

COMPANY PROFILE



01 Profile of the **Unipol Group**

The Leadership of the Unipol Group in Italy



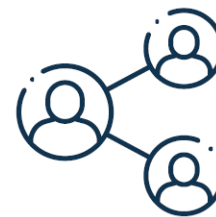
**Non-Life
business**



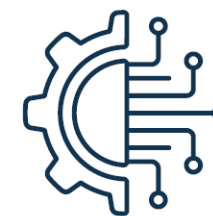
MV business



**Health
business**



**Company
network**



**Applied
technologies**



**By reputation in the
insurance and banking
business**

The profile of the Unipol Group



Leader in the non-life sector
with a market share of
19.7% in Italy



13.6 billion
in premiums collected



First Group
by market share **(25%)**
in the health business



The Group ranks
first in the pension sector
with **4** billion euro in assets
under management



Integrated range of products and services strategy

- Covers the full range of insurance products, especially in the MV sector
- It is particularly active in the supplementary pension and health sectors
- It is a reference point in the mobility, welfare and property ecosystems and has interests in the real estate, hotel and agricultural sectors

One of the leading institutional investors



Manages financial
and property assets
worth
63.4 billion



Unipol is listed on the
Italian Stock Exchange
together with its main
subsidiary UnipolSai



Market
capitalisation is **3.3** billion
(Unipol) and **6.5** billion
(UnipolSai)



Reputation matters



78.7 points out of 100
in terms of reputation



The brand is **Top of Mind**
at market level

The largest network of agencies in Italy



12,370
employees



15.9 million customers

The multi-channel strategy of Unipol



2,361 agencies
and **5,338** sub-
agencies in Italy



Over **3,000**
bank branches
with bancassurance
distribution
agreements

Leader in Europe in black box policies



4 million
devices installed



It has a
market share
of **70%**
in Italy
(source BDA ANIA 2020)

Ratings

Unipol, long term issuer rating:

FitchRatings → **BBB+** → Stable

MOODY'S → **Ba1** → Negative

Unipol, issuer rating:

MORNINGSTAR | DBRS → **BBB** → Stable

UnipolSai, insurance financial strength rating:

FitchRatings → **A-** → Stable

MOODY'S → **Baa2** → Negative

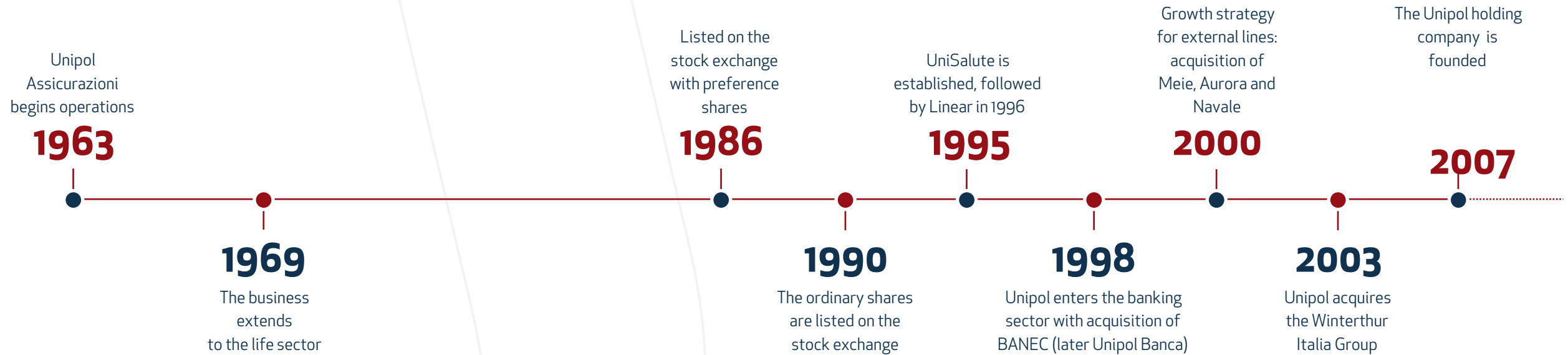
UnipolSai, financial strength rating:

AM BEST → **A-** → Stable

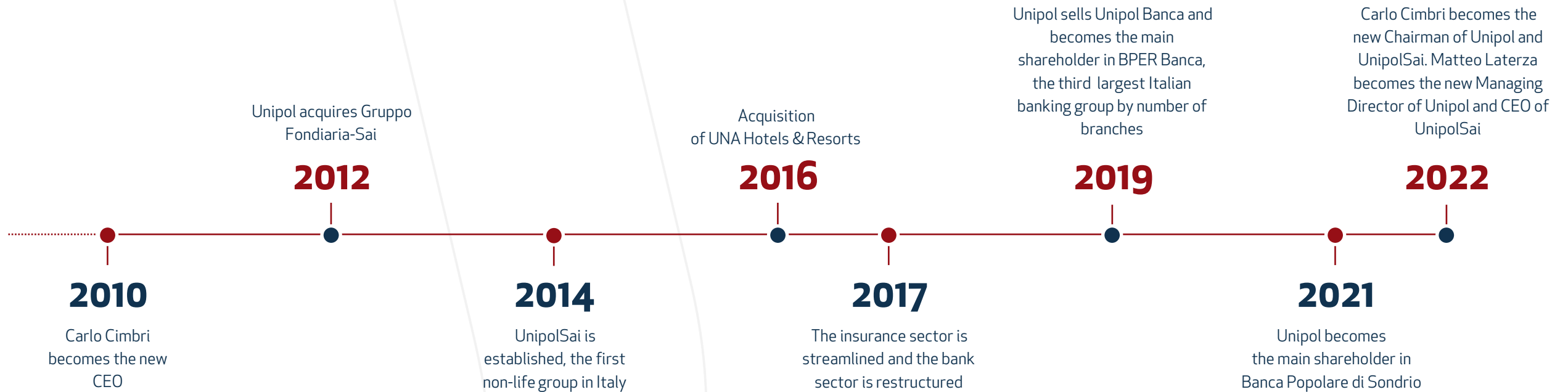
MORNINGSTAR | DBRS → **A high** → Stable

