

grupo  
ageas<sup>®</sup>  
portugal

WELCOME TO GROUP AGEAS PORTUGAL

2024





# AGENDA

01

GROUP  
AGEAS  
PORTUGAL

03

PARTNERSHIPS

05

AGEAS  
GROUP

02

UNIVERSE OF  
COMMERCIAL  
BRANDS OF  
GROUP AGEAS  
PORTUGAL

04

RECOGNITION





01

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AGEAS  
GROUP





## OUR PROFILE

Ageas, an  
international  
insurance Group  
with focus on  
**Europe and Asia**

Belgium, United Kingdom,  
Portugal, Turkey, China,  
Malaysia, India, Thailand,  
Vietname, Laos, Cambodia,  
Singapore and Philippines

Included in the  
**BEL20** index

Europe's **Top  
20** insurance  
companies

Net Operating Result  
**1,166 million Eur**

**47.000.000**  
Customers

Over **50.000**  
**Employees** (world  
wide)

ageas®

# WE ARE...



**A leading insurance company in Europe and Asia:**  
we invest in existing markets  
and seek out new opportunities



**Insurance specialists,**  
with a personalised offer and  
business solutions in Healthcare,  
Life and Non-Life branches, for  
private customers and companies



An insurer which evolves through  
constant investment  
in capabilities and skills, based on  
a **strong entrepreneurial culture**



# IN 2023 AGEAS GROUP CONTINUES TO ACHIEVE GREAT RESULTS

Gross  
Inflows



**EUR**  
**17.1** billion

Net Operating  
Result



**EUR**  
**1,166** million

Liquid  
Assets



**EUR**  
**959** million

Combined  
Ratio\*



**93.3%**

Solvency  
II\*\*



**217%**

\* Only consolidated companies.

02

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AGEAS GROUP IN  
**PORTUGAL**

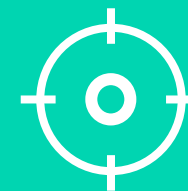






## VISION

In 2030, Group Ageas Portugal will be a welcome presence in every Portuguese household **nurturing heartfelt, multi generational bonds** built on trust, **care** and a **deep understanding of life**.



## MISSION

Deliver an **emotional and meaningful experience** into people's lives

# THE EVOLUTION OF THE PRESENCE

## OF THE AGEAS GROUP IN PORTUGAL

### 2005

- The Ageas Group enters Portugal through Médís and Ocidental and a **partnership with Millennium bcp**

### 2014

- Ageas becomes **100% shareholder** from **Ocidental and Médís**

### 2016

- **Acquisition of AXA Portugal** (now Ageas Seguros) and **Seguro Directo**
- Portugal becomes **Ageas' second home market in Ageas Group**
- Fundação Ageas integrates the Group Ageas Portugal

### 2018

- **Go Far** joint venture is created in partnership with Associação Nacional de Farmácias
- Partnership with **Kleya** towards an integrated solution for foreign residents in Portugal

### 2019

- Launch owned dental clinics network - **Clínica Médís** branded
- Creation of **Ageas Repara**, company dedicated to search for the origin of water leaks using innovative techniques and tools
- Partnership with **José de Mello Residences** and Services to develop the business of residences for seniors

### 2022-23

- Merge of the Non-Life companies (Ageas Seguros and Ocidental) / Launch of House Ecosystem, with Livo





# PORTUGAL

## AGEAS' SECOND HOME MARKET



1<sup>st</sup>

▼  
Place  
in Pensions



2<sup>nd</sup>

▼  
Place  
in Health



2<sup>nd</sup>

▼  
Place  
in Life



2<sup>nd</sup>

▼  
In Overall Ranking



3<sup>rd</sup>

▼  
Place  
in Non-Life



# GROUP AGEAS PORTUGAL 2023 IN FIGURES



## SOLVENCY

### II

**268%**  
(standard formula)



**95.1%**

**Combined ratio**



**15.2%**

Market share  
(global)

16.2% (Life)  
14.5% (Non-Life)

**Market share**



**€1,9** billion

Life: 0,8 billion €  
Non Life: 1 billion€

**Gross inflows**



**€128** million

**Net result**



**1,8** million  
**Clients\***

**761k** Ageas Seguros

**57k** Médis\*\*

**993k** Ocidental

**155k** Seguro Directo

# Our Impact24 strategy

We aim at combining performance with humanity, focusing on the needs of all the Stakeholders

