

# Simplicity

Allianz Capital Markets Day

December 2021

# at scale

Allianz Investor Relations App

Apple App Store

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### Content / topics

Strategy and targets

Delivery

**Oliver Bäte** 

The CFO view Confidence

Giulio Terzariol

3 ACM – Digital *Transformation* 

Barbara Karuth-Zelle

P/C – Commercial Opportunity

**Chris Townsend** 

5 L/H – Allianz Leben *Reliability* 

**Andreas Wimmer** 

6 AM – PIMCO Performance

**Emmanuel Roman** 



# Strategy and targets Delivery

Oliver Bäte CEO Allianz SE

Allianz Capital Markets Day December 2021

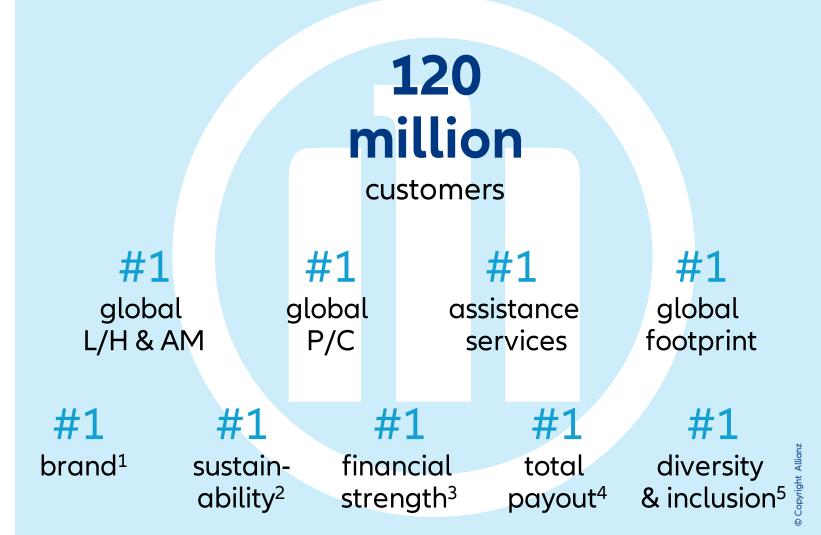
### CEO AGENDA

- 1 Value proposition and track record
- 2 Value creation going forward
- 3 Ambition 2024

### Allianz value proposition in a nutshell

Purpose	We secure your fu	uture	
Aspiration	·	er for protecting ar st valuable assets	nd
Promise	Careful balance across stakeholders	Delivery of benchmark results at scale	Strong resilience in a transforming world

# The #1 global franchise



<sup>1)</sup> Interbrand Best Global Brands Ranking 2021 (insurance only)

<sup>2)</sup> Examples: MSCI 2021 AAA (= industry leading) and DJSI industry leader

<sup>3)</sup> Highest S&P insurer financial rating (AA) together with 3 insurance peers

<sup>4)</sup> Dividends plus share buybacks from 2010-2020 vs. global peers (Capital IQ data)

### 1 Careful balance across our stakeholders

### SHAREHOLDERS

#### **CUSTOMERS**

Caring & delivering on customer needs esp. in crisis years

#1 insurance brand globally

58% of Allianz businesses are Loyalty Leaders

#### SOCIETY

"Net zero" environmental leadership

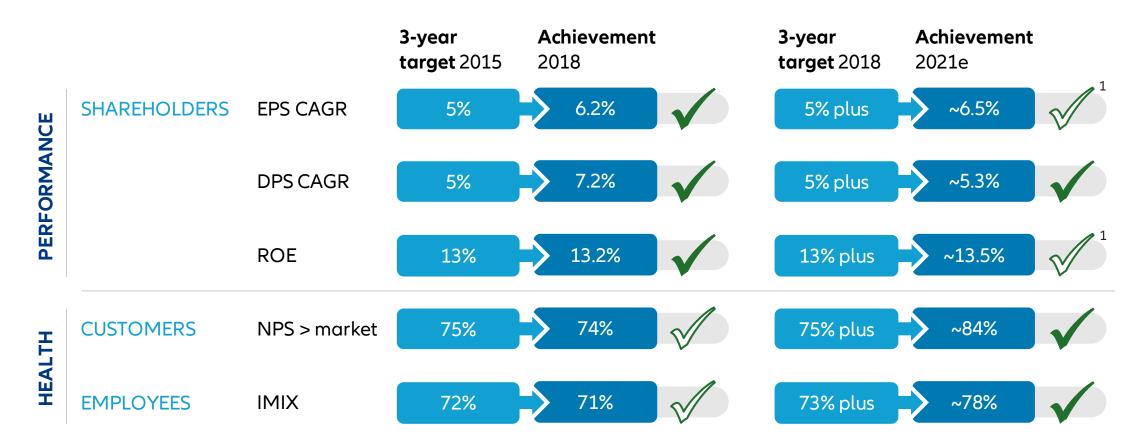
Recognized for strong social engagement & governance

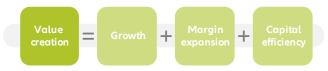
#### **EMPLOYEES**

Clear purpose and high engagementall KPIs approaching best-in-class

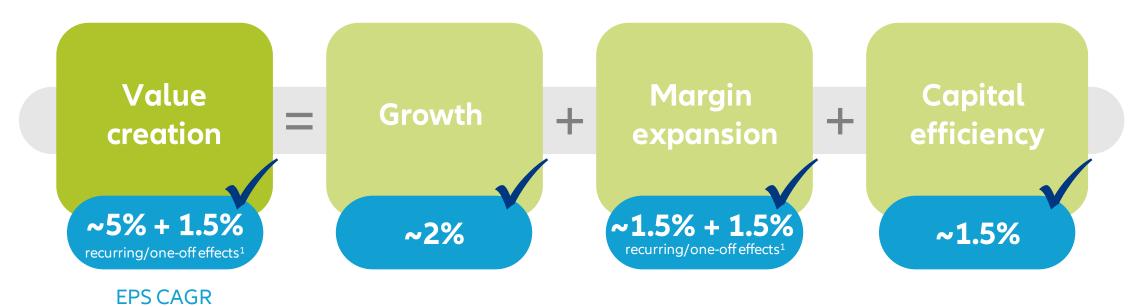
Strong recognition for diversity & inclusion

# 2 Solid delivery on our targets



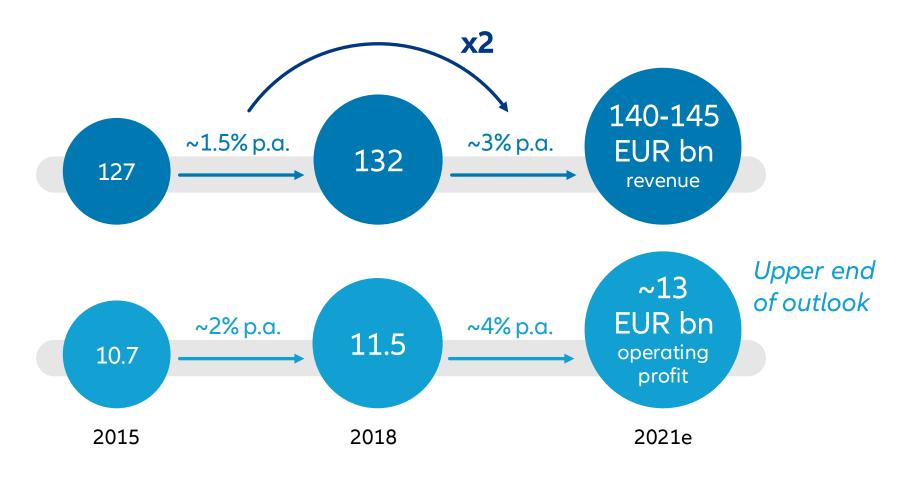


## 2 Strong value creation delivered



2015-21e<sup>2</sup>

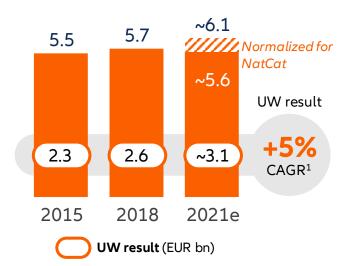
## 2 Growth is accelerating



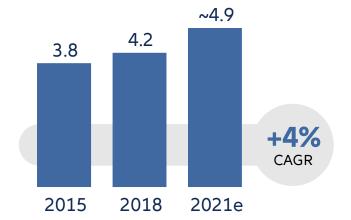


## 2 Solid OP delivery in all segments



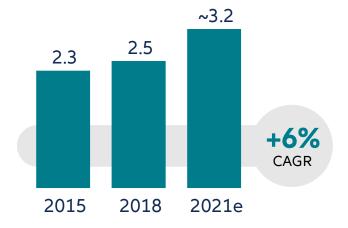


L/H
Operating profit (EUR bn)



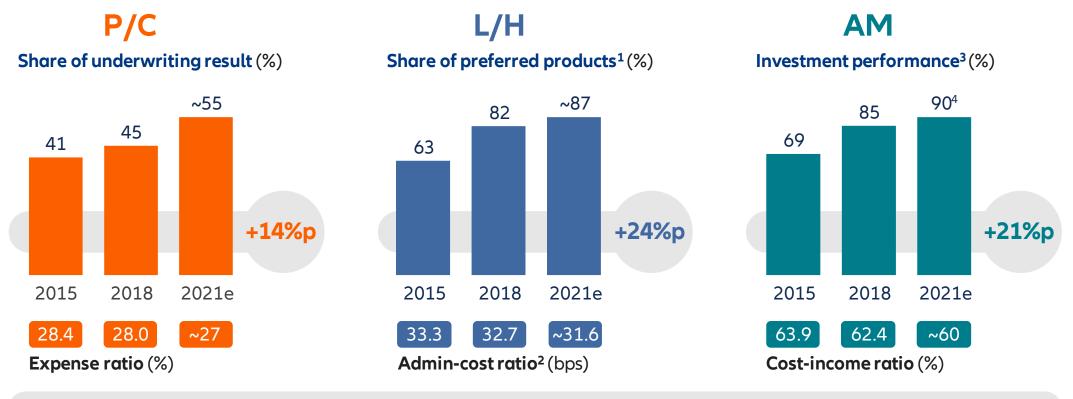
AM







# 2 Earnings quality strengthened



~1.2 EUR bn net cost reductions across lines of businesses

## 2 Strong discipline in capital management

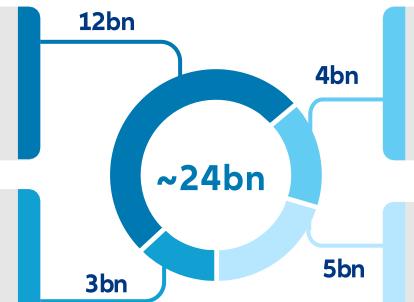
Capital allocation (Σ 2019 – 2021; EUR bn)

#### **Dividends**

- Resilient dividend payouts even during COVID-19 crisis
- Reliable AA-rating & solvency management

### **Share buybacks**

- Continued share buyback program in 2021
- SII comfort level provides leeway



### **Organic growth**

- Reinvestments into our proven growth platforms and businesses
- Financing of our global programs

### Disciplined inorganic growth

 Proactive M&A approach focused on top 3 positions in attractive markets and new platforms

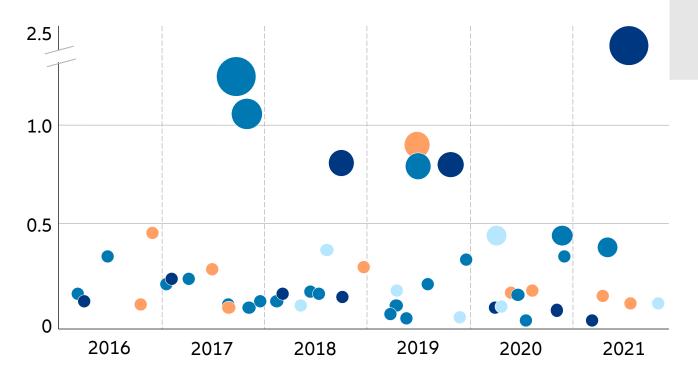


# 2 Systematic portfolio strengthening





(EUR bn)



