



Financial results Q1 2021

DFV Deutsche Familienversicherung AG

FRANKFURT/MAIN | 12 May 2021

Agenda

1. Welcome

Dr Stefan M Knoll

2. Financial results Q1 2021

Dr Karsten Paetzmann

3. Outlook 2021

Dr Stefan M Knoll

Welcome

to the publication of the 9th quarterly figures since the IPO on 04.12.2018

- In **every quarterly reporting** we have confirmed the fulfilment of the **announced targets**.
- This also **includes today's presentation** of the **Q1 results**.
- After the **forced exit** from the **CareFlex Chemie project**, we can **show** with the **Q1 figures 2021** that we are **continuing reliably and robustly** on the **path** we **initiated** with the **IPO**.
- We are and remain the **most successful InsurTech** in the **German market**.

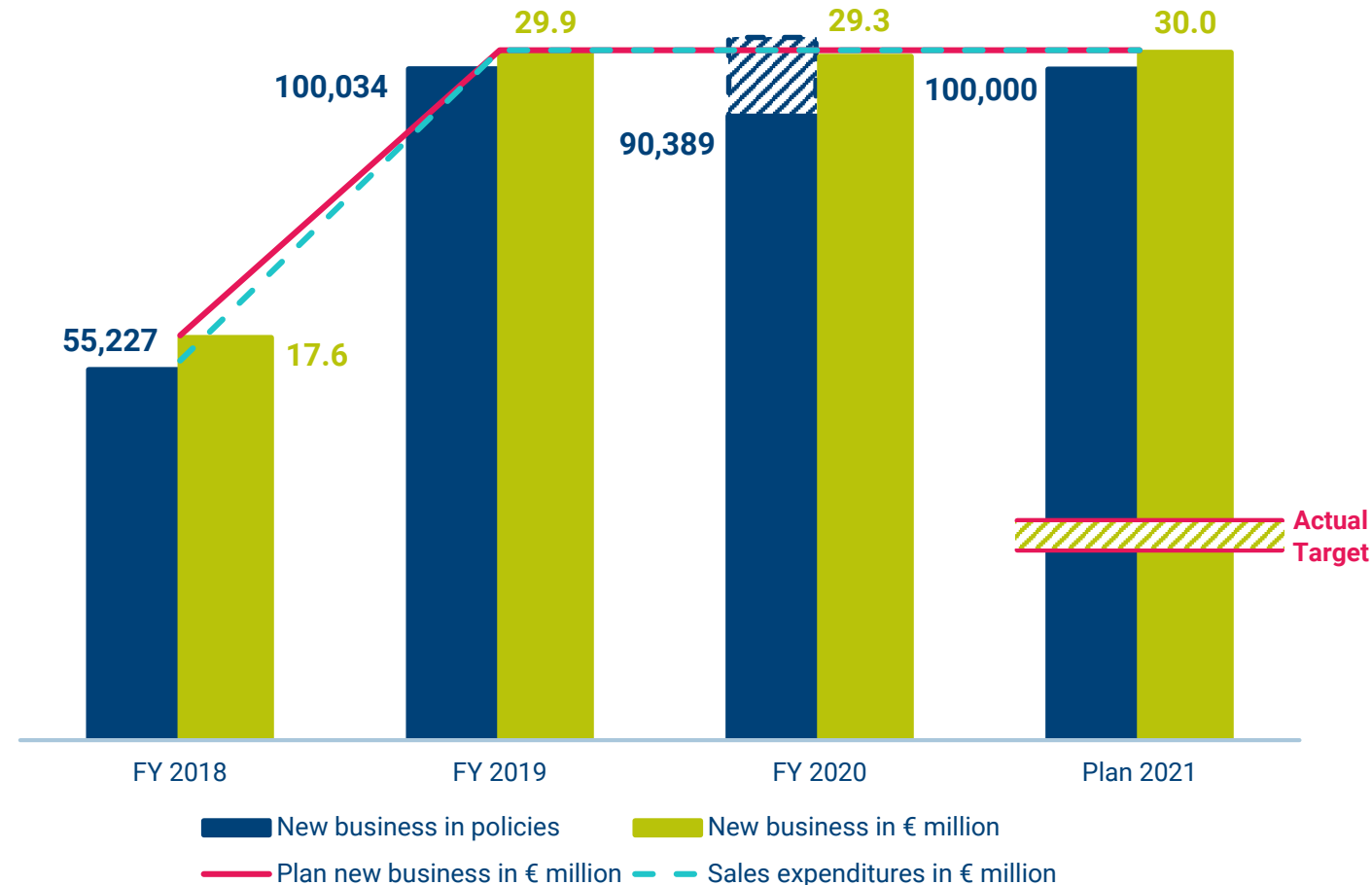


New business from 2018 until today

We keep our promises

Over
time
target!