## OUR DNA

- 01 We are committed
- 02 We consistently deliver
- 03 We care for each other
- 04 We care for the world around us
- 05 We are truly local
- 06 We are here to stay

## OUR VISION

In 2030, Group Ageas Portugal will be a welcome presence in every Portuguese household — nurturing heartfelt, multi-generational bonds built on trust, care and a deep understanding of life

## OUR MISSION

Deliver an emotional and meaningful experience into people's lives

## OUR VALUES

- ▶ *Care*
- ▶ *Dare*
- ▶ *Deliver*
- ▶ *Share*

## Our 2024 ambitions

- 1 memorable interaction per customer
- 40% reduction in time-to-market
- 10% profitable growth in revenues (Non-Life, CAGR 21-24) & growth in total assets under management
- 85% in sustainable employee engagement
- 10 new customer solutions that address ESG
- Every employee has at least 1 experience per year with customers

## Our 2024 focus areas & key initiatives

- | 01  | 02  | 03   | 04   | 05  |
|---|---|--|--|---|
| <p>Deliver <b>deeply human and relevant customer experiences</b> that forge emotional bonds</p> <ul style="list-style-type: none"><li>▶ Know our customers</li><li>▶ Reimagine the claims journey</li><li>▶ Design a distinct, useful &amp; human customer experience</li></ul> | <p>Bring to market <b>holistic solutions</b> that drive growth, benefit and delight for more people &amp; entities</p> <ul style="list-style-type: none"><li>▶ Bring to market products, experiences &amp; partnerships that meet customers where they are</li><li>▶ Lead in the Healthcare ecosystem, in Portugal &amp; beyond</li></ul> | <p>Build an <b>agile, learning-driven culture</b> that enables constant transformation and fosters belonging</p> <ul style="list-style-type: none"><li>▶ Build a culture of agility &amp; adaptability in service of customer needs</li><li>▶ Lead in our approach to employee flourishing</li></ul> | <p>Unlock <b>technology &amp; data</b> to unleash humanity, innovation and reach</p> <ul style="list-style-type: none"><li>▶ Launch scalable digital platforms</li><li>▶ Make our data work for us</li></ul> | <p>Create <b>positive action</b> that wins hearts and delivers new impact for our communities &amp; planet</p> <ul style="list-style-type: none"><li>▶ Pioneer sustainability</li><li>▶ Be a leading voice for positive societal change</li></ul> |

# A VISION FOR SUSTAINABILITY

At Group Ageas Portugal we perceive sustainability as a systemic approach that opens doors to social innovation and creates shared value between business and society.

Protecting people is part of our DNA so we're naturally one of the most impacted and impactful sectors regarding social and environmental challenges.

We are committed to contributing to a healthier society, promoting climate resilience, and fostering inclusion within our culture and across our business.

## 6 CORPORATE GOALS UNTIL 2024



Preparing the workforce for the future



Responsible governance and business ethics



Community investment



Products and services that answer to social and environmental challenges



Sustainable and efficient processes



Responsible investment

## SUSTAINABILITY IN NUMBERS \*

**910 M€**  
Direct economic value generated

**875 M€**  
Direct economic value distributed

**702 M€**  
Responsible Investment

**3 M€**  
In the Impact Investment Fund - Mustard Seed Maze

**90,4%**  
National or international suppliers with portuguese representation

**4.096 tCO<sub>2</sub>e**  
(scope 1, 2 e 3)  
**- 24%**  
GHG emissions compared to 2019

**589 men**  
**752 women**

**99%**  
Employees with a no term contract



# 3 long term ambitions

STRENGTHEN POSITIONING WITH CLEAR COMMITMENTS BY 2030



## Contribute to a healthier Society

### 01 Preventing and development of affordable solutions

Chronic diseases

Mental health

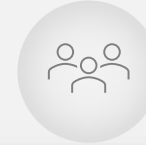
Aging



## Promote climate resilience

### 01 Reducing emissions and investing in green energy

### 02 Promoting the transition to a low carbon economy: investments & supply



## Foster inclusion

### 01 Promoting of financial inclusion

### 02 Betting on impact investing

### 03 Diversity, equity and inclusion integrated into the business



Fundação Ageas is a Corporate Foundation, part of Group Ageas Portugal, has IPSS and Public Utility status and aims to pursue social solidarity purposes in the community, bringing together people and partners.

