



**UNIPOL GROUP**

**PRESENTATION**

# UNIPOL GROUP PRESENTATION

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- SALES NETWORK
  - FINANCIAL HIGHLIGHTS
    - GROUP SUBSIDIARIES
      - TARGETS

# UNIPOL GROUP STRUCTURE AS AT 30/09/2002

## UNIPOL ASSICURAZIONI

(Group Holding and Operating Company)




### INSURANCE SECTOR

Companies	Activity	Premiums in € / m as at 30/09/02
	COMPOSITE N-L. + L.	1,203
	COMPOSITE N-L. + L.	762
	SALE OF MOTOR PRODUCTS VIA TELEPHONE AND INTERNET	70
	HEALTH CARE	29
	MARINE AND TOURISM	81

#### INS. SECTOR PREMIUM INCOME

Non-Life	1,581	+7.8%
Life	564	+10.8%
<b>Total</b>	<b>2,145</b>	<b>+8.6%</b>

### BANCASSURANCE SECTOR

Companies	Sales network	Premiums in € / m as at 30/09/02
	CARISBO&E B. POP. ADRIATICO (SANPAOLO-IMI GROUP)	193
	BAM (MPS GROUP)	567
	BNL & BANCA BNL INVESTIMENTI	1,095

#### BANCASS. PREMIUM INCOME

Life 1,855 +21.8%

#### PREMIUM INCOME IN € / m

	as at 30/09/2002	var. %
Non-Life	1,581	+ 7.8%
Life	2,420	+19.1%
<b>Total</b>	<b>4,000</b>	<b>+14.3%</b>

### BANKING AND ASSET MANAGEMENT SECTOR

Companies	Activity	Customer deposits and funds in € / m as at 30/09/02
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UNIPOL  
BANCA

RETAIL  
BANK

Customer deposits  
and funds in € / m  
as at 30/09/02

#### DEPOSITS

1,313

FUNDS

6,344

OF WHICH  
ASSETS UNDER  
MANAGEMENT

446

Assets under management  
€ / m

  
UNIPOL FONDI

TRUST  
FUNDS

247

  
UNIPOL  
MERCHANT

(\*)

MERCHANT  
BANKING AND  
MEDIUM-TERM  
CREDIT

OWN FUNDS

70

TO BE  
INCREASED TO

150

# MARKET SHARES IN ITALY

## (2001 figures)

Rank.	MARKET SHARE	MOTOR	NON MOTOR	TOTAL NON-LIFE	TOTAL LIFE	TOTAL N.-L. + L.	Premiums in €/m
1	Generali Group	12.1%	23.4%	16.5%	21.9%	19.8%	15,116
2	Allianz Ras Group	16.1%	15.2%	15.8%	12.8%	14.0%	10,637
3	SAI/FONDIARIA (proforma)	22.5%	15.6%	19.7%	4.7%	10.6%	8,092
4	TORO/CAPITALIA (proforma)	7.8%	5.6%	7.0%	8.2%	7.7%	5,887
5	Unipol Group	7.3%	6.8%	7.1%	6.0%	6.4%	4,897
<b>TOTAL FIRST 5 INS. GROUPS</b>		<b>65.8%</b>	<b>66.6%</b>	<b>66.1%</b>	<b>53.6%</b>	<b>58.5%</b>	<b>44,629</b>
6	Cattolica Group	3.6%	3.3%	3.5%	5.0%	4.4%	3,336
7	Reale Mutua Group	4.8%	5.6%	5.1%	1.1%	2.6%	2,017
8	Winterthur Group	4.4%	3.6%	4.1%	1.2%	2.3%	1,778
9	Axa Group	3.9%	3.4%	3.7%	0.8%	1.9%	1,482
10	Zurigo Group	0.0%	3.7%	3.0%	0.8%	1.7%	1,274
<b>TOTAL FIRST 10 INS. GROUPS</b>		<b>85.1%</b>	<b>86.2%</b>	<b>85.5%</b>	<b>62.4%</b>	<b>71.5%</b>	<b>54,516</b>
<b>Total Market</b>		<b>18,125</b>	<b>11,795</b>	<b>29,920</b>	<b>46,328</b>	<b>76,248</b>	