#### **Transaction examples**

#### **Strengthening top 3 positions**

- LV= and L&G (UK)
- Westpac (Australia)
- SulAmerica (Brazil)

### Market positions 250% #6 → #2

- #3 → #3
- **♦** #9 **→** #

#### Expanding L/H & AM franchise

- Aviva Poland
- Taikana
- Gurtin Municipal Bond Management

#### **Building global platforms**

- Control€xpert
- GT Motive
- Multiasistencia

### ~10%

~40%

#### **Exiting selected businesses**

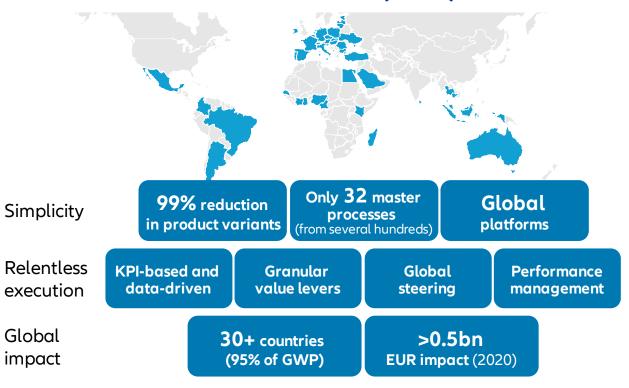
- AZ Life Korea
- AGI Korea
- Taiwan Life back-book

# 2 Business model transformation ongoing

#### **SIMPLE DIGITAL SCALABLE** Trouble-free Harmonized **Enhanced** Cost and Fewer, No negative processes products intuitive data revenue surprises without and products analytics synergies legacy processes

# 2 Systematic synergy leverage

### **Global Allianz Customer Model (ACM)**



### Push2Pull distribution productivity<sup>1</sup>



Expense ratio P/C down every year from 2016-20

### 2 Digital platform building accelerating

### Allianz X



**Allianz (II) Direct** 



**Outstanding** investment returns (33% IRR<sup>1</sup>)

Leading strategic portfolio build up (e.g., Control€xpert, GT Motive, Clark/finanzen.de)

Unicorn insights (e.g., Lemonade, N26, Stripe)

Strong rebound from COVID-19 **shock** – volume and profit

Successful start of customerfacing platform models

Multiple **global platform** partnerships won

1 common platform for 4 markets (GER, ITA, ESP, NL) in 2 years

**Agile organization** across countries, rapid new product **delivery** (motor, home, travel)

Successful rebranding



Increase scale & firepower

**Open** to (selected) third-party capital partners

Full execution of "digital first"transformation

Scaling of new platform models in mobility, health & travel

**Profit recovery** in Germany

Scaling of new business generation - post-COVID-19 depression

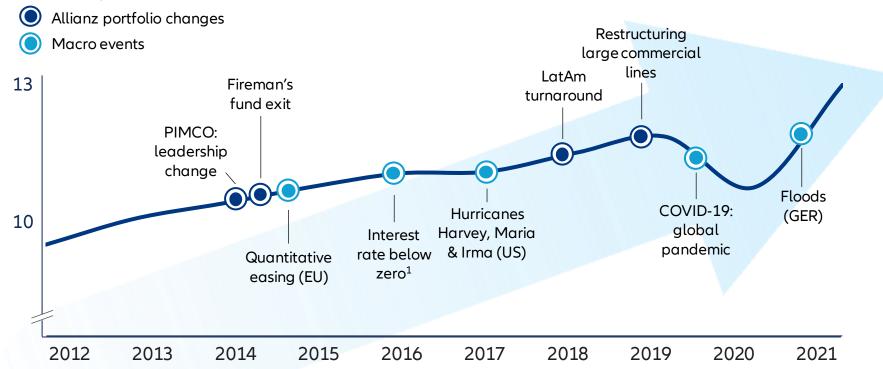
Deep dive today by Barbara Karuth-Zelle

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# 3 Strong resilience in a challenged world

#### Operating profit (EUR bn)



**Growing scale** and **diversification** reinforcing **resilience** 

Decisive actions to transform in light of "unavoidable" challenges (COVID-19, NatCat, negative rates, etc.)

In parallel, customer satisfaction (NPS), employee satisfaction (IMIX), and governance/ESG scores constantly increasing

### CEO AGENDA

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### Challenging outlook – but strong opportunity for true leaders

SUSTAINABILITY

NEGATIVE REAL INTEREST RATES

PLATFORMIZATION & POLARIZATION

CAPITAL MARKETS OVERHEATING

**ANALYTICS 2.0** SHIFTING VALUE POOLS

**DIGITAL ACCELERATION** 

POLITICAL MACRO SHIFTS

**OVERREGULATION** 

**NEW WAYS OF WORKING** 



**Increasing pressure** for industry average



Significant upside for outperforming industry winners

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### **Industry average**



### **Industry winners**

Growth

Lower growth post COVID-19, especially in motor – low perceived customer value & loyalty

Systematic market share gains through combination of loyalty leadership, technical excellence & global partnerships

Margin expansion

Pressure through **overcapacity**, **inflation** & accelerating digital **disruption** 

Constantly improving productivity through scalable products, processes & digital platforms

Capital efficiency

**High cost of equity** due to rising tail risks (esp. in guaranteed life) & NatCat exposure

Transformation into capital-light, lower volatility models and systematically leveraging capital synergies & access

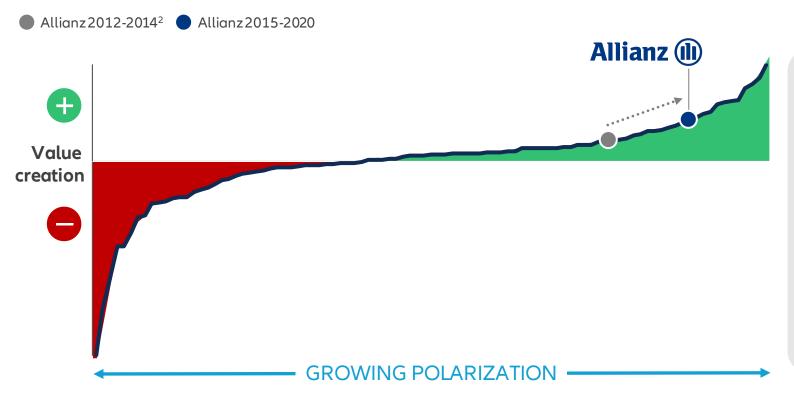


Increasing regulations and political risks

**Brand strength, customer trust, people, & ESG leadership** reinforcing resilience

### Polarization of value creation already a reality

**Economic value added**<sup>1</sup> of top 100 global insurance players (2015-20)



**Profitable industry** with positive median economic profit per player

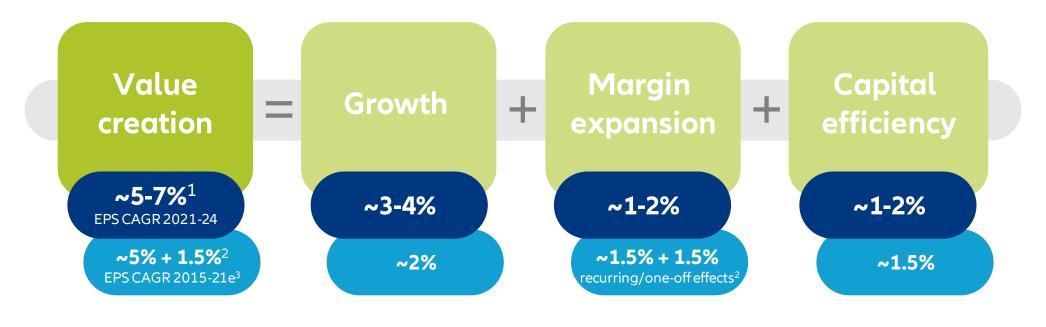
BUT: strong polarization between value creators and value destroyers

#### 2 winning models for value creation

- Focused players with local commanding market positions
- Global franchises leveraging scale and skills

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### Looking ahead: Strengthening all value levers



Strong cash generation & profitability uplift

~23 EUR bn

**13%** plus return on equity

<sup>1)</sup> Targets are before IFRS 9/17 accounting changes

### Systematic value capture program

Value creation = Growth + Margin expansion + Capital efficiency

- Transforming our L/H & AM franchise
- 2 Expanding our P/C leadership position
- Boosting growth through our scalable platforms
  - 4 Driving verticalization & execution agility
  - Reinforcing capital productivity & resilience

### 5 core themes for higher value creation

Transforming our L/H & AM franchise	Drive scale of integrated, capital-efficient Life/AM franchise	Transform capital productivity of in-force businesses	Boost protection & health offers globally – esp. in growth markets
Expanding our P/C leadership position	"Beat the best" in retail motor and non-motor	Grow value in commercial lines	Strengthen leadership position in growth markets
Boosting growth through our scalable platforms	Scale own customer- facing platforms (e.g., Mobility, Travel,)	Drive value from operating platforms (e.g., claims)	Integrate business models with digital marketplaces
Driving verticalization & execution agility	Verticalize our operating models globally (incl. ACM/Push2Pull)	Achieve customer loyalty leadership – everywhere	Lift productivity gains – high tech, high touch
Reinforcing capital productivity & resilience	Increase capital productivity & innovation	Foster talent development & diversity strengthening organizational resilience	Upgrade tail risk management

# 1 Driving AM and L/H convergence

### UNIQUE FRANCHISE

### Leading global life insurer

EUR > 670 bn reserves

### Leading global active asset manager EUR > 2,500 bn AuM

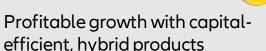
Leading investment capability with AIM EUR > 800 bn proprietary assets

GROWTH CYCLE FOR SUPERIOR CUSTOMER AND SHAREHOLDER VALUE



### HIGHER VALUE CREATION

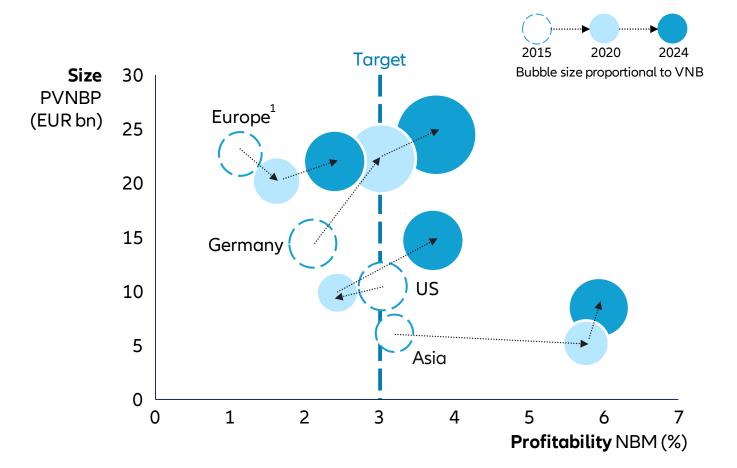
Transforming into a capitalefficient, faster-growth asset gathering platform



Application of the "virtuous growth cycle" across markets

# 1

### New business to be even more profitable



Pivot to protection & capital-light products				
Profit sources	Developm 2015-20	ent (CAGR) 2020-24		
Investment income	<b>7</b> +1%	3%		
Technical margin	~0%	+8%		
Loadings & fees	+3%	+5%		
OP impact <sup>2</sup>	+2-3%	4-5%		

# ALLIANZ LIFE OF NORTH AMERICA

# Allianz Life to transform into capital-efficient, faster-growth asset gathering platform

#### **Pre-transaction**

#### Leading US indexed annuity provider

**Strong earnings contribution** to the Group

- **~1 EUR bn** operating profit, **~23%** of L/H segment, **~9%** of Group (Ø 2018-21e)
- ~12% ROE and ~8 EUR bn of IFRS capital (2021e)

