

Línea Directa Aseguradora, S.A., Compañía de Seguros y Reaseguros (the "Company"), pursuant to legislation regulating the securities market, announces the following:

#### OTHER RELEVANT INFORMATION

Please find attached the Company's fourth quarter 2022 results presentation for analysts and investors, which will be presented during today's webcast.

Madrid, 24 February 2023





# 12M 2022 Results

Presentation for analysts and investors

24 February 2023







#### Legal notice



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The statements contained in this document relating to forecasts, plans, expectations or the future performance of the Company, its businesses or their financial figures do not constitute commitments or any assurance as to the future performance of the Company or the effective achievement of its objectives or estimated results. These statements rely on assumptions and estimates that are conditional on multiple factors, thus exposing them to various risks and uncertainties that could cause the actual results to differ materially from the objectives, projections and expectations expressed or implied in this presentation. Possible factors that might introduce an element of uncertainty to the estimates include: changes within the insurance industry, in market trends or in the general economic climate; legal reforms; court rulings; technological changes; changes in monetary policy or interest rates; the performance of our peers and competitors; changes in the claims that are covered; fluctuations in liquidity levels, or in the value of or return on the assets that make up the investment portfolio of Línea Directa; changes in the credit capacity and solvency of customers, etc.

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Some of the figures included in this document have been rounded off. This could cause discrepancies between the total figures and itemised figures provided in the tables.

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The information included in this document is pending the audit report to be issued by Línea Directa's external auditors.

Línea Directa is expected to publish the Group's audited results, corresponding to the fourth quarter and the full year of 2022, next Monday, 27 February 2023

The information contained in this document may be subject to change and may differ from the final audited figures.

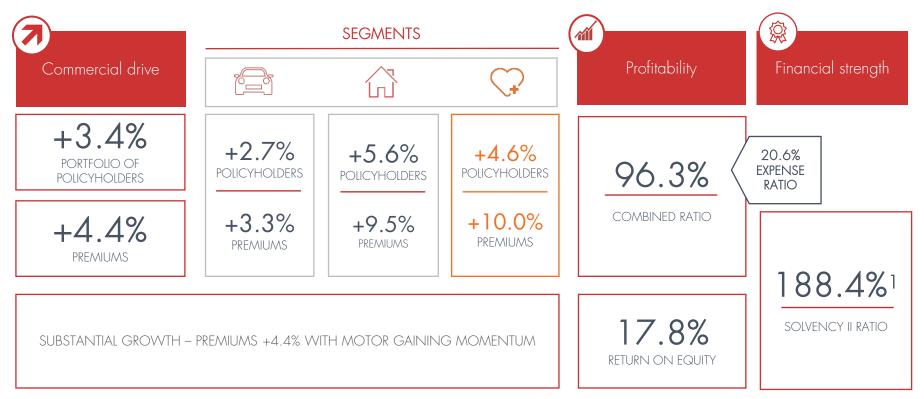


# Highlights for the period

#### 12M 2022 Results

# linea directa

Growth gains momentum in a year marked by sharp cost inflation



<sup>1.</sup> Includes up to the third interim dividend for the year amounting to 8.4 million euros

## We are committed to sustainable growth



We champion ESG dimensions from within the company and position our direct model as the best asset for stakeholders.