02 About **Us**

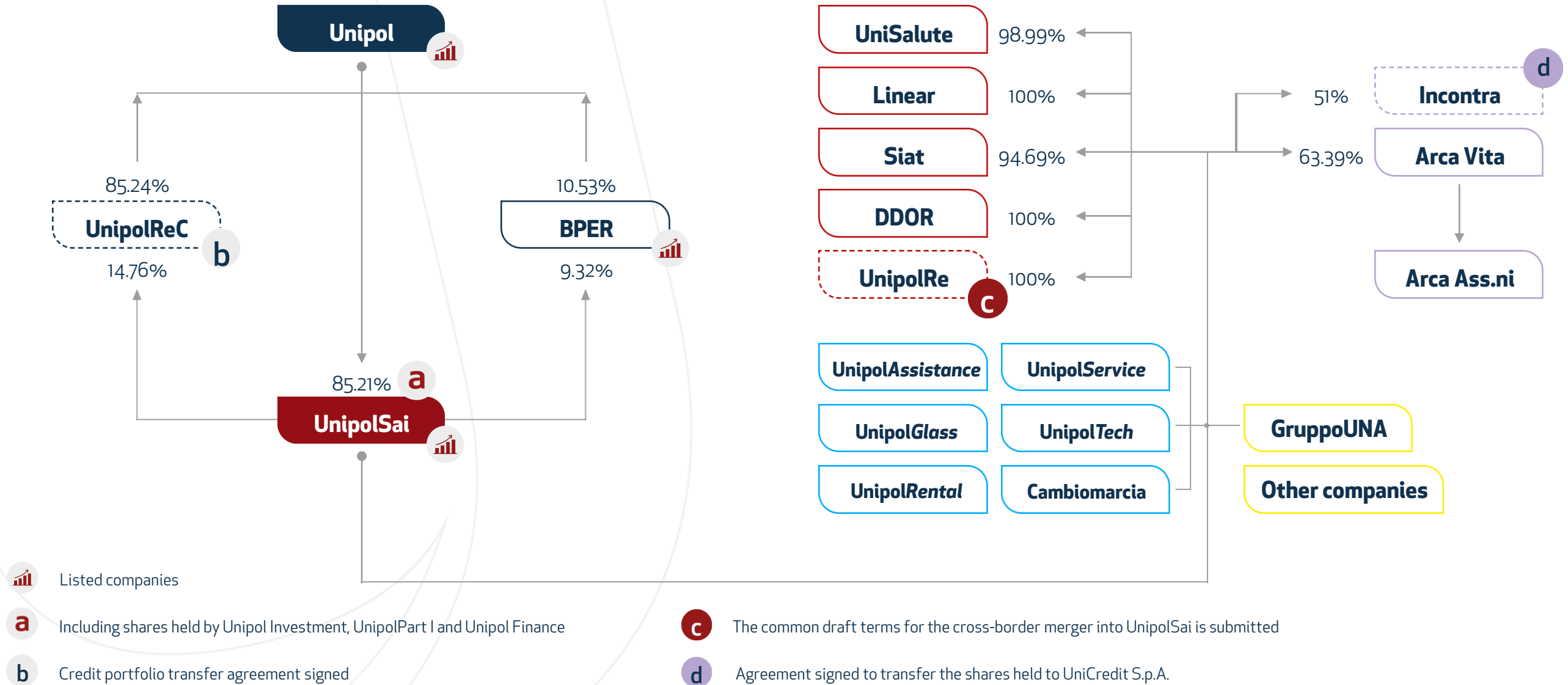
History of the Group



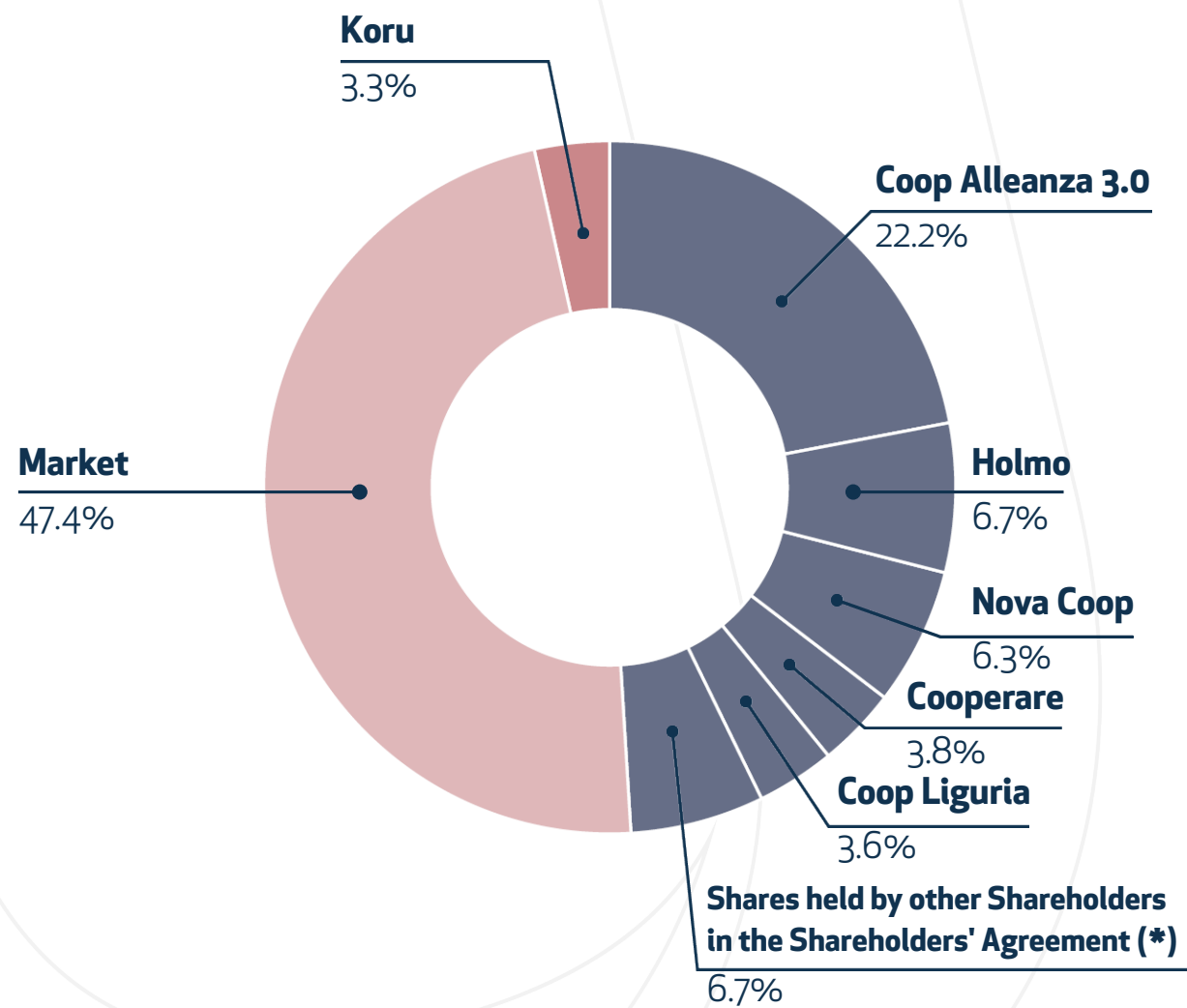
History of the Group



Group Structure

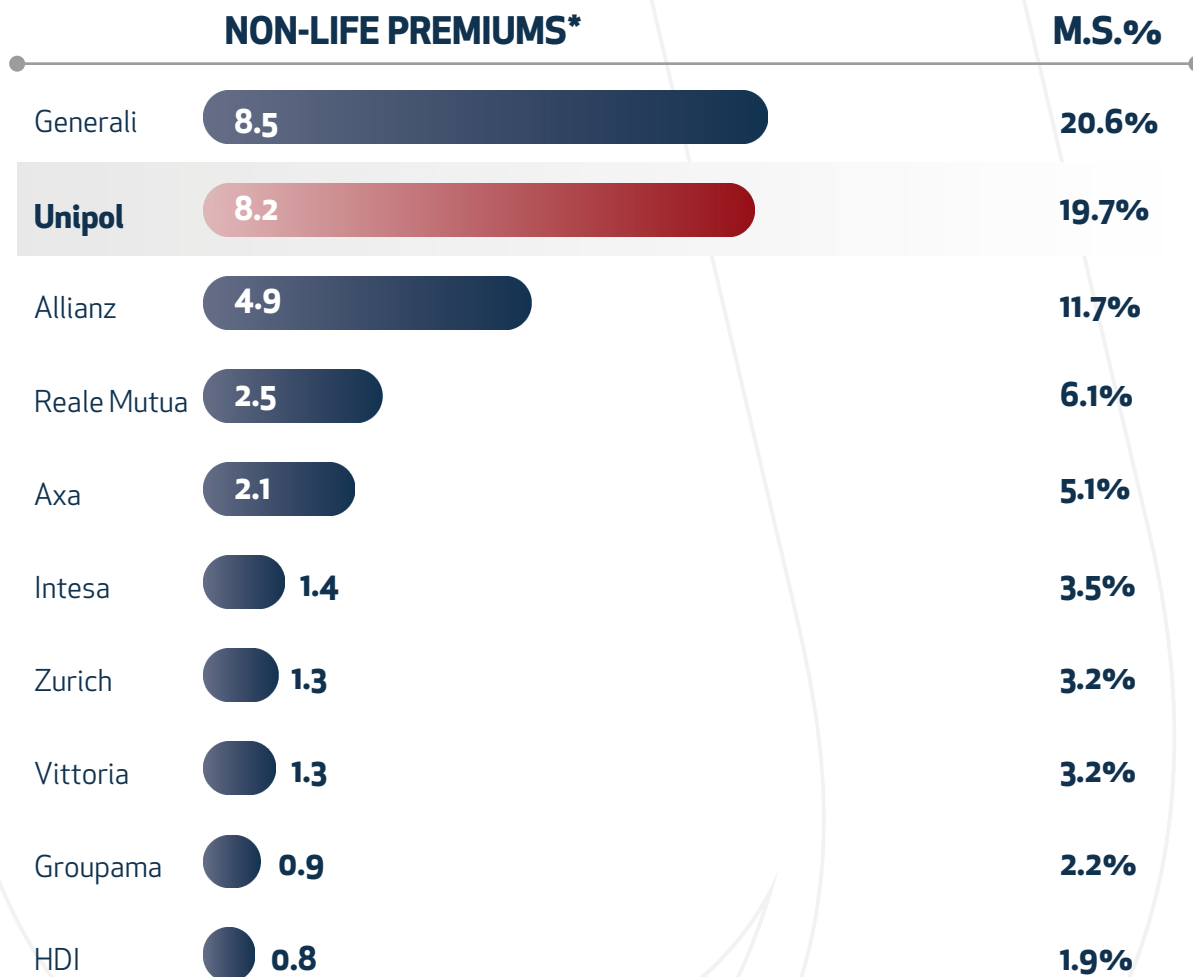


Unipol Shareholders