- In **2018**, we **announced** our intention to **double** our **sales success** by doubling our sales spend.
- In **2019** and **2020**, we **achieved** our **sales targets**.
- In **2021**, we will **also deliver** what we announced: **New business € 30 million**.



Around 15,000 less policies due to the discontinuation of business from foreign travel insurance.

Business success despite Corona

Deutsche Familienversicherung defies Corona

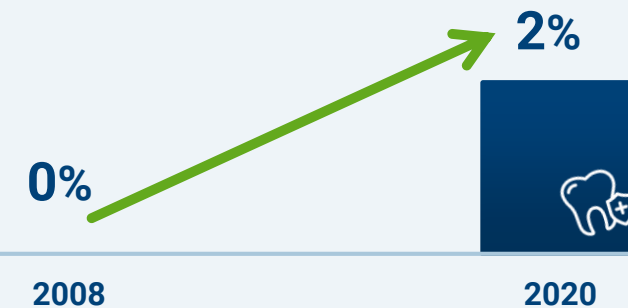
The **figures presented** below **are above the planned time targets**.

- **Productivity as a whole** – i.e. in all departments – corresponds to the "**pre-Corona time**" despite a roughly 90 % use of the home office.
- Despite the Corona pandemic, the **sales performance is consistently high** and stable.
- The "small" Deutsche Familienversicherung holds a **market share of 2% in supplementary dental insurance** and **9% in pet health insurance** in new business.
- The **quarterly result Q1 2021 is balanced**.

9% market share in pet new business in 2020:



2% market share in dental new business in 2020:





2. Financial results Q1 2021

Dr Karsten Paetzmann
CFO

Financial results Q1 2021

Financial performance – Q1 2021 snapshot

GWP growth

+25%

[FY 2020: +26%]



Loss ratio



63.2%

[FY 2020: 63.9%]

Opex

-4%

[FY 2020: +19%]



Profit before tax



€-0.1m

[Q1 2020: €-5.6m]



GWP (gross written premiums) growth and Opex: Change year-over-year
Loss ratio: Insurance benefits (net) as percentage of net earned premiums
Opex: IFRS expenses from insurance operations

