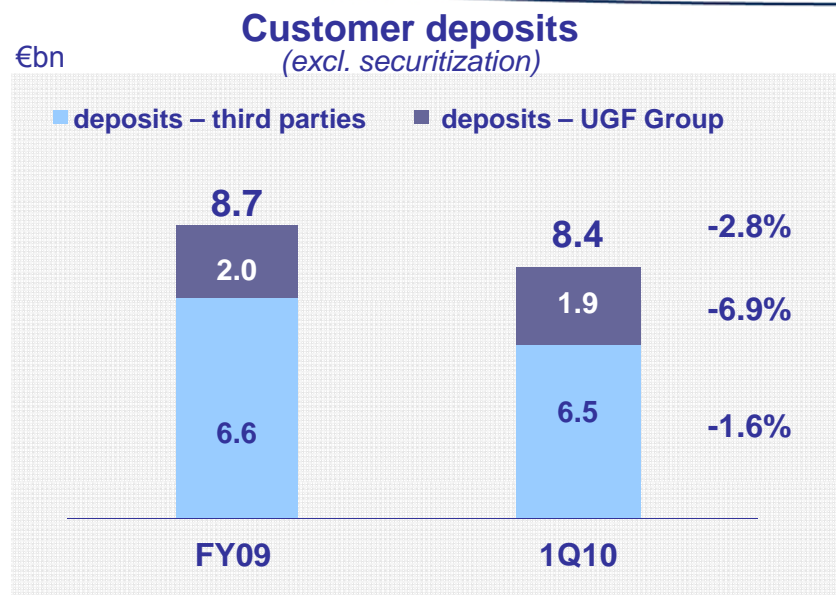
€m



(\*) Annual Premium Equivalent. Pro-quota figures

## 8. Annexes – 1Q10 consolidated results

### UGF BANKING Group – Financial highlights



**Doubtful debts**

€m

	FY09	1Q10
Net doubtful debts/loans	2.0%	2.2%

\* Securitized loans of €2.9bn on 31/12/2009 and €2.7bn on 31/3/2010

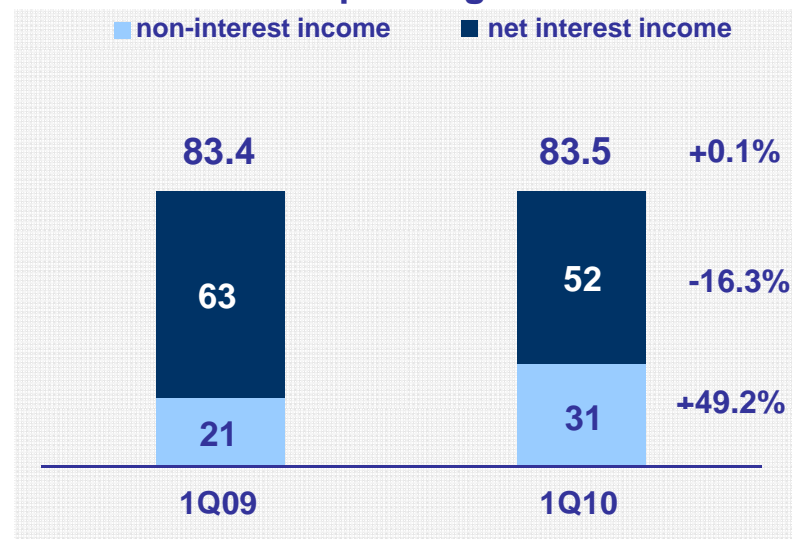


## 8. Annexes – 1Q10 consolidated results

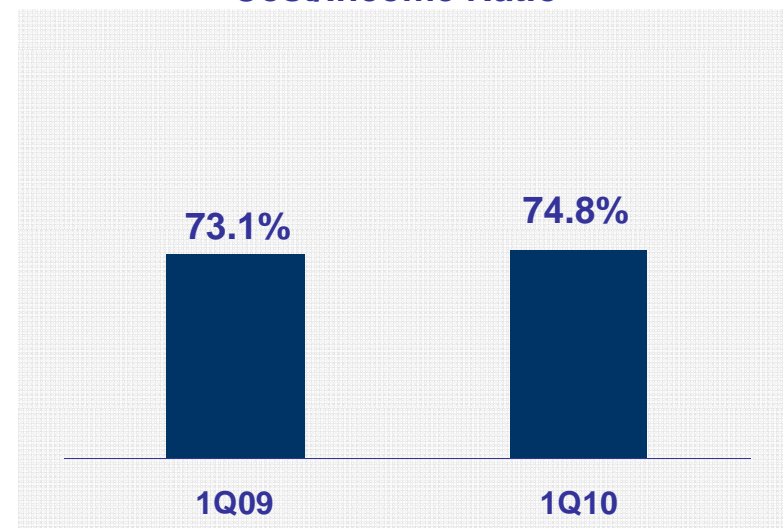
### UGF *BANKING* Group – Economic highlights