### **Leading global active AM franchise** with strong Group contribution (2021)

- **>2,500 EUR bn** AuM
- ~3 EUR bn operating profit, ~24% of Group, growing ~8% p.a. from 2018-21
- ~60% CIR, improving by ~80 bps p.a.
   from 2018-21

### **Partnership highlights**

### Reinsurance of ~30 EUR bn of

FIA reserves to Talcott Resolution;

PIMCO/AGI to become partner of
Sixth Street/Talcott Resolution

Free up ~3.6 EUR bn¹ capital of Allianz Life, equal to +9%p of SII ratio

Ceding commissions of ~1.8 EUR bn NPV (post tax); plus Group net income effect on day1 of ~450 EUR mn

Strong risk management system established

#### **Post-transaction**

### **Stronger capital efficiency** and **faster growth** through strategic access to private capital

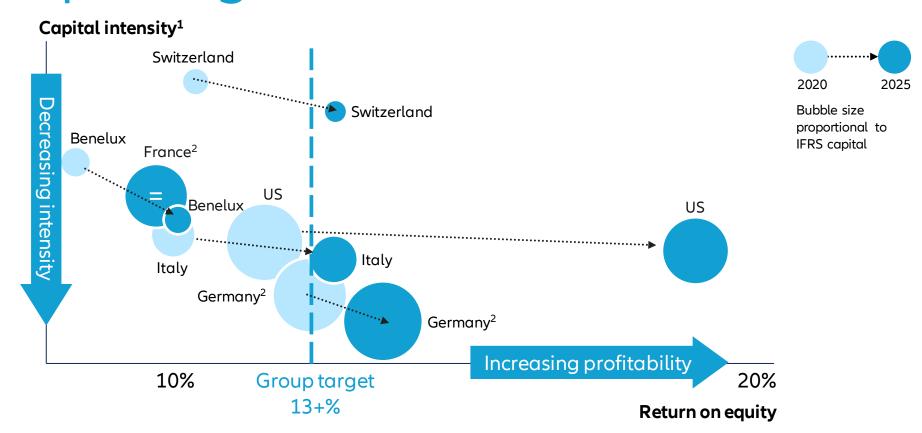
...**9** 

- ROE Allianz Life from ~12% to ~18%
- ROE L/H segment from ~12% to ~13+%
- Profit level almost unchanged

**Reinforced AM growth**, esp. in private credit & other alternative investments

Recurring AM fee income of **+60 EUR mn** p.a.

# Systematically transforming Life into a capital-light model



### 1 Continuing value delivery at AIM

Outperformance

Consistent outperformance vs. core peer average<sup>1</sup> by +40 bps current yield and +90 bps total performance

Resilience

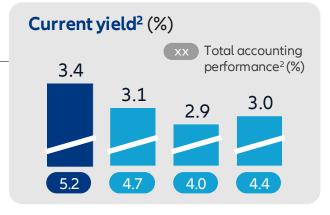
Crisis resilience from long-term oriented portfolio **construction** combined with **dynamic tail risk** management and low volatility

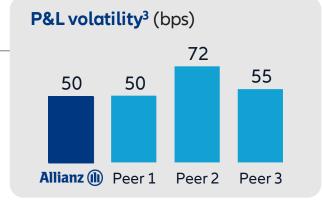
**Alternatives** 

Incubation of EUR > 130 bn alternative assets with AGI and PIMCO – seeding basis for successful third-party asset management franchise

**Sustainability** 

Strong contribution to ESG shaping approach, e.g., UN Net-Zero Asset Owner Alliance (>60 members, USD > 10 trn AuM)







## 1 Superior value creation at Allianz Leben

#1

German market

>10mn

customers

Scale

admin costs at half of market average

~270%

SII ratio<sup>1</sup>

~700mn

**EUR** dividend

44bps

return on reserves<sup>2</sup>

Modern products

Capital-efficient products, balancing returns and stability
Higher share of protection and health

In-force business

In-force business matched and profitable
Management of tail risk, e.g., longevity

Profit and dividend

Predictable and resilient dividend growth
Strong balance sheet and healthy SII ratios

Allianz ecosystem

Constant net flows & stable assets for AM (esp. alternat.)
Buildup of digital platforms around financial needs

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### Reinforcing our AM leadership position

**Private** markets

Continue double-digit asset growth at attractive margins – building on top 10 position in global alternatives market

**Technology** 

Accelerate tech transformation along the value chain, e.g., data democratization and increased use of AI signals in the investment process

**ESG** 

Strengthen our position as a shaper in sustainable and impact investing – at the very core of our active proposition

**APAC** expansion Leverage **sizable local platform** (~260 EUR bn) to further grow across Asian markets, e.g., pursue fund management company license in China

Inorganic growth

Record-high M&A activity in the market – **disciplined** opportunity screening & execution

**Boosting alternatives AuMs –** major future revenue contributor



Scale outstanding investment performance (90%1), strong productivity  $(\sim 60\% CIR)$ , and margins  $(\sim 39 \text{ bps}^2)$  into superior value growth

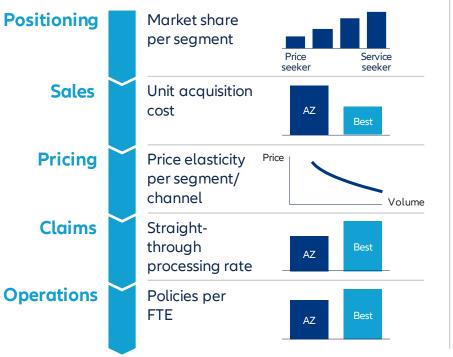
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# 2 Beating the best in retail P/C

**Example: Germany Motor** 

**Granular benchmarking** vs. best-in-class along value chain







### 2 Growing value in commercial P/C

### **AGCS** Large corporates

Execute **new AGCS strategy** with selected **growth**, higher productivity, reduced tail risks, and improved profitability

### **MidCorp** Mid corporates

Create one global MidCorp platform to reach a leading market position in Europe

### **Euler Hermes** Specialty

Realize high-value potential by leveraging trade and surety for resilient growth

Ambition 2024:

~0.5bn EUR OP uplift and reduced earnings volatility

### Scaling our customer-facing platforms

Access to 20mn+ customers

860k+ visits on Allyz within first 7 months since launch

Allyz Allianz (II) Automotive Powered by Allianz (iii) Allianz (il) Travel **Control**€xpert **Mobility** Travel vivy Home Health Allianz (II) Care Allianz (II) Handwerker Services @ medi24 Allianz (II) Assistance

Finance

Rentenk⊕mpass

~3bn EUR GPW via OEMs

~35-40% market share in micromobility segments<sup>1</sup>

>130 insurers/partners connected via Control€xpert/ claims platform

**10k+** service providers in AHS and MA network

**200+** business partners across Europe 10mn+ insured Nextcare members

150+ doctors & nurses in telemedicine

3bn+ EUR claims managed

### **Allianz (ii) Partners**

>6bn EUR total revenue in 2021, strong COVID-19-rebound with ~15% revenue growth<sup>2</sup>

**∧**/ALLVEST 350k+ users in first year<sup>3</sup> ull, Heymoney

+33p (NPS) uplift in customer satisfaction

**20%+** boost in sales per customer

nextcare

## 3 Strong upside from new claims platform



### 

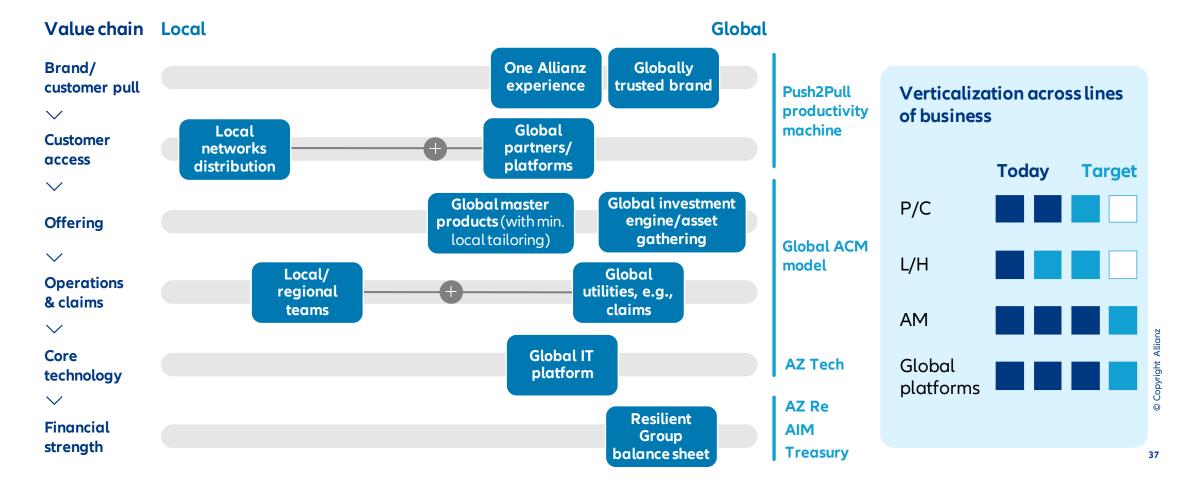
>**1bn** EUR impact<sup>2</sup>

Customer feedback

fraud savings

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### 4 Systematic global verticalization



### 4

### Building global loyalty leadership

Kodar

#### The (r)evolution of true customer centricity



#### **NPS**

Yearly pulse check and action plan

#### **Brand**

Harmonization of brand & digital interfaces

#### VoC

Continuous feedback and optimization process

Brand
Strongest brand,

Strongest brand, now top 34 globally

#### RoMI

Al engine to optimize returns on marketing investments

# kuture 2022

#### The Loyalty Leader

3x growth,
3x less churn

#### VoC

Digital feedback and systematic product & process improvements

#### **dNPS**

Continuous digital satisfaction monitoring and operational steering

#### One Allianz

Global design and rollout

Performance 2015 vs. 2021

NPS 33% → 58% Loyalty Leader
50% → 84% Above-market

Brand 8bn → 15bn Brand value (USD)

VoC ★ ★ ★ ★ Average rating

### 5

### Leading in talent development & diversity

Employee engagement



2015 2016 2017 2018 2019 2020 2021

**Equal pay gap** closed by year-end 2021

Learning



of learning peremployee per week



**38%** of all managers are women



industry











Certification
AZ Germany
& Switzerland



OND DER #2

The Valuable Female eadership

Brand

#### CEO AGENDA

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### Further lifting ambitions

#### **PERFORMANCE**



#### **HEALTH**



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## The CFO view Confidence

Giulio Terzariol CFO Allianz SE

Allianz Capital Markets Day December 2021 Targets

**Track record** 

3 The way forward

### Attractive financial targets<sup>1</sup> 2021 - 2024 ...

5-7%

**EPS CAGR** 

**13**% plus

RoE

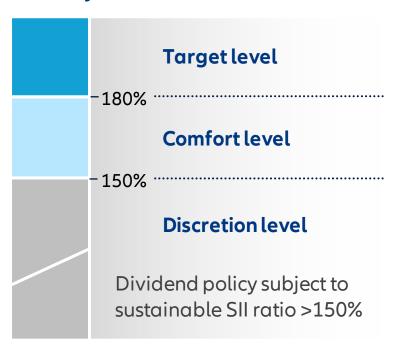
180% plus

SII target level

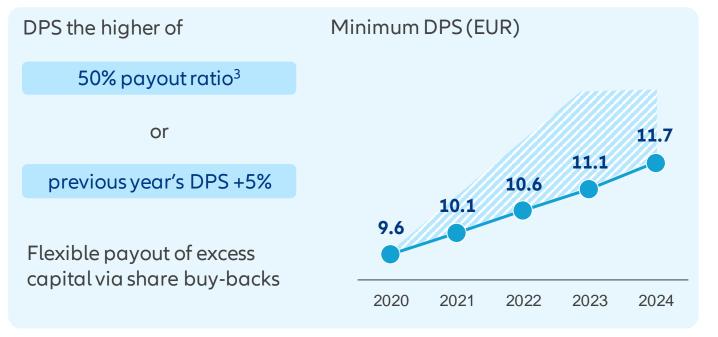
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### ... and confident dividend policy

#### Solvency II ratio<sup>1</sup>



#### Dividend policy<sup>2</sup>



<sup>1)</sup> Excluding the application of transitional measures for technical provisions

<sup>2)</sup> This dividend policy represents the current intention of the board of management and the supervisory board and may be revised in the future. Also, the dividend payment in any given year is subject to specific dividend proposals by the board of management and the supervisory board, each of which may elect to deviate from this dividend policy if appropriate under the then prevailing circumstances, as well as to the decision of the annual general meeting.

