



# Financial results HY 2020

DFV Deutsche Familienversicherung AG  
FRANKFURT/MAIN | 13 August 2020

*The leading InsurTech in Europe*

**„Best insurance  
company in  
customer service“**

- Handelsblatt -

**Handelsblatt**

**Deutschlands  
BESTE  
Versicherer**

**2020**

**Deutsche  
Familienversicherung**

Im Vergleich: 29 Tierversicherer  
Partner: ServiceValue GmbH  
handelsblatt.com • 30.07.2020

# Leading InsurTech

# Leading by growth

We are on track despite COVID-19

**+ 46,415**

new contracts

**€114.3m**

premium volume

**+ €15.5m**

new premium  
volume

**+ 28.8%**

growth in gross  
premiums written

**+330%**

growth in P&C  
business line

**218%**

stable  
Solvency II ratio

**€119.4m**

balanced financial  
investments

**60.5%**

low claims ratio

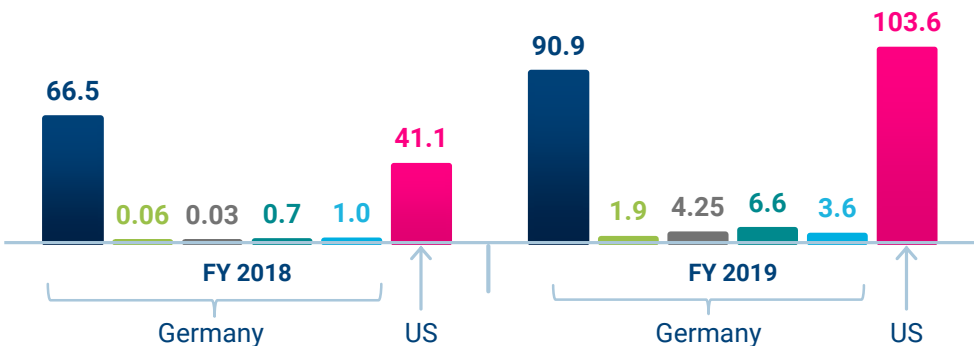


# Leading by existing business

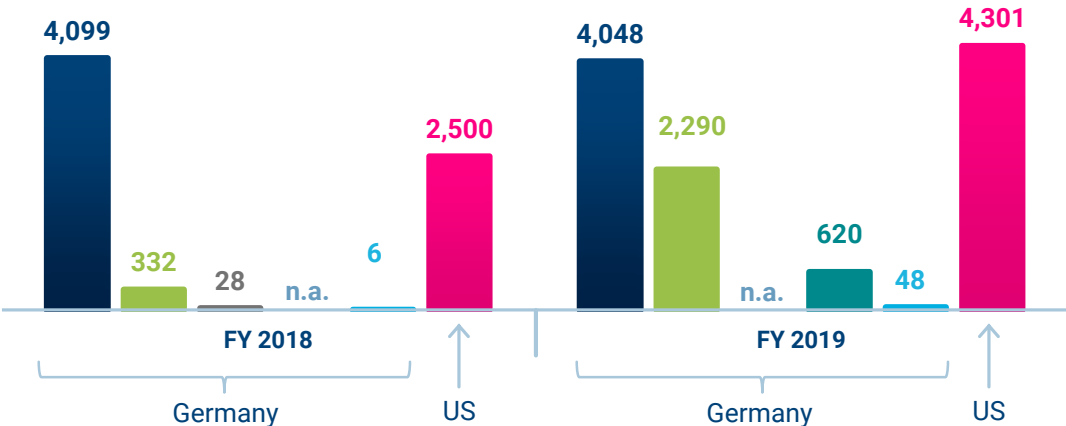
Leading almost all categories



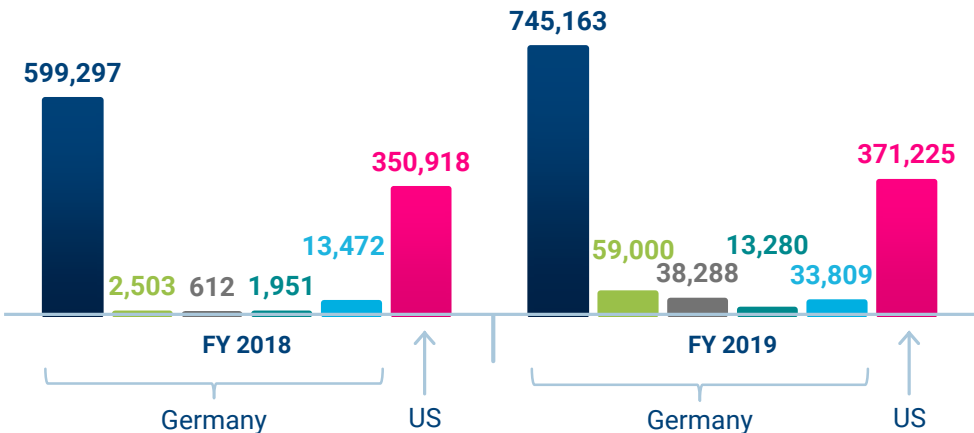
Gross premiums written in €m\*\*



Contracts per employee\*\*









Gross premiums written per employee in €\*\*



\* The figures based on publicly available sources believed to be reliable. DFV AG has checked the information for plausibility but not for accuracy or completeness.  
 \*\* Onelnsurance belongs to the wefox Group and has just 13 employees. The rates contracts per employee and gross written premium per employee take the number of employees from wefox into account, because Onelnsurance belongs to wefox group. Gross written premium and number of contracts refers to Onelnsurance.

# The first real comparison with a listed InsurTech peer

		
 Premium volume in €m	114.3	137.5
 Customers growth FY 19 – HY 20	46,415*	171,042*
 Net income in €m	-4.1	-51.1
 Valuation in €m	~330	~3,154

\* Growth in existing customers at Lemonade and new customers at DFV.

The reported figures are the HY 2020 results. Lemonade published its figures on 12th of August. They are available on: [https://s24.q4cdn.com/139015699/files/doc\\_downloads/2020/08/Lemonade\\_Quarterly\\_Investor\\_Metrics\\_Q2\\_20.pdf](https://s24.q4cdn.com/139015699/files/doc_downloads/2020/08/Lemonade_Quarterly_Investor_Metrics_Q2_20.pdf)

# Leading by product quality

Our leading products regularly best in class

TESTSIEGER

Stiftung Warentest

Finanztest

**GUT (1,7)**  
DFV-KrankenGeld (DFV-KG/40)  
Im Test: 33 Krankentagegeldtarife  
32-jähriger Modellkunde Modell 1  
Ausgabe 06/2018  
www.test.de

DFV-SickPayCare

1st time

TESTSIEGER

Stiftung Warentest

Finanztest

**SEHR GUT (0,8)**  
Aktuelles Preis-Leistungs-Verhältnis:  
Im Test: 24 Zweibettzimmer  
Ausgabe 07/2020  
www.test.de

DFV-InpatientCare

2nd time in a row

TESTSIEGER

Stiftung Warentest

Finanztest

**GUT (1,6)**  
(DFV-DeutschlandPflege Flex)  
Im Test: 33 Pflegetagegeldtarife  
55-jähriger Modellkunde Modell 1  
Ausgabe 02/2020  
www.test.de

DFV-Long-TermCare

3rd time in a row

TESTSIEGER

Stiftung Warentest

Finanztest

**SEHR GUT (0,5)**  
(ZahnSchutz Exklusiv 100)  
Im Test: 249 Zahnzusatzversicherungen  
Ausgabe 06/2020  
www.test.de

DFV-DentalCare

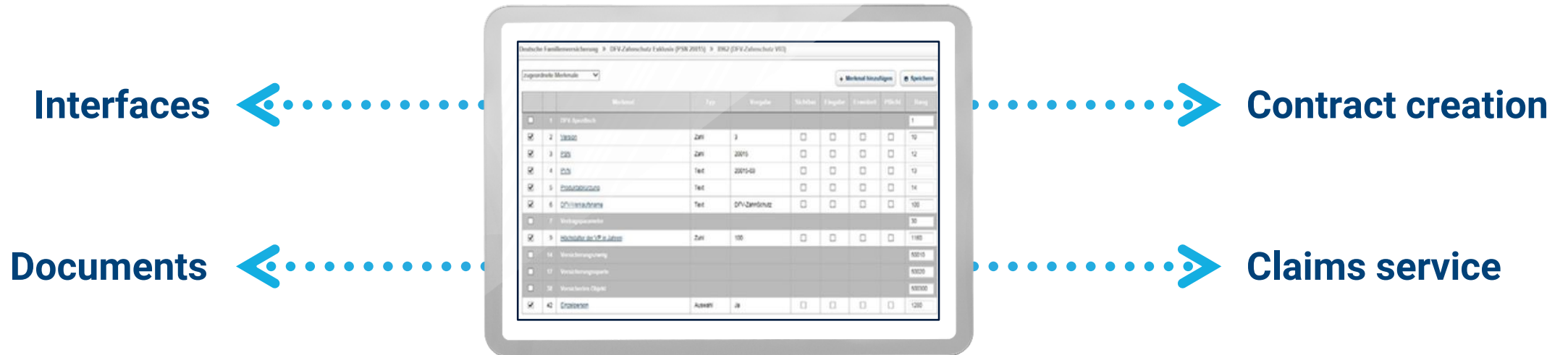
5th time in a row

Fully digital product development at DFV: Simple. Reasonable.