Founded in 1998, the Fundação Ageas carried out a strategic review in 2021 to initiate a new approach to philanthropy which fosters the growth of social innovation projects in the areas of "Health", "Ageing" and "Social Exclusion".

**MISSION** – Act for transformation, empower for overcoming challenges, dare for impact.

**VISION** – An innovative foundation that designs the world it wants to live in - with healthy, resilient and inclusive communities.

**STRATEGY** – With the objective of increasing the social impact in the community, we work in an ecosystem of long-term partnerships, through four axes:



VOLUNTARIADO  
CORPORATIVO



CAPACITAÇÃO



INVESTIMENTO  
SOCIAL



INVESTIMENTO  
DE IMPACTO

## ► FOCUS ON SOCIAL PROBLEMS



Health



Ageing  
Population



Social  
Exclusion



## Corporate Volunteering and Citizenship



13.342,5

Volunteer hours

115

Volunteer actions

2.946

Participation in volunteer actions

## Social Investment

650k€ for social projects

5 Solidarity Bonus Projects (192,8 k€)

3 Emergency support projects (156,8k€)

Other projects (300,1€)



2023  
performance  
indicators by  
intervention  
axis

## Training



Escola de  
Impacto

2

Courses

124

Trainees

Social  
Organizations

4

Courses

69

Trainees

## Impact Investment

3  
6

Approved investments

Projects in follow-up

395 k€ Invested



> 1.591k€

Social Support to the  
Community





03

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UNIVERSE OF  
**COMMERCIAL**  
**BRANDS**  
OF GROUP  
AGEAS PORTUGAL

# THE UNIVERSE OF GROUP AGEAS PORTUGAL







3.1

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FIVE  
**INSURANCE  
& PENSIONS  
BRANDS**



# INSURANCE & PENSIONS BRANDS

## GROUP AGEAS PORTUGAL

3.1

**ageas**  
seguros

Insurance and services adapted to the needs of its Clients, developing its activity with a wide distribution network of Mediators and Partners.



Each person and their health are seen at Médias as one, adapting their proposals to each person and each stage of their life, through a Personal Health Service.

**SEGURC—DIRECTO**  
grupo ageas

Seguro Directo is a specialized brand in auto insurance. The clarity and quality of service, with competitive prices are the secret of its success.

**ageas**  
pensões

Outstanding leader in Pension Funds in Portugal, managing around six billion euros of assets.

**OCIDENTAL**  
grupo ageas

Ocidental is one of the largest bancassurance operators in Portugal, offering a wide range of Life and Non-Life solutions.



# AGEAS SEGUROS

“A world to protect yours” is the signature of Ageas Seguros’ brand, reinforcing the diversivity of its offer and commitment to its customers



Professional and certified **distribution network** with a strong presence in all country



**Loyalty card:**  
Mundo Ageas Seguros with discounts in a wide network of partners and also an **App** and digital card



**Website** with area for private Clients



**Digital documents** and communication



**Assistance:** through a web app, tracking service in case of emergency and video inspection



**PAR:** risk analysis and prevention for Corporate Clients







# SEGURO DIRECTO

SEGUR—DIRECTO

grupo ageas

3.1

## Direct Insurance Company pioneer in Portugal

Be an **innovative and relevant brand**  
where, how and when the Client needs it.

**Mission:** be a brand close to the customer,  
an attentive and clear communication brand.

“So smart, so intelligent” is the brand signature of the direct insurer, pioneer in Portugal



### Presence on multiple digital channels

- Website 100% transactional, intuitive and direct;
- Client area with documents and insurance details;
- App Seguro Directo;
- Facebook e ChatBot (24h personal assistant).



### Closer to the Customers

- Road prevention, safety and car maintenance tutorials;
- SD Discount Card;
- Client area with documents and insurance details;
- Contact center with extended opening hours;
- Brand activation in auto and motorcycles events.



### Sustainable and Ecological

- Digital Documentation;
- Specific protection for electric vehicles;
- Sustainable Partnerships, supporting sustainable mobility and road safety.





