

### IDENTITY

Linear is a Unipol Group company specialised in direct sales of Motor Vehicle policies and a multi-risk home product through the Internet and telephone channels. It was formed in 1996 and incorporated Dialogo Assicurazioni on 31 December 2015. Today it covers almost one-fifth of the Motor TPL direct market.

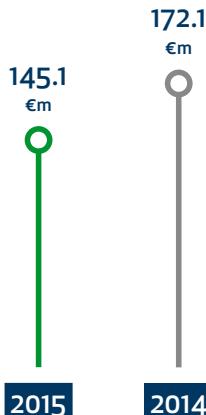
The growth strategy is oriented towards highly personalised tariffs and paying great attention to quality of service. The attention to customer service is also confirmed by the results of research and surveys to measure the level of customer satisfaction:

- the Net Promoter Score (NPS), the index which measures customer satisfaction based on the answer to the question "Would you recommend Linear to a friend or colleague" recorded positive results, with values of excellence registered: 54% for new customers and 47% for renewals;
- the Net Promoter Score Online, the index which measures the difference between positive and negative comments or posts, sees Linear taking first place among direct companies, confirming an extremely strong reputation based on the perceived professionalism and reliability.

**450**  
Employees  
**72%**  
Percentage  
of female  
employees

<b>30</b>	Average number of hours of training provided per employee
<b>5.9</b>	Profit for the year (€m)
<b>425,762</b>	Customers
<b>908,863</b>	Number of contacts approved and managed by customer service

Premiums issued



### ECONOMIC REPORT

During the year, Linear was affected by the unfavourable market situation in the MV TPL class and greater competitive pressure on tariffs, with a subsequent drop in contracts in the portfolio (decrease of 9.9%) and the average premium earned, down by 6.2%.

In 2015, Linear issued premiums of €145.1m, marking a decrease of 15.7% compared to the previous year. The incidence of non-MV TPL guarantees increased in relation to total premiums from 16.9% in 2014 to the current 18%.

The frequency of MV TPL claims dropped significantly (-7.7%) and the associated average cost fell: these performances allowed Linear to achieve a profit of €5.9m for Group consolidation purposes.

Source: Directorate-General

### SOCIAL REPORT

At 31 December 2015, 98% of employees were hired on permanent contracts, a figure in line with the rest of the Group. A unique feature of Linear's workforce is the use of part-time employment, accounting for 57% of total staff, which rises to 89% for call centre employees.

**65%**  
Percentage  
of employees  
under 40  
**53%**  
% Female  
Managers

## Employees

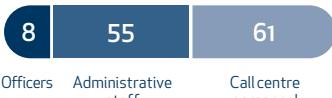
Source: Directorate-General for Human Resources and Organisation

Company investments in training totalled €129,164, for a total of 52,095 hours.



Number of staff by sex and by job-level category

Total men: 124



Total women: 326



Training hours by job-level category (man-hours)

	Total hours	Average per capita hours
Officers	230	16
Administrative staff	4,882	31
Call Centre personnel	8,263	30

Total hours: 13,375 Average per capita hours: 30

Source: Directorate-General for Human Resources and Organisation

## Customers

Total customers - individuals	423,576
Total customers - SMEs	2,186
Average days for response to complaints	23.4
Impact of number of complaints on number of claims reported	4.2%
Number of Linear website accesses from mobile devices	412,880
Number of Linear website accesses from desktop pcs and tablets	1,792,003

The average Linear individual customer is a man, between the ages of 31 and 60, based in the Centre-North, employed, with medium-high level of school education and high propensity to use digital tools. A major feature of the offer is the quality of the service, from a range of perspectives: quality-price ratio, on-line purchase and immediate coverage via e-mail, multi-channel support; high-quality repair centres throughout the country and with agreements at Unipol Group level (Auto Presto&Bene and MyGlass), free medical consultancy thanks to the partnership with UniSalute which takes care of the injured parties until their full psychophysical recovery, with costs borne in full by the company.