# Leading by digitalisation

## Java- and event-based Insurance Core System

We have developed a **powerful IT Insurance Core System** and the „**Product Module Editor**“. With over **1.500 input options** we can configure **products** so that the entire user interface, correspondence and contract processing are **controlled centrally**.



Configuration instead of programming

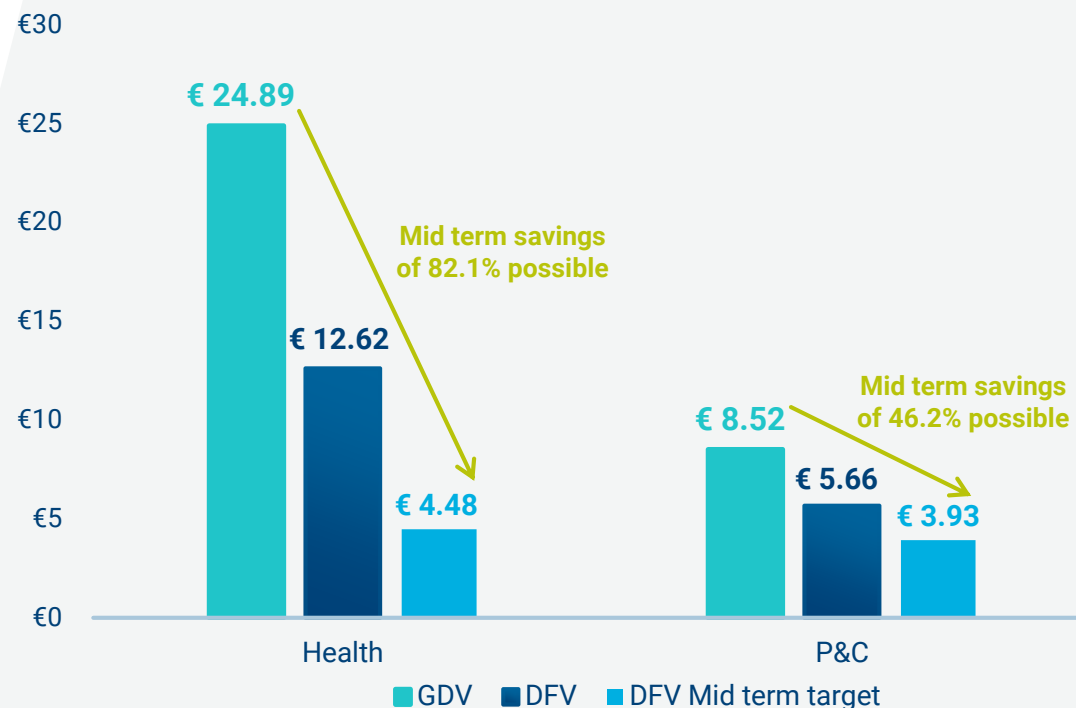


# Cost-efficient and scalable growth thanks to our IT system

## Declining IT costs and rising customer numbers

- On average, **our IT costs** per insured risk are **lower than in the insurance industry**. In the category Health, DFV is **50 % cheaper**.
- We **plan** to spend about **€ 8.5m on our IT**. If we **calculated our IT costs with the average values for the insurance industry** in Germany, **expenditure** in 2020 would be **around € 12.5m**.
- While our **customer numbers will increase** up to **2,000,000** in the mid term target, our **IT costs will decrease** to about € 4.48 per insured risk (health) and € 3.93 (P&C).

On average, our IT costs per insured risk are 50% cheaper than the insurance industry average



\*Data for the FY 2019.

# Easy product selection via our website

Only reloading the website takes longer

## 1. Enter your age

Einfach. Vernünftig.  
Alle Beiträge auf einen Blick

Alter der zu versichernden Person  
Alter eingeben  
28

Monatsbeitrag berechnen

### Krankenzusatzversicherungen



**TESTSIEGER**  
Stiftung  
Virentest  
Finanztest  
SEHR GUT  
(0,3)

**Zahnzusatzversicherung TESTSIEGER**

- ✓ 100 % Zahnersatz
- ✓ 100 % Zahnimplantate
- ✓ 100 % Zahnbehandlungen
- ✓ Zahnprophylaxe (200 €/Jahr)
- ✓ Wurzel- und Parodontosebehandlung
- ✓ Kieferorthopädie (KIG 1-5)



**TESTSIEGER**  
Stiftung  
Virentest  
Finanztest  
SEHR GUT  
(0,8)

**Krankenhauszusatzversicherung**

- ✓ Stationäre Zusatzversicherung
- ✓ Chefarztbehandlung
- ✓ Ein- oder Zweibettzimmer
- ✓ Freie Krankenhauswahl
- ✓ Krankenhaustagegeld
- ✓ inkl. Auslandskrankenversicherung



**TESTSIEGER**  
Stiftung  
Virentest  
Finanztest  
GUT  
(1,7)

**Krankentagegeldversicherung**

- ✓ Finanzielle Absicherung bei längerer Krankheit
- ✓ Leistung auch für Sonn- und Feiertage
- ✓ Steuerfreie Leistungen
- ✓ Geburtspauschale
- ✓ Keine Wartezeiten

## 2. Select your product and tariff

Einfach. Vernünftig.  
Alle Beiträge auf einen Blick

Alter der zu versichernden Person  
Alter eingeben  
28 ✓

Monatsbeitrag berechnen

★ Basis    ★★ Komfort    ★★★ Premium    ★★★★★ Exklusiv

### DFV-ZahnSchutz

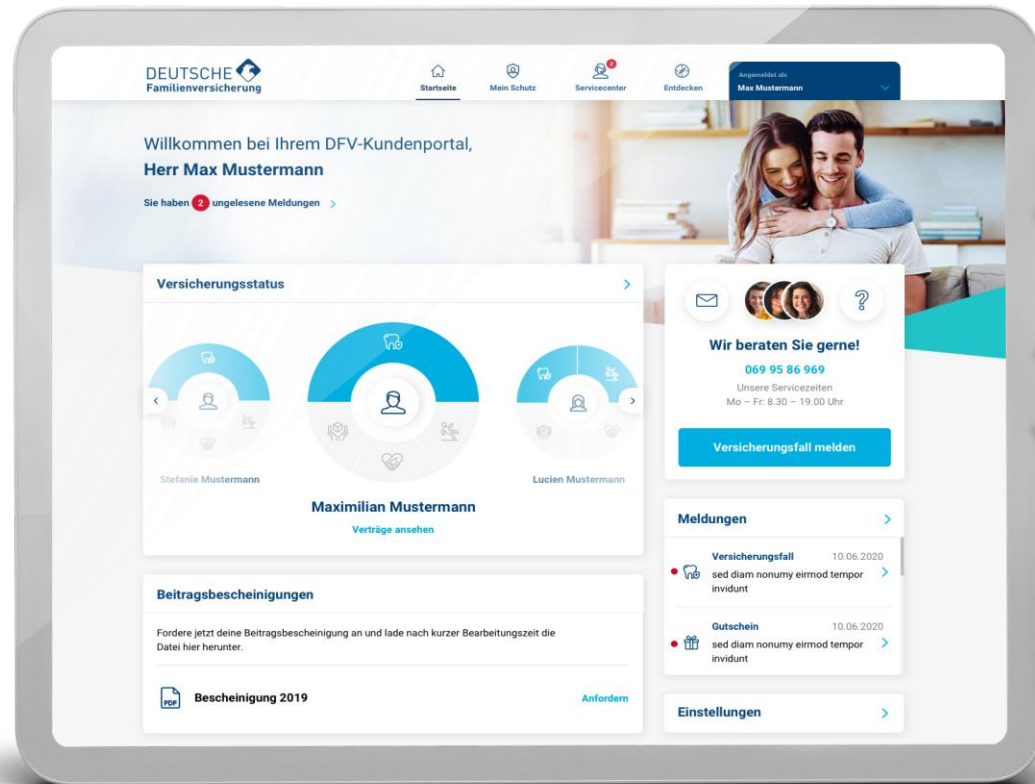
50 % Erstattung für alle zahnärztlichen Behandlungen	70 % Erstattung für alle zahnärztlichen Behandlungen	90 % Erstattung für alle zahnärztlichen Behandlungen	100 % Erstattung für alle zahnärztlichen Behandlungen
12,00 €	17,00 €	21,50 €	24,00 €
<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen

### DFV-AmbulantSchutz

Vorsorgeuntersuchungen Erstattung für Impfungen und gesetzliche Zuzahlungen	Vorsorgeuntersuchungen Erstattung für 3.000€ Leistungen bei besonders schweren Erkrankungen	Vorsorgeuntersuchungen Erstattung für 6.000€ Leistungen bei besonders schweren Erkrankungen	Vorsorgeuntersuchungen Erstattung für 12.000€ Leistungen bei besonders schweren Erkrankungen
7,53 €	13,00 €	18,47 €	29,41 €
<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen	<a href="#">Jetzt abschließen</a> Mehr Informationen

# Our customer portal – Simple.Reasonable.

Customer centricity at its best



yvonne pietsch

★★★★★ 24. July 2020

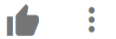


Fast, uncomplicated, reliable. I am 100% satisfied. Never had any problems.