Financial results Q1 2021

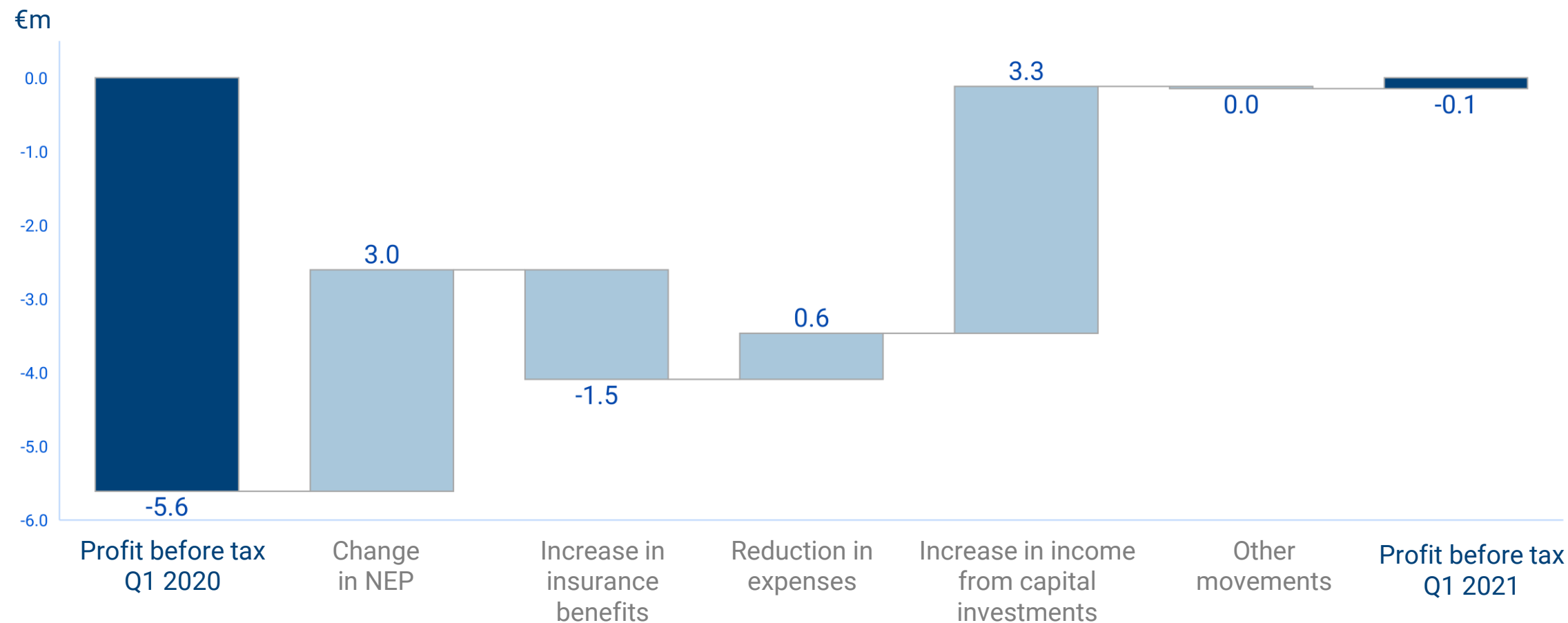
Financial performance – overview

Statement of comprehensive income

€m	Q1 2020	Q1 2021	Delta	in %	2019	2020	Delta	in %
Gross written premiums (GWP)	26.4	33.0	+6.6	+25%	90.9	114.7	+23.8	+26%
Net earned premiums (NEP)	14.0	17.0	+3.0	22%	54.4	61.9	+7.5	14%
Income from capital investments	-2.8	0.5	+3.3	-119%	3.4	0.9	-2.5	-75%
Other revenue	0.0	0.0	-0.0	-97%	0.6	0.3	-0.3	-48%
Insurance benefits	-9.2	-10.7	-1.5	16%	-33.0	-39.5	-6.6	20%
Expenses from insurance operations	-6.3	-6.0	+0.2	-4%	-25.4	-30.2	-4.8	19%
Other expenses	-1.3	-0.9	+0.4	-30%	-5.3	-3.9	+1.3	-25%
Operating income	-5.6	-0.1	+5.5	-97%	-5.2	-10.6	-5.4	103%
Financing expenses for leases	0.0	0.0	+0.0	0%	0.0	0.0	-0.0	2%
Profit before tax	-5.6	-0.1	+5.5	-97%	-5.2	-10.6	-5.4	103%
Income taxes	1.8	0.0	-1.7	-98%	3.1	3.1	+0.0	1%
Profit after tax	-3.8	-0.1	+3.7	-97%	-2.1	-7.4	-5.3	254%
Unrealised gains and losses from capital investments	-5.7	0.2	+5.8	-103%	1.5	2.2	+0.8	53%
Total comprehensive income	-9.5	0.1	+9.5	-101%	-0.6	-5.2	-4.6	721%
GWP per policy in € - annualised	200	237			177	207		
Average # of staff	133	171			122	150		
Net claims ratio	66.1%	63.2%			60.6%	63.9%		

Financial results Q1 2021

Financial performance – movements year-over-year



Financial results Q1 2021

Financial position

Consolidated balance sheet

€m	Q4 2020	Q1 2021	Delta	in %
Intangible assets	8.8	8.5	-0.4	-4%
Rights of use for property pursuant to IFRS 16	1.4	1.2	-0.2	-12%
Investments	135.1	153.6	+18.6	+14%
Receivables	4.1	4.1	-0.0	-1%
Current bank balances	37.8	21.6	-16.2	-43%
Share of reinsurers in underwriting provisions	55.9	55.7	-0.2	-0%
Tax receivables	5.0	5.1	+0.0	+1%
Other assets	2.6	2.3	-0.3	-11%
Total assets	250.6	252.0	+1.4	+1%
Gross underwriting provisions	91.1	91.0	-0.1	-0%
Other provisions	3.4	2.6	-0.8	-24%
Liabilities	65.3	67.6	+2.3	+4%
Tax liabilities	0.0	0.0	-0.0	-100%
Total debt	159.8	161.1	+1.4	+1%
Equity	90.9	90.9	+0.1	+0%