#### COMPLIANCE WITH THE 2022 SUSTAINABILITY PLAN



SOCIAL

PILLAR





**ENVIRONMENTAL** PILLAR

GOVERNANCE **PILLAR** 

64 points vs. 21 points in 2021

In 2022, first assessment for the Dow Jones Sustainability Index

Dow Jones Sustainability Indexes

Portfolio Sustainability Score



20.86



New Plan 2023-2025

#### MAIN ESG MILESTONES IN 2022

#### **ENVIRONMENTAL**

#### Reducing our environmental impact

-51% Carbon footprint

-45% Waste reduction



■ Energy from renewable resources

We support our customers as they undergo their own green transition

18,500

Flectric vehicles and plug-in hybrids insured

31,400

avoided

We embrace best practices



#### SOCIAL

#### Equality and diversity

Nationalities

Women in

management

responsibility

ÍNDICE IBEX GENDER EQUALITY

#### Quality employment and talent development

Vacancies filled with in-

house talent

+18%

2.8% Average hours Gender pay of staff training

Commitment to road safety

ROAD SAFETY

People management

48%

Women in

positions of





#### GOVERNANCE

#### Aligned with governance best practices



directors



■Women in the BoD

- · Including non-financial criteria and the recommendations of the Code of Good Governance in the Remuneration Policy of the Board of Directors
- Sustainable Investment Policy.
- Environmental Management and Climate Change Policy.
- Responsible Purchasing Policy.









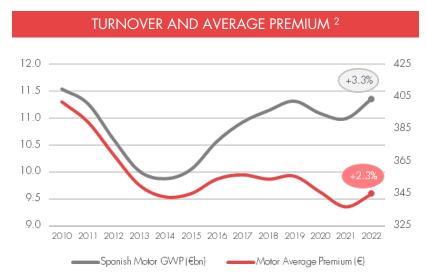
# Context

# Motor Segment | 🗐



#### Inflation slows in December, but remains high and has hit the sector hard





- Inflation remains very high
- Repair costs at all-time highs

 The market barely reacted in 2022, and there is still a long way to go

<sup>1.</sup> Source: INE (latest figures available at December 2022)

<sup>2.</sup> Sources: ICEA (latest figures available at December 2022), FIVA. Internal calculations on the average premium in the sector by dividing revenues by insured vehicles

# Motor Segment | 🗐





Vehicle registrations were down 5.5% in 2022



• 2022 still a far cry from pre-pandemic figures

#### AVERAGE AGE OF THE VEHICLE POPULATION



\* Estimated average age at year-end 2022

- The vehicle population continues to age
- Manufacturing and supply bottlenecks, rising interest rates and prices, and the resulting decline in household disposable income

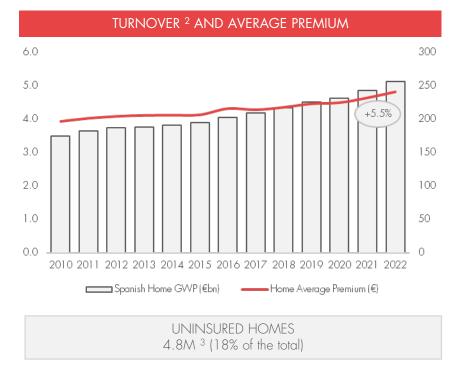
Sources: Faconauto, MSI

# Home Segment | 🖟



Activity and prices in the real estate market have continued to increase, although there are signs of a slowdown against a backdrop of rising interest rates and a bleaker economic outlook





<sup>1.</sup> Source: INE (latest figures available at December 2022)

<sup>2.</sup> Source: ICEA (latest figures available at December 2022). Internal calculations on the average premium in the sector by dividing revenues by homes insured

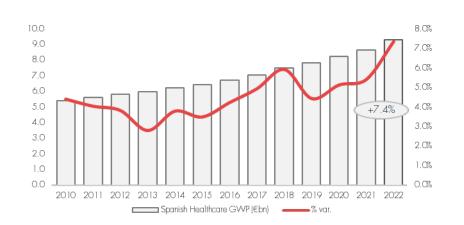
<sup>3.</sup> Total estimated housing stock at year-end 2022, considering an average increase over the last five years. Ministry of Transport, Mobility and Urban Agenda

# Health Segment | 🛶



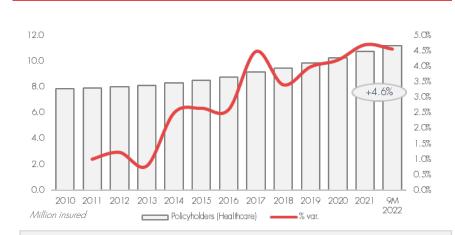
#### Inflow of new customers slowing

#### SEGMENT REVENUES 1



- Turnover continues to show significant growth
- Rising healthcare costs and hospital tariffs