# OCIDENTAL

grupo ageas



## Ocidental

- Ocidental aims to meet the protection needs of any type of Client, offering a wide range of products from financial to personal and family protection. With the guarantee of being a brand of the Grupo Ageas Portugal, one of the largest insurance groups in the Portuguese market.



## Liderança em *Bancassurance*

- Largest operator of *Bancassurance* in Portugal for over 30 years;
- Relation of proximity and total integration with Millennium bcp, partner and the main distributor.



## Simplificação e Digitalização

Offer and simple language:

- Comprehensive and segmented offering, allowing alignment with various target segments influenced by the banking proposal;
- Adapted to Customers' life cycle;
- Strong commitment to the simplification and digitization of processes.





ageas<sup>®</sup>  
pensões



## Leader in Pension Funds

Ageas Pensions is a leading player in the Pension Funds market in Portugal, managing close to 6,3 billion euros of assets, which translates into a 33,0% market share (2023 data).



# MÉDIS



## Personal health service in Portugal

A new way of seeing and manage health in Portugal: Vision 360°

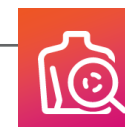
### The Portuguese Personal Health Service include:



App Médís,  
Online GP and  
psychologist



Medical Assistants and  
Line Triage 24/7 with  
tele-consultation



Symptom Checker

Clínica Médís and  
Médís Dental

Partnership with  
Pharmacies

Reinforced Oncologic  
Protection







3.2

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BEYOND  
INSURANCE

# BEYOND INSURANCE

## DO GRUPO AGEAS PORTUGAL



A service specialized in  
detecting water leaks.

clínica**méd**is

A network of dental clinics  
where each patient is unique.



The first integrated ecosystem with all  
the essential services for the comfort of  
your home.



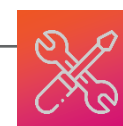
## Diagnostic services and technical assistance with technological solutions in the housing and business market

Available in the regions of Greater Lisbon and  
Greater Porto

Available 24h/7 days a week in case of emergency  
for unblocking and cleaning



Non-destructive water  
damage research



Services of  
Repair



Clogs

Cleaning and maintenance of  
chimneys, gutters and downspouts



Housing inspection



# AGEAS REPARA





# clínica**médis**

**Dental clinics for everyone, even for those who are not Médis subscribers**

**Network of 14 Dental clinics**

**CLÍNICA MÉDIS**



## **Value proposition**

- Medical team with experience in several areas of dentistry
- Online appointment booking
- Extended opening hours and open on saturday
- Personalized treatment plan
- Credit solutions adapted to patients' needs



## **Insurance and agreements**

- Médis and Médis CTT
- ADSE
- Future Healthcare
- SAMS Quadros
- Zurich Sorridente
- More than 35 partnerships with other entities and companies

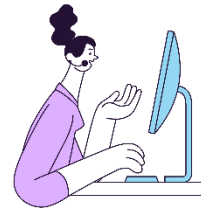


## Home Solutions & Services

**Windows wide open to a comfortable, sustainable and happy home!**

Efficient Windows – Solar Energy – Electric Chargers– Flooring

### 5 reasons to choose Livo



**Personalized and specialized  
counseling**



**Ageas trust and credibility**



**Sustainable and efficient  
solutions**



**Multiple ways of payment, credit  
or subscription**



**Digital and seamless user  
experience**



A group of approximately ten women are posed in a modern office environment with wood-paneled walls. They are all smiling and looking towards the camera. In the foreground, a woman with blonde hair in a red top rests her chin on her hands, wearing a watch and rings. To her right, a woman with dark curly hair in a blue patterned top smiles. Behind them, several other women are visible, some wearing blue shirts, creating a sense of a team or community.

04

PARTNERSHIPS



WE PROMOTE PROJECTS AND PARTNERSHIPS THAT ADD VALUE,  
ARE DISTINCTIVE AND INNOVATORS



## BUSINESS PARTNERSHIPS



## CORPORATE PARTNERSHIPS CULTURE



## CORPORATE PARTNERSHIPS INNOVATION, HEALTH AND SUSTAINABILITY





04

## RECOGNITION





# TOGETHER WE HAVE BEEN AWARDED AND RECOGNIZED BY THE OUR CLIENTS AND THE MARKET







**THANK YOU.**

Follow us on [grupoageas.pt](https://grupoageas.pt)