Implementation of

- a. separate SAAs for the 'security assets' and 'free assets' investment portfolios;
- b. enhanced in-house capabilities (Head of Investments);
- c. efficient working capital/cash management routines;
- d. optimised cost management, e.g. on processing fees charged by the bank

Equity Q4 2020

€90.9m

Consolidated profit after tax

€-0.1m

Unrealised gains from investments (OCI)

€0.2m

Equity Q1 2021

€90.9m

Financial results Q1 2021

Summary and outlook

GWP in the first quarter considerably increased – **25% growth** year-over-year

Favourable loss ratios for both the health and non-life business

Income from investments substantially improved – **restructuring programme implemented**

Cost management initiative has been started

Burdens from the ongoing Covid-19 crisis are well manageable thanks to the **stable market position**, the **digital business model** and a **strong balance sheet**

Key earnings drivers for the future **develop as scheduled** – planning of €-4 million profit before tax for 2021 **confirmed**



Key earnings drivers
for the future are set
to create value for
the shareholders





3. Outlook 2021

Dr Stefan M Knoll
CEO

And the recognition does not cease

Supporter, Innovator, Test Winner, Broker Champion

In 2021, we have already received 14 seals and acquired 4. In 2020 we received 17 seals.



For more than 10 years, DFV has acquired more than 140 seals. They are an expression of the company's high performance and innovative capacity.

Digitalisation works

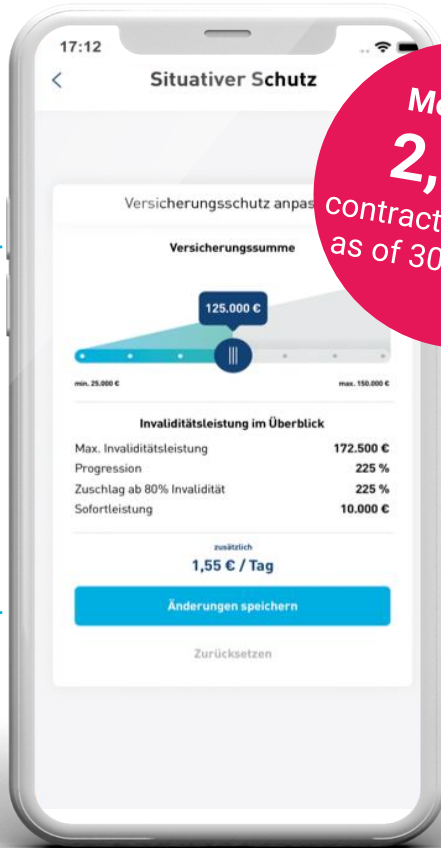
... on the customer side

Over 71,000
user

IOS: 40,000
Android: 31,000
As at 30.04.2021

Over 130,000
invoices

IOS: 66,000
Android: 64,000
As at 30.04.2021



More than
2,870
contracts taken out
as of 30.04.2021*

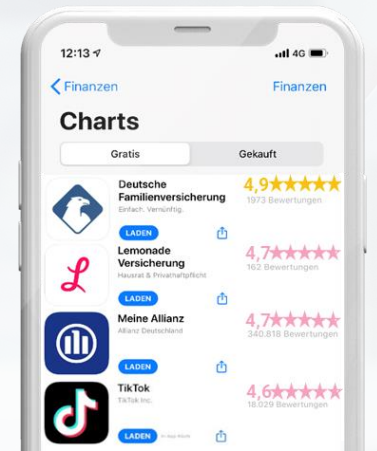
Highly rated app

App Store: 4.9 stars
Google Play Store: 4.8 stars

Over 550,000 contracts promise huge potential for cross-selling at low sales costs.

- That is why a sales call centre is being set up.
- That is why a marketing strategy for the DFV app is being developed.