€m

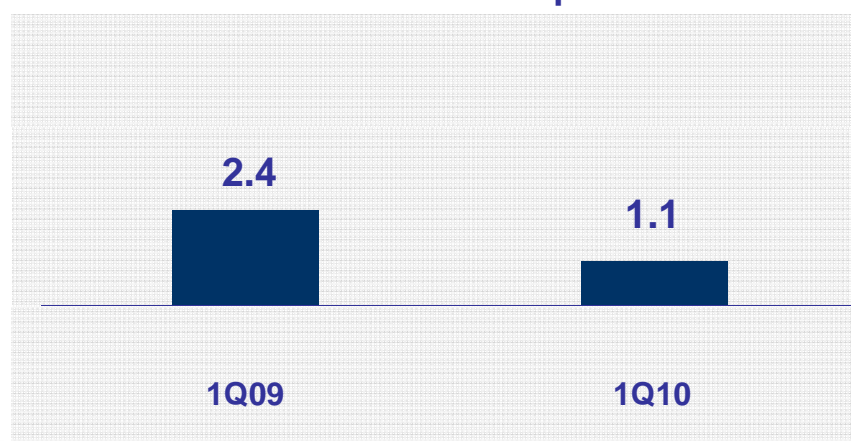
#### Gross operating income



#### Cost/Income Ratio



#### Consolidated net profit



## 8. Annexes – 1Q10 consolidated results

### *Investment breakdown as at 31 March 2010*

€bn

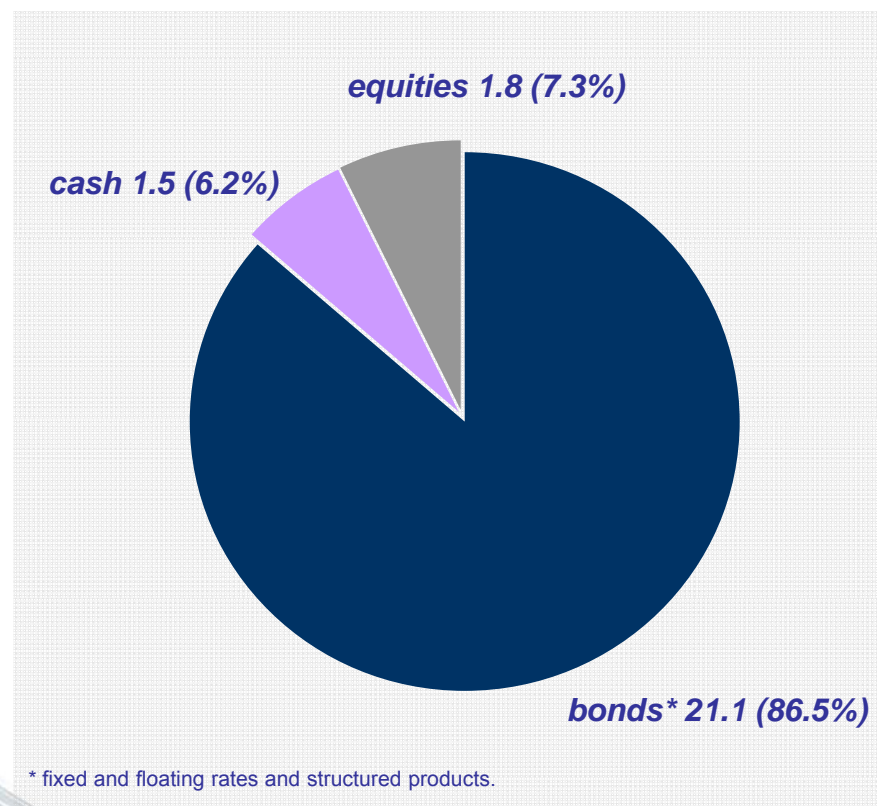
#### Insurance investments managed by UGF