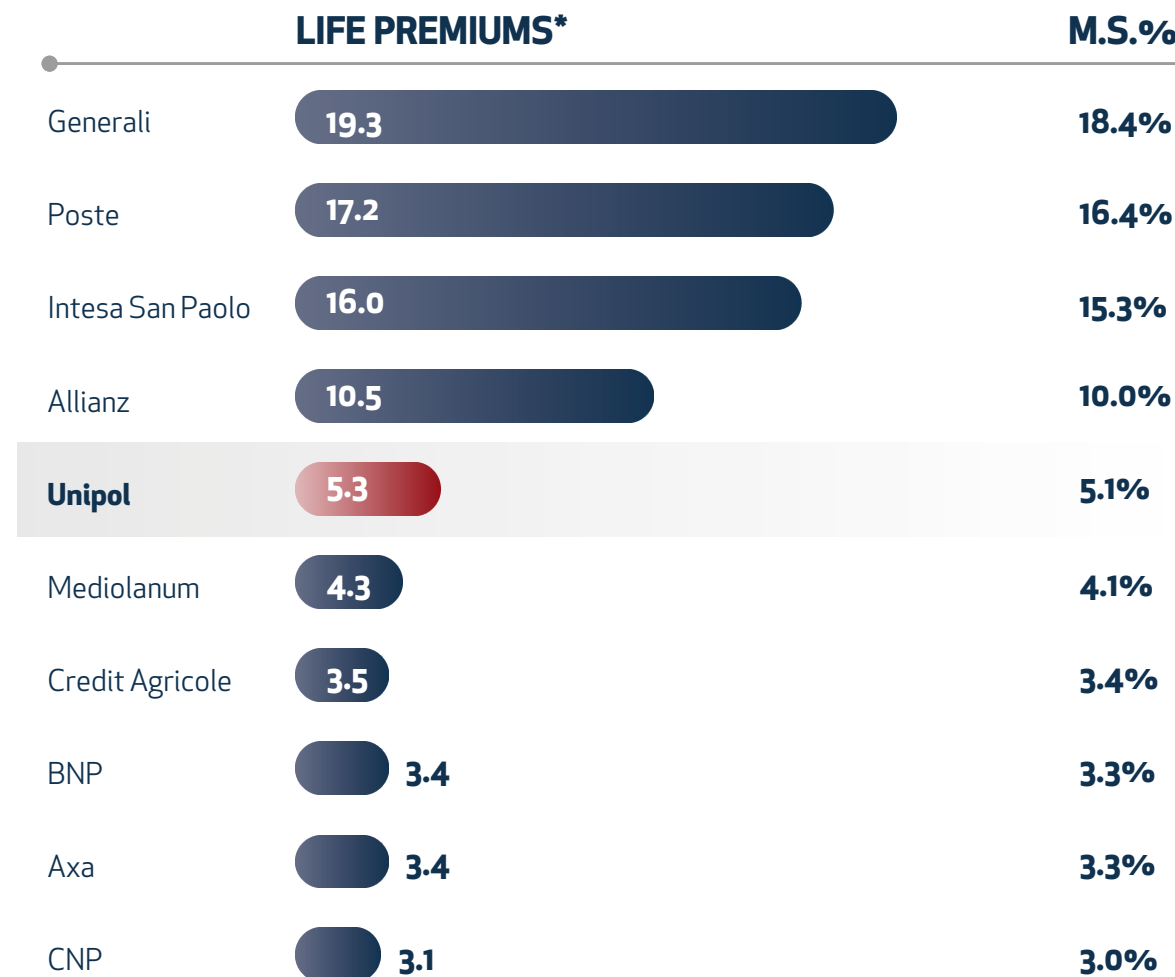


(*) The shareholders' agreement holds 30.053% of the share capital; essential information on the agreement can be found on www.unipol.it, Investors/Shareholders/Shareholders' Agreement section