#### POLICYHOLDERS 2



Slowdown in the growth of new policyholders

Source: ICEA (Healthcare, latest figures available at December 2022)

Source: ICEA (Healthcare, latest figures available at September 2022)



# 12M 2022 Results

# Group results



#### Premiums gain momentum in a year marked by strong pressure on margins

Thousand euro	12M 2022	12M 2021% var. 22/21	
Gross written premiums (GWP)	946,679	907,189	4.4%
Earned premiums, net of reinsurance	900,647	882, <i>7</i> 28	2.0%
Technical result	33,350	103,635	-67.8%
Financial result	39 <i>,77</i> 3	34,661	14.7%
Non-technical result	5,635	6,884	-18.1%
Profit/(loss) before tax	78,758	145,180	-45.8%
Income tax	(19,235)	(35,043)	-45.19
Profit/(loss) after tax	59,523	110,137	-46.0%
EPS (euro)	0.05	0.10	-45.9%
	12M 2022	12M 2021	p.p. var
Loss ratio	75.7%	67.7%	8.0 p.p
Expense ratio	20.6%	20.5%	0.1 p.p
Combined ratio	96.3%	88.3%	8.0 p.p
Clients (thousands)	3.459	3.345	3.4%

#### **PREMIUMS**

Solid growth across all lines of business Motor gains 3.3% in the year (4.6% in the quarter)

#### TECHNICAL RESULT

Outstanding expense ratio Cost of claims impacted by rampant inflation and, to a lesser extent, higher frequency versus the previous year

#### FINANCIAL RESULT

During the year, capital gains were realised in investment funds prior to the arrival of IFRS 9, and also in currencies by profiting from an appreciating US dollar

#### **CLIENTS**

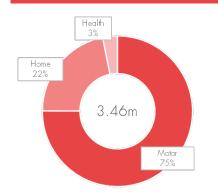
We continue to grow with excellent customer retention rates

## Premiums and policyholders



All segments show solid growth and Motor reflects the change in trend

#### **POLICYHOLDERS**

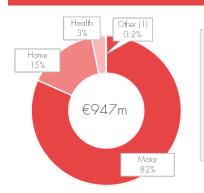


- Portfolio of 3,459 thousand policyholders, up 3.4%
- Solid growth across all lines of business

#### Policyholders

		/	
Thousands	12M 2022	12M 2021	% var.
Motor	2,597	2,528	2.7%
Home	752	712	5.6%
Health	110	105	4.6%
Total	3,459	3,345	3.4%

#### **PREMIUMS**



- Motor grows at 3.3%
- Excellent performance by the Home and Health segments

#### Gross written premiums

Thousand euro	12M 2022	12M 2021	% var.
Motor	772,787	748,100	3.3%
Home	143,713	131,243	9.5%
Health	29,082	26,449	10.0%
Other	1,097	1,397	-21.5%
Total	946,679	907,189	4.4%

<sup>1.</sup> Customers in the "Other" segment amount to 5 and 4 thousand at December 2021 and 2022, respectively.

## Motor Segment |





#### Motor continues to gain momentum

#### **PRFMIUMS**



- We continue to report excellent retention rates
- The portfolio of policyholders gains 2.7%
- Premium growth in line with the market <sup>1</sup>

#### COMBINED RATIO



- Excellent expense ratio
- Strong cost inflation has had an immediate impact on the sector, while premiums have a longer way to go

<sup>1.</sup> Growth for the Motor segment: 3.3%. Source: ICEA, December 2022

# Home Segment | 📊





#### Home continues with its good performance

#### **PREMIUMS**



- Growth at 4 p.p. above the market<sup>1</sup>
- Rising average premiums and excellent retention rates
- The portfolio of policyholders gains 5.6%

#### COMBINED RATIO



- Expense ratio below the market at 2.1 p.p <sup>2</sup>
- Loss ratio mainly affected by frequency of water and glass damage

<sup>1.</sup> Growth for the Home segment: 5.5%. Source: ICEA, December 2022

<sup>2.</sup> Expense ratio for the Home segment: 34.6%. Source: ICEA, December 2022