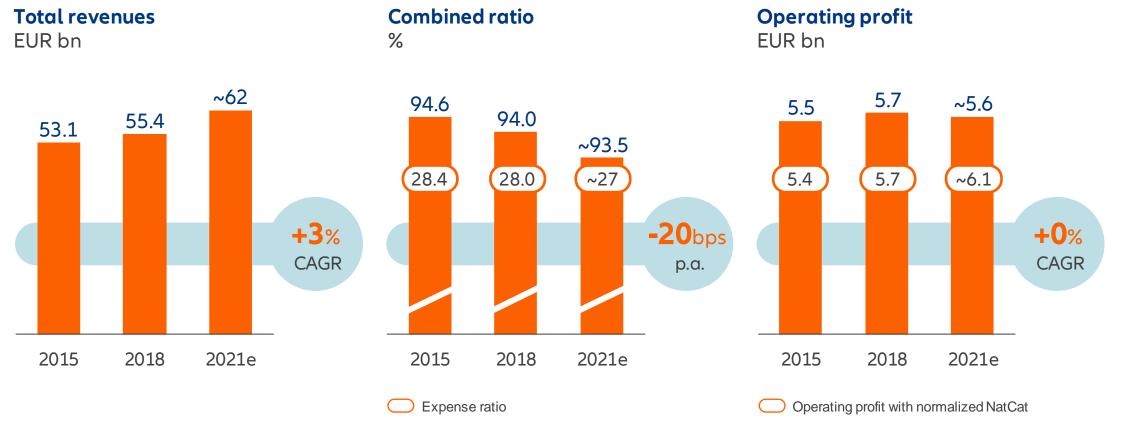
<sup>3)</sup> Payout ratio based on shareholders' net income, adjusted for extraordinary and volatile items

Targets

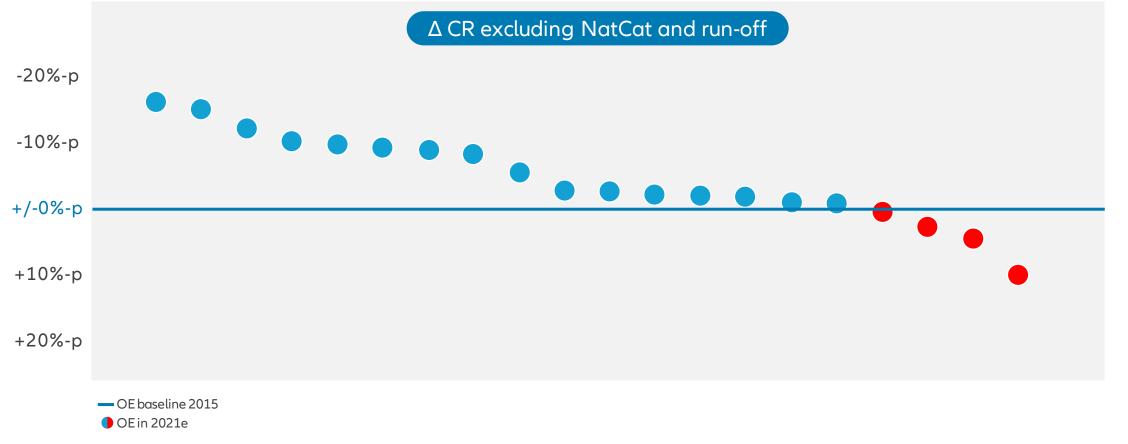
7 Track record

The way forward

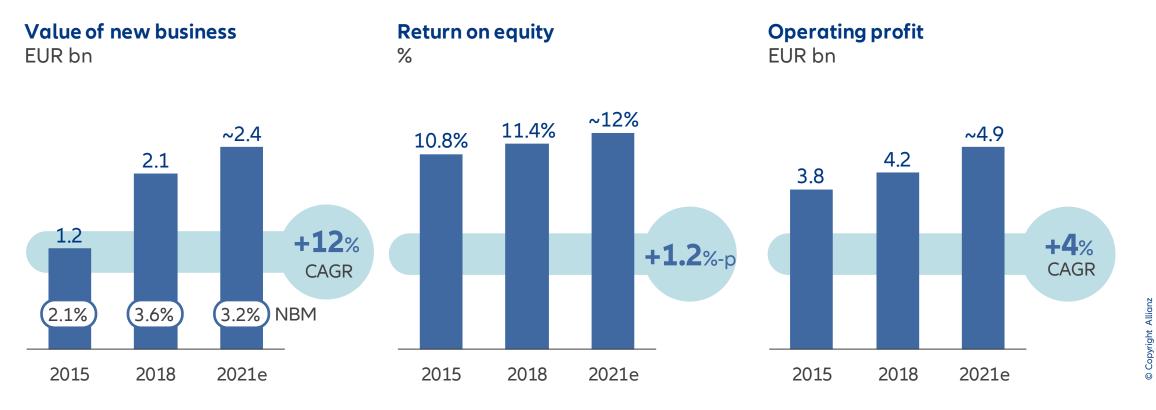
### P/C – continuous improvement ...



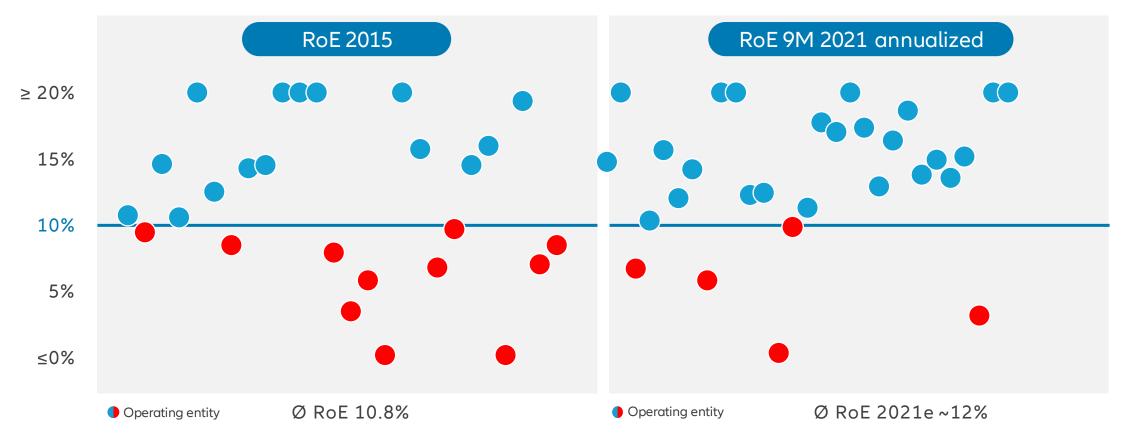
### ... delivered across entire portfolio



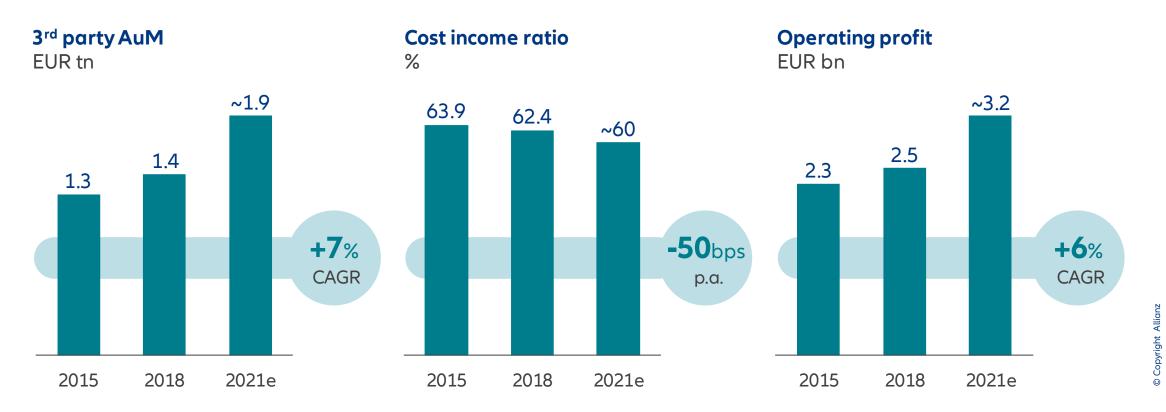
### L/H – RoE uplift ...



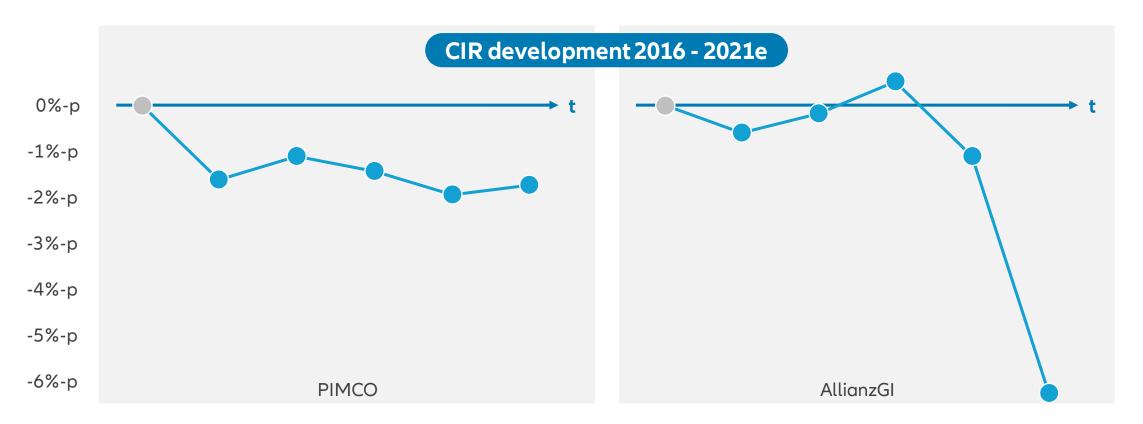
### ... driven by successful strategy shift



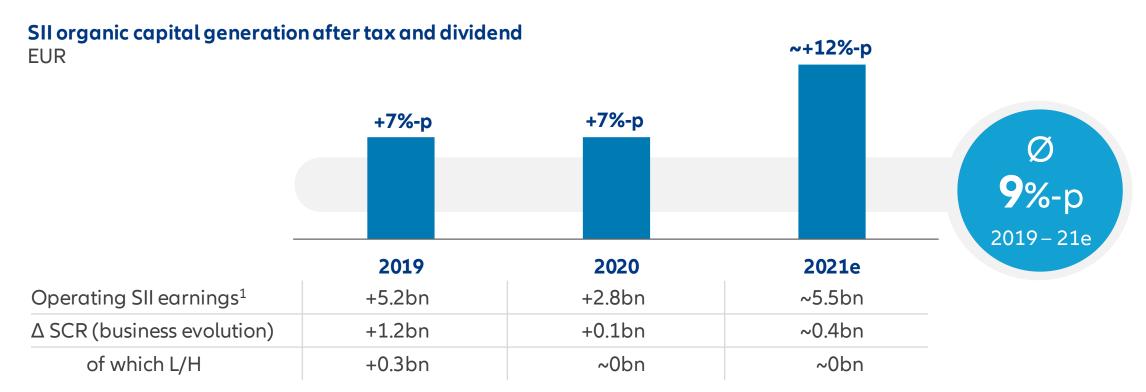
### AM – strong profit growth ...



