

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

#### **INSIDE INFORMATION**

It is hereby informed that the Board of Directors of Línea Directa Aseguradora, at its meeting held yesterday, approved the results for the first semester of 2023, details of which will be provided hereafter and presented to the market today as announced.

The persistence of inflation continues to cause a sharp increase in the cost of claims, which continues to affect margins in the insurance sector, especially in the Motor line. In addition, increase in the injury scale has affected the insurance result. In this context, in the first semester of the year, the Group has registered a loss of 15.5 million euros.

Despite this, the Company's solvency margin remains very strong at 186% as of June, a surplus of 162.5 million euros over the required solvency capital and 3.1 percentage points higher compared with the first quarter of the year. It also should be noted the good performance of business figures that demonstrate Línea Directa's ability to grow profitably in revenue and operate with increasing efficiency. These include the growth in premium income (up 3.6% in the first half of the year, to 491.9 million euros) and the discipline and control of expenses (with an expense ratio of 19.7%).

Attached is the presentation detailing the main figures, which will serve as the basis for the webcast for investors and analysts to be held today.

Madrid, 21 July 2023



# Results Presentation June 2023

Presentation for analysts and investors









## Legal notice



This document has been prepared by Línea Directa Aseguradora, S.A., Compañía de Seguros y Reaseguros ("Línea Directa" or the "Company") for the sole purpose of presenting results and may not be used for any other purpose.

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.

Línea Directa is under no obligation to regularly review or update the information contained in this document, nor to adapt that information in response to events or circumstances that occur after this presentation has been published.

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.

This document does not constitute an offer or invitation to acquire or subscribe for shares, in accordance with applicable law and regulations on the securities market, nor does it constitute an offer to buy, sell or exchange securities, or a solicitation to offer, sell or exchange securities.

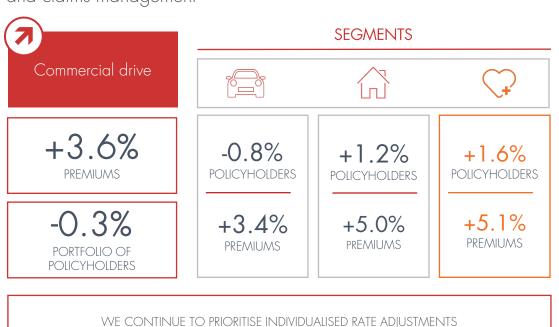
Highlights for the period



## Results – June 2023



Resolute strategy aimed at rebuilding the technical margin, with optimisation measures in underwriting and claims management



FOCUSING ON MARGINS STRICT CONTROL OF OVERHEAD EXPENSES AND CONTINUOUS OPTIMISATION OF PROCESSES







## Motor Segment |





Inflation relents while premiums consolidate their trend reversal, albeit with a lag

#### TREND IN INFLATION 1 12.0% .50.0% 10.0% ---40.0% 8.0% = 30.0% 6.0% 20.0% 10.0% 4.0% 0.0% -10.0% 0.0% -2.0% -20.0% 2018 2019 2020 2021 2022 2023

#### Inflation relents... although the increases of 2022 and 2023 are already consolidated...

——General CPI (left axis) ——Underlying CPI (left axis) ——IPRI (right axis)

and the outlook for December 2023 is around 5%

#### TREND IN REVENUES AND AVERAGE PREMIUM 2



Change in the cycle

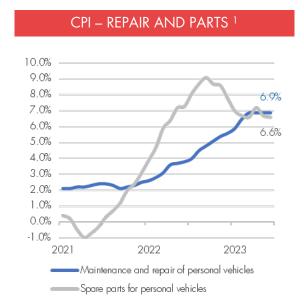
<sup>1.</sup> Source: INE (latest figures available at lune 2023)

<sup>2.</sup> Sources: ICEA (latest figures available at May 2023); FIVA. Internal calculations on the average premium in the sector by dividing revenues by insured vehicles

## Motor Segment |

## linea directa

## Cost inflation - components







Neither customers nor suppliers have been able to absorb/pass on this increase

<sup>1.</sup> Source: INE (latest figures available at June 2023)