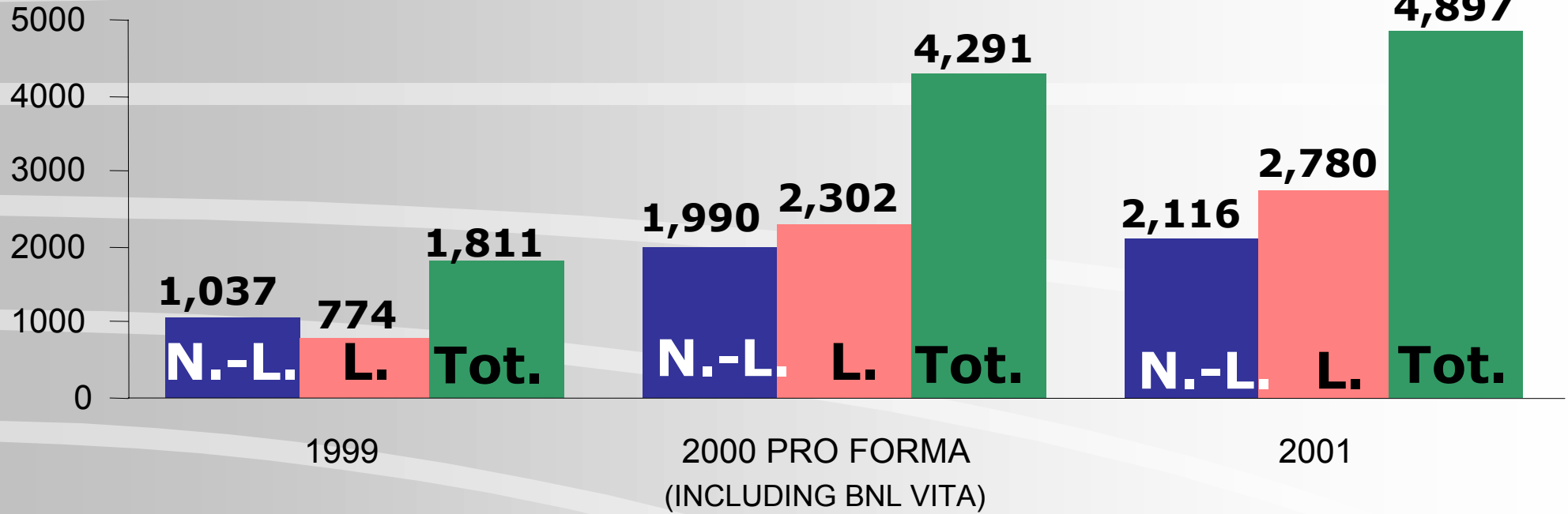
Source: ANIA



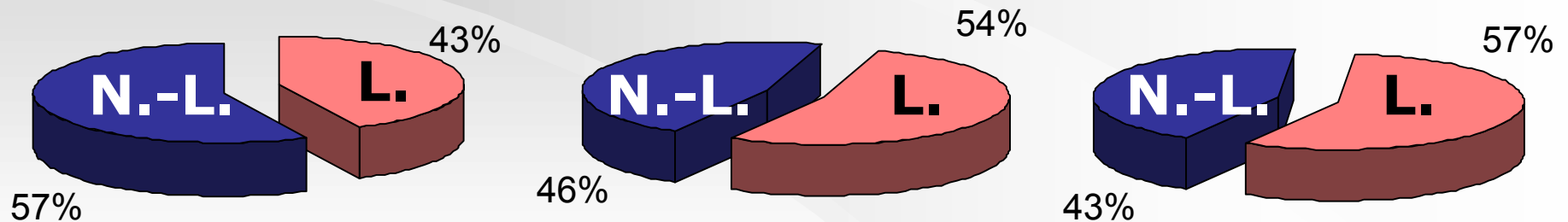
# DIRECT BUSINESS TREND

Premium income of **Unipol Group**

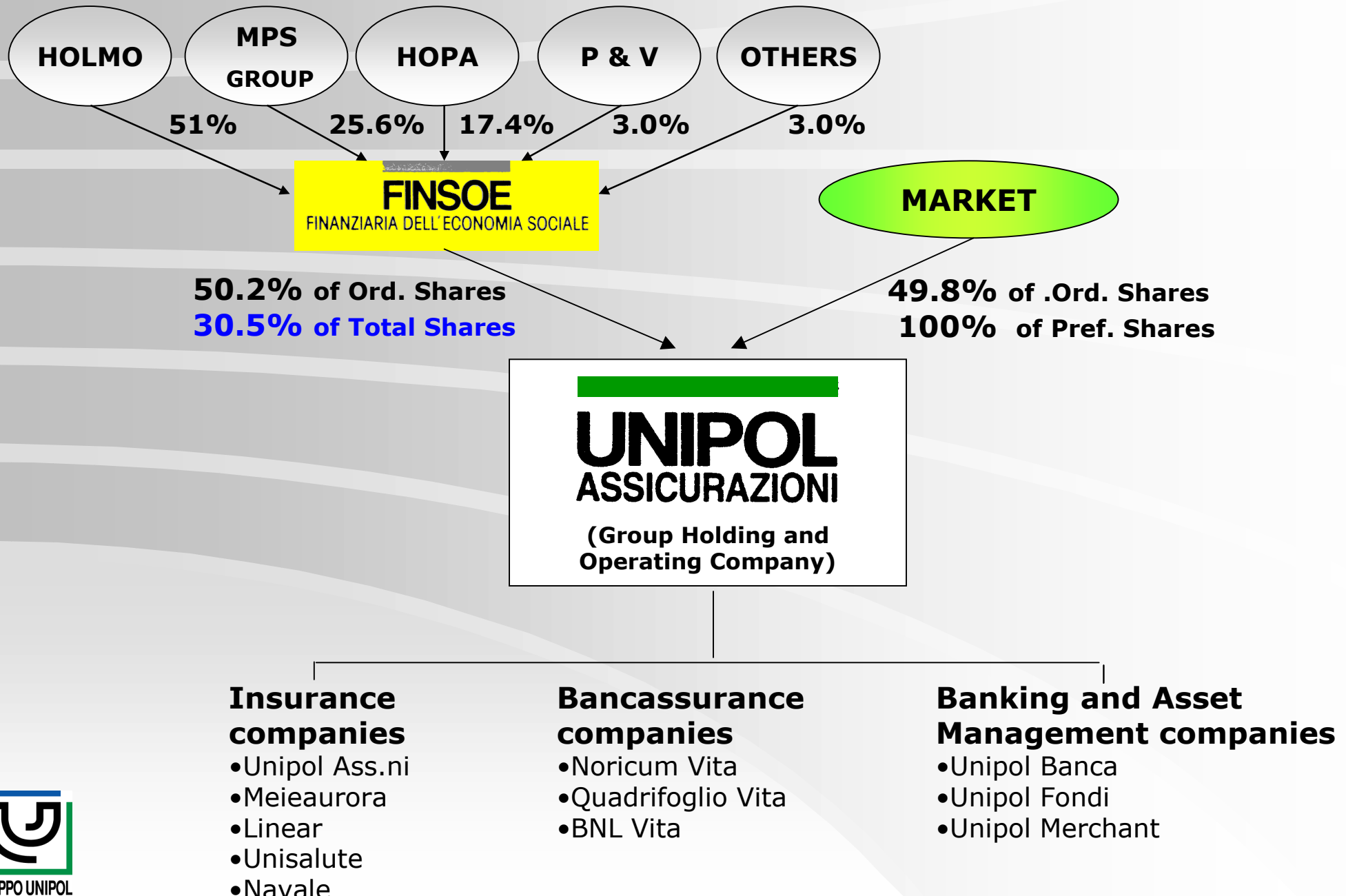
€ / m



## PORTFOLIO BREAKDOWN



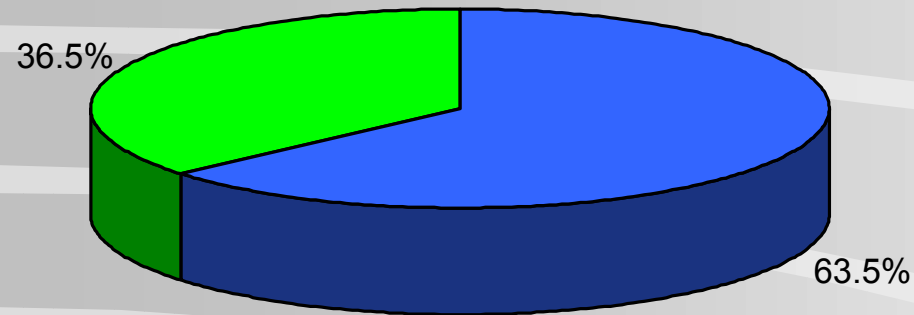
# GROUP SHAREHOLDING STRUCTURE



# UNIPOL SHARE CAPITAL

updated as at 13/11/2002

No. ordinary shares	320,485,594	1€ each
No. preference shares	<u>184,432,538</u>	1€ each
Total share capital	504,918,132	€uro