Stefan Bubl

★★★★★ 28. July 2020



Very simple and understandable for everyone. All his insurance policies under control.



Robert Schroeter

★★★★★ 13. May 2020

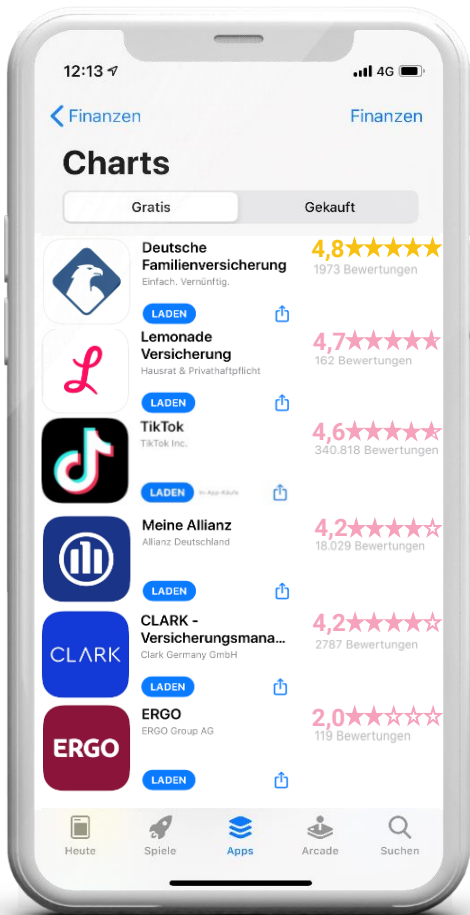


Fast submission of the invoice, very good service, very good communication.

The ratings are comments from real users. They were translated into English for this presentation.

# Best app – and also the most popular

Simply the best for our customers



**Fast processing & simple operation** 9. Apr.  
★★★★★ weirdcatworld

I am mega satisfied with the service and everything around it. The processing is fast and also the operation via the app is super simple. I can only recommend it. 😊

**Very good app! I am thrilled!** Vor 1 J.  
★★★★★ HI-DUS-85

I am thrilled with the design and usability of this app. In my opinion, you can't design an app better. Submitting an invoice is now easier than I could have dreamed of before.

**Top!** Vor 1 J.  
★★★★★ Tatiana-HH

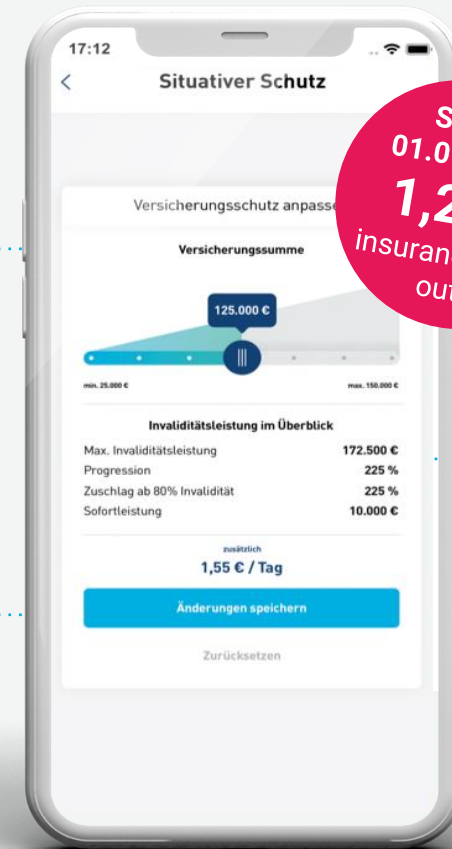
I am simply thrilled how customer-friendly this app is. How fast and easy it is to submit an invoice. Thank you very much! 😊

**Over 48,000  
downloads**

IOS: 27,000  
Android: 21,000

**Over 63,000  
invoices**

IOS: 32,000  
Android: 31,000



Since  
01.01.2020  
**1,200**  
insurance take  
outs

**Highly rated App**

App Store: 4.8 Stars  
Google Play Store: 4.9 Stars

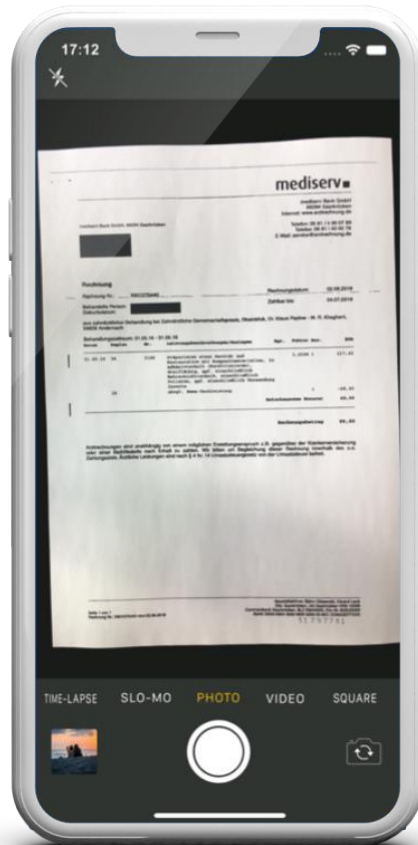
**Rated with 4.9 stars  
in Google Play Store!**

The ratings are comments from real users. They were translated into English for this presentation.

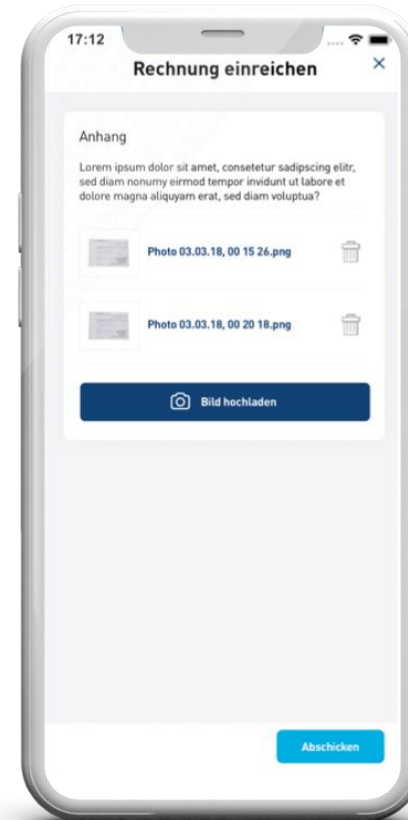
# Easier than taking a selfie – our claim reporting via App

Increasing customer satisfaction by digitalisation

1. Take a picture of the invoice



2. Confirm

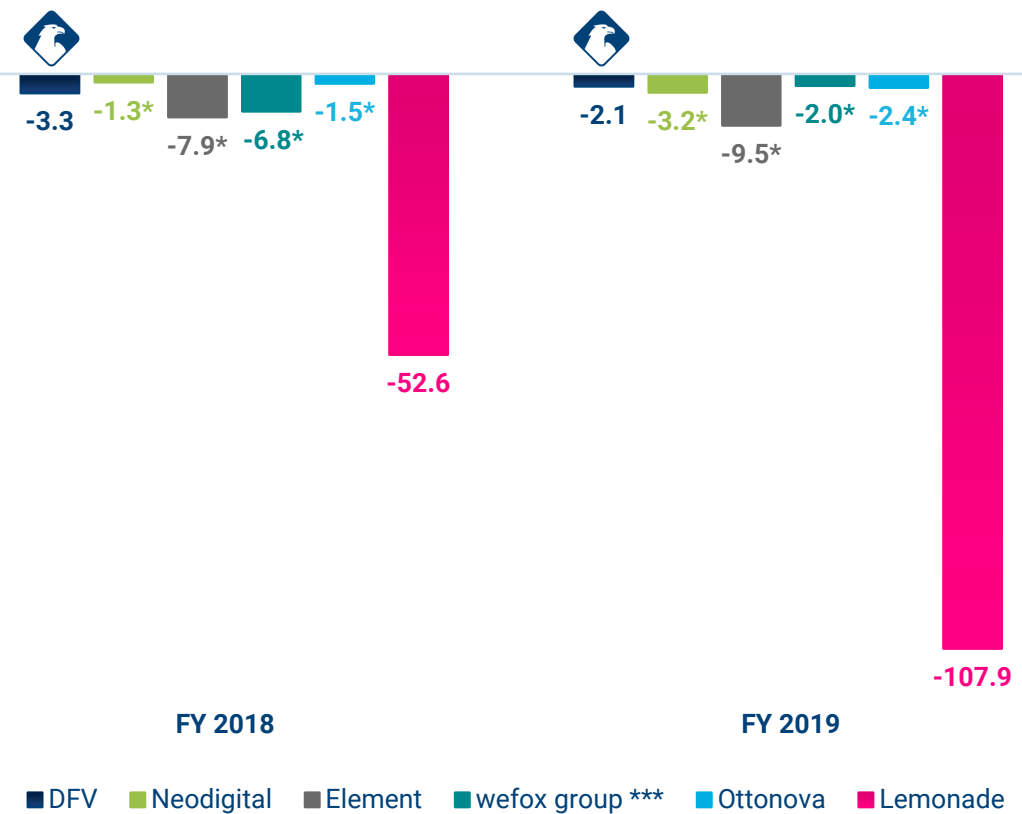




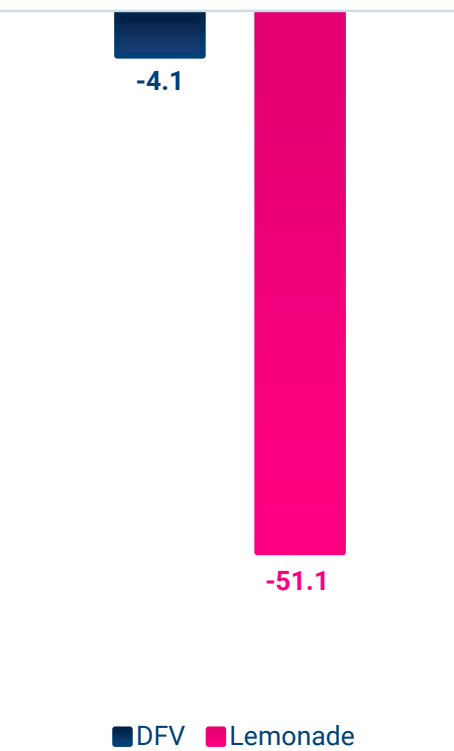
# Leading by profitability

Lean cost structure despite growth investments

Net income in €m



Net income HY 2020 in €m



Intentional losses to finance our growth.