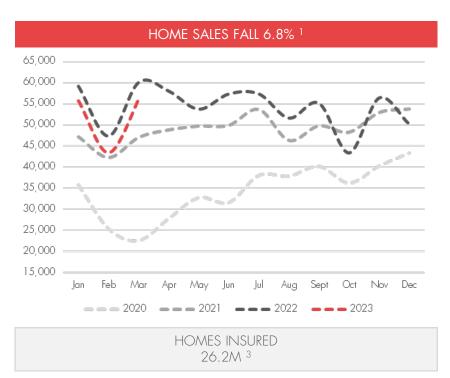
<sup>2.</sup> Ministry of Labour and Social Economy

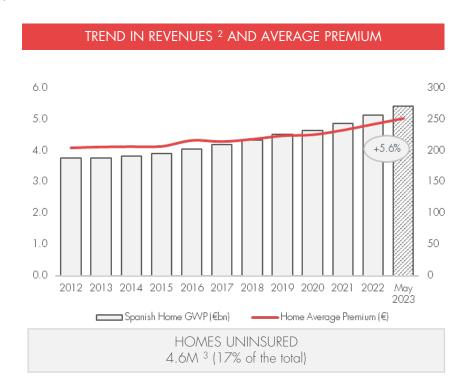
<sup>3.</sup> General Directorate of Insurance and Pension Funds

## Home Segment | 🛱



## Rising interest rates continue to exert pressure on credit dynamics





<sup>1.</sup> Source: INE (latest figures available at March 2023).

<sup>2.</sup> Source: ICEA (latest figures available at June 2023). Internal calculations on the average premium in the sector by dividing revenues by insured homes

<sup>3.</sup> Total forecast housing stock at year-end 2023, considering an average increase over the last five years. Ministry of Transport, Mobility and Urban Agenda

## Health Segment |



Slowdown in policy growth in response to the economic cycle







In millions of policyholders

Slowdown in the growth of new policyholders

Source: ICEA (Healthcare, latest figures available at May 2023)

Source: ICEA (Healthcare, latest figures available at March 2023)

June 2023 results



## Results – June 2023

## linea directa

## The recovery will take time, though we are acting resolutely

Thousand euro	6M 2023	6M 2022	% var. 23/22
Gross written premiums (GWP)	491,948	474,789	3.6%
Earned premiums, net of reinsurance	462,016	441,739	4.6%
Technical result	(39,380)	44,051	-189.4%
Financial result	16,921	18,380	-7.9%
Nontechnical result	1,955	2,820	-30.7%
Profit/(loss) before tax	(20,504)	65,251	-131.4%
Income tax	4,945	(16,275)	-130.4%
Profit/(loss) after tax IFRS4	(15,559)	48,976	-131.8%
Profit/(loss) after tax IFRS 17&9	(15,093)	50,675	-129.8%
	6M 2023	6M 2022	p.p. var. 23/22
Loss ratio	88.9%	70.2%	18.7 p.p
Expense ratio	19.7%	19.8%	-0.1 p.p
Combined ratio	108.5%	90.0%	18.5 p.p
Clients (thousands)	3,416	3,425	-0.3%

No significant differences IFRS 4 IFRS 17 & 9

#### **PRFMIUMS**

Clear strategy We apply rates according to the level of risk based on current circumstances

#### TECHNICAL RESULT

Outstanding expense ratio

Persistent cost inflation Maximum prudence in the provision for claims (95% percentile<sup>1</sup>)

#### FINANCIAL RESULT

Recurring earnings up by reinvesting at higher rates

Excluding realised capital gains (3.2M at June 2023 vs. 5.0M at June 2022), the financial result would be up 2.6%

In these intermediate statements, the Group has applied a 95% percentile, due to the variability and seasonality of the provision for claims. This decision has been made to anticipate subsequent impacts on the provision and with the aim of placing the Group at a percentile close to 85% at the end of the year.