Ranking in Italy and sales network



* 2022 figures in bn euro. Source Ania



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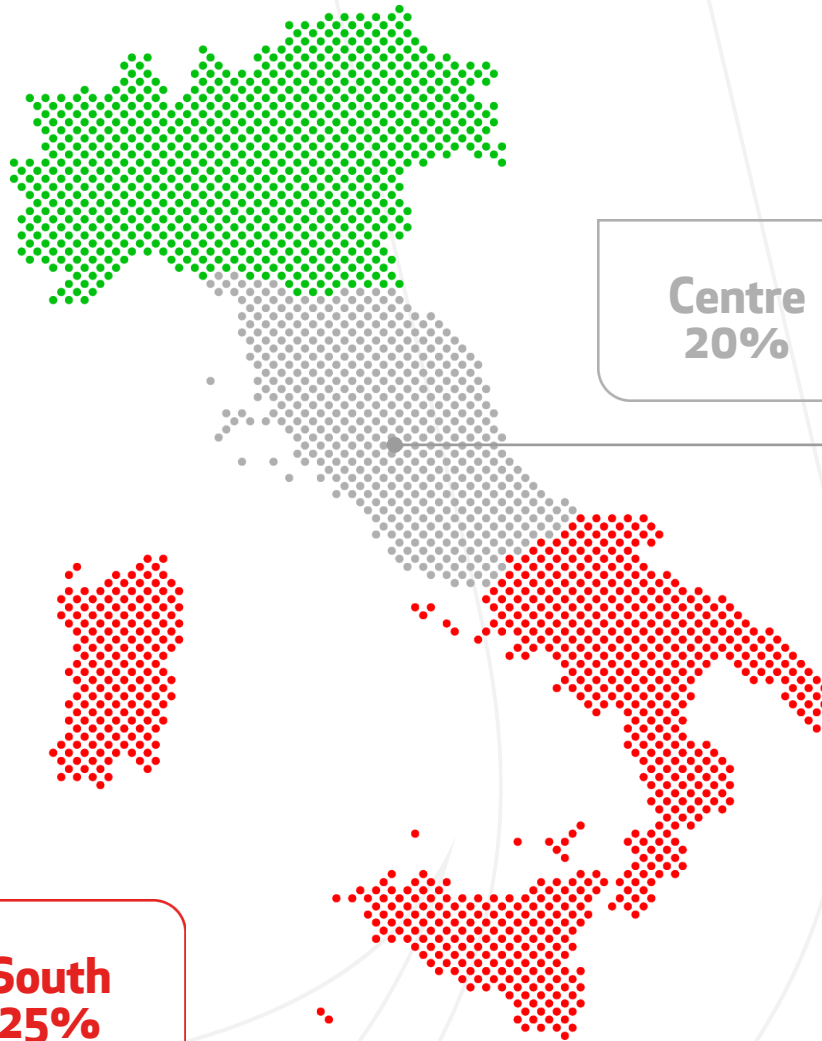
UnipolSai sales network

North
55%

Centre
20%

South
25%

Leading agency network in Italy
with 2,361 agencies



03 **Vision and Mission**

Vision



We aim to be a leading Italian group **supporting people and their needs**



We aim to bring trust and **security** to people's lives **for the future**



We wish to **listen to our people and value them**, with choices based on merit



We aim to position ourselves as an **innovative interlocutor for development issues** in our country



We aim to **develop the social dimension** of our business

Mission



To be responsible for **improving the quality of life of our customers**



To pursue **efficient, profitable and sustainable** business management



To work with **simplicity, effectiveness and transparency** to remain close to stakeholder needs



To promote a culture of **innovation** focused on providing more benefits to customers



To contribute to finding **new solutions and tools** for social wellbeing

04 **Shared and Sustainable** Value

The Group's contribution to sustainable development

The 5 core principles of the Group Charter of Values:



Accessibility



Foresight



Respect



Solidarity

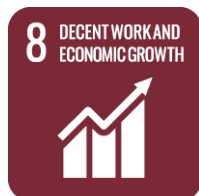


Responsibility



Towards Sustainable Development

SDGs to which the Unipol Group is committed:

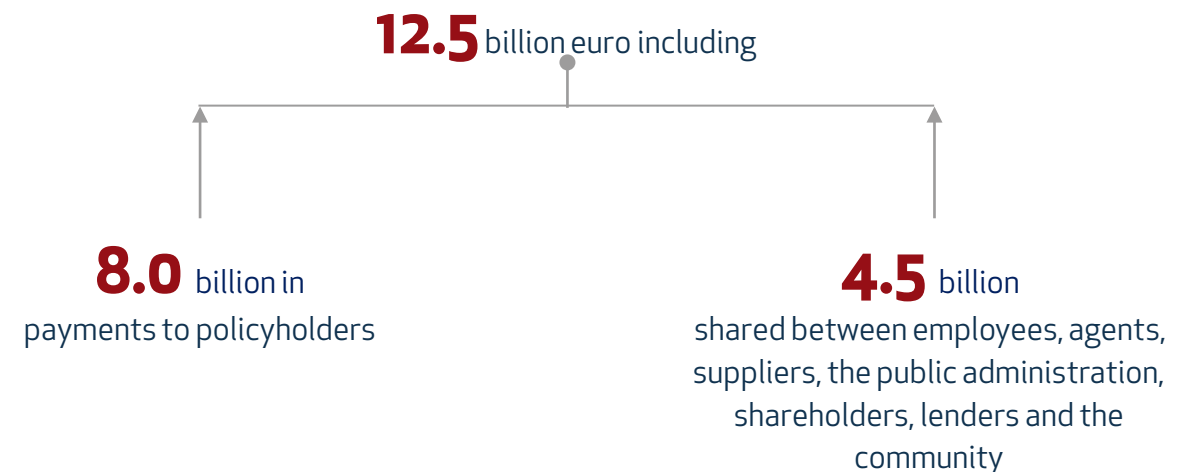


The Group's activities for sustainability

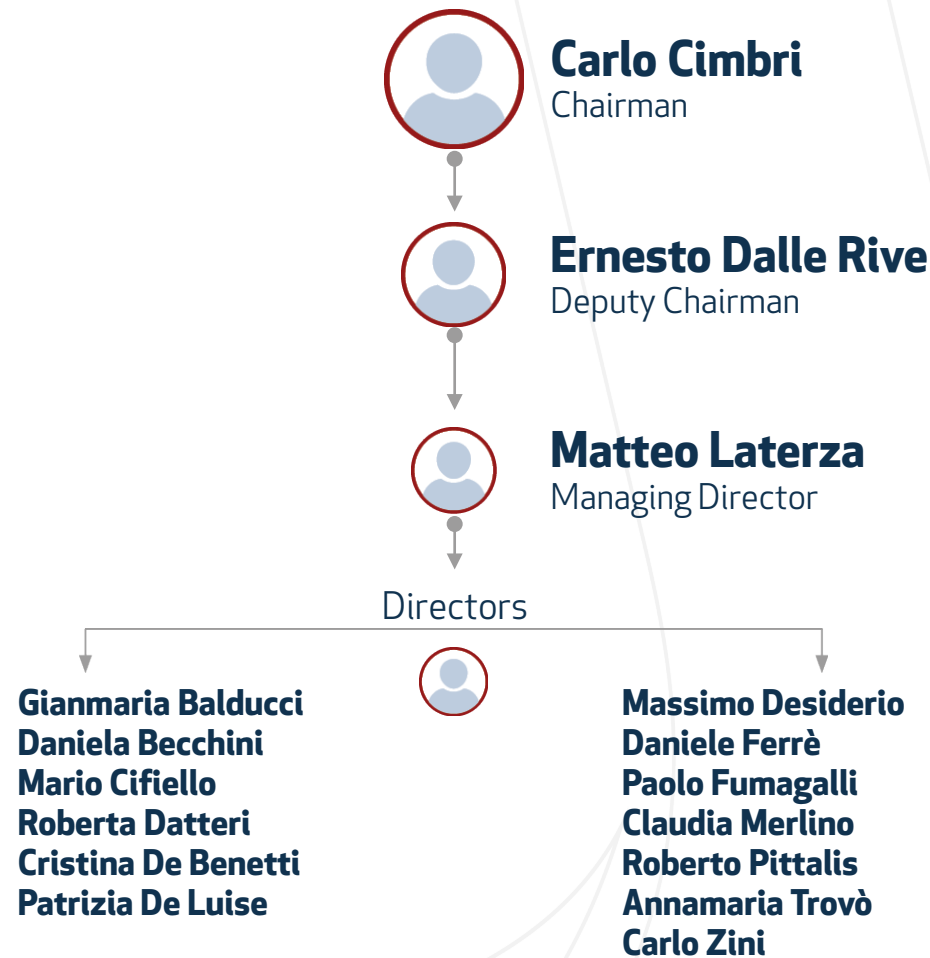
- Defining solutions that can have positive social impacts by helping to prevent and reduce risks for customers
- Supporting sustainable economic development, managing key processes in the context of the circular economy and taking a responsible approach in critical supply chains; by making investments to support SDGs
- Undertaking commitments through the climate strategy to reduce direct and indirect climate impacts