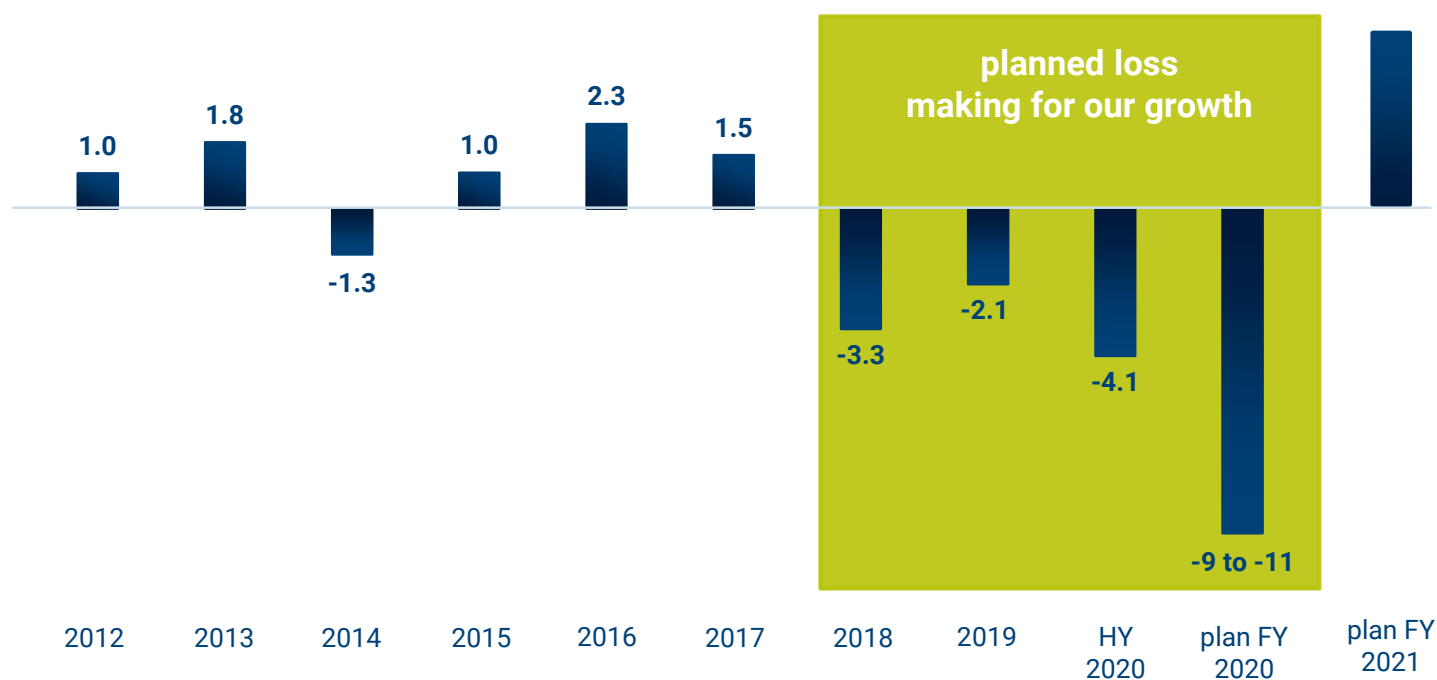
We will be profitable again in 2021.

\* Non listed, figures based on SFCR reports 2019.  
\*\* The reported figures refers to the results from Onelnsurance. Onelnsurance is part of wefox group.

# On track to reach profitability of business by 2021

Losses to enable strong growth

Net income in €m DFV AG



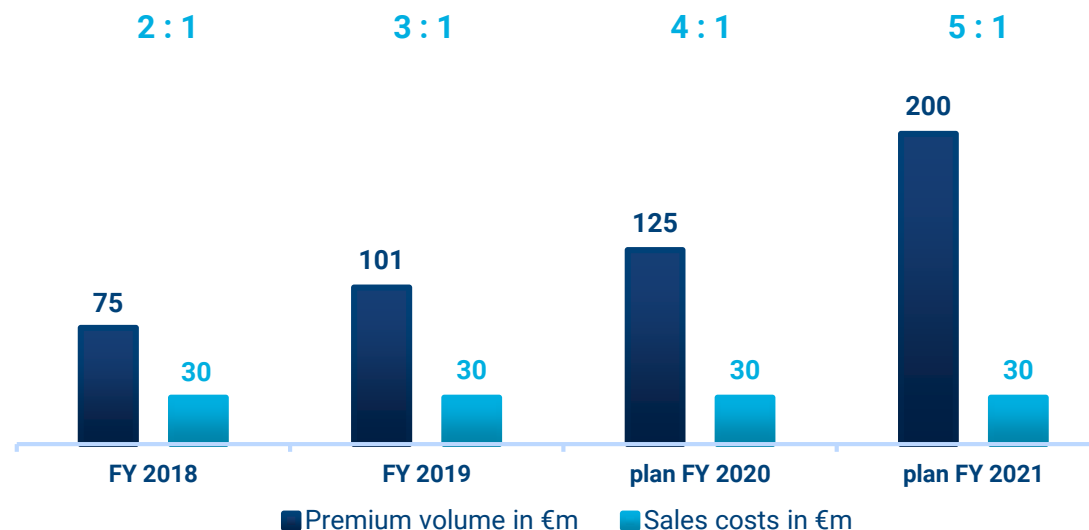
**We are the only  
InsurTech that will  
reach break-even in  
the short term.**

# Investing in our growth, profitable in our core business

## Underwriting result according to HGB

Premiums	HY 2020
Gross written premium	€ 53,620,661
Share of reinsurers	€ -24,965,943
<b>Net earned premiums</b>	<b>€ 28,654,718</b>
Claim payments to customers	
Gross	€ -32,119,093
Share of reinsurers	€ 14,185,408
<b>Net claims</b>	<b>€ -17,933,685</b>
Underwriting result I	
Gross	€ 21,501,568
<b>Net</b>	<b>€ 10,721,033</b>
Costs	
<b>Costs (total, without claims settlement)</b>	<b>€ -10,621,410</b>
Human Ressources	€ -5,414,861
IT	€ -3,627,826
Others	€ -1,578,722
Share of reinsurers	€ 5,847,477
Underwriting result II	
Gross	€ 10,880,158
<b>Net</b>	<b>€ 5,947,101</b>
Sales expenditures – DFVV	
<b>Gross sales (total)</b>	<b>€ -17,444,497</b>
Human Ressources	€ -1,104,891
Marketing	€ -365,035
Sales costs	€ -15,974,571
Share of reinsurers	€ 6,585,032
Net sales	€ -10,859,465
Underwriting result III	
Gross	€ -6,564,338
<b>Net</b>	<b>€ -4,912,364</b>
Financial investments	
Financial investments (after costs)	€ -398,085
Others	€ -416,037
Underwriting result IV	
<b>Before taxes</b>	<b>€ -5,726,486</b>

## Premium volume to sales costs (planning)



## We are reaching the profit zone

With a ratio of 4 : 1 or higher an insurance company may be expected to make a profit.