## Comparison IFRS 4 - IFRS 17 & 9

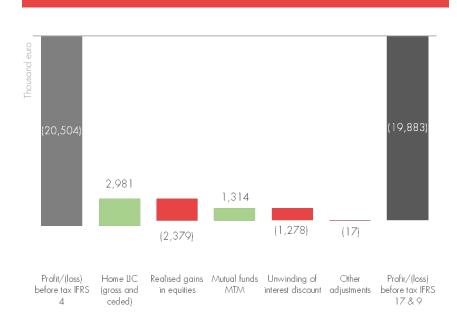


## Minor difference in earnings

#### Consolidated statement of profit or loss under IFRS 17 & 9

Thousand euro	6M 2023	6M 2022	% var. 23/22
Ordinary insurance activities income	473,663	454,195	4.3%
Ordinary insurance activities expenses	(507,903)	(405,221)	25.3%
Ordinary insurance activities result	(34,240)	48,974	-169.9%
Reinsurance recoverable amount	(2,267)	(3,165)	-28.4%
Technical insurance result	(36,507)	45,809	-179.7%
Net investments result	15,534	19,955	-22.2%
Result from other activities	1,090	1,752	-37.8%
Profit/(loss) before tax	(19,883)	67,516	-129.4%
Income tax	4,790	(16,841)	-128.4%
Profit/(loss) after tax	(15,093)	50,675	-129.8%
Combined ratio	107.9%	89.6%	18.3 p.p

#### Profit/(loss) before tax: IFRS 4 to IFRS 17 & 9

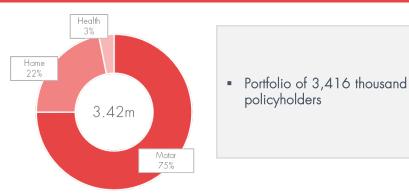


## Premiums and policyholders



Reasoned underwriting, focused on rebuilding the technical margin

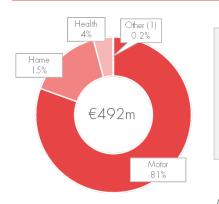
## **POLICYHOLDERS**



### Policyholders

	1 0110/1101010					
Thousands	6M 2023	6M 2022	% var.			
Motor	2,562	2,581	-0.8%			
Home	746	738	1.2%			
Health	108	106	1.6%			
Total	3,416	3,425	-0.3%			

#### **PREMIUMS**



 We are growing with determination and prudence

#### Gross written premiums

Thousand euro	6M 2023	6M 2022	% var.
Motor	396,108	383,206	3.4%
Home	75,283	71,667	5.0%
Health	19,803	18,848	5.1%
Other	754	1,068	-29.4%
Total	491,948	474,789	3.6%

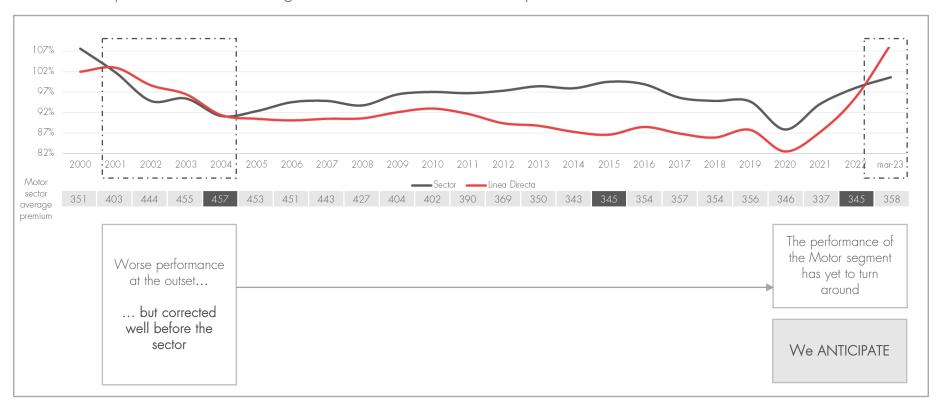
<sup>1.</sup> Customers from the "Others" segment amount to 4.3 and 3.7 thousand as of June 2023 and 2022, respectively.

## Motor Segment: combined ratio history | 🗐





The recovery will take time... though we are ahead of the industry trend



## Motor Segment |





## We are growing with determination and prudence

#### **PRFMIUMS**



 We are growing with determination and prudence, as we focus on rebuilding the technical margin

#### COMBINED RATIO



- Outstanding expense ratio
- Cost inflation persists and will continue to exert pressure on margins, although we are seeing early signs of inflation easing
- Claims provisioning was stepped up in the first six months (95th) percentile), but will return to its usual percentile (85th) by the end of the year.