# Health Segment | 🗘



Growth slowing while we continue to improve our technical result

#### **PREMIUMS**



- Policyholders up by 4,823 (+4.6%)
- Premium growth 2.6 p.p. above the market

#### COMBINED RATIO



We continue to maintain strict risk selection and underwriting

<sup>1.</sup> Growth for the Healthcare segment: 7.4%. Source: ICEA, December 2022



## Management ratios



		Loss ratio		[	Expense ratio	)	C	Combined ratio	0
	12M 2022	12M 2021	p.p. var.	12M 2022	12M 2021	p.p. var.	12M 2022	12M 2021	p.p. var.
Motor	77.7%	69.4%	8.3 p.p	17.7%	17.6%	0.1 p.p	95.4%	87.0%	8.4 p.p
Home	63.1%	55.4%	7.7 p.p	32.5%	33.5%	-1.0 p.p	95.6%	88.9%	6.7 p.p
Health	86.8%	86.4%	0.4 p.p	58.0%	61.7%	-3.7 p.p	144.8%	148.1%	-3.3 p.p
Other	0.9%	0.0%	0.9 p.p	66.0%	50.9%	15.1 p.p	66.9%	50.9%	16.0 p.p
Total	75.7%	67.7%	8.0 p.p	20.6%	20.5%	0.1 p.p	96.3%	88.3%	8.0 p.p

Loss ratio	

- Loss ratio for the Motor segment reflects immediate cost inflation, while premiums have a longer cycle ahead
- Increase in claims frequency in the Motor and Home segments compared to the previous year

#### Expense ratio

Excellent performance within a strategy of strict expense control

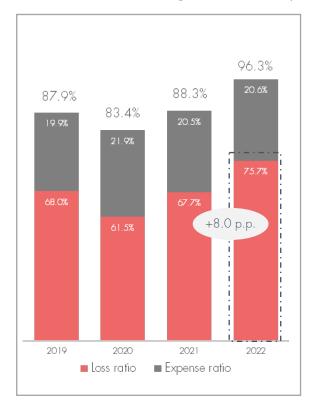
#### Combined ratio

• The combined ratio has been affected by sharp cost inflation

### Combined ratio: loss ratio

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## Premiums earned lag behind heavy cost inflation



% over earned premiums net of reinsurance	12M 2022	12M 2021	% var
Claims incurred for the year	(681,500)	(597,820)	14.0%
Motor	(585,329)	(518,866)	12.8%
Home	(81,840)	(66,003)	24.0%
Health	(14,321)	(12,951)	10.6%
Other	(10)	(O)	-
LOSS RATIO	75.7%	67.7%	7.9 p.p

MOTOR	% IMPACT DISTRIBUTION		
	Average cost	Frequency	
12M '22 vs '21	61%	39%	
4Q '22 standalone vs '21	104%	-4%	

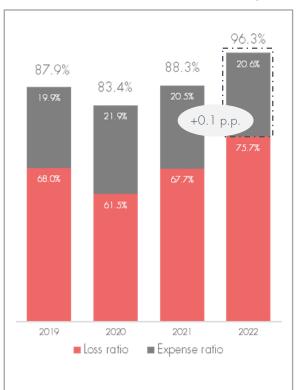
MOTOR is enduring heavy cost inflation while premiums earned have a longer cycle

HOME	% IMPACT DISTRIBUTION		
	Average cost	Frequency	
12M '22 vs '21	38%	62%	
4Q '22 standalone vs '21	46%	54%	

# Combined ratio: expense ratio

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We maintain strict control of expenses



% over earned premiums net of reinsurance	12M 2022	12M 2021	% var
Net operating expenses	(202,182)	(203,458)	-0.6%
Acquisition expenses	(180,371)	(181,972)	-0.9%
Administrative expenses	(26,043)	(26,510)	-1.8%
Reinsurance commissions and profit participation	4,232	5,024	-15.8%
Profit sharing	(637)	(594)	7.2%
Other technical revenue and expenses	17,022	22,779	-25.3%
EXPENSE RATIO	20.6%	20.5%	0.1 р.р