# **Highlights HY 2020**

## Strong performance in a challenging environment

# What we have achieved in the first 6 months 2020

## Our highlights at a glance

**+ 46,415**

new contracts

**€114.3m**

premium volume

**+ €15.5m**

new premium  
volume

**+ 28.8%**

growth in gross  
premiums written

**+330%**

growth in P&C  
business line

**218%**

stable  
Solvency II ratio

**€119.4m**

balanced financial  
investments

**60.5%**

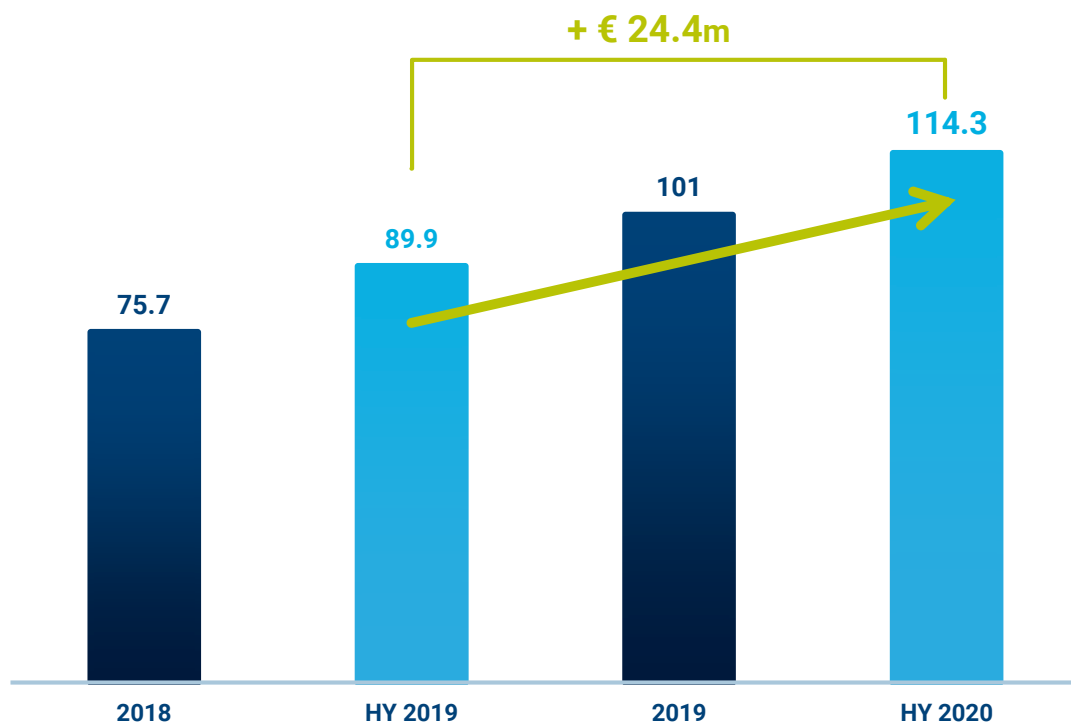
low claims ratio



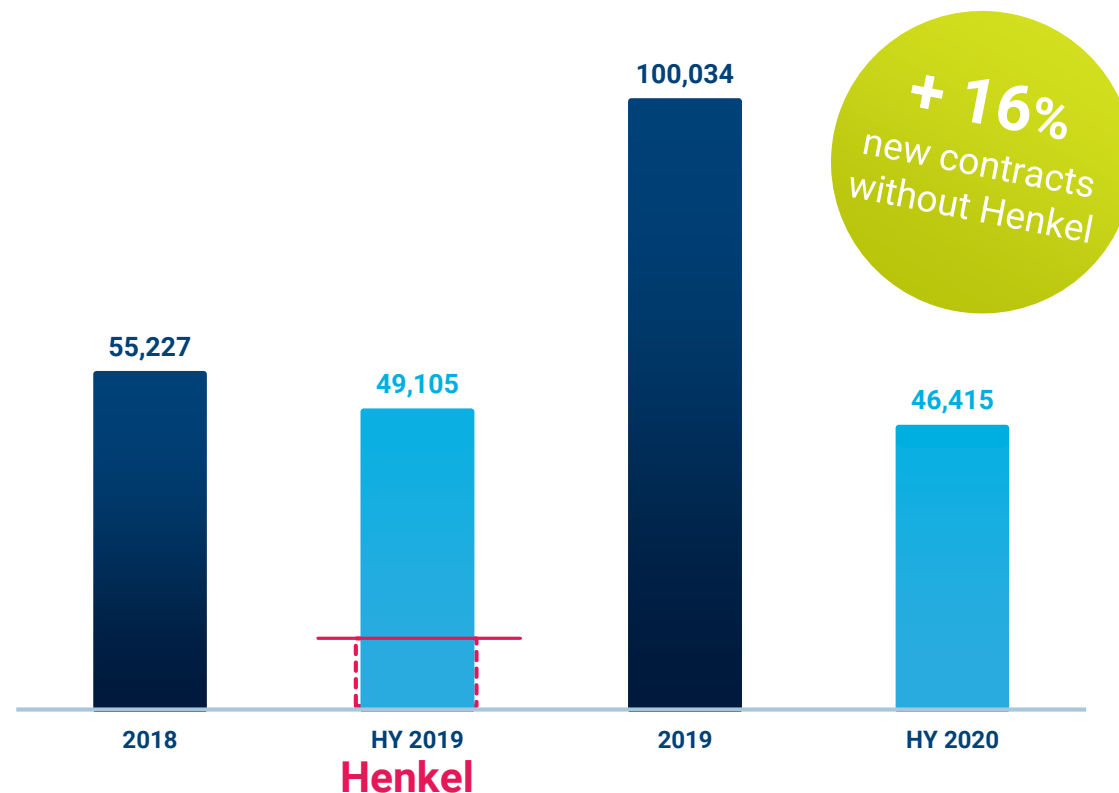
# Premium volume increased by € 24.4m since HY 2019

Excellent new business despite COVID-19

Premium volume in €m



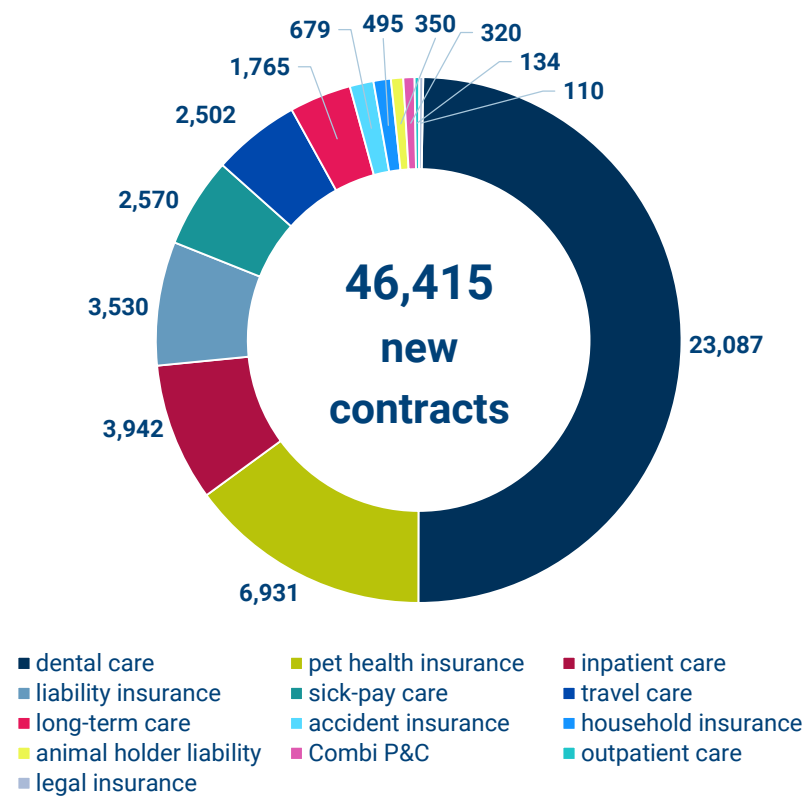
New business in contracts



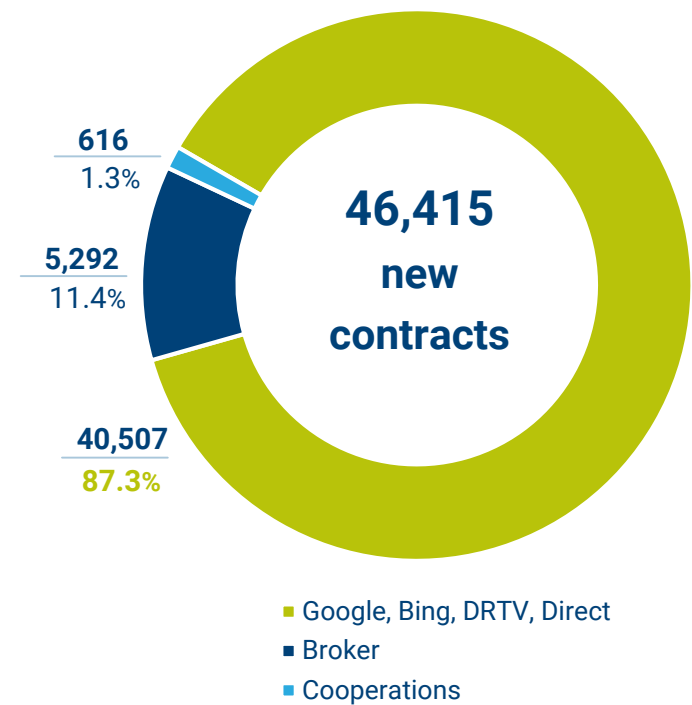
# Direct sales accounted for 87.3% of new business