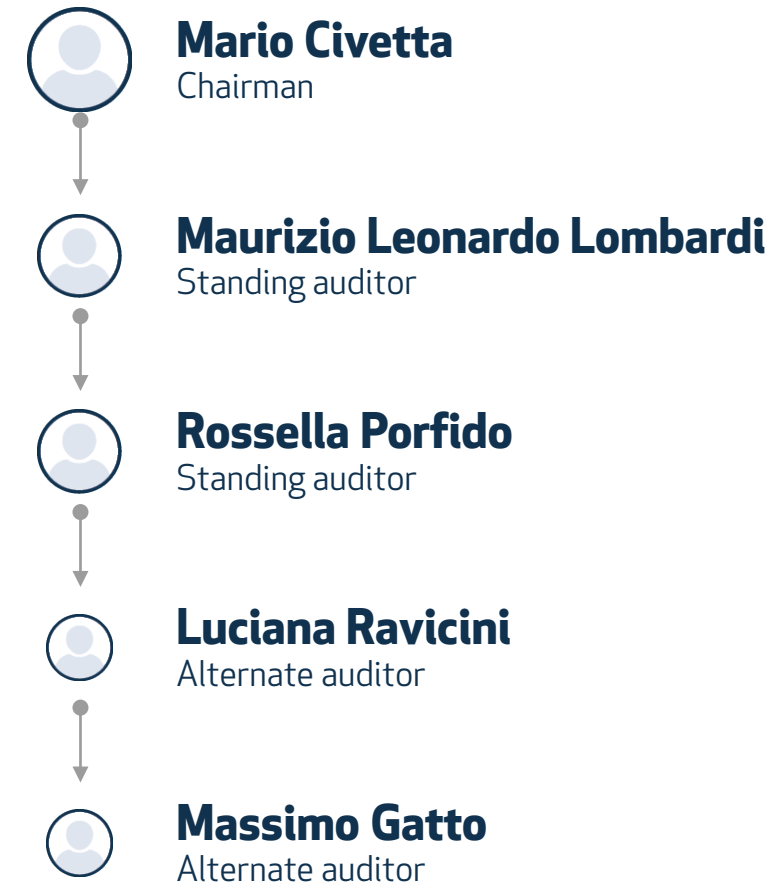
Value distributed to stakeholders



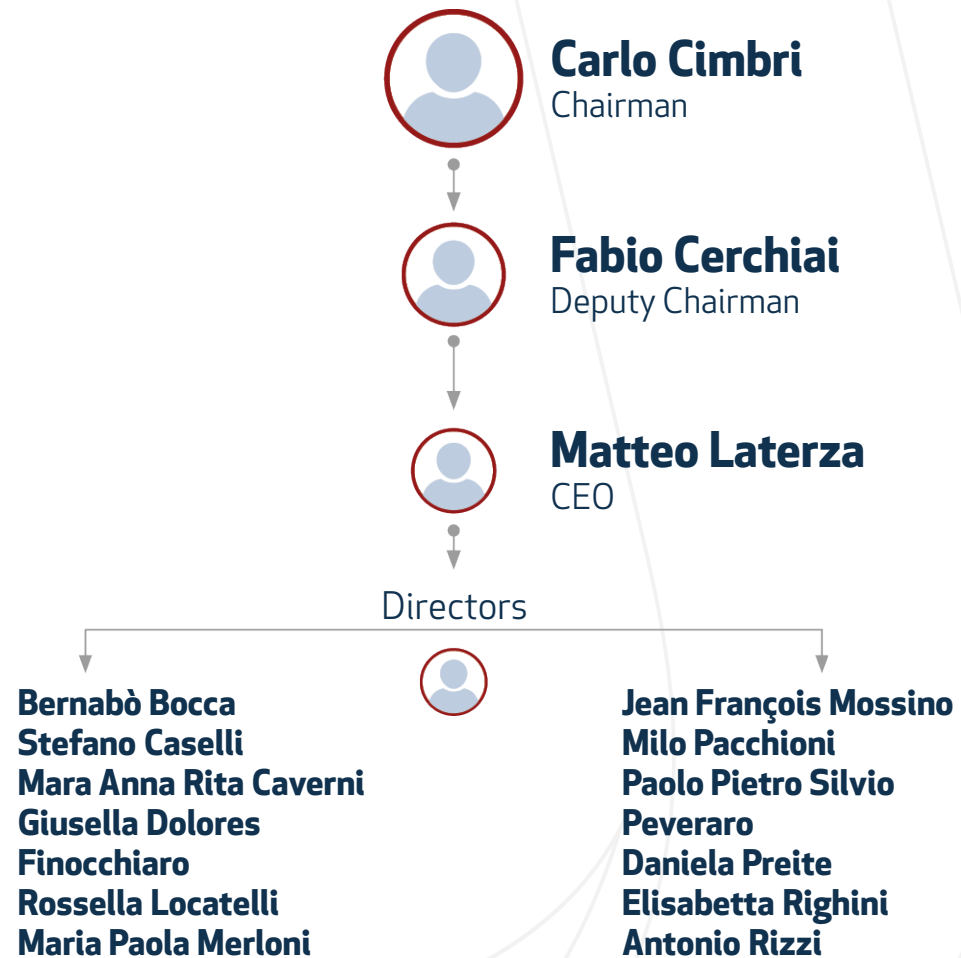
Board of Directors of Unipol Gruppo S.p.A.



Board of Statutory Auditors of Unipol Gruppo S.p.A.



Board of Directors of UnipolSai Assicurazioni S.p.A.



Board of Statutory Auditors of UnipolSai Assicurazioni S.p.A.