INCREASED EFFICIENCY IN POLICY RETENTION

STRICT CONTROL OF **OVERHEAD EXPENSES** 

We remain firmly committed to DIGITALISATION AND **TECHNOLOGY** 

#### Financial result



During the year, capital gains were realised in mutual funds prior to the arrival of IFRS 9, and also in currencies by profiting from an appreciating US dollar

Thousand euro	12M 2022	12M 2021	% var.
Investment income <sup>1</sup>	72,406	57,904	25.0%
Investment expenses <sup>1</sup>	(32,633)	(23,243)	-40.4%
Financial result	39,773	34,661	14.7%
of which realised gains (losses):	10,950	6,566	66.8%
Fixed income	(599)	(1,093)	-45.2%
Equity instruments	7,782	7,808	-0.3%
Foreign currencies	3,767	(149)	=
Impairments	-	-	-

Income FIXED INCOME <sup>2</sup>	Income EQUITIES <sup>3</sup>	Income INVESTMENT PROPERTIES
15.3 <sub>MN</sub> - (6.6%)	3.5 <sub>M</sub> +44.6%	4.5 <sub>M</sub> +6.3%

Financial result (ex capital gains) +2.6%

<sup>1.</sup> The interest rate swap and the underlying government bonds with a nominal value of €50 million are recognised under income and expense on investments, with opposite sign, and are netted against each other

<sup>2.</sup> Includes implicit interest on debt

<sup>3.</sup> Does not include Economic Interest Groupings (EIGs) amounting to 4.8 million euro

# Investment portfolio

## Portfolio composition and other metrics



#### PORTFOLIO COMPOSITION Investment property (\*) Equity mutual funds 64,676 48,812 6% Shares 72.074 9% Fixed income -Governments 356.496 Of which €806m 44% 30.3MM are Spanish REITs Fixed income - Corporate 262,282 33% Portfolio Sustainability Score (ESG Risk) SUSTAINALYTICS Sovereign Sustainability Score Corporate Sustainability Score Severe Risk Severe Risk

#### PROFITABILITY (Rolling 12) 1

(%)	12M 2022	12M 2021	var. p.p
Fixed income	2.46%	1.90%	+0.56 p.p
Equity instruments	12.59%	10.72%	+1.87 p.p
Investment property	6.86%	6.40%	+0.46 p.p
Total average return	4.39%	3.48%	+0.91 p.p
Portfolio return (ex net realised gains)	2.61%	2.29%	+0.32 p.p

#### OTHER METRICS

	12M 2022	12M 2021
Fixed income duration	3.62	4.14
Fixed income modified duration	3.81%	4.87%

<sup>1.</sup> Income recognised in the statement of profit or loss during the period divided by assets under management (fixed income and equity portfolios and investment property). Includes capital gains and losses realised and impairment losses.

<sup>(\*)</sup> Off-balance sheet capital gains on investment property and property for own use amount to €32.1 million before tax.

# Solvency II

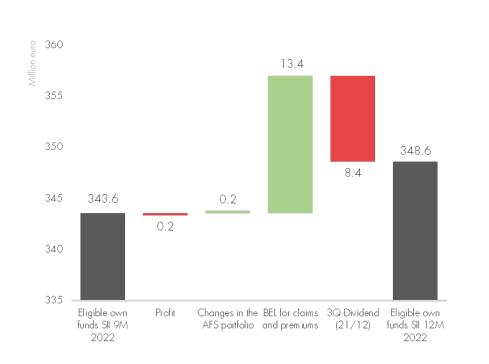
## Resilient capitalisation







#### Solvency own funds walk 9M 2022 - 12M 2022



<sup>1.</sup> Solvency ratio and elegible own funds refer to Línea Directa Aseguradora stand-alone