(excluding Class D)

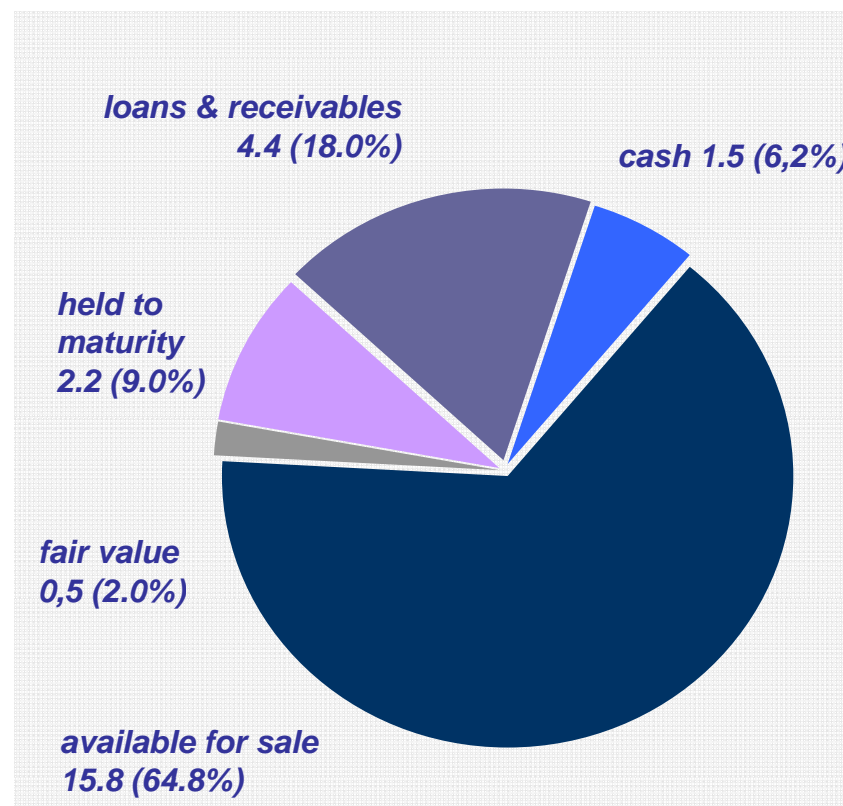
**TOTAL €24.4bn**

market value

**BREAKDOWN BY ASSET**



**BREAKDOWN BY ACCOUNTING CATEGORY**



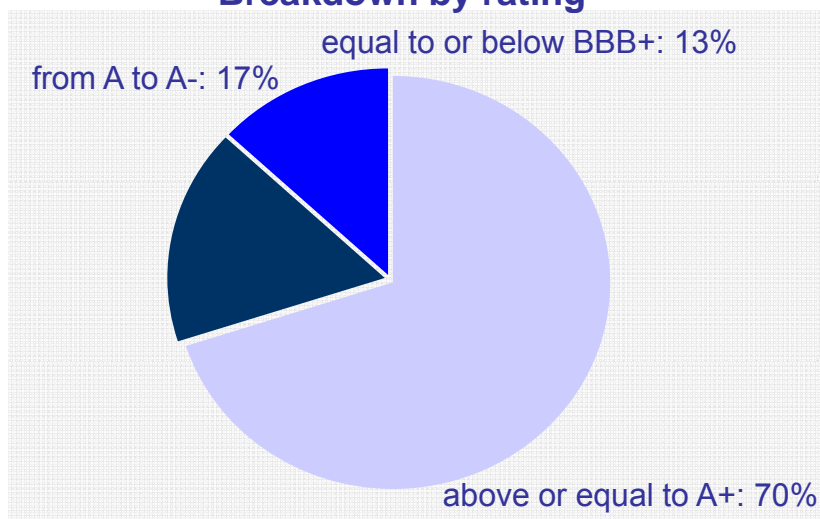


## 8. Annexes – 1Q10 consolidated results

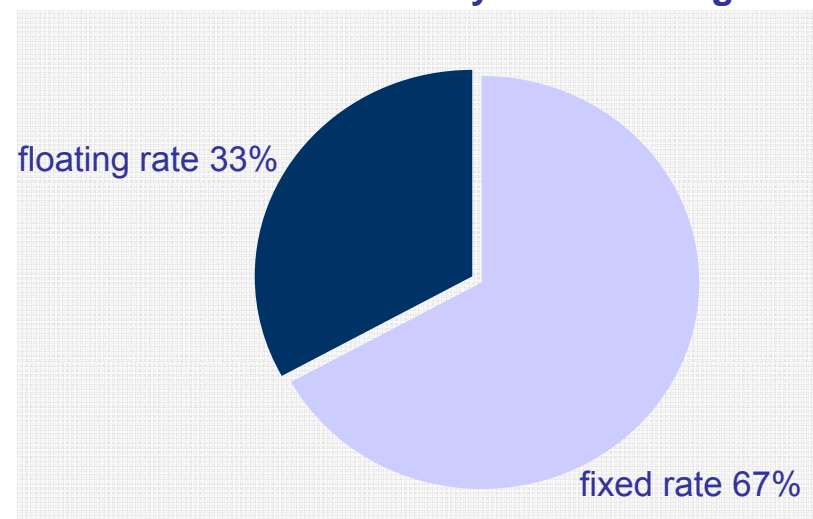
### Bond portfolio as at 31 March 2010

Insurance investments managed by UGF. Fixed and floating rate and structured products, excl. Class D  
Total €21.1bn, market value