No.Warrants Unipol Ord. Shares 122,818,998  
2000-2005 still to be converted

No.Warrants Unipol Pref. Shares 198,048,212  
2000-2005 still to be converted

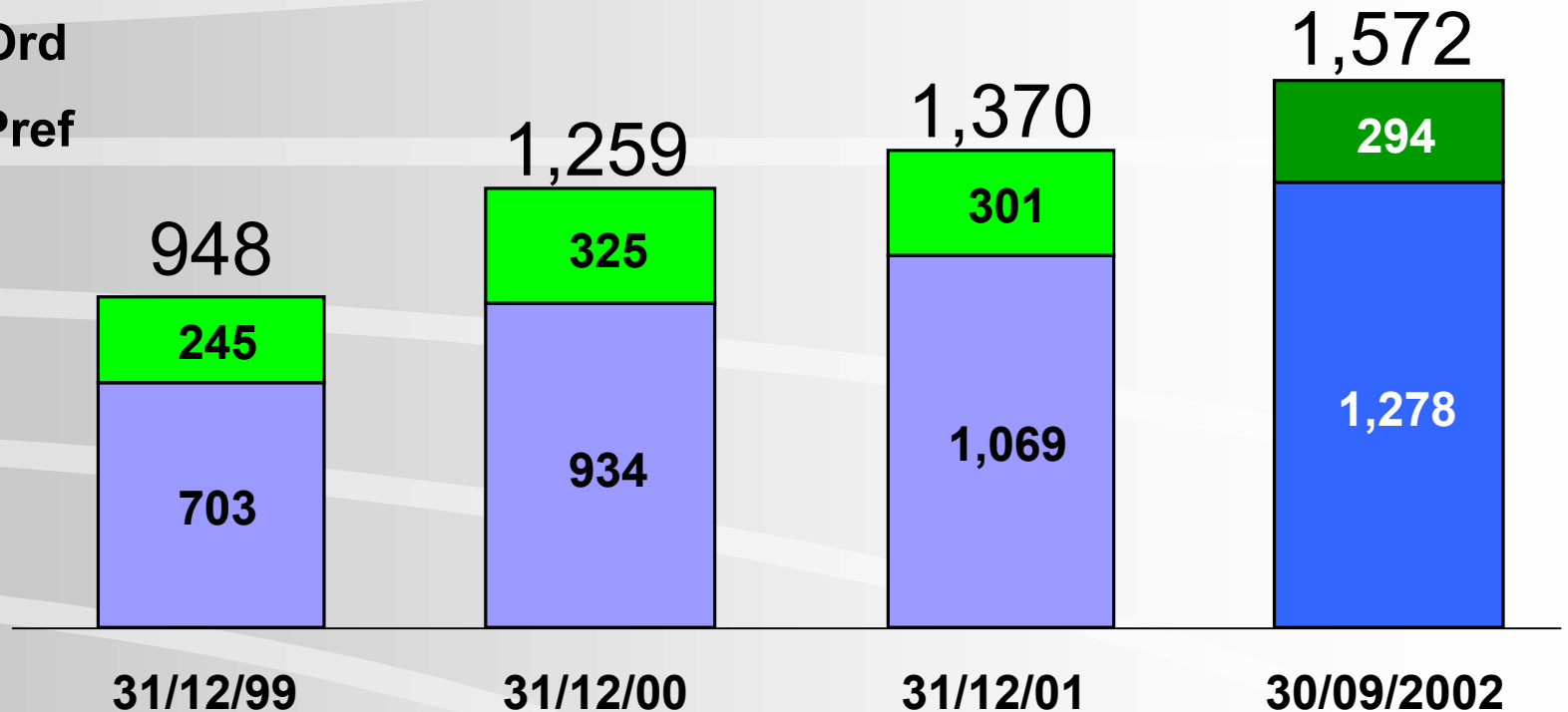
■ No. Ord. Shares   ■ No. Pref. Shares

Note: any time up to June 2005, ordinary and preference warrants can be converted into Unipol ordinary and preference shares respectively, on the basis of 1 share every 5 warrants and at the price of € 3.202033 per ordinary share and € 1.394434 per preference share.