<sup>1.</sup> Sector growth, Motor insurance 5.42% Source: ICEA, May 2023

## Home Segment | [ ]





We are growing with determination and prudence

#### **PRFMIUMS**



- Certain slowdown in policy growth in response to the economic cycle
- The portfolio of policyholders gains 1.2%

#### COMBINED RATIO



- The claims ratio, affected by an increase in claims frequency in Q1, dropped to 60.5% in Q2 standalone.
- The expense ratio in the first quarter of 2023 reflected a seasonal effect due to higher deferrals, though this situation normalised in the second quarter.

<sup>1.</sup> Growth of the Home segment: 5.58%. Source: ICEA, May 2023

## Health Segment | 🖵



We are growing with determination and prudence

PREMIUMS

#### COMBINED RATIO



- The portfolio of policyholders grows by 1.6% and premiums by 5.1%. QoQ growth accelerates at 7.5%
- Slowdown in policy growth due to lower household purchasing power



- We remain firmly committed to a prudent underwriting
- The expense ratio shows the absence of the proportional reinsurance commission, which was not received as of January 2023

<sup>2.</sup> Proforma expense ratio: The 2022 expense ratio has been adjusted to reflect a lower deferral of expenses in the first half of the year (the unadjusted ratio falls to 32.2% in 6M 2022)



<sup>1.</sup> Growth in the Health segment: 7.3% Source: ICEA, May 2023

## Management ratios



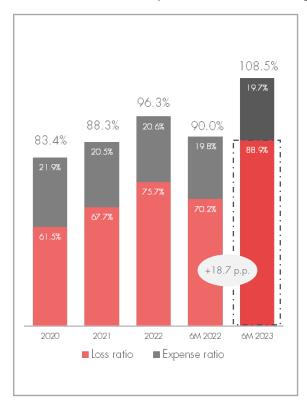
	Loss ratio			Expense ratio	)		Combined ratio		
	6M 2023	6M 2022	p.p. var.	6M 2023	6M 2022	p.p. var.	6M 2023	6M 2022	p.p. var.
Motor	93.0%	72.0%	21.0 р.р	16.8%	17.3%	-0.5 p.p	109.8%	89.3%	20.5 p.p
Home	66.1%	57.4%	8.7 p.p	29.9%	32.6%	-2.7 p.p	96.0%	90.0%	6.0 p.p
Health	93.7%	98.9%	-5.2 p.p	64.1%	32.2%	31.9 p.p	157.8%	131.2%	26.6 p.p
Other	10.4%	2.8%	7.6 p.p	47.1%	42.2%	4.9 p.p	57.5%	45.0%	12.5 p.p
Total	88.9%	70.2%	18.7 p.p	19.7%	19.8%	-0.1 p.p	108.5%	90.0%	18.5 p.p

Loss ratio	<ul> <li>Cost inflation persists and prudency is reinforced</li> <li>We are taking steps to optimise our supplier relationships and claims management</li> </ul>
Expense ratio	<ul> <li>Continuous review of our processes as we optimise and digitalise them to further increase our efficiency</li> <li>Strict control of overhead expenses</li> </ul>
Combined ratio	Entirely down to the cost of claims in the first half

## Combined ratio: loss ratio

## linea directa

## The situation has yet to reverse, though we are taking positive action



% over earned premiums net of reinsurance	6M 2023	6M 2022	% var
Claims incurred for the year	(410,601)	(310,218)	32.4%
Motor	(356,828)	(266,484)	33.9%
Home	(46,179)	(36,183)	27.6%
Health	(7,551)	(7,530)	0.3%
Other	(43)	(21)	-
LOSS RATIO	88.9%	70.2%	18.7 p.p

MOTOR	% IMPACT DISTRIBUTION			
	Average cost	Frequency		
6M '23 vs '22	74%	26%		
2Q '23 standalone vs '22	85%	15%		

Persistent pressure on margins, though we are rolling out further optimisation measures in underwriting and management We are extra prudent in the quarter (95th percentile)

HOME	% IMPACT DISTRIBUTION		
	Average cost	Frequency	
6M '23 vs '22	29%	71%	
2Q '23 standalone vs '22	86%	14%	

## Combined ratio: expenses



We are being extremely strict when it comes to cost control and driving new efficiency measures