Our App:
Top rated by our
customers



Digitalisation works

... from a service point of view

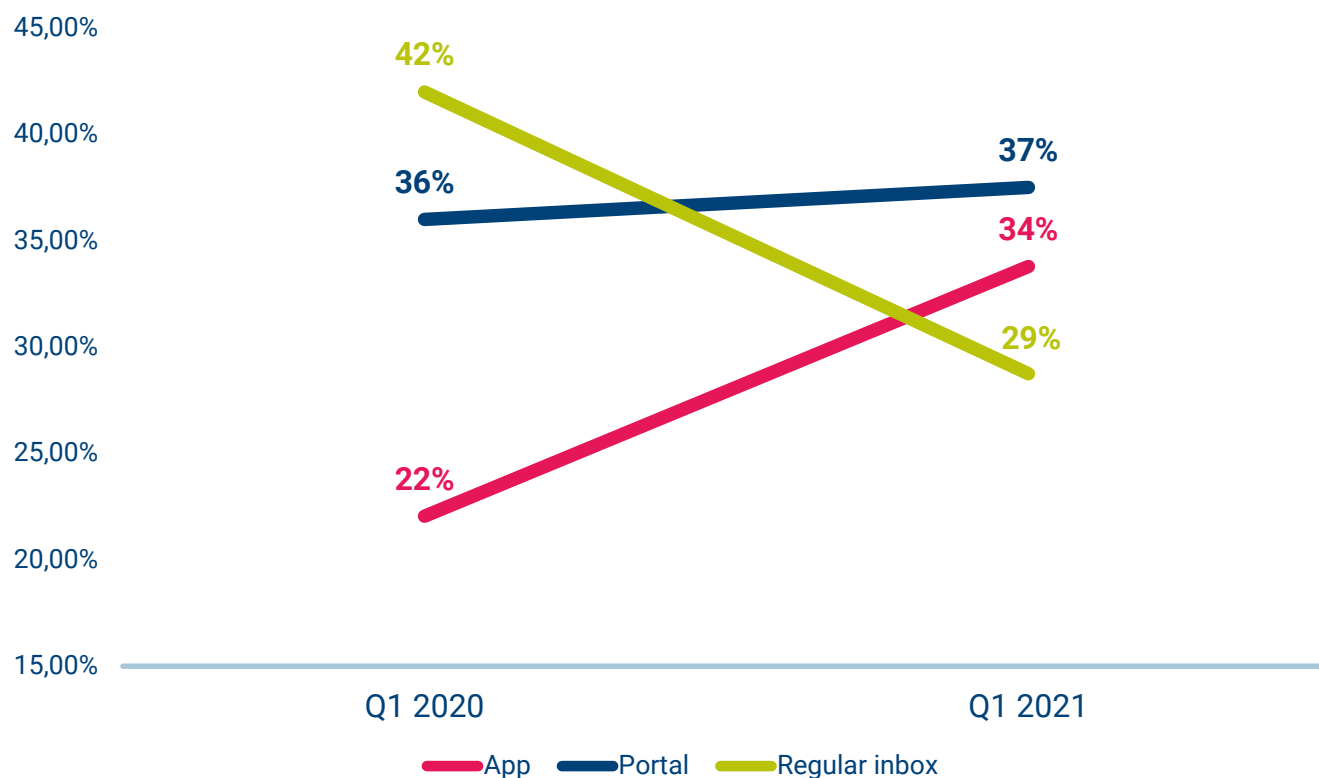
- Since **01.04.2021**, all customers of the **DFV-TierkrankenSchutz** have the option of **free and digital video consultations** with the online veterinarian FirstVet. FirstVet is a young company founded in Stockholm. It operates in six European countries.
- The **new service** optimally **complements** the **existing product** and **increases safety** for everyone: For our **customers** and the insured **pets**.



Digitalisation works

... on the process side

Documentation input by channel



The figures show it: our app is gaining in importance and is replacing the regular inbox.