05 Key **Performance** Indicators

FY22 Key Performance Indicators

Unipol	FY21	FY22
Premium income ^a	13,329	13,645
Non-Life	7,943	8,304
MV	3,838	3,888
Health	794	931
Other Non-MV	3,311	3,485
Life	5,386	5,341
Combined Ratio ^a	92.5%	91.0%
Loss Ratio	64.0%	62.2%
Expense Ratio	28.5%	28.8%
Consolidated net profit	796	866

	FY21	FY22
Group net profit	627	683
EPS (€) ^b	0.87	0.95
Dividends	215	265
DPS (€) ^b	0.30	0.37
Shareholders' Equity	9,722	7,662
Group Shareholders' Equity	7,780	6,130
BVPS (€) ^b	10.84	8.54

a. direct business

b. calculated on the total number of ordinary shares

EPS: earnings per share

DPS: dividends per share

BVPS: book value per share

AMOUNTS IN MILLIONS OF EURO

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Consolidated net profit	723	651

	FY21	FY22
Group net profit	688	597
EPS (€) ^b	0.24	0.21
Dividends	537	453
DPS (€) ^b	0.19	0.16
Shareholders' Equity	8,234	5,813
Group Shareholders' Equity	7,964	5,569
BVPS (€) ^b	2.64	1.79

a. direct business

b. calculated on the total number of ordinary shares

EPS: earnings per share

DPS: dividends per share

BVPS: book value per share

AMOUNTS IN MILLIONS OF EURO

06



**Business
Activities**

Group activities

The Group covers risks in all areas:



Mobility



Home and apartment buildings



Work



Protection of people and health protection

It is also active in:



Investments and pensions

Beyond Insurance - Mobility, Welfare and Property ecosystems



Unipol is a reference point for the Mobility, Welfare and Property ecosystems, offering customers professional competence and integrated solutions.

- **Mobility:** The Group is an all-round partner for the entire mobility lifecycle
- **Welfare:** New solutions thanks to the flexible benefits platform and digital health services, including telemedicine
- **Property:** The Group aims to become a point of reference in relation to housing and apartment building services

Bancassurance business

The Group is active in the sector through agreements with:



Property and other sectors

- The Group is one of the main operators in Italy in terms of the value of assets through ownership of properties of great historical, symbolic and architectural significance
- It is also an important player in the Italian hotel sector, agriculture and in port facilities

07 **Insurance** Business



About Us



UnipolSai is the Group's **multi-branch insurance company**, established on 6 January 2014



It is the result of a merger between **Unipol Assicurazioni**, **Milano Assicurazioni**, **Premafin** (financial holding company of the former Gruppo Fondiaria-SAI), and **Fondiaria-SAI**

Key data



13.6 billion
in total premiums



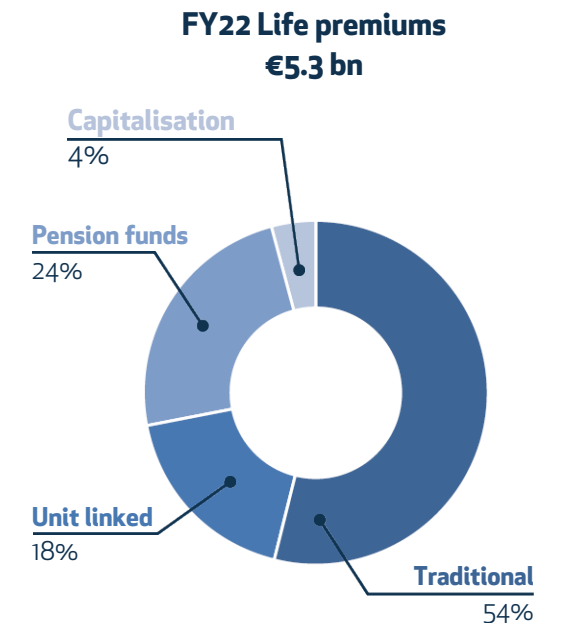
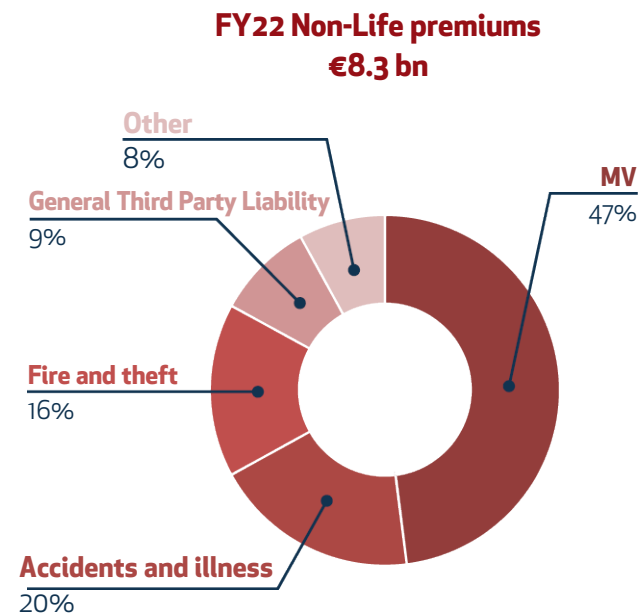
Market leader in MV
insurance with **3.9** billion
in premium income



Largest distribution network
in Italy (2,361 agencies)

High points

- In 2003, the Group was the first company in Italy to employ black box car insurance policies
- Leader in Europe, while in Italy it has an estimated market share of 72% with 4 million installed devices
- In 2022, it entered the electronic toll collection market with UnipolMove, developed by UnipolTech



Figures at 31 December 2022

UniSalute

SPECIALISTI NELL'ASSICURAZIONE SALUTE

The leading healthcare insurance company in Italy



Founded by the Unipol Group in 1995, UniSalute is the **leading healthcare insurance company in Italy** in terms of the number of customers handled



Every day it protects the health of over **10** million customers

Excellent results



574 million in direct premium income



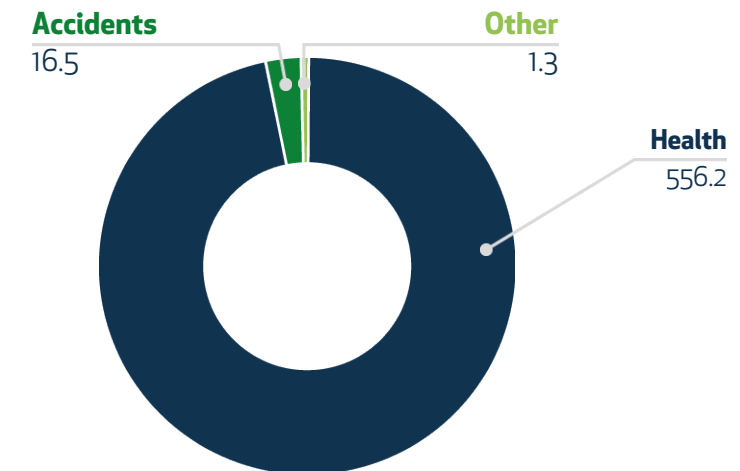
Combined Ratio
87.6% (direct business)



Responding effectively to all needs

- For more than 25 years it has been dealing exclusively with health protection and offers **customised health plans**
- It was also the first in Italy to develop a range of **individual policies** that can be purchased online
- It guarantees its policyholders rapid access to the **best healthcare facilities** in Italy and abroad
- In 2016, UniSalute Servizi was established to respond to new corporate welfare needs and offer **new instruments of protection**

Breakdown of income (€m)



Linear

Linear is the Unipol Gruppo S.p.A. **online insurance company**, in operation since 1996 and supplies insurance products purchased online and by telephone.