% over earned premiums net of reinsurance	6M 2023	6M 2022	% var
Net operating expenses	(99,816)	(94,279)	5.9%
Acquisition expenses	(87,634)	(84,217)	4.1%
Administrative expenses	(12,296)	(12,525)	-1.8%
Reinsurance commissions and profit participation	114	2,463	-95.4%
Profit sharing	(151)	(235)	-35.7%
Other technical revenue and expenses	9,172	7,044	30.2%
EXPENSE RATIO	19.7%	19.8%	-0.1 p.p

#### **OUTSTANDING EXPENSE RATIO**

Lower marketing spend in the quarter, without this affecting brand awareness, though less deferrals in the statement of profit or loss

Overhead expenses under continuous control

In 2023, we no longer receive reinsurance commissions in the Health segment

## Financial result



## Recurring earnings up by reinvesting at higher rates

Thousand euro	6M 2023	6M 2022	% var.			
Investment income <sup>1</sup>	27,400	36,794	-25.5%			
Investment expenses <sup>1</sup>	(10,479)	(18,414)	43.1%	Income	Income	Income
Financial result	16,921	18,380	-7.9%	FIXED	EQUITIES	PROPERTIES EARNING
of which realised gains (losses):	3,239	5,041	-35.7%	INCOME <sup>2</sup>		INCOME
Fixed income	897	1,238	-27.5%	7.0		
Equity instruments	2,051	3,260	-37.1%	7.8 <sub>M</sub>	2.3 <sub>M</sub>	2.3 <sub>M</sub>
Foreign currencies	292	544	-46.4%	+12.7%	+6.4%	+7.7%
Impairments	-	-	-			
Financial result of 100 (3.2M as of 100 202	ex capital gains +2 23 vs. 5.0M as of lu					
,		,				quities recognised in Her IFRS 9

<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 the debt and accrual of the swap

## Investment portfolio

## Portfolio composition and other metrics



#### PORTFOLIO COMPOSITION Equity mutual funds Investment property (\*) 65,548 54,623 6% Shares 65,208 Fixed income -Governments €861m Of which 44% 30.9M are REITs) Fixed income - Corporate 298,889 35% Portfolio Sustainability Score (ESG Risk) Sovereign Sustainability Score Corporate Sustainability Score Severe Risk Severe Risk

RETURN (Rolling 12 months)						
(%)	6M 2023	6M 2022	var. p.p			
Fixed income	2.56%	2.29%	+0.27 p.p			
Equity instruments	12.48%	13.05%	-0.57 p.p			
Investment property	7.09%	6.41%	+0.68 p.p			
Total average return	4.38%	4.28%	+0.10 p.p			
Portfolio return (ex net realised gains)	2.78%	2.48%	+0.30 p.p			

DETLIDAL (Dalling, 10 manufact 1

OTHER METRICS	5	
	6M 2023	6M 2022
Fixed income duration	3.27	4.04
Fixed income modified duration	3.36%	4.23%

<sup>1.</sup> Income recognised in the statement of profit or loss over the last 12 months 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 €32.6 million before tax.

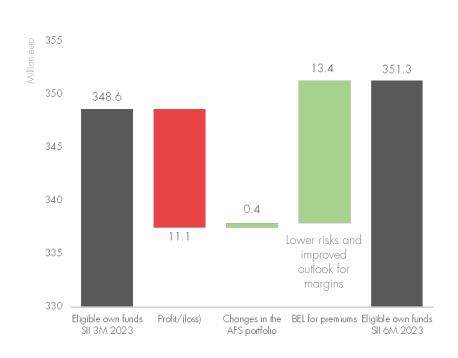
## Solvency II







### Solvency own funds walk, 3M 2023 - 6M 2023



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

## Solvency II



### Breakdown of required capital – SCR

Thousand euro	6M 2023	3M 2023
SCR Market	94,199	99,098
SCR Counterparty	7,025	6,860
SCR Health	3,250	3,218
SCR Non-life	175,966	175,541
BSCR	223,421	226,064
SCR Operational	28,377	28,087
Deferred tax adjustment	(62,949)	(63,538)
SCR	188,848	190,613
Eligible own funds Solvency II	351,306	348,616

Solvency II ratio	186%	183%
-------------------	------	------

#### **HIGHLIGHTS**

SCR Market

Reduced exposure to equities

SCR COUNTERPARTY

Stable

SCR HEALTH

In line with business performance

SCR NON-LIFE  The decrease in the SCR for premium underwriting due to the reduction in risks offsets the deterioration in the SCR for reserve underwriting due to the increase in the cost