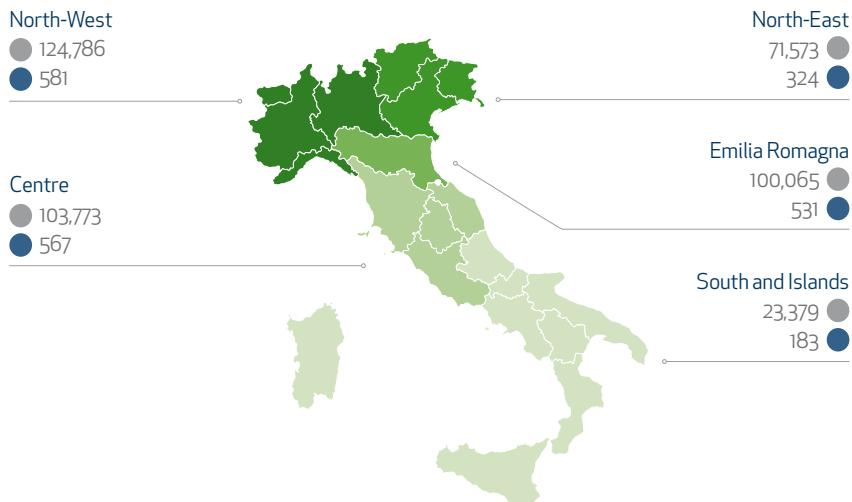
Customers by type and geographic area

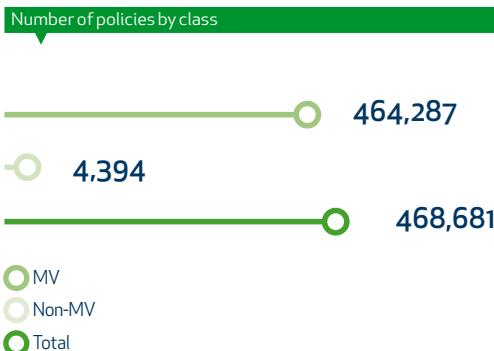
Total  
423,576

Total  
2,186

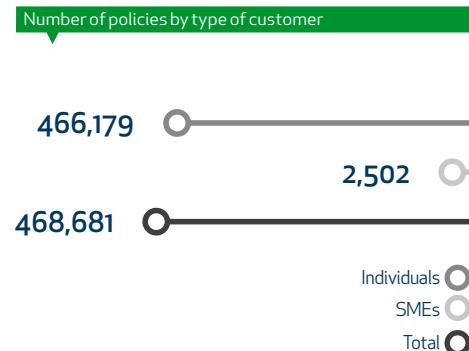
- Individuals
- Legal Entities (SMEs)

Source: Directorate-General





Source: Directorate-General



Source: Directorate-General

#### Settlement performance

Linear adopted the settlement policy guidelines of the Parent Company in full. Based on the intercompany service agreement, claims exceeding €120k are handled directly by the Group Claims Department, while "Total Theft" claims are handled by the Group's regional network.

#### Anti-fraud measures

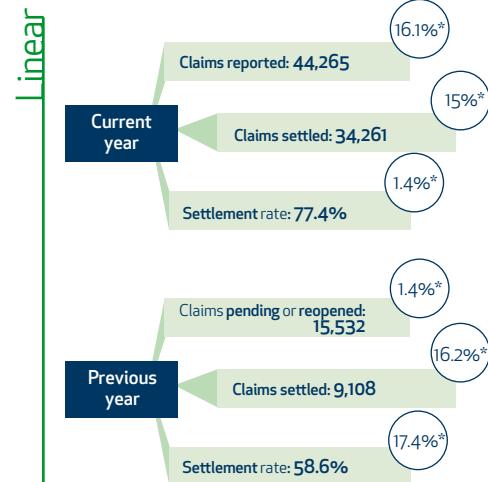
As regards Anti-fraud objectives, tasks and initiatives, Linear complies with the policies adopted by the Unipol Group targeted at reducing costs for undue settlements and, subsequently, avoiding speculative phenomena which could affect tariffs. Of the 1,069 cases reported, 756 claims were challenged. A total of 272 claims were subject to further investigation, while a total of 87 actions were lodged in 2015.

#### Anti-fraud measures

<b>783</b>	<b>286</b>	<b>272</b>	<b>13</b>	<b>74</b>
Anti-fraud. Cases reported to Settlement anti-fraud	Anti-fraud. Cases reported to Underwriting anti-fraud	Anti-fraud. Number of checks on cases reported	Anti-fraud. Number of settlement actions lodged	Anti-fraud. Number of underwriting actions lodged

Source: Directorate-General

#### Non-Life claims-handling figures



\*change compared to the previous year  
Source: Directorate-General

#### IVASS Interventions and sanctions paid

Source: Directorate-General



Percentage breakdown of complaints by area

	% impact
Claims	53.7%
Legal	53%
Administrative	26.9%
Commercial	2.0%
Industrial	9.9%
Information Systems	1.4%
Other	0.8%
<b>Total</b>	<b>100%</b>

Source: Directorate-General

Complaints management



Total  
**2,624**

Source: Directorate-General

As regards initiatives and campaigns in favour of the local community, Linear essentially refers to the Parent Company's initiatives. In 2015, more than €430k was provided in sponsorships and donations.