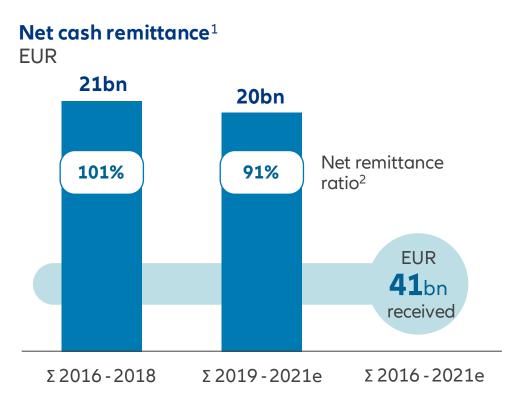
### ... driven by PIMCO and AllianzGI

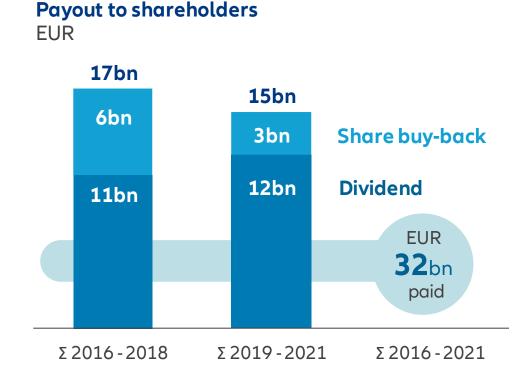


### SII – strong capital generation ...



### ... and healthy cash flow





<sup>1)</sup> Net cash remittance = cash received from OEs + reinsurance result of holding company - holding costs and interest expenses + other operating cash flow

<sup>2)</sup> Net remittance ratio = net cash remittance / shareholders´ net income (prior year)

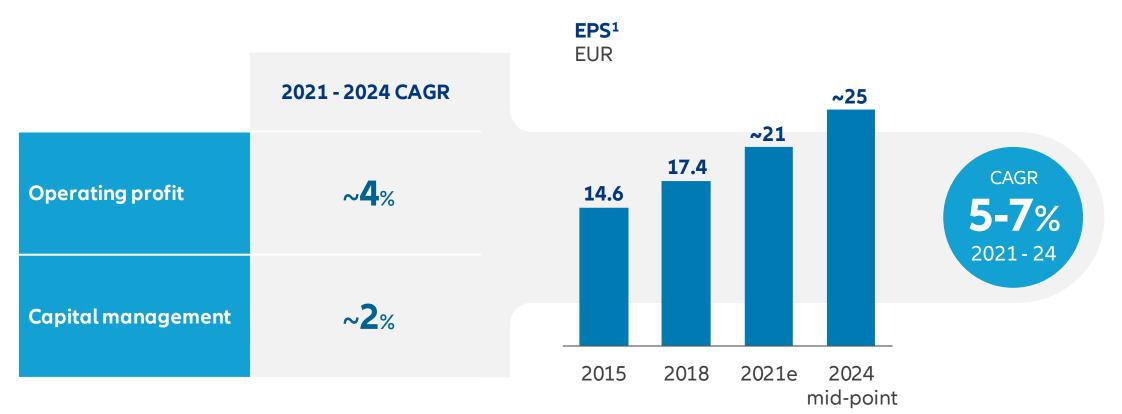
### Content / topics

Targets

7 Track record

The way forward

### Sustainable EPS growth

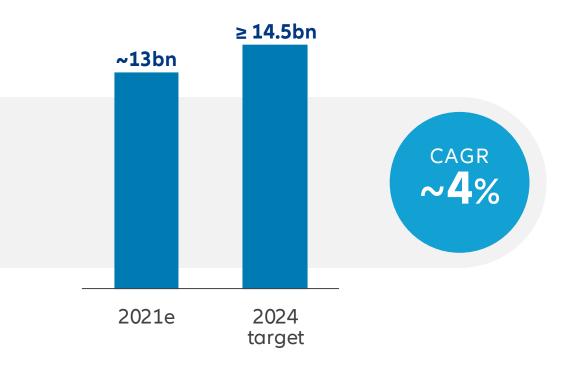


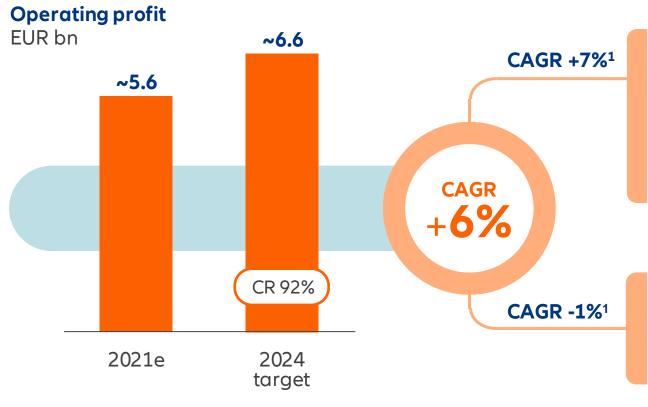
### All segments drive operating profit growth

#### Operating profit<sup>1</sup>

EUR bn

	2021e	<b>2024</b> target	CAGR
P/C	~5.6	~6.6	~6%
L/H	~4.9	~5.3	~3%
АМ	~3.2	~3.7	~5%
Corp	~-0.7	~-0.8	



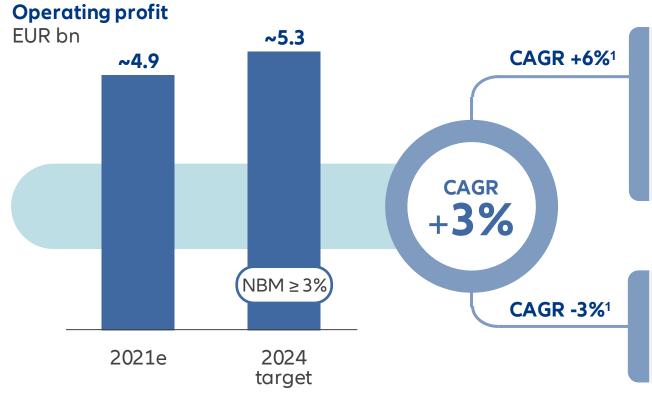


#### **Underwriting result**

- Revenue growth 3-4% p.a.
- Combined ratio 92%
  - Retail CR 91-92% (~65% of NPE)
  - Commercial CR ~93% (~35% of NPE)
  - Expense ratio ~26%

#### **Operating investment result**

- EUR 0.2bn lower operating investment result
- Stabilization towards end of plan horizon

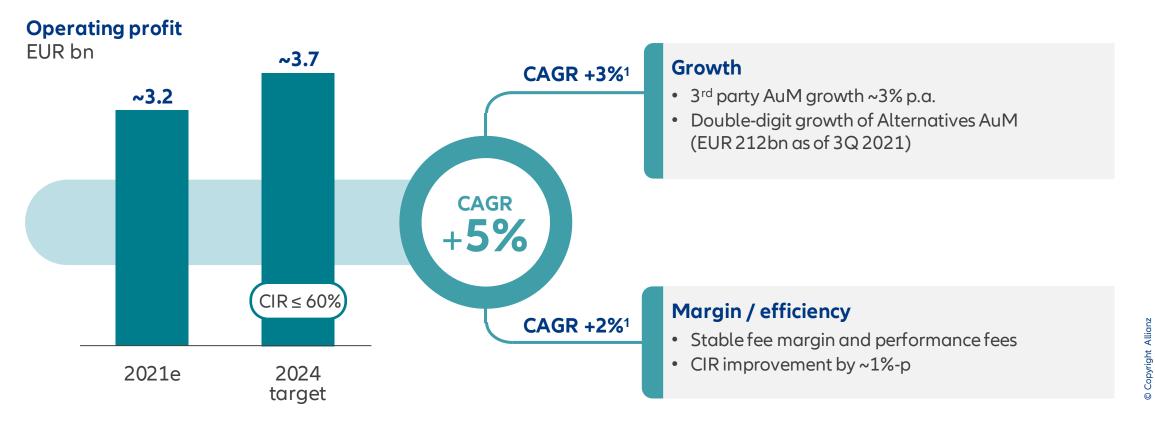


#### **Preferred lines of business**

- Double-digit OP growth in P&H/UL
- High single-digit OP growth in capital-efficient products
- Share of OP from preferred lines >70%
- Share of NBV from preferred lines >95%

#### **Guaranteed savings & annuities**

- Continuous reduction of business
- Reserves expected to decrease by ~3% p.a.

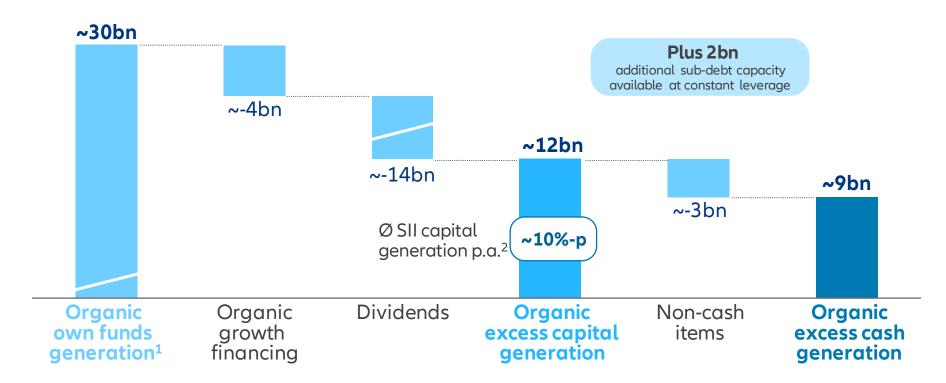


1) Refers to operating profit 2021e of EUR ~3.2bn

### Earnings power = balance sheet strength

Σ 2022e - 2024e

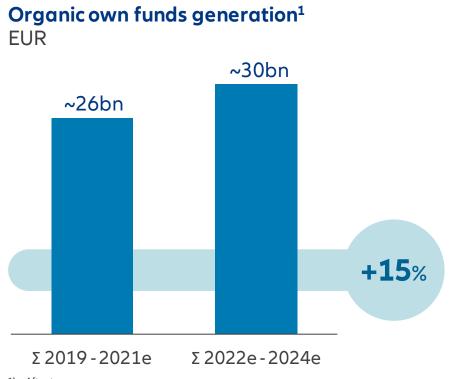
EUR bn



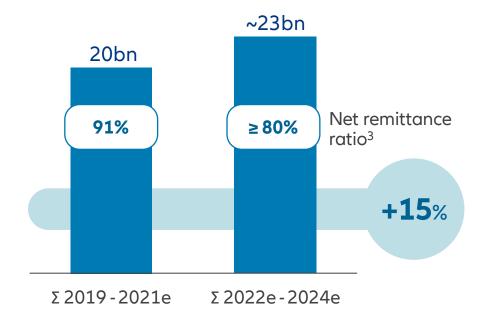
After taxes

<sup>2)</sup> Ø SII capital generation p.g. net of tax and dividend

### Higher capital generation and remittance







- After taxes
- 2) Net cash remittance = cash received from OEs + reinsurance result of holding company holding costs and interest expenses + other operating cash flow
- 3) Net remittance ratio = net cash remittance / shareholders´ net income (prior year)

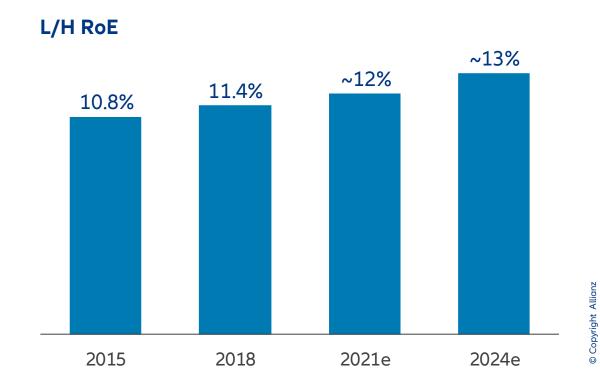
### Additional capital optimization potential