SCR OPERATIONAL

Remains stable

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



## For more information:

Beatriz Izard beatriz.izard@lineadirecta.es

Mark Brewer mark.brewer@lineadirecta.es

## Follow us on:

Facebook.com/LineaDirectaAseguradora

Twitter.com/lineadirecta\_es

Instagram.com/lineadirectaaseguradora

Youtube.com/LineaDirectaSeguros

Lineadirectaaseguradora.com/blog

# resta linea tipecta

## Many thanks



## Appendices



## Consolidated balance sheet – IFRS 4



#### Assets

Thousand euro			
Assets	6M 2023	12M 2022	% var.
Cash and cash equivalents	40,104	51,661	-22.4%
Available-for-sale financial assets	<i>7</i> 95,250	739,664	7.5%
Equity instruments	119,831	120,886	-0.9%
Debt securities	675,419	618 <i>,77</i> 8	9.2%
Loans and receivables	125,032	123,448	1.3%
Hedging derivatives	7,777	7,808	-0.4%
Reinsurers' share of technical provisions	26,215	19,263	36.1%
Property, plant and equipment and investment property	109,650	110,044	-0.4%
Investment property	65,548	64,676	1.3%
Property, plant and equipment	44,102	45,368	-2.8%
Intangible assets	15,308	14,482	5.7%
Other assets	132,102	129,045	2.4%
Total assets	1,251,438	1,195,415	4.7%

### Liabilities and Equity

Thousand euro			
Liabilities and Equity	6M 2023	12M 2022	% var.
Debt and accounts payable	55,457	59,288	-6.5%
Hedging derivatives	-	-	-
Technical provisions	860,016	791,040	8.7%
Provision for unearned premiums	488,884	470,783	3.8%
Provision for unexpired risks	2,378	2,378	0.0%
Provision for claims	368,754	317,879	16.0%
Non-technical provisions	24,565	26,118	-5.9%
Other liabilities	28,487	28,469	0.1%
Total liabilities	968,525	904,915	7.0%
Equity	303,609	320,356	-5.2%
Valuation adjustments	(20,696)	(29,856)	-30.7%
Total equity	282,913	290,500	-2.6%
Total liabilities and equity	1,251,438	1,195,415	4.7%

## Consolidated balance sheet, IFRS 4 – IFRS 17



#### IFRS 4

Thousand euro		
Assets 6M 20	023 12M 2022 % v	var.
Cash and cash equivalents 40,	104 51,661 -22.	4%
Available-for-sale financial assets 795,2	250 739,664 <i>7.</i>	5%
Property investments 65,5	548 64,676 1.	3%
Deferred acquisition expenses 97,	94,608 2.	6%
Reinsurance share in technical provisions 26,2	215 19,263 <i>36.</i>	1%
Insurance recoveries 34,8	34,885 <i>O.</i>	0%
Other assets 192,3	325 190,658 <i>O.</i>	9%
Total assets 1,251,4	138 1,195,415 <i>4.</i> .	7%
Liabilities and Equity		
Reserve for claims 368,7	754 317,879 <i>16.</i>	0%
Unearned premium reserve and on-going risks 491,2	262 473,161 <i>3.</i>	8%
Non-technical provisions (settlement agreements) 23,8	399 25,338 -5	7%
Other liabilities 84,0	88,537 <i>-4.</i>	4%
Total liabilities 968,5	525 904,915 <i>7.</i>	0%
Total equity 282,5	913 290,500 <i>-2.</i>	6%
Total liabilities and equity 1,251,2	138 1,195,415 <i>4.</i>	7%