Outstanding performance because of our proven scalable sales channels

New business (contracts) by product category HY 2020



New business (contracts) by sales channel HY 2020

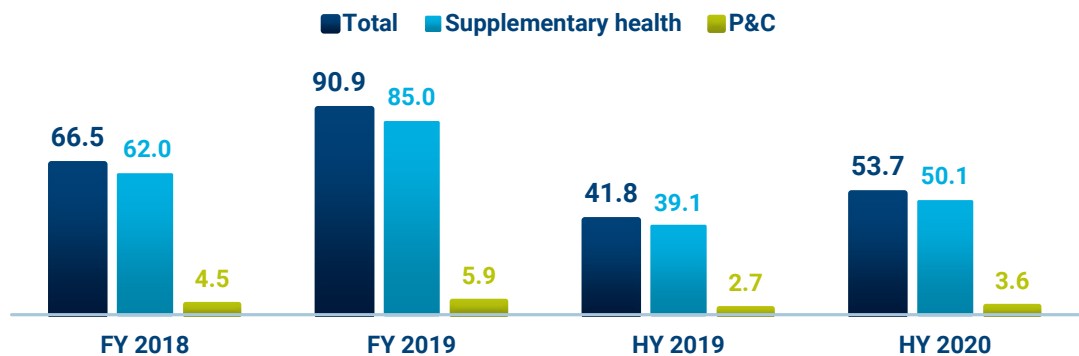


Increase in online sales by + 21.4% compared to HY 2019

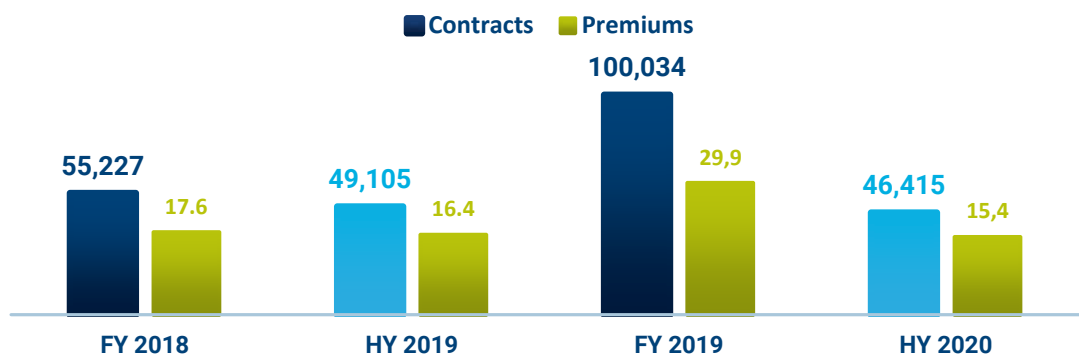
# Gross premiums written increased by 28.8% in HY 2020

## Fullfilling our promises

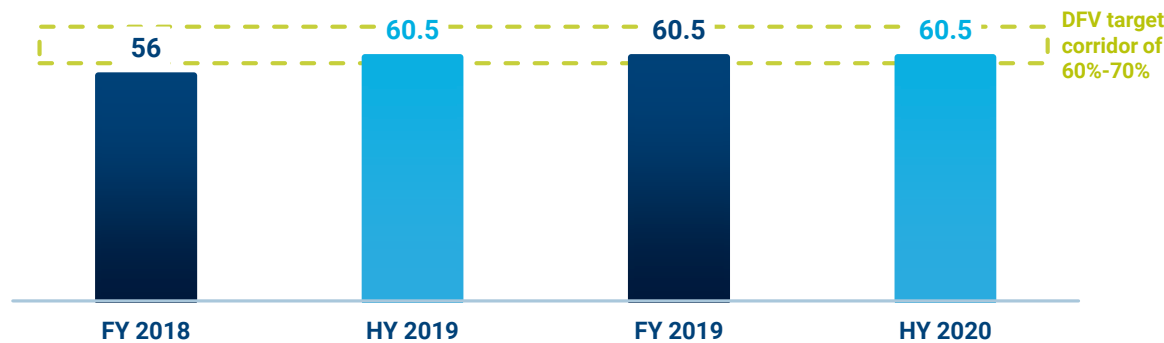
Gross premiums written in €m



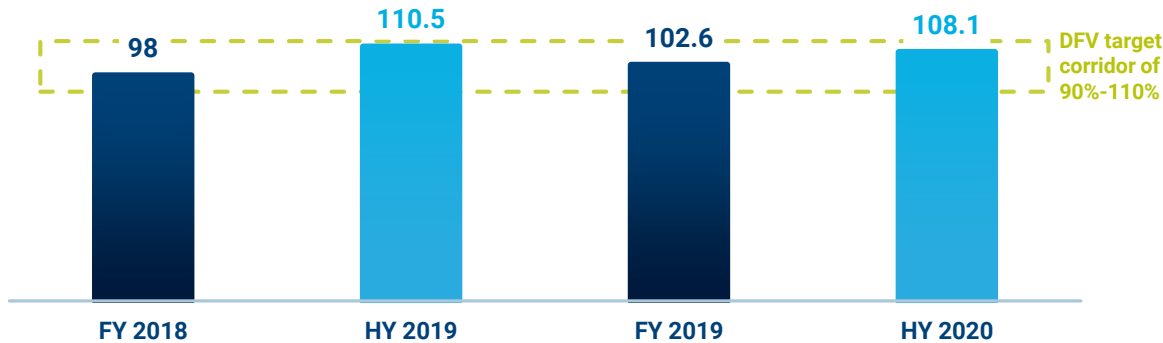
New business in contracts, premiums in €m



Claims ratio in %



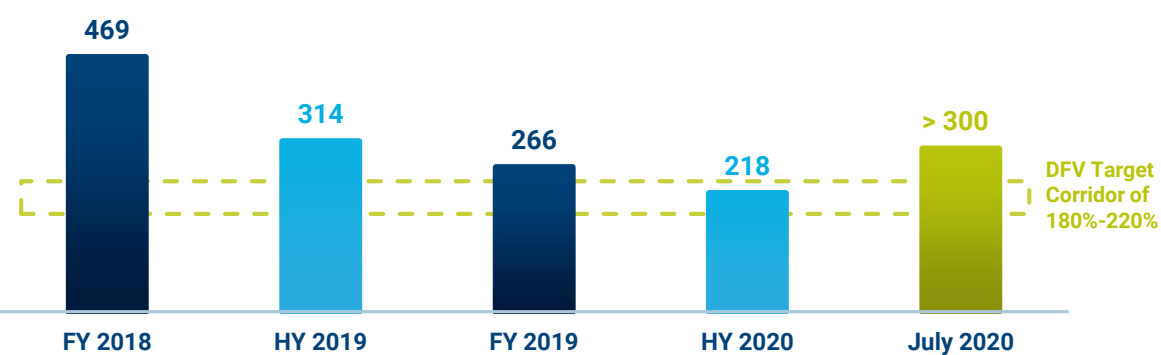
Combined ratio in %



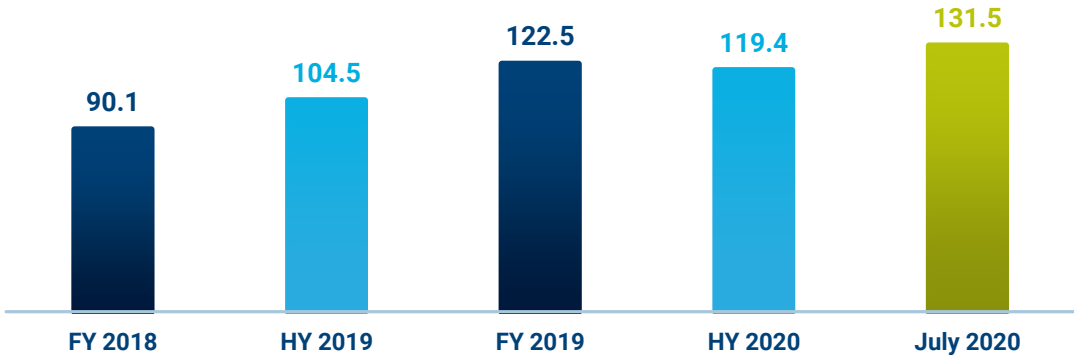
# Full recovery of financial investments after COVID-19 shock

Successful restructuring leads to increasing of financial investments

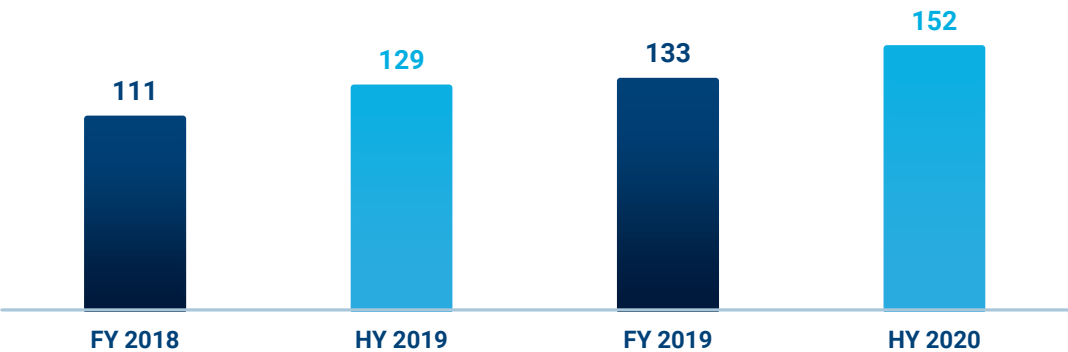
Solvency ratio in %



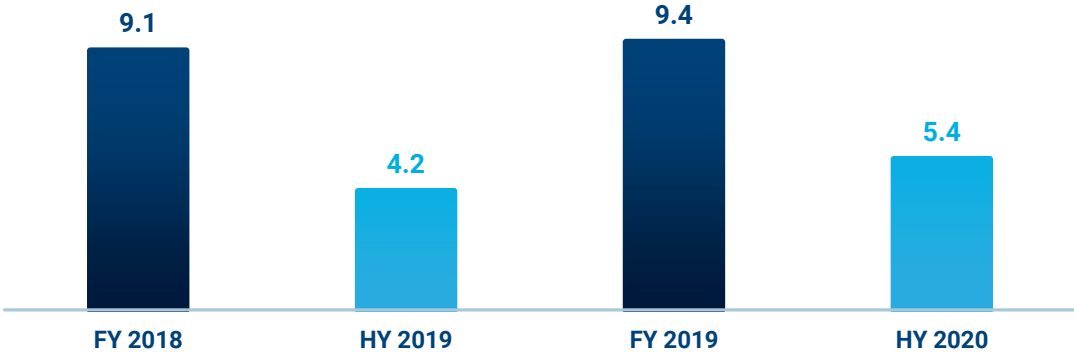
Financial investments in €m



Number of employees



Personnel costs in €m



# Well-balanced investment portfolio worth € 119.4m

Full recovery within three months – Financial investments of DFV-Multi-Asset-Fonds in €m