# MARKET CAPITALIZATION

Figures in €/m

- Unipol Ord
- Unipol Pref



Official price (€)	31/12/99	31/12/00	31/12/01	30/09/02
ord. shares	3.560*	3.418	3.912	4.000
pref. shares	1.763*	1.825	1.692	1.593

**UNIPOL IN THE MIDEX INDEX AS FROM JUNE 2002**

\* Adjusted Prices (AIAF)



# ● UNIPOL GROUP PRESENTATION

## SALES NETWORK

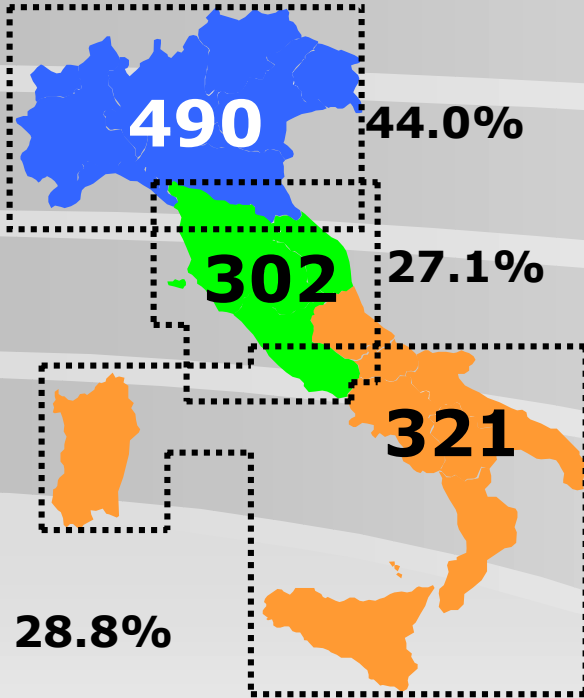
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- FINANCIAL HIGHLIGHTS
- GROUP SUBSIDIARIES
- TARGETS

# GROUP SALES NETWORK (AS AT 30/09/2002)

## INSURANCE NETWORK

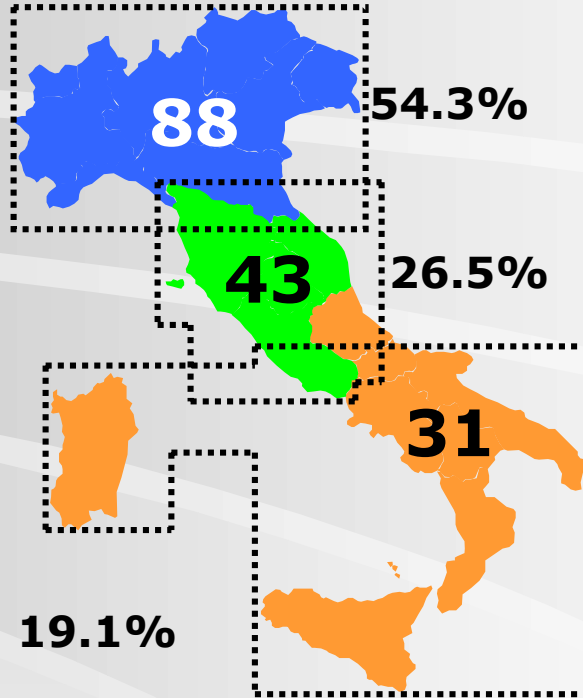
Tied Agents



AGENCIES: 1,113

SALES POINTS: 3,000

## BANKING NETWORK



BANK OUTLETS: 108

FINANCIAL SHOPS: 54

FINANCIAL ADVISORS: 396

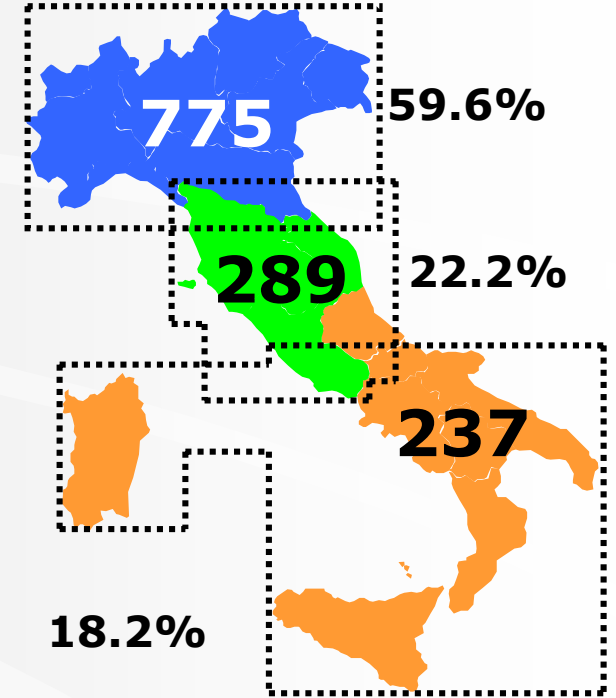
## BANCASSURANCE NETWORK



CARISBO and  
B. POP. ADRIATICO  
(SANPAOLO-IMI GROUP)

BAM  
(MPS GROUP)

BNL and B.BNL INVESTIMENTI  
(BNL GROUP)