#### IFRS 17 & 9

Thousand euro			
Assets	6M 2023	12M 2022	% var.
Cash and other equivalent liquid assets	40,104	51,661	-22.4%
Financial investments	795,003	739,664	7.5%
Property investments	65,548	64,676	1.3%
Reinsurance contract assets	27,908	21,956	27.1%
Other assets	136,261	134,499	1.3%
Total assets	1,064,824	1,012,456	5.2%
Total assets  Liabilities and Equity  Liability incurred claims	6M 2023 339,868	1,012,456 12M 2022 285,226	5.2% % var. 19.2%
Liabilities and Equity	6M 2023	12M 2022	% var.
Liabilities and Equity Liability incurred claims	6M 2023 339,868	12M 2022 285,226	% var. 19.2%
Liabilities and Equity Liability incurred claims Liability for remaining coverage	6M 2023 339,868 342,801	12M 2022 285,226 335,087	% var. 19.2% 2.3%
Liabilities and Equity Liability incurred claims Liability for remaining coverage Other liabilities	6M 2023 339,868 342,801 88,247	12M 2022 285,226 335,087 91,812	% var. 19.2% 2.3% -3.9%

## Statement of profit or loss by segment, IFRS 4



### Statement of profit or loss – Motor Segment



### Statement of profit or loss – Home Segment



Thousand euro	6M 2023	6M 2022	% var.
Gross written premiums (GWP)	396,108	383,206	3.4%
Premiums earned, net of reinsurance	383,701	370,371	3.6%
Claims incurred, net of reinsurance	(356,828)	(266,484)	33.9%
Net operating expenses	(73,729)	(71,468)	3.2%
Other technical expenses and income	9,173	7,286	25.9%
Technical result	(37,683)	39,705	-194.9%

	6M 2023	6M 2022	p.p. var.
Loss ratio	93.0%	72.0%	21.0 р.р
Expense ratio	16.8%	17.3%	-0.5 p.p
Combined ratio	109.8%	89.3%	20.5 p.p
Clients (thousands)	2,562	2,581	(20)

Thousand euro	6M 2023	6M 2022	% var.
Gross written premiums (GWP)	75,283	71,667	5.0%
Premiums earned, net of reinsurance	69,841	63,021	10.8%
Claims incurred, net of reinsurance	(46, 179)	(36,183)	27.6%
Net operating expenses	(20,875)	(20,405)	2.3%
Other technical expenses and income	0	(121)	-100.0%
Technical result	2,787	6,312	-55.8%

	6M 2023	6M 2022	p.p. var.
Loss ratio	66.1%	57.4%	8.7 p.p
Expense ratio	29.9%	32.6%	-2.7 p.p
Combined ratio	96.0%	90.0%	6.0 p.p
Clients (thousands)	746	738	9

## Statement of profit or loss by segment, IFRS 4



#### Statement of profit or loss - Health Segment 1

Technical result



96.5%

Thousand euro	6M 2023	6M 2022	% var.
Gross written premiums (GWP)	19,803	18,848	5.1%
Premiums earned, net of reinsurance	8,062	7,610	5.9%
Claims incurred, net of reinsurance	(7,551)	(7,530)	0.3%
Net operating expenses	(5,169)	(2,330)	121.8%
Other technical expenses and income	(1)	(121)	-99.2%

(4,659)

(2,371)

	6M 2023	6M 2022	p.p. var.
Loss ratio	93.7%	98.9%	-5.2 p.p
Expense ratio	64.1%	32.2%	31.9 p.p
Combined ratio	157.8%	131.2%	26.6 p.p
Clients (thousands)	108	106	2

#### Statement of profit or loss – Other Insurance Businesses <sup>2</sup>

Thousand euro	6M 2023	6M 2022	% var.
Gross written premiums (GWP)	754	1,068	-29.4%
Premiums earned, net of reinsurance	412	737	-44.1%
Claims incurred, net of reinsurance	(43)	(21)	104.8%
Profit sharing and premiums refunds	(151)	(235)	-35.7%
Net operating expenses	(43)	(76)	-43.4%
Other technical revenues and expenses	-	-	-
Technical result	175	405	-56.8%
	6M 2023	6M 2022	p.p. var.
Loss ratio	10.4%	2.8%	7.6 p.p
Expense ratio	47.1%	42.2%	4.9 p.p
Combined ratio	57.5%	45.0%	12.5 р.р
Clients (thousands)	4	4	(1)

<sup>1.</sup> In 2023, we will no longer receive reinsurance commissions under the Health segment quota share contract

<sup>2.</sup> The Other insurance businesses segment mainly shows the travel insurance business for Bankinter cardholders under 10 group policies not included in the number of customers; the Vivaz Safe&Go insurance product launched in September 2021 as the first pay-as-you-go insurance for users of personal mobility vehicles, as well as run-off payment protection insurance