#### **Back-book management**

- Belgium 2019 **sale**
- Spain 2020 reinsurance
- France 2020 reclassification
- Italy 2021 renegotiation
- Switzerland 2021 reinsurance

EUR ~1bn capital release so far

Additional transactions considered



### EUR 3.6bn capital release from US life book

#### **Transaction rationale**

- Monetization of Allianz Life earnings at attractive terms
- Allianz continues to write new business
- Allianz remains asset manager of reinsured business
- Enhanced growth opportunity for Allianz Life and PIMCO/AllianzGI through new partnership

#### **Deal overview**

- 100% quota share reinsurance for closed FIA book (EUR 4.6bn)
- 50% quota share for open FIA book (EUR 25.5bn)
- Pre-tax ceding commission
   ~7.5% of reserves
- Reinsurance agreement includes collateral and multiple layers of protection

#### **Expected financial implications AZ Life**

Capital release / upstreaming capacity	EUR 3.6bn <sup>1</sup>	
Dividend 2022ff p.a.	EUR ~-150m <sup>2</sup>	
Net income 4Q 2021 2022ff p.a.	EUR ~+450mn EUR ~-50mn <sup>2</sup>	
RoE Allianz Life USA	+6%-p to ~18%	
SII-ratio <b>Allianz Group</b>	+9%-p	

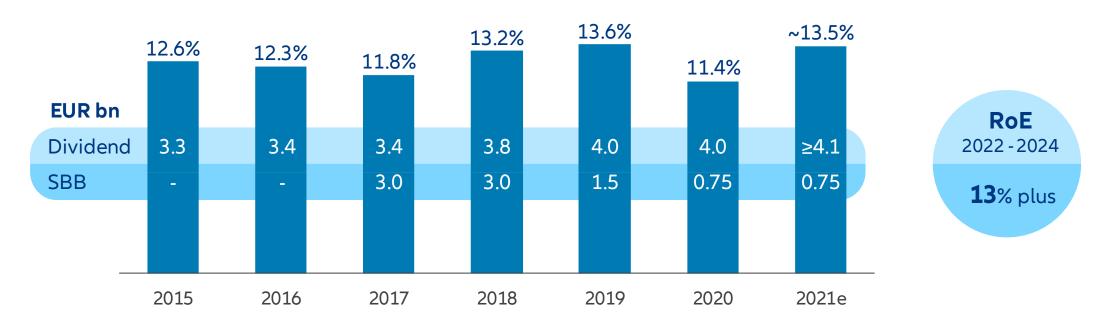
<sup>1)</sup> Subject to regulatory approval

<sup>2)</sup> Netted against positive impact from higher AM fees

### Strict capital management to be continued

#### RoE Allianz Group<sup>1</sup>

%



### IFRS 9/17 – no major changes expected

#### **Key financial targets**



#### To sum it up – a confident outlook



### From big picture to detail

Improve P/C ER to Barbara Karuth-Zelle **ACM** ~26% **ACM-Digital** Value growth Increase commercial OP by **Chris Townsend** P/C EUR ~0.5bn Commercial driven by Grow AZ Leben dividend by **Andreas Wimmer** L/H all segments ~5% p.a. Allianz Leben Revenues from alternatives<sup>1</sup> **Emmanuel Roman** AM ~25% **PIMCO** 

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L/H – Allianz Leben *Reliability* 

**Andreas Wimmer** 

6 AM – PIMCO Performance

**Emmanuel Roman** 

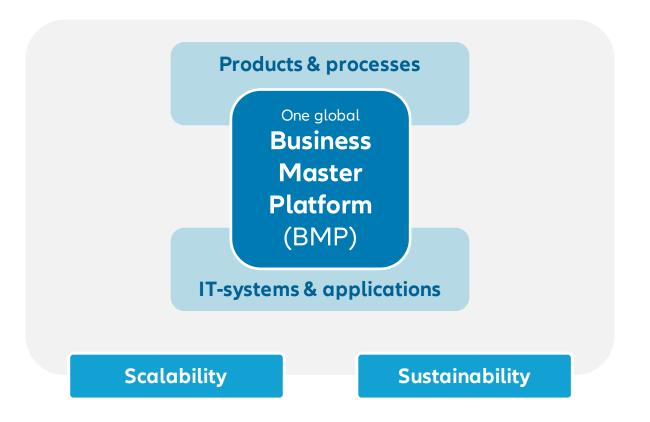


## ACM – Digital Transformation

Barbara Karuth-Zelle Member of the Board Allianz SE

Allianz Capital Markets Day December 2021

#### Vision: the Allianz Customer Model (ACM)



# **Enabler: Allianz Technology**

### Tasks and skills

Group IT-budget<sup>4</sup> 2021e



- 1) Including planned changes in 2022
- 2) Target for decommissioning of IT applications
- 3) Workforce for business process outsourcing in India, Romania and Mauritius employed at Allianz Services (part of Allianz Technology)
- 4) Cash view; insurance OEs only

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# Progress: infrastructure cost down 19%

### **IT-infrastructure**

Total cost (EUR mn)



### Resilience

-64% reduction of technical incidents<sup>1</sup>

### **Data storage**

# data centers

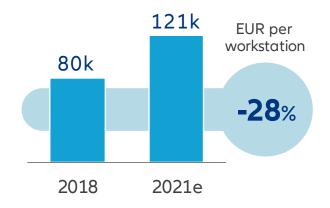


### Cloud

**66%** of infrastructure already **migrated to cloud**<sup>2</sup>

### Virtual workplace

# users of AVC<sup>3</sup>



### **Flexibility**

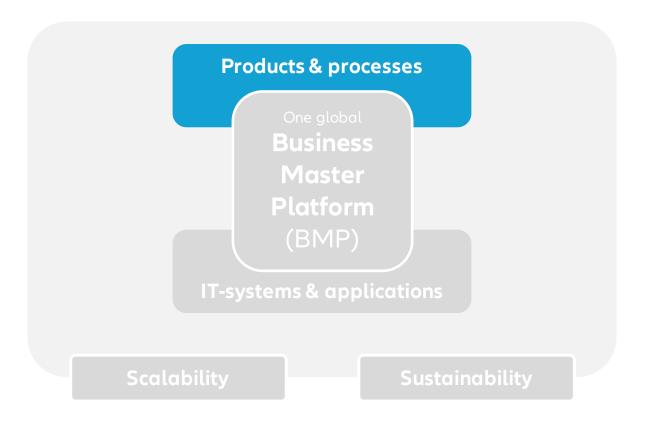
>90% work from home during Covid-19 pandemic

<sup>1) 2020</sup> vs. 2018, based on technical issues and major outages

<sup>2)</sup> IT-infrastructure addressable by cloud migration; EU IT-infrastructure in private and public cloud

<sup>3)</sup> Allianz Virtual Client, a fully virtual Windows workstation which is securely accessible at any time, from any device

# Allianz Customer Model



# Use case Product Lab: rapid design ...





# ... creating successful ACM products

### Global scalability and simplicity by design

**New business GPW** 

Allianz Product Lab
Non-motor
retail
master
product

MyHome / MyCar launched during 2019	CEE	<b>Identical</b> product offers for <b>9 markets</b>	★ ★ ★ ★ ★ 4.8/5 Customer feedback <sup>1</sup>	+6-7%2
Privatschutz 2.0 launched 1Q 2020		From up to <b>40</b> to <b>max. 8</b> clicks to quote	93% straight- through processing	+18%3
<b>Yuvam</b> "My Home" launched 1Q 2020		From <b>486</b> to <b>12</b> product combinations	<b>-80%</b> Ø time for quote	+46%
<b>Allianz Ultra</b> launched 2Q 2020		<b>777</b> old products replaced by <b>one</b> product family	95% straight- through processing	+27%

<sup>1)</sup> Sales and onboarding journey (purchase)

<sup>2)</sup> Total GPW

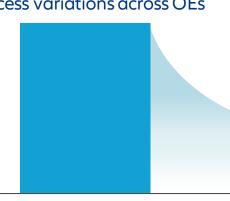
<sup>3)</sup> Including price increases and cover extensions for existing portfolio

### Harmonization...

# of processes in P/C retail

**41** local processes<sup>1</sup> with process variations across OEs

Country-specific



### **Examples:**

- Quotation
- Claims notification
- Loss assessment
- Payment to customer

**32** harmonized ACM master processes

Global business master platform

### ... supported by

**Process mining** driving effectiveness, productivity and customer experience

Automation, AI and robotics

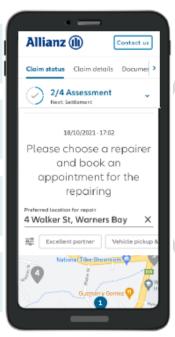
Acquisition of **strategic assets** e.g. Control€xpert

# ... supporting scalable platform solutions

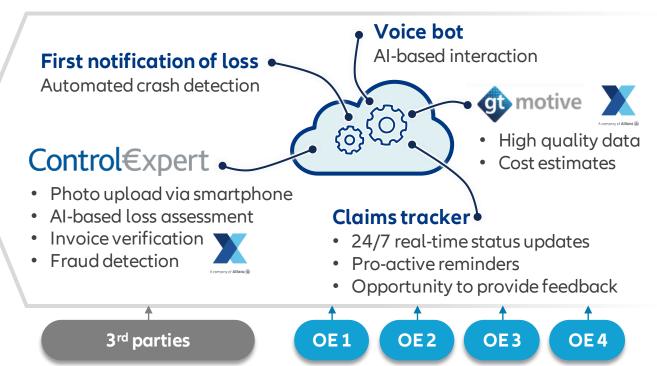
# Notification Steering Assessment

**Settlement** 

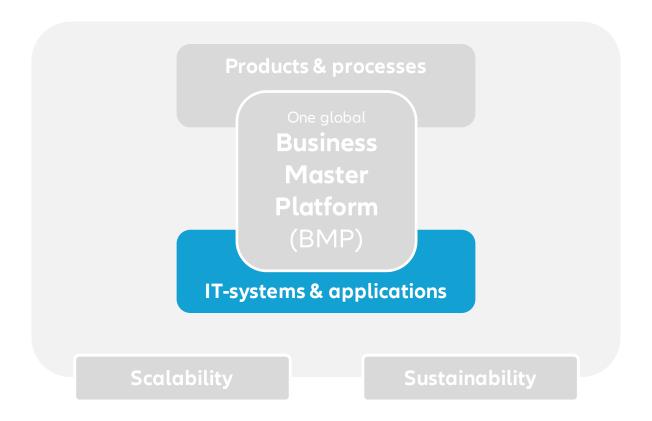




**Utility for claims platform** – examples of included applications



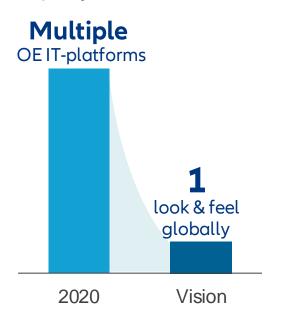
# Allianz Customer Model



# Significant productivity and efficiency gains

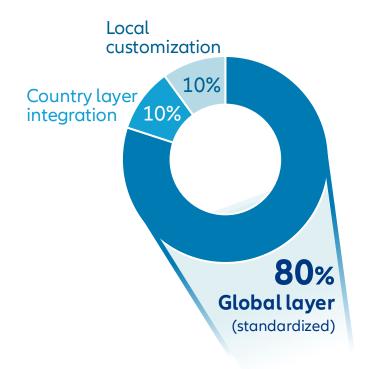
### **Business master platform**

Simplicity



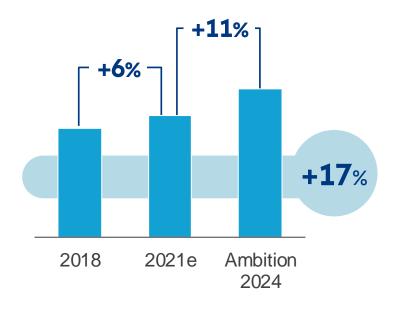
### **Economies of scale**

% effort for business master platform<sup>1</sup>



### **Productivity enhancements**

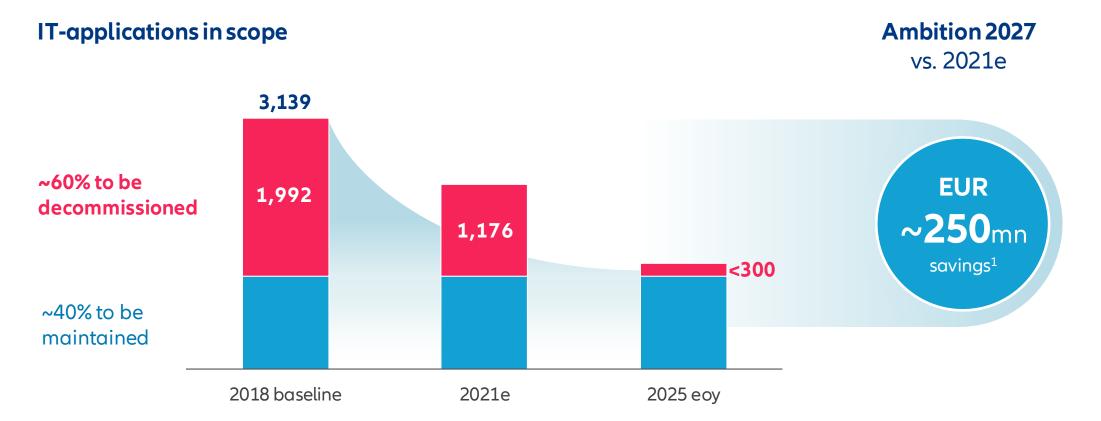
P/C: # managed policies per FTE<sup>2</sup>