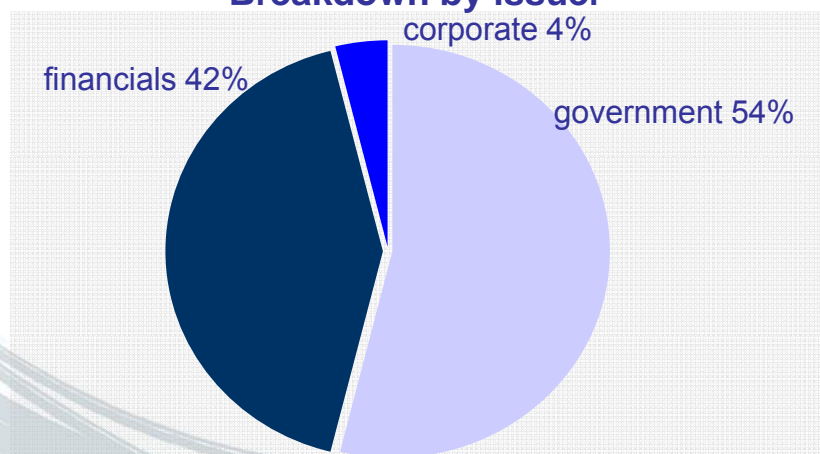
**Breakdown by rating**



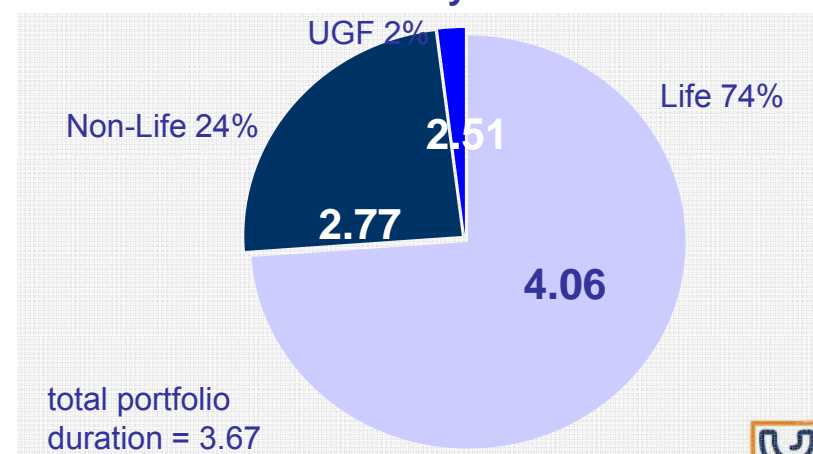
**Breakdown by rate indexing**



**Breakdown by issuer**



**Breakdown by duration\***



\* including monetary investments and cash

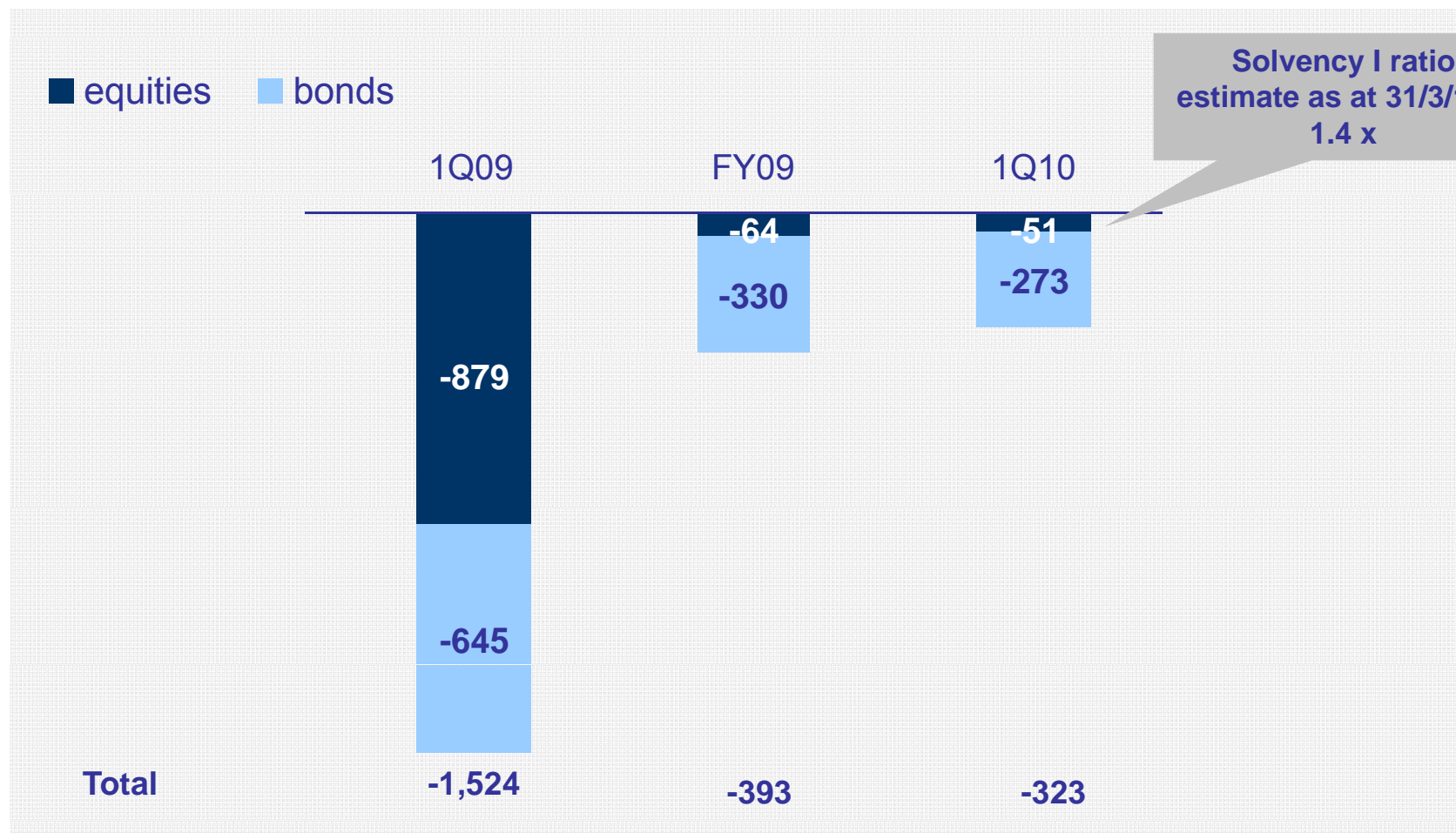


## 8. Annexes – 1Q10 consolidated results

### *AFS reserve as at 31 March 2010*

€m

#### **AVAILABLE FOR SALE RESERVE\***



\* break-up based on in-house estimate

\*\* after dividend distribution

## Disclaimer

*This presentation contains information relating to forecasts of figures, results and events which reflect the current management outlook but these could differ from what actually happens owing to events, risks and market factors that it is presently impossible either to know or to predict.*

*Maurizio Castellina, the Senior Executive Responsible for drawing up the corporate accounts, declares – in accordance with Article 154-bis (2) of the ‘Single Financial Services Act’ – that the accounting information included in this presentation corresponds to the documentary results, the books and accounting records.*



## Contacts

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