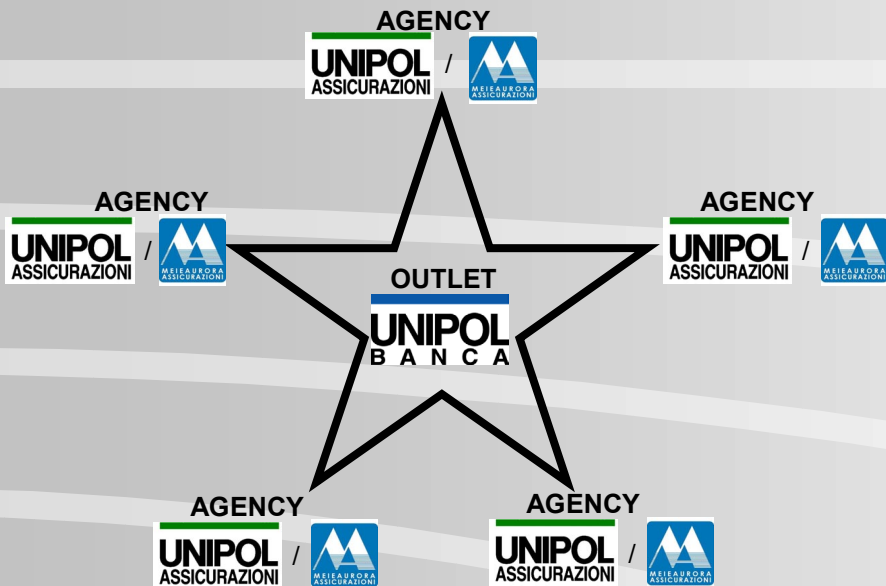
BANK OUTLETS: 1,301

FINANCIAL ADVISORS: 1,170

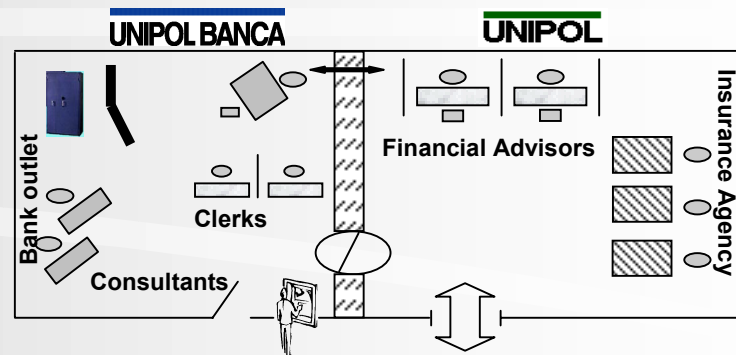
**CUSTOMERS: over 4,000,000**



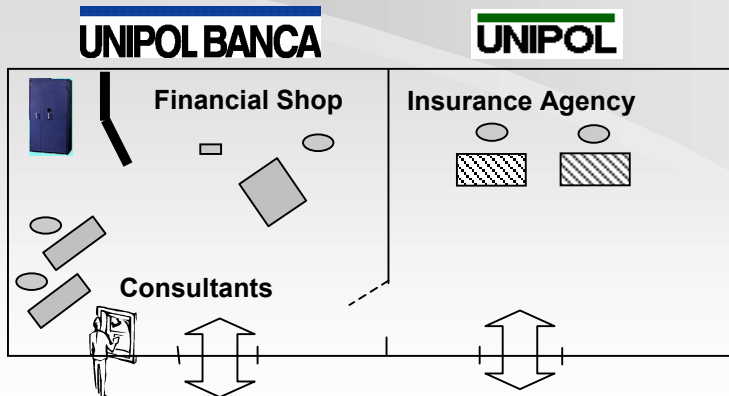
## TRADITIONAL BANK OUTLET (BANK SERVING A NUMBER OF AGENCIES)



## BANK OUTLET NEXT TO AGENCY (COMPREHENSIVE CUSTOMER SERVICE)



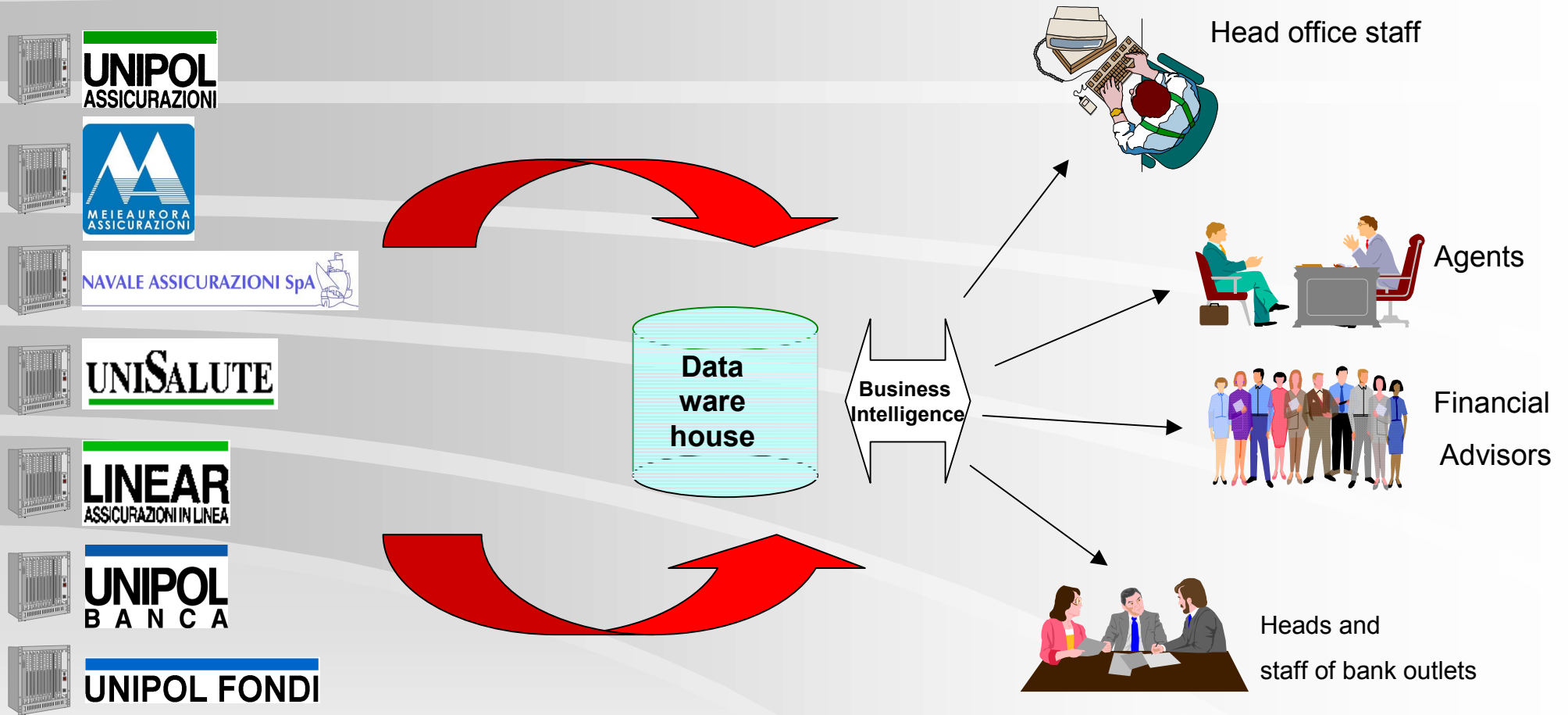
## AGENCY WITH FINANCIAL SHOP



## INTERNET / PHONE BANKING

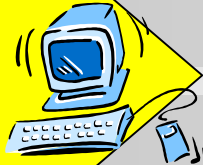


# TECHNOLOGICAL INNOVATION FOR SALES NETWORK



# INNOVATIVE CHANNELS FOR SALES AND PROVISION OF SERVICES

**Sales via  
Internet**



**4 SPECIALIZED CALL CENTRES -  
300 ADVISORS**

**Sales/Services  
via telephone**



Phone banking: information and advisory services provided and customers' instructions accepted