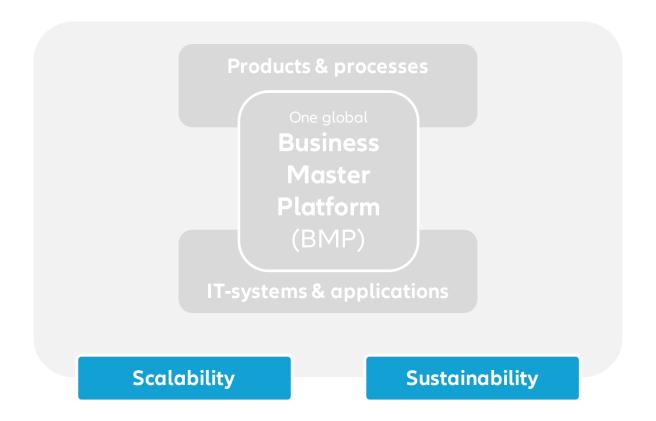
<sup>1)</sup> Estimated Group wide average across OEs

<sup>2)</sup> OEs in scope: GER, FRA, ITA, SPA, SUI, Benelux

# Continuing system simplification



# Allianz Customer Model



# How it all interacts – case study Australia

### WHAT HOW **True customer** Survey: 1,500 clients 0 centricity Conducted in 2020/2021 One look **Business master platform** and feel Launch: September 2021 Simple and **New ACM motor product** transparent Launch: September 2021 Strict legacy 1 tariff generation reduction For all motor policies **New website** Fewer clicks www Easy-to-use engine faster outcomes and buying process



Claims

Paperless communication

62% claims steering<sup>3</sup>

Digitalization drives sustainability

### GHG<sup>1</sup> emissions

30% reduction

by 2025<sup>2</sup>

Digital collaboration, less business travel and flexible capacity usage via cloud

### **Electricity** ©

100% renewable electricity by 2023

4/6 datacenters already using 100% renewable energy

- 1) Green house gas
- 2) GHG emissions per employee; baseline 2019
- 3) Motor retail material damage; weighted average for OEs in scope (GER, FRA, ITA, SPA, AUT); baseline 2020: 52%
- 4) Paper use per policy in force; baseline 2019

# Summary – simple, digital, scalable

Clear strategic vision

- Allianz Customer Model
- Scalability, sustainability

- Substantial digital resources
- Centralized global IT service function
- Strong digital infrastructure

Operational optimization

- Product, process and system simplification
- Sustainable operations

- E
- **Productivity gains**

• P/C expense ratio: ~-30bps p.a.

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# P/C – Commercial Opportunity

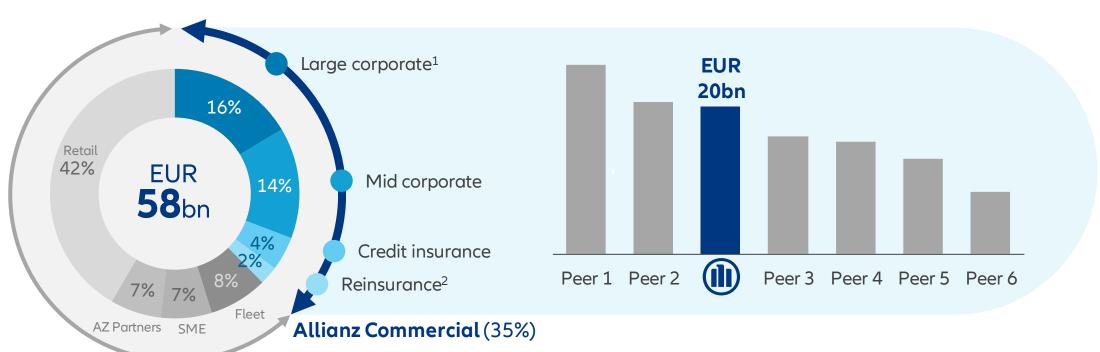
Chris Townsend Member of the Board Allianz SE

Allianz Capital Markets Day December 2021

# Balanced commercial portfolio

P/C – gross premiums written 2020

International P/C insurers – commercial GPW 2020



AGCS

<sup>2)</sup> Assumed reinsurance only

# AGCS: progress on track ...

### **Profitability**



### **Right markets and segments**

Exited EUR 700mn GPW, e.g. long tail



### Positive rate momentum

Portfolio rate change at +26% in 2020 and +15% in 2021e



### **Efficiency**

Expense ratio improved ~1%-p1

### Resilience



### **Exposure management**

Total portfolio exposure reduced by more than 30%<sup>1,2</sup>



NEW

**AGCS** 

### Reinsurance optimization

Lower maximum net retention per single event



### **Balance sheet strengthening**

Ongoing actions since 2019

 <sup>2021</sup>e vs. 2019

2019

# ... driving consistent profitability

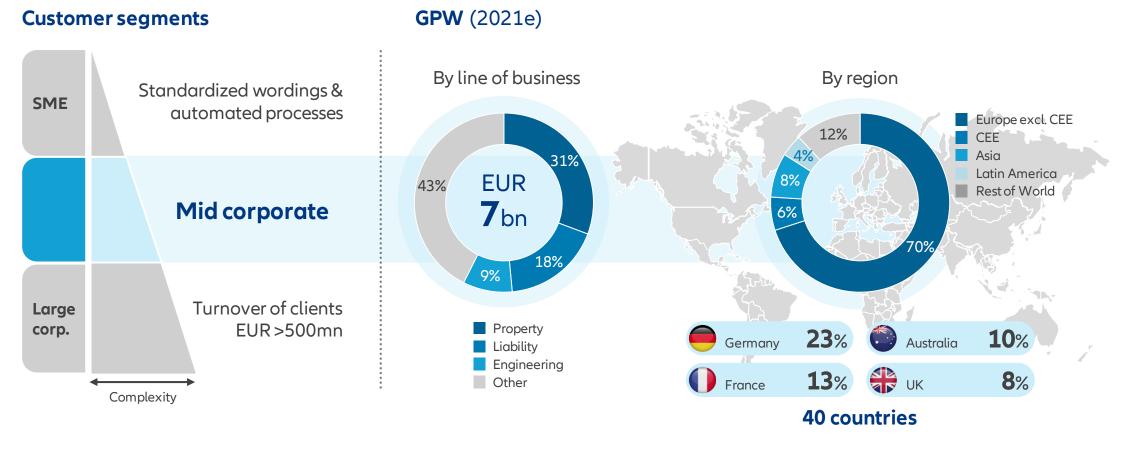
2020

**Combined ratio Ambition** 2021e - 24 115% 112% COVID-19 impact 106% 98% ~95% **CR** volatility +/-10%-p **-3**%-p (over the cycle) **Combined ratio** at lower volatility +/-3%-p

2021e

Ambition 2024

# Mid corporate: building from a strong base



# Mid corporate: seizing the opportunity

Governance local ...

Risk appetite heterogeneous ...

Data & tools fragmented ...

Local operations

Sub-scale ...

... to

... to

... global

... consistent

... integrated



# Mid corporate: three-step transformation

Step

**1** Profitability

- Active portfolio management and rebalancing
- Technical excellence via upskilling and integrated tools

Step

2 Growth

- Strengthen Europe and grow regional hubs
- Leverage brand, scale and distribution reach

Step

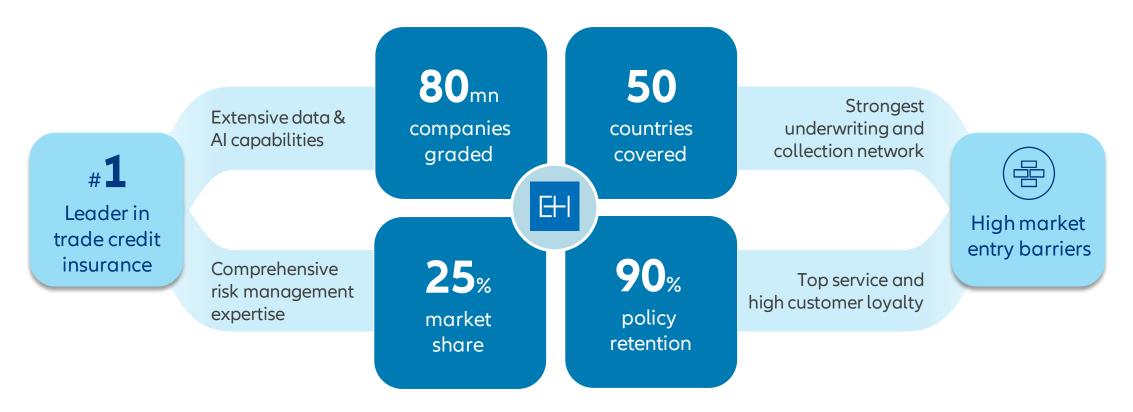
**3** Productivity

- Harmonized & simple processes
- Global IT platform

**Ambition** 2021e - 24

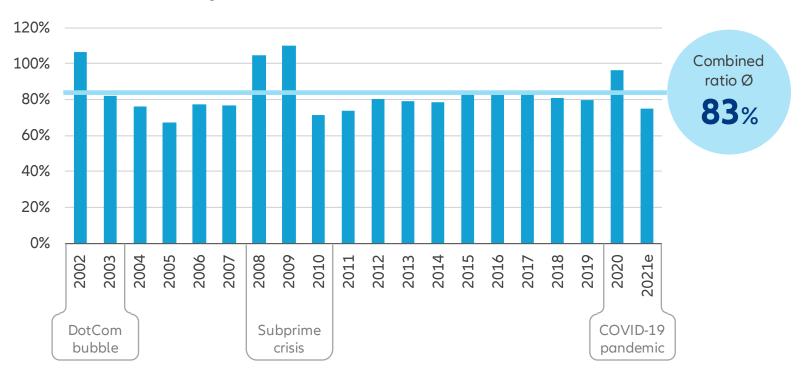
-4%-p
Combined
ratio

# Euler Hermes: unique global platform



# Euler Hermes: strong track record

### Combined ratio – 20-year overview

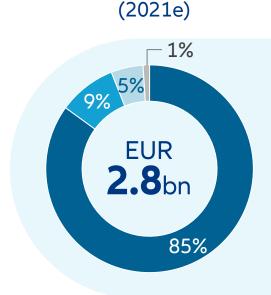


Successful acquisition of **36% minority stake** (2018)