Asset classes	31.03.2020, in €	In %	30.06.2020, in €	In %	11.08.2020, in €	In %	Plan 2020, in €	In %
<b>Guranteed assets</b>	<b>61,447,453</b>	<b>56 %</b>	<b>69,766,229</b>	<b>58 %</b>	<b>71,833,709</b>	<b>54 %</b>	<b>99,829,892</b>	<b>64 %</b>
Government bonds	6,044,235	10 %	16,155,749	23 %	0	0 %	0	0 %
Corporate bonds	48,027,208	78 %	49,875,023	71 %	53,506,906	74 %	53,506,906	54 %
Equity	0	0 %	0	0 %	15,659,340	22 %	15,659,340	16 %
Real estate	2,063,943	3 %	2,654,436	4 %	2,663,646	4 %	30,663,646	31 %
Cash	5,312,067	9 %	1,081,021	2 %	3,817	0 %	0	0 %
<b>Free assets</b>	<b>47,947,412</b>	<b>44 %</b>	<b>49,596,018</b>	<b>42 %</b>	<b>60,615,655</b>	<b>46 %</b>	<b>55,953,203</b>	<b>36 %</b>
Government bonds	20,180,195	42 %	16,098,745	32 %	14,070,995	23 %	14,070,995	25 %
Corporate bonds	30,521,623	64 %	33,072,426	67 %	41,882,208	69 %	41,882,208	75 %
Equity	0	0 %	0	0 %	0	0 %	0	0 %
Real estate	0	0 %	0	0 %	0	0 %	0	0 %
Cash	-2,754,406	-6 %	424,847	1 %	4,662,452	8 %	0	0 %
<b>Total assets</b>	<b>109,394,865</b>	<b>100 %</b>	<b>119,362,247</b>	<b>100 %</b>	<b>132,449,365</b>	<b>100 %</b>	<b>155,783,095</b>	<b>100 %</b>
<b>Bank balance</b>	<b>839,195</b>		<b>3,464,064</b>		<b>31,625,753</b>		<b>7,625,753</b>	



# Outlook

## Entering a new dimension

# Solid and guaranteed growth – Our strategy to profitability

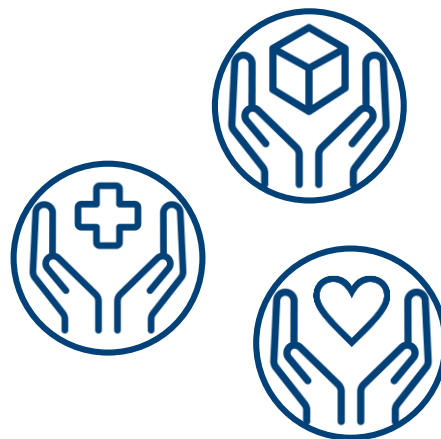
Capital increase



CareFlex



New risk carriers



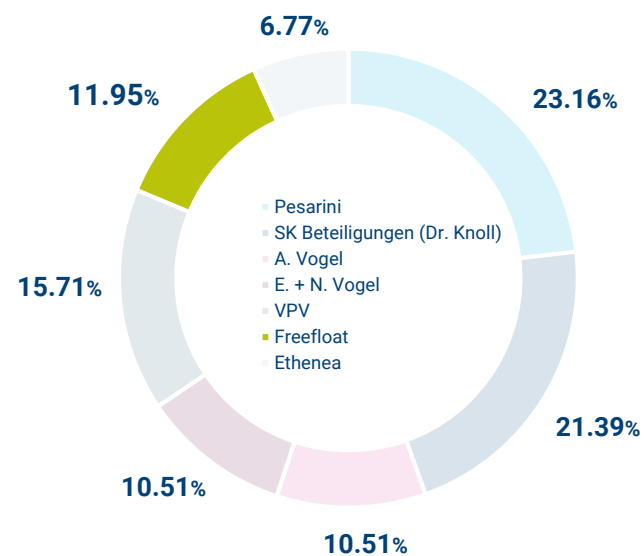
Europe



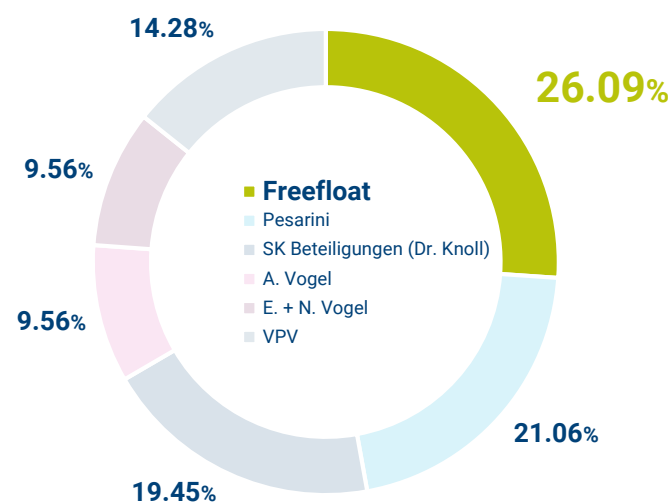
# Successful capital increase

Despite COVID-19 crisis

Shareholder structure pre capital increase



Shareholder structure post capital increase



Capital increase within one day



Gross proceeds of around € 32m



No correction of guidance despite COVID-19 crisis



Increasing of Freefloat to 26.09%

# CareFlex: Germany's first mover

Unique in Germany and Europe

Normally we invest € 70,680,000 (12MP) to acquire 500,000 customers with a monthly premium of € 11.78 per customer.

But CareFlex for us

= € 11.78 monthly premium per customer 

= € 0.0 acquisition costs 

= 100% company's growth 



## CareFlex is

the first industry solution for employer-financed supplementary long-term care insurance. Up to 580,000 employees working for 1,900 companies in the chemical industry benefit and have access to full cover for their families.

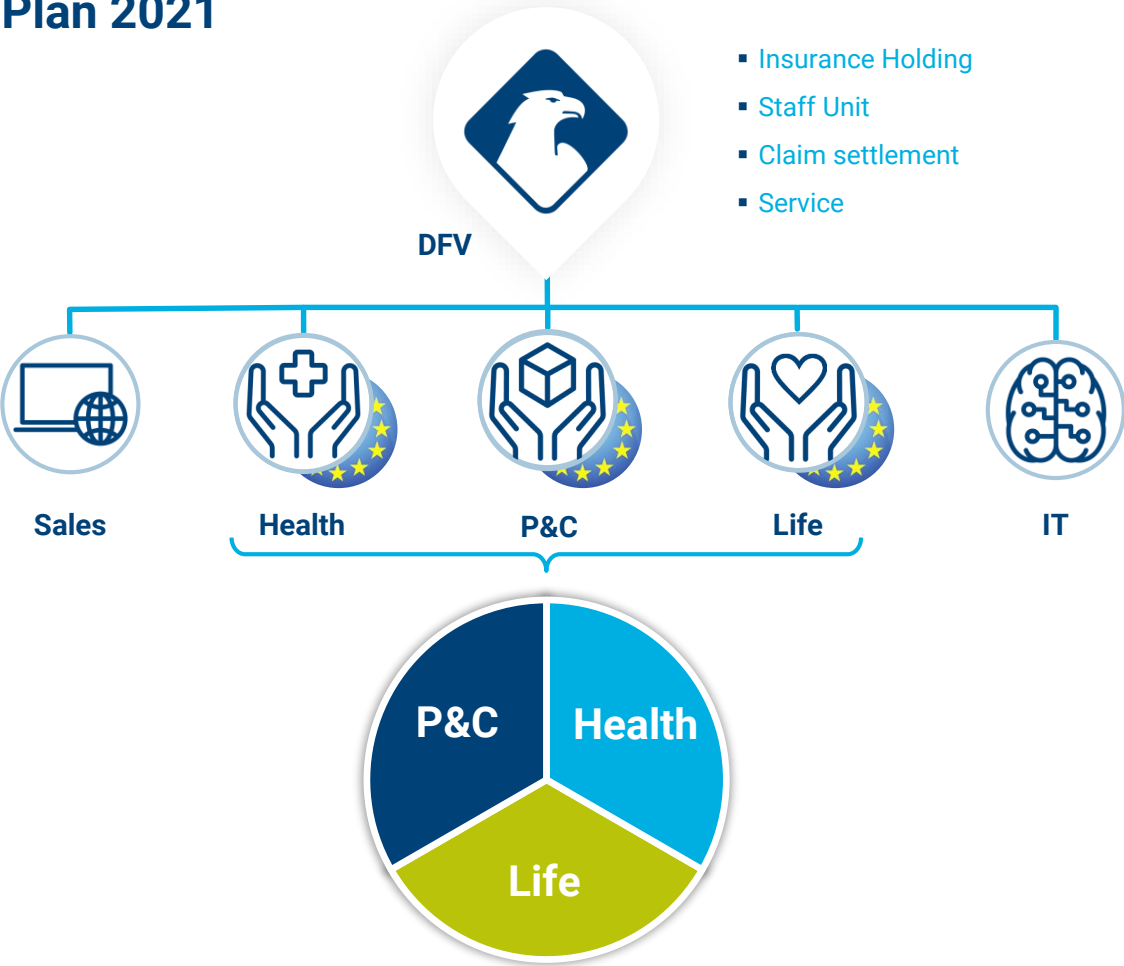
## CareFlex results in:

1.  + 500,000 new customers
2.  + € 70m premiums
3.  + € 41m financial investments

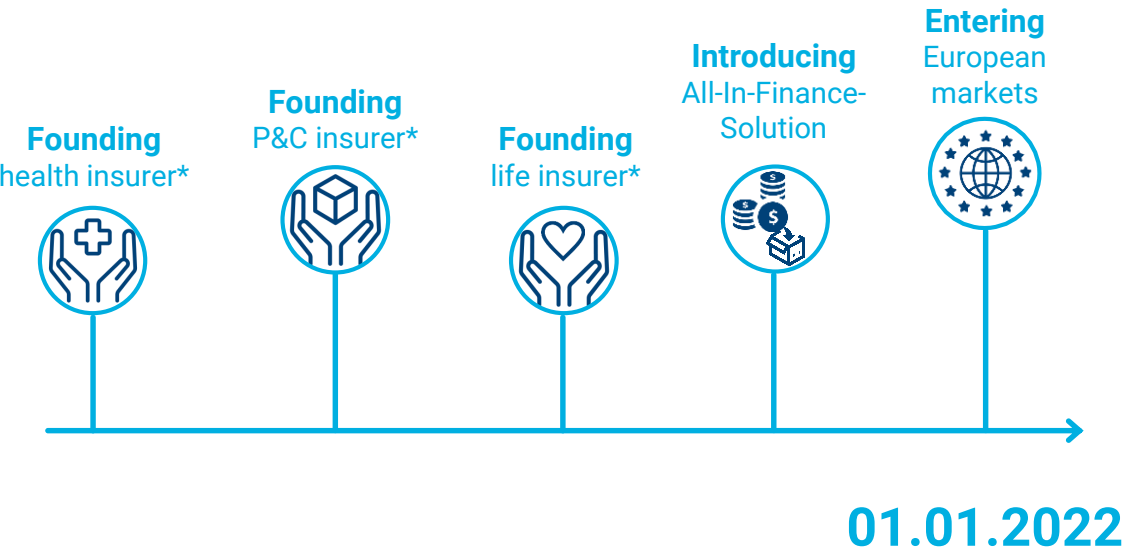
# Founding new risk carriers

Our milestones to broaden product range and to enter European markets

## Plan 2021



## Our timeline



\*Depends on BaFin approval






# DFV plans European market entry

New risk carriers for faster european expansion

- **Operation** in EU countries **without additional administrative efforts**
- **We plan to step in:**
  - Benelux countries
  - France
  - Spain
  - Italy



# Outlook – Accelerated and profitable growth

	2019	Guidance 2020	Targets 2021	Mid-Term Targets
Customers/ Contracts 	514,104	570,000	1,100,000	2,000,000
Premium volume 	€ 101m	>€ 125m	>€ 200m	€ 500m
EBIT 	€ -5.2m	€ -9m to € -11m	profitable	EBIT margin > 10%

# Summary

# Fully on track to achieve scalable growth

- Our half-year results show that our **growth ambitions are paying off**
- **100% growth** in 2021 **through CareFlex**
- **Founding of new risk carriers**
- **European market entry** within the next two years



# Looking forward to your questions!



**Dr Stefan M. Knoll**  
CEO & CFO

## Your contact:

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Head of IR & PR  
+49 (0)69 / 74 30 46 396  
[lutz.kiesewetter@deutsche.familienversicherung.de](mailto:lutz.kiesewetter@deutsche.familienversicherung.de)

## Our next IR dates:

18/08	Metzler Micro Cap Days
20/08	Investor's Day, Hamburg (HIT)
02/09	H&A Stock Picker Summit
21/09	Goldman Sachs/Berenberg Corporate Conference Germany
25/09	Baader Investment Conference
12/11	Quarterly statement on the 3rd quarter 2020













DEUTSCHE   
**Familienversicherung**

# Group figures HY 2020 (IFRS)

in € thousand	HY 2020	Q1 2020	FY 2019	Q3 2019	HY 2019	Q1 2019	FY 2018
<b>New business</b>							
Policies (number)	46,415	27,718	100,034	70,539	49,105	30,049	55,227
- Supplementary health insurance (number)	34,000	20,687	90,381	65,045	46,214	29,045	53,272
- Property insurance (number)	12,415	7,031	9,653	5,494	2,891	1,004	1,955
Premium volume	15,412	8,634	29,863	22,831	16,359	10,268	17,628
- Supplementary health insurance	11,740	6,849	27,513	21,267	15,601	10,100	17,329
- Property insurance	3,672	1,785	2,350	1,564	758	200	299
<b>Gross premiums written</b>							
Total	53,701	26,422	90,919	65,693	41,846	20,144	66,522
Gross premiums written supplementary health insurance	50,061	24,644	85,004	61,288	39,117	18,811	61,952
Gross premiums written property & casualty insurance	3,640	1,778	5,915	4,406	2,729	1,333	4,571
Combined ratio	108.1%	122.9%	102.6%	105.7%	110.5%	95%	98%
Claims ratio	60.5%	62.4%	60.5%	61.2%	60.5%	50.1%	56.0%
<b>EBIT</b>	<b>-5,978</b>	<b>-5,607</b>	<b>-5,203</b>	<b>-3,294</b>	<b>-3,595</b>	<b>-1,026</b>	<b>-4,104</b>
Net result	-4,083	-3,819	-2,100	-2,869	-2,756	-239	-3,338
<b>Underwriting result</b>	<b>-3,304</b>	<b>-1,816</b>	<b>-3,851</b>	<b>-2,308</b>	<b>-2,961</b>	<b>555</b>	<b>-760</b>

in € thousand	30.06.2020	31.03.2020	31.12.2019	30.09.2019	30.06.2019	31.03.2019	31.12.2018
<b>Total portfolio (number)</b>							
Policies	535,830	528,830	514,104	495,972	484,995	474,432	454,964
- Supplementary health insurance	431,035	425,220	412,001	393,943	381,498	368,251	344,473
- Property & casualty insurance	104,795	103,610	102,103	102,029	103,497	106,181	110,491
<b>Total existing premiums</b>							
Premium volume	114,314	108,299	101,168	95,790	89,048	83,328	75,657
- Existing premiums supplementary health insurance	105,669	100,836	94,786	89,434	83,258	78,124	69,058
- Existing premiums property insurance	8,645	7,463	6,382	6,356	5,790	5,699	6,599
<b>Equity capital</b>	<b>58,864</b>	<b>55,011</b>	<b>64,496</b>	<b>66,040</b>	<b>64,766</b>	<b>66,991</b>	<b>59,169</b>
Solvency ratio	218%	206%	264%	248%	314%	378%	469%
Employees (on average)	152	133	122	116	116	112	111

# Playing in the German premier league for new business

DFV AG in the top group for customer growth in 2019 <sup>(1)</sup>				
Company	Customer growth	Employees	Customers	Foundation
	95,000 <sup>(2)</sup>	14,600	1,163,000	1922
	71,400	15,771	2,100,000	1890
	<b>67,528<sup>(3)</sup></b>	<b>122</b>	<b>514,000<sup>(4)</sup></b>	<b>2007</b>
	52,300	./.	1,656,582	1984
	43,000	1,914	1,292,000	1904
	35,000	493	488,000	1820
	21,000	4,315	618,013	1935
	20,000	15,610	2,530,000	1905
	14,191 <sup>(5)</sup>	1,441 <sup>(5)</sup>	1,238,369 <sup>(5)</sup>	1875
	10,800	./.	3,521,000	1927
	- 5,200	9,038	928,000	1839
	-9,500	7,329 <sup>(5)</sup>	1,907,000	1907

One of the **top 3** German insurance companies regarding new business in the **supplementary health insurance market.**

1: The figures are based on publicly available sources and reflect the lines of business of supplementary health insurance benefits. DFV AG has checked the sources for plausibility, but does not accept any responsibility for their accuracy and completeness.

2: These figures include an increase of 1.9% in the number of insured persons in full health insurance.

3: According to DFV Annual Financial Report 2019 (IFRS), p. 19

4: Including the property insurance contracts.

5: Figures refer to the year 2018.