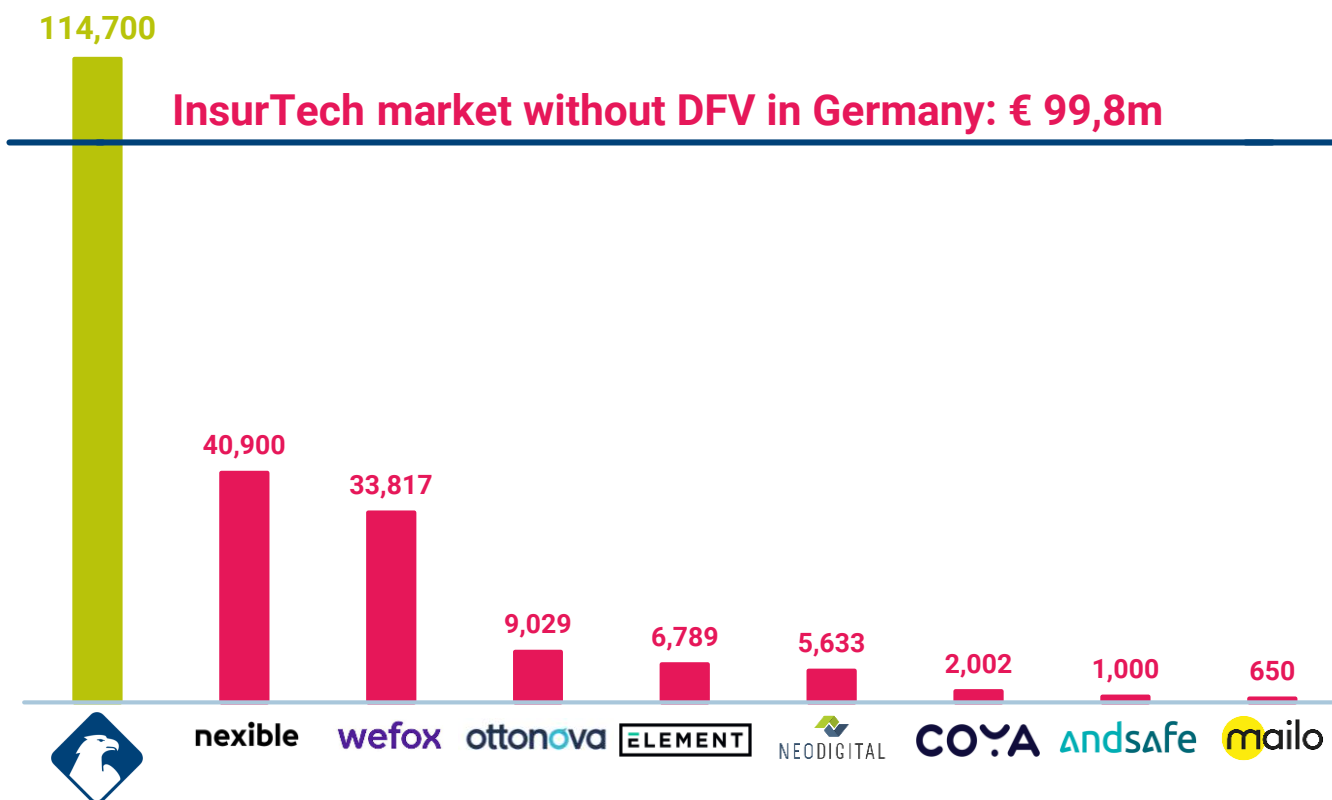
In Q1 2020, 42% of documents were still submitted by post. In Q1 2021, it was 13 percentage points less.

At the same time, the share of documents submitted via app increased by 12 percentage points to 34% in Q1 2021.

German InsurTechs at a glance

We are leading the InsurTech in Germany

Gross written premiums in € thousands FY 2020



We are the market leader from Frankfurt/Main in the German InsurTech market in 2020.