The results:



193 million euro in direct premium income



Siat

The only Italian company dedicated entirely to **transport and aviation insurance**

The results:



It manages the **transport and aviation portfolio** of UnipolSai, contributing to development of the branches through Italy's leading agency network



173 million euro in total income (direct and indirect) in 2022



The **centre of expertise** for the Unipol Group in the data science and computer science areas. Its name is derived from the Indo-European root Leith, which gave rise to the term 'Leader'.

It has the following aims:



- Protecting, building up and capitalising on the information assets of the Unipol Group
- Developing tools and algorithms to help optimise company processes
- Developing software components based on automatic learning methods
- Providing methods and applications that can optimise the range of products and services on offer

International Business



DDOR is the **Group company that operates on the Serbian market** where it is one of the major insurance companies.

The results:



Through a solid, extensive business network, it provides services to more than **half a million** customers in Serbia



It is the number one insurance company by number of agencies in Serbia, with **145** points of sale and **approximately 860** contractors

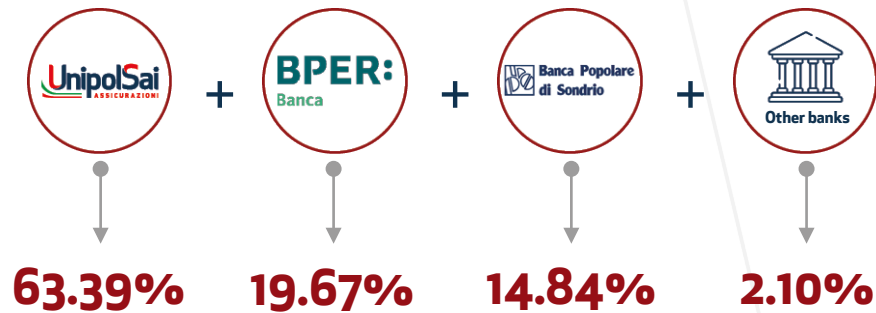
08



Bancassurance
Business

ARCA VITA | ARCA ASSICURAZIONI

Arca Vita is a joint venture between:



- It operates in the life insurance sector
- Arca Assicurazioni, subsidiary of Arca Vita, operates in the non-life sector
- These products are distributed through **3,000+ branches of affiliated banks**, with whom Unipol has signed agreements

Total premium income for 2022:



BIM VITA | Private Insurance



Private Insurance company established from a joint venture with Banca Intermobiliare, now Banca Investis



It sells **life insurance** products, with a focus on savings and supplementary pension products



Gross written premiums in 2022:

35 million euro

09



Beyond Insurance
Mobility, Welfare
and **Property**
Ecosystems

Mobility

The key factors of the sector



The Group is the Italian **leader** in the MV business



It helps foster **safer** mobility



It guarantees **faster handling** of claims for the benefit of the entire country



The Group is a 360° partner for the entire **life cycle of the mobility business**, especially in the **long-term rental** market, **electronic toll collection** and **mobile payment** products and services

Welfare

Strengths



Network of **proprietary** and affiliated **healthcare facilities**



Digital health services, including telemedicine



Nursing, physiotherapy and social assistance **home care** services



Flexible benefits platform, optimised for SMEs and large corporate companies

Property

The basic elements



Home and **apartment building** services



Focus on **customer experience** and **savings** on insured services



Network of **tradespeople** to **ensure** the best **quality of service**



Franchise network for **services to administrators** and **apartment building residents**

Mobility

UnipolRental

NOLEGGIO A LUNGO TERMINE



Operating since 1994 under the name Car Server, it joined the Unipol Group on 1 August 2019 and became UnipolRental



Leading Italian operator in the long-term rental sector with a fleet of 130,000 vehicles, thanks in part to SIFÀ's merger into UnipolRental



The company has over 300 employees, and has acquired over 78,000 contracts and more than 19,000 customers

UnipolTech

SOLUZIONI TECNOLOGICHE

- It is the Group's centre of expertise for technology and telematic and payment services
- The Group presides over the entire connected car value chain related to the Motor TPL policies on the vehicles
- In the area of payments, UnipolTech has identified partnerships to develop a set of continuously expanding services closely linked to the mobility ecosystem

The results:



4 million
connected cars



**Leader in the
telematics market
applied** to vehicles in
Italy and in Europe



400,000
UnipolMove
customers

Mobility

UnipolService CENTRI RIPARAZIONE AUTO



The Group company that deals with the **repair of vehicles insured** by the Unipol Group companies



It manages the **entire repair process**, from the technical assessment of damage and costs (consistency, fairness of estimate, etc.) to the centralised supply of spare parts



It forms part of the **Unipol Mobility ecosystem**: it combines efforts with other companies in this ecosystem to plan and develop joint actions, offering know how and services



It allows the Group to **control operating costs** and monitor each stage of the repair process



Today the company has a network of over **2,600 body repair shops** and in 2022 it managed about **195,000 repairs**

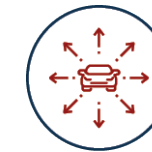
UnipolGlass CENTRI CRISTALLI AUTO

- A company 70% controlled by UnipolService S.p.A. and 30% by DIRA S.p.A., a car glass supplier
- Specialising in the installation, repair and replacement of car windows with over 200 centres throughout Italy
- It ensures a reduction in the average cost of claims, product differentiation and fraud reduction thanks to specific control tools

The results:



132,000
claims handled



channelling of
approx. **84%**



cost savings of over
16.7 million euro

Mobility

UnipolAssistance



The **multi-service company** that deals with **service requests** for all vehicle categories



It operates in accordance with a **flexible, advanced model** through an integrated multi-channel system



It uses a **virtual assistant** to manage and permit self-management of customer requests



It operates from a **contact centre open 7 days a week, 24 hours a day**



This organisation makes it possible to manage over **900,000 files per year**

10 **Real Estate** and other **Sectors**

Commitment to Real Estate



The Group is one of the leading operators in Italy in terms of size of assets under management with a value of **4.9 billion** euro



Over **20 years of experience** in the promotion and coordination of urban regeneration projects



It has **consolidated experience** in the ordinary and extraordinary management of both **individual assets** and real estate portfolios