Motor-related product sales via telephone



Claims reported, handled and settled via phone and computer-aided facilities (Group)



Healthcare services (medical staff) and emergency services (help line)

# UNIPOL GROUP ORGANISATION

FUNCTIONS CARRIED OUT BY

**UNIPOL**  
ASSICURAZIONI

AS A HOLDING:

## CENTRALISED FUNCTIONS

FINANCE                      REAL ESTATE  
IT                                PROCUREMENT  
PHONE/COMPUTER-AIDED CLAIMS SETTLEMENT

## CO-ORDINATING FUNCTIONS

ADMINISTRATION & ACCOUNTS    INTERNAL AUDIT

HUMAN RESOURCES / TRAINING POLICIES

BUDGET & MANAGERIAL CONTROL

SALES NETWORK PLANNING    PRODUCTS



**LINEAR**  
ASSICURAZIONI IN LINEA



**UNISALUTE**



NAVALE ASSICURAZIONI SpA



- UNIPOL GROUP PRESENTATION

- SALES NETWORK

## FINANCIAL HIGHLIGHTS

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- GROUP SUBSIDIARIES

- TARGETS

# GROUP HIGHLIGHTS

(figures in €/m)	2001	30/09/01	30/09/02
<b>Direct business</b>	<b>4,897</b>	<b>3,499</b>	<b>4,000</b>
<i>var. % (*)</i>	<i>53.8%</i>	<i>55.1%</i>	<i>14.3%</i>
Non-Life direct business	2,116	1,466	1,581
<i>var. %</i>	<i>6.4%</i>	<i>4.0%</i>	<i>7.8%</i>
Life direct business	2,780	2,032	2,420
<i>var. %</i>	<i>132.9%</i>	<i>140.0%</i>	<i>19.1%</i>
<b>NON-LIFE COMBINED RATIO</b>	<b>98.6%</b>	<b>99.0%</b>	<b>96.7%</b>
% operating costs/premiums (L. + N.L.)	10.9%	10.7%	9.6%
Investments and Liquid assets	14,819	14,064	16,504
<i>var. % on previously year end</i>	<i>18.8%</i>	<i>12.8%</i>	<i>11.4%</i>
Group Capital and Reserves	1,123	1,088	1,292
<i>var. % on previously year end</i>	<i>2.2%</i>	<i>-0.9%</i>	<i>15.1%</i>
<b>Group net profit</b>	<b>62.3</b>	<b>27.7</b>	<b>61.8</b>
<i>var. %</i>	<i>43.9%</i>	<i>n.a.</i>	<i>123.3%</i>
<b>% Net profit/ Premiums</b>	<b>1.3%</b>	<b>0.8%</b>	<b>1.5%</b>

(\*) The strong growth in 2001 is due to BNL Vita, whose figures have been consolidated for the first time.



# CONSOLIDATED PROFIT AND LOSS ACCOUNT – SYNTHESIS

(figures in €/m)

	31 December 2001			30 September 2001			30 September 2002		
	Life	N-L	Total	Life	N-L	Total	Life	N-L	Total
Earned premiums	2,744	1,879	4,623	2,011	1,382	3,394	2,397	1,487	3,884
Balance on the technical account	30	5	35	13	9	22	14	57	72
Balance on ordinary activity			55			52			119
Profit before taxation			138			75			133
<b>GROUP PROFIT</b>			<b>62</b>			<b>28</b>			<b>62</b>