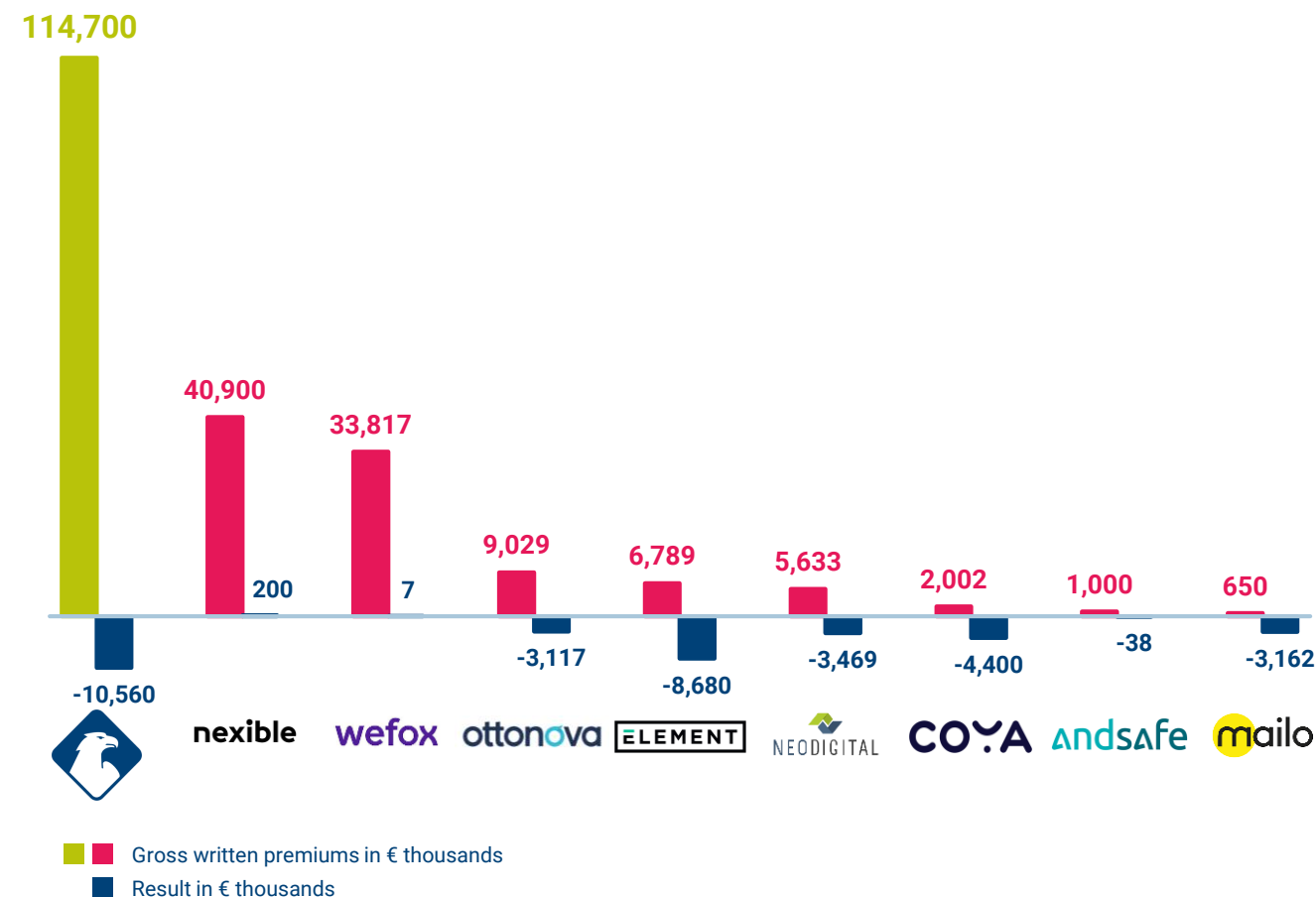
In underwriting business we recorded gross written premiums of € 114.7 million. This is a total of € 14.9 million more in gross written premiums than all other German InsurTechs together.

Source:
<https://versicherungsmonitor.de/2021/05/07/so-steht-es-um-die-deutschen-insurtechs/>
Furthermore, the SFCR report of the respective company.

German InsurTechs in comparison

Our calculated loss is balanced by exceptional income

Gross written premiums and result in € thousands FY 2020



Almost all InsurTechs in Germany made losses in 2020.

While at DFV the planned loss falls short of gross written premiums by a factor of 11, losses exceed gross premiums by a factor of 5 at Mailo, by a factor of 2 at Coya and by a factor of 1.3 at Element.

Source: <https://versicherungsmonitor.de/2021/05/07/so-steht-es-um-die-deutschen-insurtechs/>
Furthermore, the SFCR report of the respective company.

What else needs to be said:

We confirm:

- ✓ **Market entry in Austria** by 30.06.2021
- ✓ **New combined product** as of 30.06.2021
- ✓ **Contract negotiations commenced with Barmenia** for the conclusion of a reinsurance contract
- ✓ **First expert report** on the examination of insurance products by type of life with regard to the actuarial interest rate is available and **confirms DFV's approach**
- ✓ **IT outsourcing** almost **completed**



Summary

1. Strong first quarter
2. Sales are on target
3. All annual targets will be achieved
4. Leading InsurTech in Germany



Thank you for your attention!



Dr Stefan M. Knoll
CEO



Dr Karsten Paetzmann
CFO

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Our next IR dates:

19/05	Annual General Meeting
30/06	Capital Markets Day
12/08	Publication half-yearly financial report

DEUTSCHE 
Familienversicherung