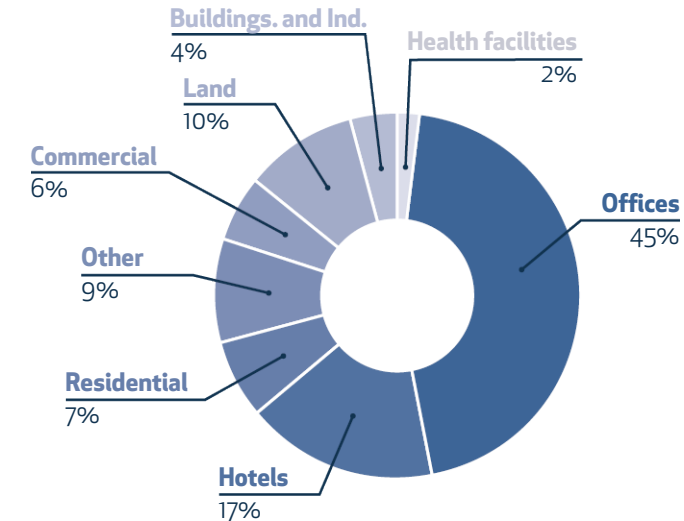


It has a management philosophy in line with market **best practices**

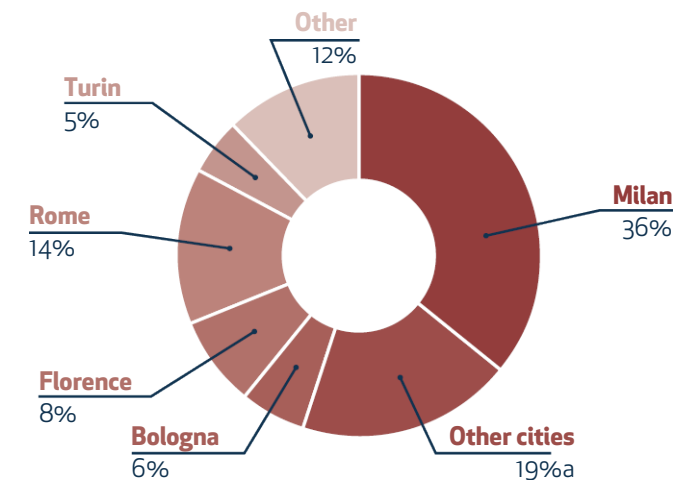


It has an in-house department that ensures **in-depth knowledge of the real estate market**

Breakdown by use



Breakdown by geographic area



Business in the hospitality sector



It is the **biggest Italian-owned hotel chain** in Italy



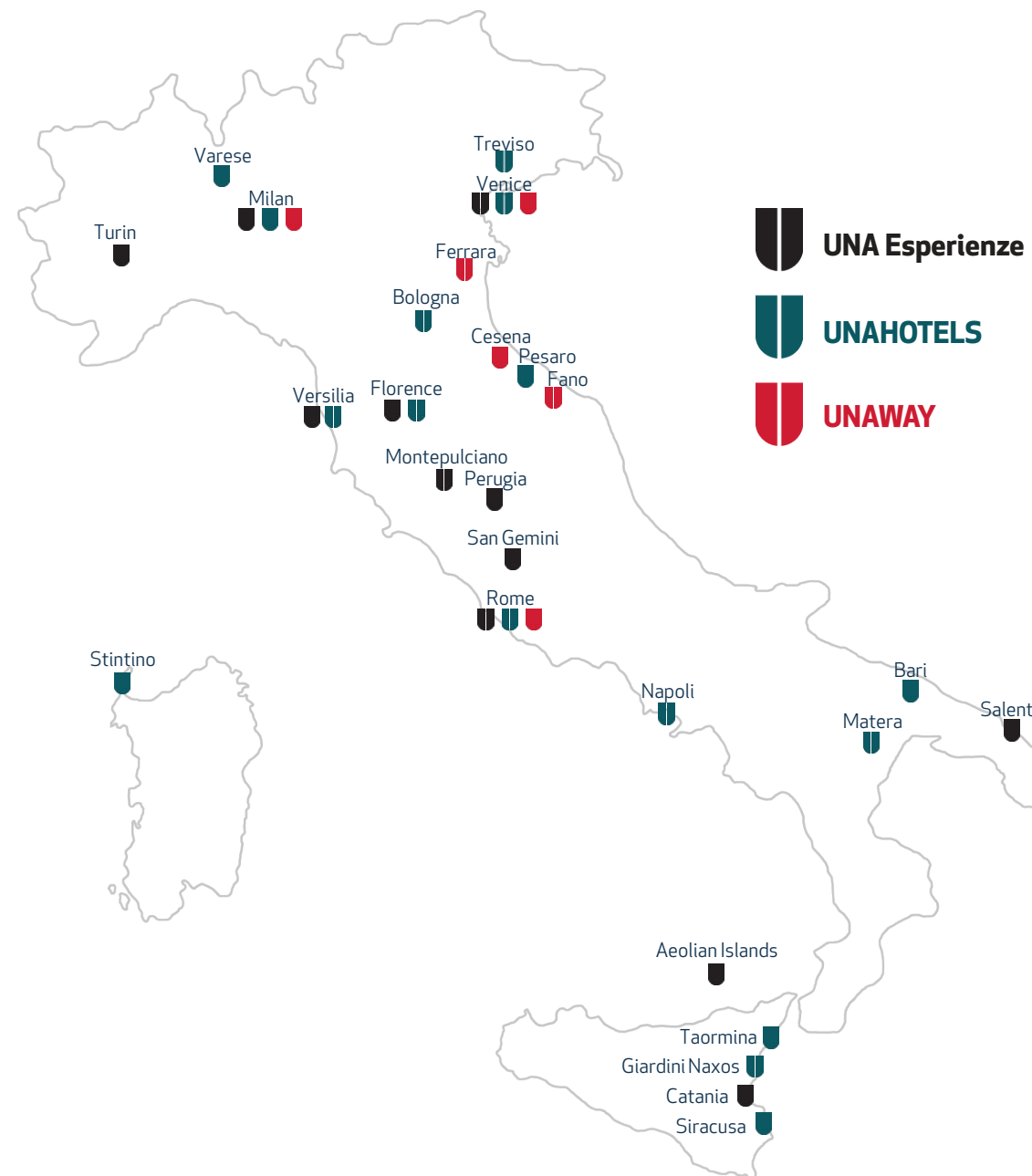
It is the result of the merger between
Atahotels and **UNA Hotels & Resorts**



Present in **13 regions of Italy**, it covers **24 destinations** and has
5,600 rooms spread over **51 hotels, resorts and residences**



With **UNA Esperienze**, **UNAHOTELS** and **UNAWAY**, the portfolio
includes three brands, three different hotel experiences



Proprietary Health Facilities



The **Dyadea** health centres operate mainly in the Bologna area and make **technological innovation** a key value in the services offered.



With a network of **35 health centres**, **Centro Medico Santagostino** is one of the main operators in Lombardy, especially in the Milan area.



- The **Villa Donatello** and **Centro Florence** clinics operate in Florence
- Villa Donatello provides both inpatient and outpatient **diagnostic and care services**

Business in the Agricultural and Port Sectors

TENUTE DEL CERRO

It owns about **5,000 hectares** of land in Tuscany and Umbria, including 300 hectares of vineyards.



Annual production totals **1.5 million bottles**

The portfolio includes names such as



Vino Nobile di Montepulciano
by Fattoria del Cerro



Brunello di Montalcino
by La Poderina



Val di Cornia Rosso
by Tenuta di Monterufoli



Sagrantino di Montefalco
by Còlpetrone



The **port facility** owned by the Unipol Group.



- It can accommodate **1,000 boats** from 6 to 77 metres in length
- Most berths are for boats of **less than 16 metres in length** (about 90%)
- Long-term contract occupancy **has risen continuously** and now exceeds 87%

11



Major **Shareholdings:**
BPER Banca
and **BPOP Sondrio**

BPER:

Banca



Unipol Gruppo holds a **19.85%** share (10.53% directly and 9.32% through UnipolSai) in **BPER Banca**, one of the biggest Italian banking groups (third in ranking by number of branches)



Unipol contributes to the **medium-long term development plans** of BPER and also has a partnership with it in the life and non-life bancassurance businesses

Banca Popolare di Sondrio



Unipol Gruppo holds a **19.7%** share (10.20% directly and 9.51% through UnipolSai) in **Banca Popolare di Sondrio**



The bank has been **an industrial partner of the Unipol Group since 2010** in the non-life and life bancassurance businesses



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www.unipol.it