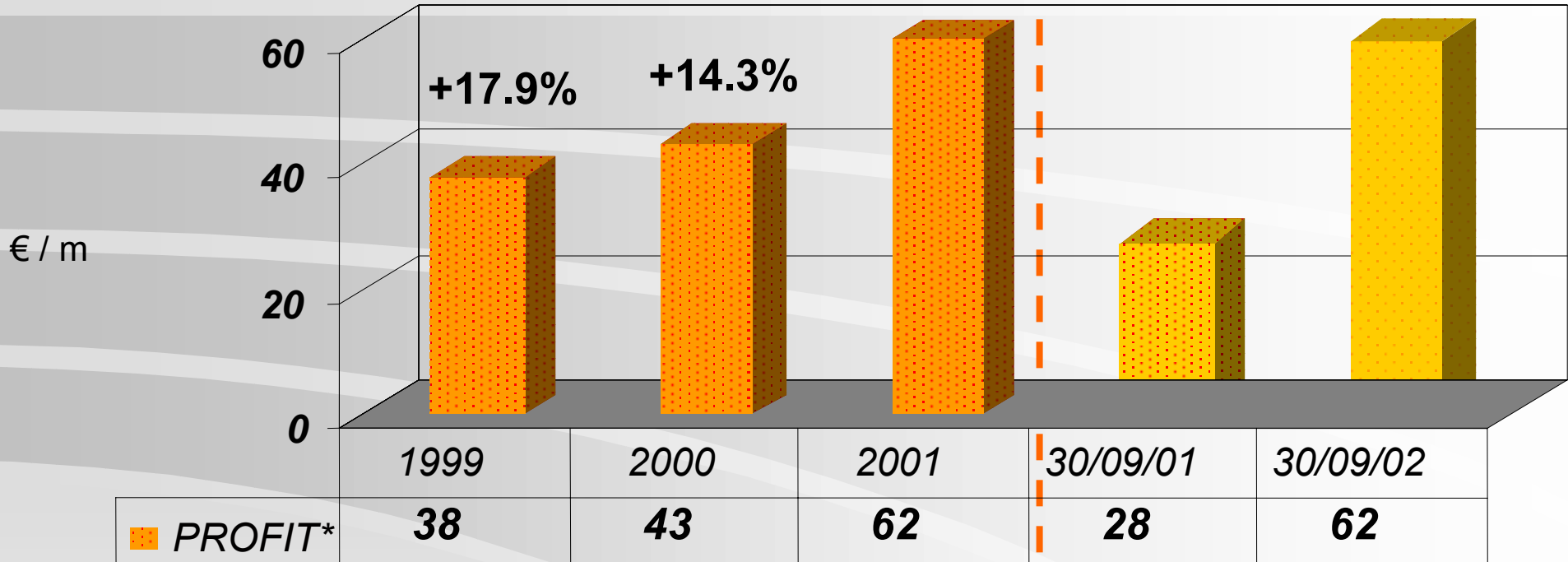
# PROFITS TREND

AS AT 31 DECEMBER

AS AT 30 SEPTEMBER

+43.9%

+123.3%



\* Unipol Group consolidated profit

# NON-LIFE COMBINED RATIO

AVERAGE OF LISTED GROUPS (*)					
	2000	2001			
Loss Ratio	80.7	79.3			
Operating expenses/Premiums	26.2	25.2			
<b>COMBINED RATIO</b>	<b>106.9</b>	<b>104.6</b>			
UNIPOL GROUP					
	2000	2001	Sept'01	Sept'02	
Loss Ratio	83.2	78.3	78.5	76.7	
Operating expenses/Premiums	20.5	20.3	20.5	20.0	
<b>COMBINED RATIO</b>	<b>103.6</b>	<b>98.6</b>	<b>99.0</b>	<b>96.7</b>	
UNIPOL ASS. spa					
	1999	2000	2001	Sept'01	Sept'02
Loss Ratio	81.3	78.6	73.7	75.1	73.3
Acquisition Expenses & Overheads/Premiums	20.7	20.7	21.2	21.4	21.6
<b>COMBINED RATIO (**)</b>	<b>102.0</b>	<b>99.3</b>	<b>95.0</b>	<b>96.6</b>	<b>94.9</b>

(\*) Groups included: Fondiaria, Cattolica, Unipol, Toro, Sai, Ras and Generali

(\*\*) Direct Business

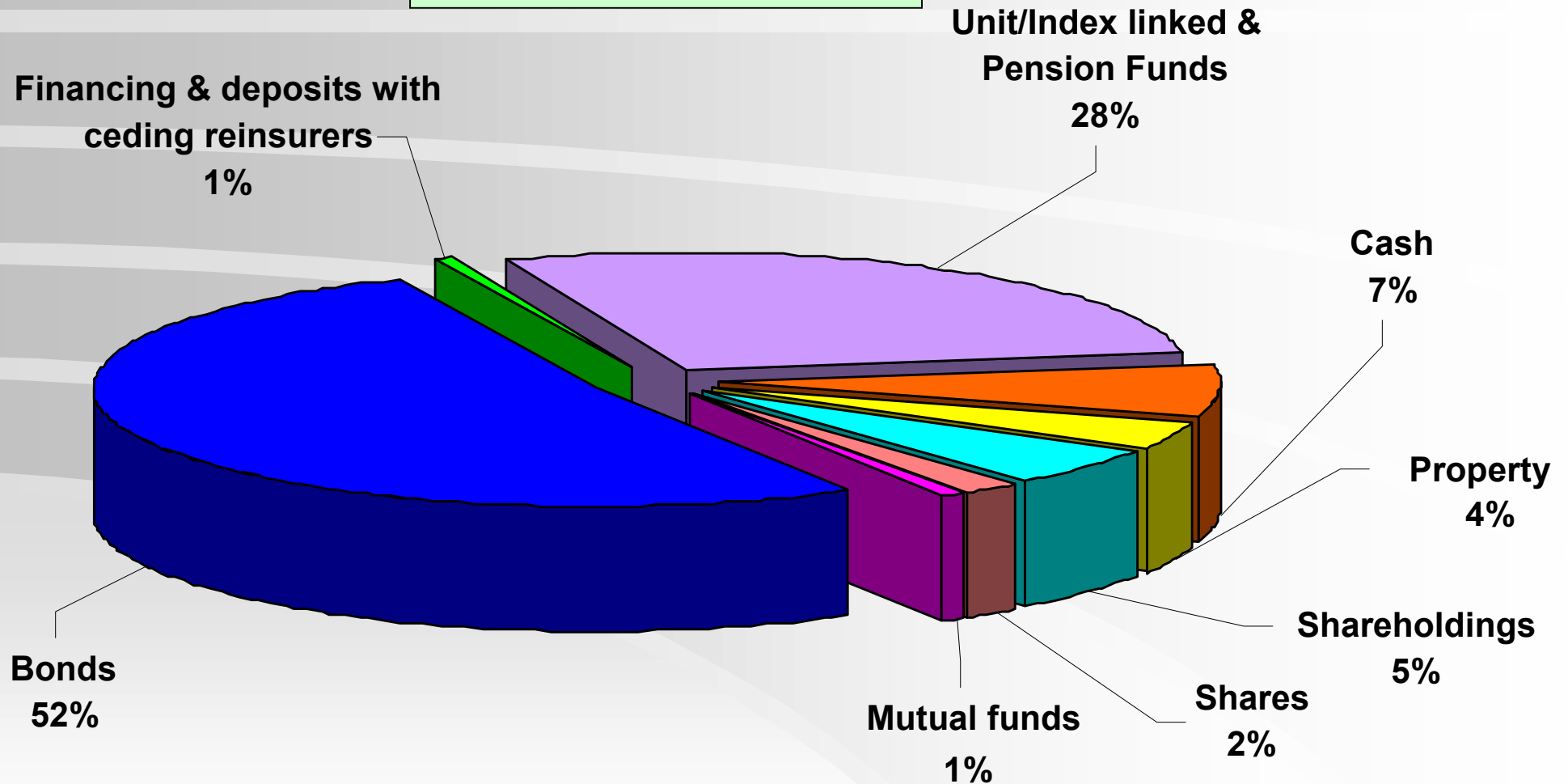
# MOTOR T.P.L. PORTFOLIO – TECHNICAL TRENDS