# Solvency II

Solvency II ratio

## Resilient capitalisation



#### Breakdown of required capital – SCR

Thousand euro	12M 2022	9M 2022
SCR Market	91,899	93,177
SCR Counterparty	7,027	10,708
SCR Health	3,142	3,733
SCR Non-Life	172,651	164,822
BSCR	218,947	214,740
SCR Operational	27,795	27,574
Deferred tax adjustment	(61,686)	(60,578)
SCR	185,057	181,735
Eligible own funds Solvency II	348,621	343,593

188%

189%

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	11		11		

MARKET SCR  The lower exposure has offset the reduction in the symmetric adjustment (-3.02 at December 2022 vs. -8.10% at September 2022)

COUNTERPARTY SCR

• (+) Lower exposure to cash

HEALTH SCR

In line with business performance

NON-LIFE SCR

• (-) Increase in premiums and cost of claims

OPERATIONAL SCR

In line

<sup>1.</sup> Solvency ratio and elegible own funds refer to Línea Directa Aseguradora stand-alone



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# resta likes tipecta

# Thank you





# Appendices

## Consolidated balance sheet



#### Assets

Thousand euro			
Assets	12M 2022	12M 2021	% var.
Cash and cash equivalents	51,661	115,788	-55.4%
Available-for-sale financial assets	739,664	864,978	-14.5%
Equity instruments	120,886	153,963	-21.5%
Debt securities	618,778	711,015	-13.0%
Loans and receivables	123,448	120,615	2.3%
Hedging derivatives	7,808	-	
Reinsurers' share of technical provisions	19,263	20,153	-4.4%
Property, plant and equipment and investment property	110,044	110,721	-0.6%
Investment property	64,676	65,457	-1.2%
Property, plant and equipment	45,368	45,264	0.2%
Intangible assets	14,482	14,121	2.6%
Other assets	129,045	122,102	5.7%
Total assets	1,195,415	1,368,478	-12.6%

#### Liabilities and Equity

12M 2022	12M 2021	% var.
59,288	175,406	-66.2%
-	9,447	-100.0%
791,040	<i>7</i> 38,158	7.2%
470,783	449,740	4.7%
2,378	3,280	-27.5%
317,879	285,138	11.5%
26,118	22,133	18.0%
28,469	45,059	-36.8%
904,915	990,203	-8.6%
320,356	334,909	-4.3%
(29,856)	43,366	-168.8%
290,500	378,275	-23.2%
1,195,415	1,368,478	-12.6%
	59,288 -791,040 470,783 2,378 317,879 26,118 28,469 904,915 320,356 (29,856) 290,500	59,288 175,406 - 9,447 791,040 738,158 470,783 449,740 2,378 3,280 317,879 285,138 26,118 22,133 28,469 45,059 904,915 990,203 320,356 334,909 (29,856) 43,366 290,500 378,275

# Statement of profit or loss by segment



#### Statement of profit or loss – Motor Segment

Clients (thousands)



69

#### Statement of profit or loss – Home Segment



Thousand euro	12M 2022	12M 2021	% var.
Gross written premiums (GWP)	772,787	748,100	3.3%
Premiums earned, net of reinsurance	753,278	747,292	0.8%
Claims incurred, net of reinsurance	(585,329)	(518,866)	12.8%
Net operating expenses	(150,800)	(154,310)	-2.3%
Other technical expenses and income	17,506	22,877	-23.5%
Technical result	34,655	96,993	-64.3%

Technical result	34,655	96,993	-64.3%
	12M 2022	12M 2021	p.p. var.
Loss ratio	77.7%	69.4%	8.3 p.p
Expense ratio	17.7%	17.6%	0.1 p.p
Combined ratio	95.4%	87.0%	8.4 p.p

2,597

2,528

Thousand euro	12M 2022	12M 2021	% var.
Gross written premiums (GWP)	143,713	131,243	9.5%
Premiums earned, net of reinsurance	129,799	119,067	9.0%
Claims incurred, net of reinsurance	(81,840)	(66,003)	24.0%
Net operating expenses	(41,989)	(39,888)	5.3%
Other technical expenses and income	(241)	(5)	5130.8%
Technical result	5.729	13.171	-56.5%