	UNIPOL ASS. Spa			MARKET		
%	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>
Claims Frequency	10.6	10.0	8.9	11.0	10.7	
Settlement Speed	68.3	65.8	66.9	63.5	63.0	
Loss Ratio	95.6	89.4	84.1	103.6	98.8	91.8

Market Source: ISVAP and ANIA

# GROUP INVESTMENTS AS AT 30/09/2002

**16,504 €/M**  
(+11.4% ON 31/12/2001)



- UNIPOL GROUP PRESENTATION

- SALES NETWORK

- FINANCIAL HIGHLIGHTS

## **GROUP SUBSIDIARIES**

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- TARGETS



## COMPANY

**Sector:** Non-Life and Life businesses

**Targets:** individuals and enterprises

**Premiums:** €1,035 million in 2001  
(762 at 30/09/2002)

**Investments:** €2,600 million

**Sales network:** 546 agencies  
(throughout the country)

**Ranking on the market:** the company ranks 28th on the domestic market (13<sup>th</sup> in terms of Non-life business)

**Customers:** 1,200,000

## INTEGRATION STRATEGY

**Merger** of MEIE Group and Aurora Assicurazioni into a single company

Restructuring and optimisation of the **sales network** (from 718 to 546 agencies)

**Migration** of Unipol's IT systems for claims settlement centres and agencies - (ended in 2002)

Unipol phone and computer-aided claims handling and settlement facilities through **SERTEL** to be gradually extended.

**Centralisation** of property and financial investments in Unipol Assicurazioni (ended in 2001)

# INITIATIVES IN THE INNOVATIVE CHANNELS



**Sector:** Non-Life motor business

**Channel:** telephone and internet

**2001 ranking on the market:** the company ranks 4th in Italy (market share of 16%).

**Number of customers:** 220,000

**2001 profitability:** the company ranks 1st in terms of net profit (€2.8 million) with 25.7% ROE

**Premiums:** €67 million in 2001 (€70 million, + 48.3% as at 30/9/2002)



**Sector:** Supplementary health care

**Channel:** direct (agreements), internet, agencies

**2001 Ranking on the market:** the company ranks 12<sup>th</sup> in Italy among health insurers (1<sup>st</sup> among single-purpose insurers)

**Business model:** managed care. The company deals with over 1,000 private clinics/hospitals and 1,500 doctors

**Premiums:** €42 million in 2001 (€29 million + 27% as at 30/9/2002)

**Profit:** €1.6 million in 2001



# INITIATIVES IN THE BANKING AND ASSET MANAGEMENT SECTOR

**UNIPOL**  
B A N C A

**Sector:** banking and asset management

**Sales network:** 108 bank outlets, 54 financial shops, 396 financial advisors, telephone and internet

**Direct fund-raising:** €1,313 million as at 30/09/02

**Indirect fund-raising:** €6,344 million as at 30/09/02

**Net profit:** €0.9 million after depreciation for €11.3 million as at 30/09/02 (2.5 as at 30/09/01)

Unipol Banca controls **UNIPOL FONDI**  
a company set up in Dublin under the laws of Ireland which manages *Unipol Funds*, a multi-portfolio umbrella fund

**Assets under management:** €247 million as at 30/09/2002 (148 as at 31/12/2001)

# INITIATIVES IN THE BANKING SECTOR

## MERCHANT BANKING



**Sector:** Financial advising for IPOs, placings, restructuring projects

**Strategy:** to supplement merchant banking business with medium/long-term credit to enterprises, in order to offer an ever wider range of products and services to 'corporate' clients.

To implement this strategy, the general extraordinary meeting of the company held on 30 October 2002 resolved to amend its statutory object and to start the formal procedures with Banca D'Italia aiming at converting the company into a medium-term bank. Simultaneously, Finec Merchant has changed its name to Unipol Merchant.

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### ● SALES NETWORK

### ● FINANCIAL HIGHLIGHTS

### ● GROUP SUBSIDIARIES

## **TARGETS**

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# 2003 TARGETS

(in €/m)	2000 FINAL FIGURES	2001 FINAL FIGURES	2003* PLAN TARGETS	2002
<b>PREMIUM INCOME</b>	3,184	4,897	5,900	5,370
<b>% OF LIFE BUSINESS :</b>				
<i>ON TOTAL PREMIUMS</i>	37%	57%	61%	
<b>COMBINED RATIO</b>				
<i>OF UNIPOL ASSICURAZIONI</i>	99%	95%	<100%	
<i>OF MEIEAURORA</i>	113%	107%	102%	
<b>GROUP CONSOLIDATED ROE</b>	5.1%	5.8%	>11%	
<b>GROUP NET PROFIT</b>	43.3	62.3		

\* Press Release of 8 February 2001

# “GUIDELINES” FOR THE COMING YEARS



FURTHER DEVELOPMENT OF THE **INSURANCE SECTOR**, IN ORDER TO MAINTAIN OUR RANKING AMONG THE LEADING FIVE ITALIAN INSURANCE GROUPS



CONSOLIDATION OF THE **EFFICIENCY AND PROFITABILITY** PROCESSES WHICH HAVE MARKED THE GROUP IN RECENT YEARS



CONSOLIDATION AND DEVELOPMENT OF **ALLIANCES** IN THE **BANCASSURANCE SECTOR**



STRONG GROWTH OF **BANKING ACTIVITIES** AND FURTHER IMPETUS TO **MERCHANT BANKING** BUSINESS

## WARNING

THIS PRESENTATION CONTAINS FORECASTS OF FIGURES, RESULTS AND EVENTS THAT REFLECT CURRENT MANAGEMENT PROJECTIONS, WHICH COULD, HOWEVER, UNDERGO MODIFICATION INsofar AS THEY ARE SUBJECT TO EVENTS, RISKS AND MARKET FACTORS AT PRESENT UNKNOWN OR UNFORESEEABLE.