	12M 2022	12M 2021	p.p. var.
Loss ratio	63.1%	55.4%	7.6 p.p
Expense ratio	32.5%	33.5%	-1.0 p.p
Combined ratio	95.6%	88.9%	6.6 p.p
Clients (thousands)	752	712	40

# Statement of profit or loss by segment



#### Statement of profit or loss - Health Segment



Thousand euro	12M 2022	12M 2021	% var.
Gross written premiums (GWP)	29,082	26,449	10.0%
Premiums earned, net of reinsurance	16,505	14,981	10.2%
Claims incurred, net of reinsurance	(14,321)	(12,951)	10.6%
Net operating expenses	(9,327)	(9,147)	2.0%
Other technical expenses and income	(243)	(93)	161.8%
Technical result	(7,386)	(7,210)	2.4%

	12M 2022	12M 2021	p.p. var.
Loss ratio	86.8%	86.4%	0.3 p.p
Expense ratio	58.0%	61.7%	-3.7 p.p
Combined ratio	144.8%	148.1%	-3.4 p.p
Clients (thousands)	110	105	5

#### Statement of profit or loss – Other Insurance Businesses <sup>1</sup>

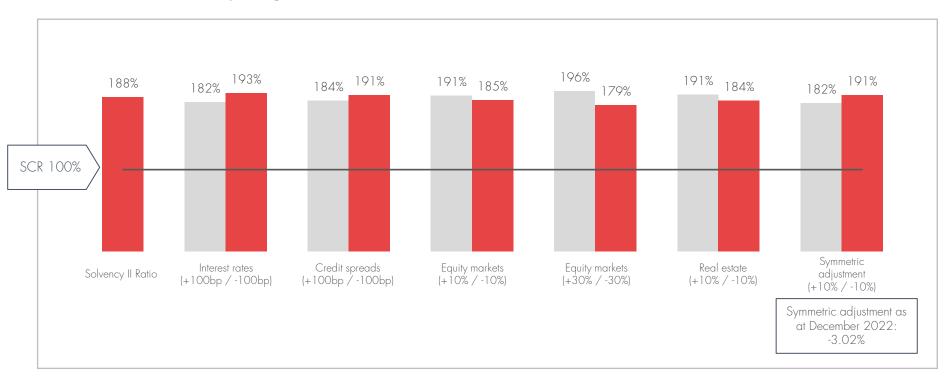
Thousand euro	12M 2022	12M 2021	% var.
Gross written premiums (GWP)	1,097	1,397	-21.5%
Premiums earned, net of reinsurance	1,065	1,388	-23.2%
Claims incurred, net of reinsurance	(10)	(O)	42726.6%
Profit sharing and premiums refunds	(637)	(594)	7.2%
Net operating expenses	(66)	(113)	-41.3%
Other technical revenues and expenses	-	-	-
Technical result	352	681	-48.3%
	12M 2022	12M 2021	p.p. var.
Loss ratio	0.9%	0.0%	0.9 p.p
Expense ratio	66.0%	50.9%	15.1 p.p
Combined ratio	66.9%	50.9%	16.0 р.р
Clients (thousands)	4	5	(1)

<sup>1.</sup> The Other insurance businesses segment mainly shows the travel insurance business for holders of Bankinter cards under 10 collective policies not included in the customer figure, as well as a payment protection policy in run-off

# Solvency II

# linea directa

#### Sensitivities to the solvency margin



<sup>1.</sup> The symmetric adjustment does not take into account an estimate of the unrealised capital gains on equities

#### Market shares



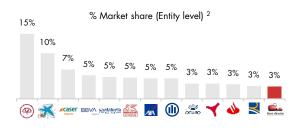


#### 5# in MOTOR 1





#### 13# in HOME <sup>1</sup>





#### 21# in HEALTHCARE <sup>1</sup>



#### Change 22/21



#### Change 22/21



Change 22/21



<sup>1.</sup> Source: ICEA (latest figures available at December 2022 for the Motor and Home segments, and September 2022 for the Healthcare segment)

<sup>2.</sup> Including Caser (previously not reporting entity level data)