**EUR >1.4bn** cumulative **operating profit** (2018 - 2021e)

# Euler Hermes: high value growth potential

**Total revenues** 



**Opportunities and levers** 

**Ambition** 2021e - 24

- International trade momentum
- Growth in US market and surety
- **SME potential** on B2B trade platforms
- Re-branding



Trade credit Surety

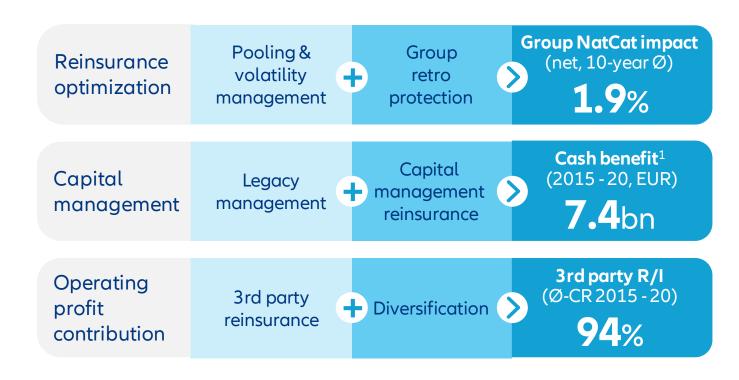
Fidelity Credit specialty

1) Combined ratio average 2002-2021e (83%)

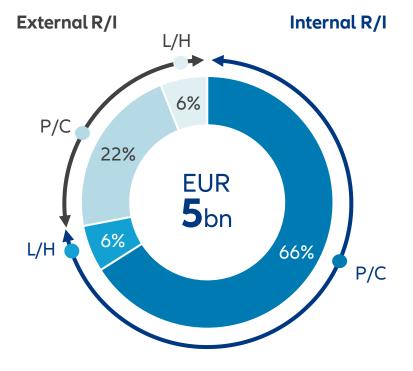
97

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# AZ Re: managing capital and risk



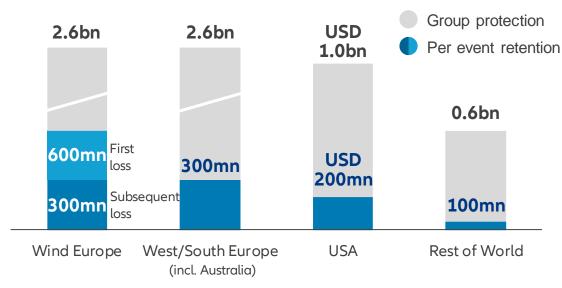
### Total revenues (2021e)



# AZ Re: tight NatCat management

### 2021 NatCat protection (natural perils)

Group retentions<sup>1</sup> (simplified, EUR mn, if not stated otherwise)



### Track record

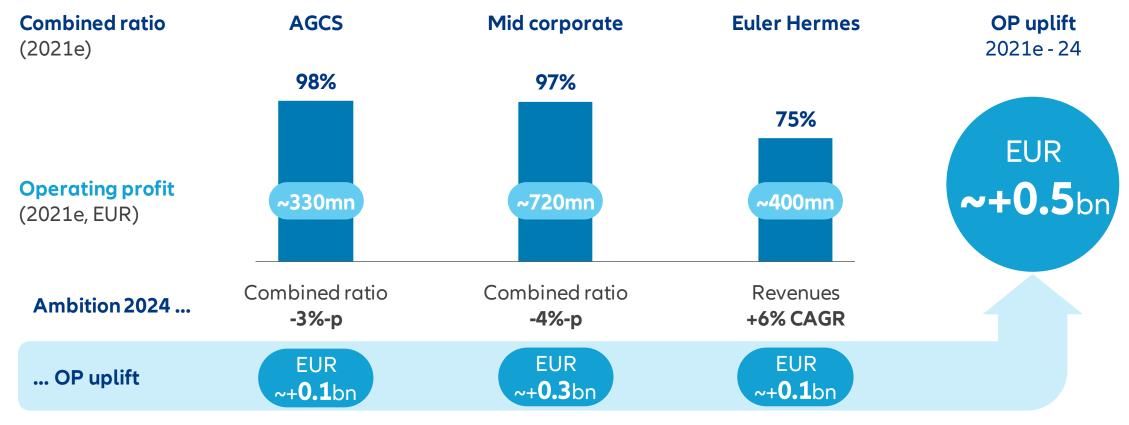
Group NatCat impact (in % of NPE)





Aggregate cover of EUR 0.3bn xs EUR 1.3bn

# Ambition 2024: EUR ~0.5bn OP uplift



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Emmanuel Roman



# L/H – Allianz Leben Reliability

Andreas Wimmer

Member of the Board Allianz SE

Allianz Capital Markets Day December 2021

# Allianz Leben core part of L/H segment



# Leading market position and profitability

2021e

#1

>10<sub>mn</sub>

>300bn

German market

Customers

AuM (EUR)

~13%

~270%

RoE

Dividend (EUR)

~700mn

SII ratio<sup>1</sup>

# Three strategic priorities

1 Business model

- Customers: new value proposition
- Capital-efficient products, balancing returns and stability
- Higher share of protection and health

2 Shareholder value

- Management of in-force and tail risks
- Steady growth of dividends...
- ... and healthy SII ratios

3 Allianz ecosystem

- Net flows and stable assets for AM
- Contribution to distribution financing
- Buildup of digital platforms

Ambition 2024



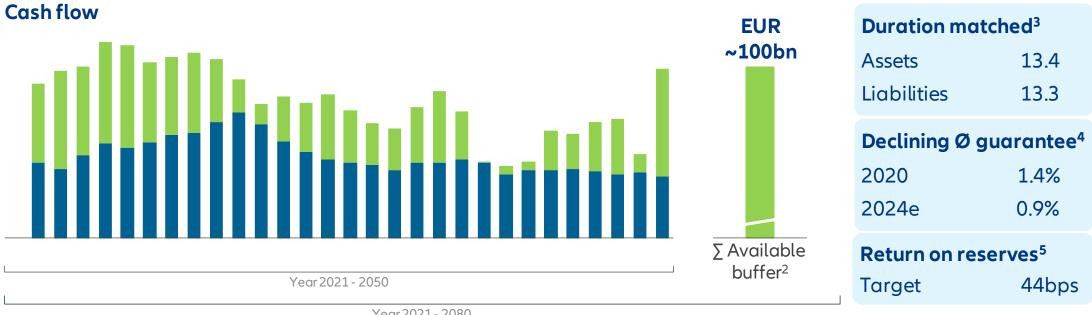
Return on equity



Dividend growth p.a.<sup>1</sup>

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# In-force business matched and profitable



Year 2021 - 2080

- In-force minimum guarantee benefits and expenses
- Surplus (expected current income<sup>1</sup> minus minimum guarantee benefits and expenses)
- 1) Current fixed income cash-flows before reinvestment and real asset recurrent payments of 2% p.a. until year 2050
- 2) Appr. EUR 100bn available as buffer exceeding minimum guarantees for bonus crediting and shareholder returns
- 3) 2Q 2021
- Average guarantee rate takes ZZR (Zinszusatzreserve) into account
- 5) Profit before taxes divided by average reserves; compares with 25bps for the German Life industry (2020)

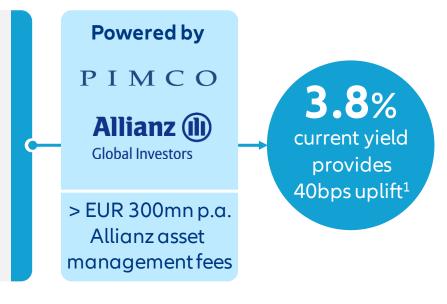
# Advanced asset allocation

### Investments (market value YE 2020)



# ~1/3 of investments allocated to alternative assets

- Renewable energy
- Infrastructure
- Real estate
- Real estate loans
- Private equity
- Private debt



# Attractive and profitable modern products

**Product** innovation

Reduced guarantees, higher expected return Ø protection level<sup>1</sup>

~80%

Business mix

Higher share of protection & health

Share in new business

~15%

2024 NBM >3.5%

Investment strategy

Higher share of alternative assets

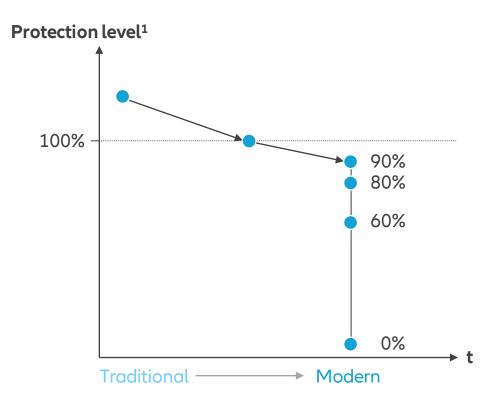
Yield uplift<sup>2</sup>

~40bps

<sup>1)</sup> Guaranteed minimum benefit at maturity as percentage of gross premiums written

<sup>2)</sup> Uplift = recurring asset yield including alternatives minus recurring asset yield excluding alternatives

### Shareholder and customer value



#### **Customer benefit**

- More flexible asset allocation results in higher return expectations
- Downside protection
- Life-long income
- Attractive riders

#### Shareholder benefit

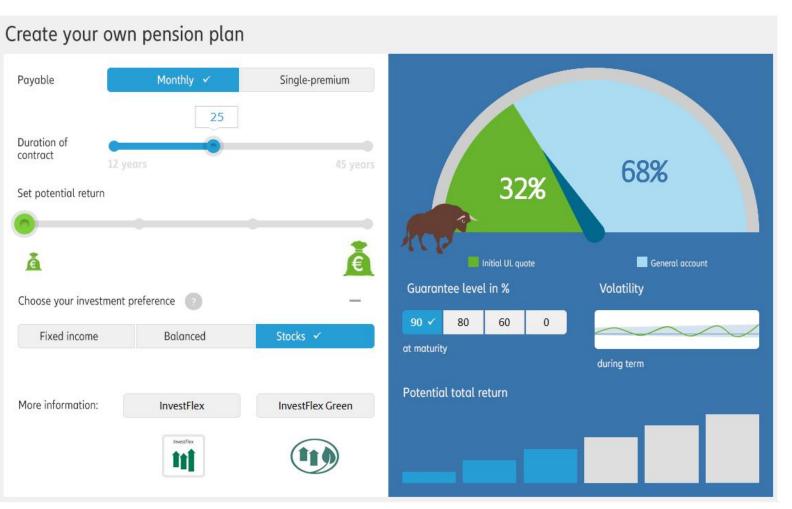
- SII ratio of new business > 350%
- Lower SII sensitivity
- Higher NBM

### Modern product portfolio

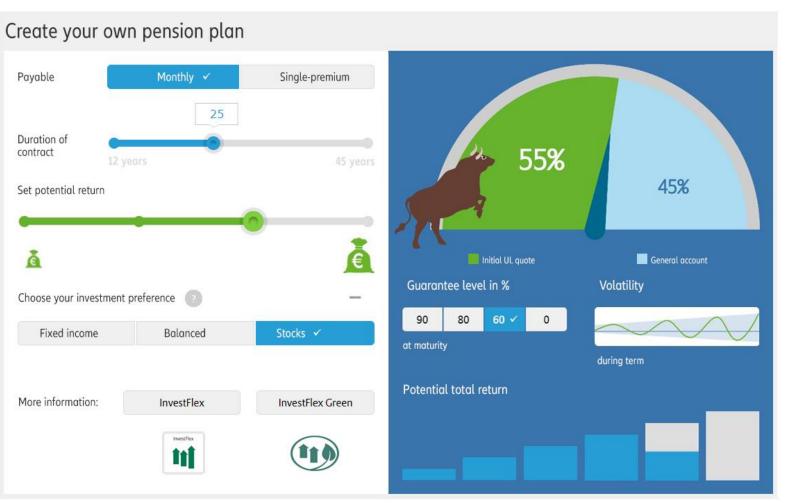


Basis for international product factory

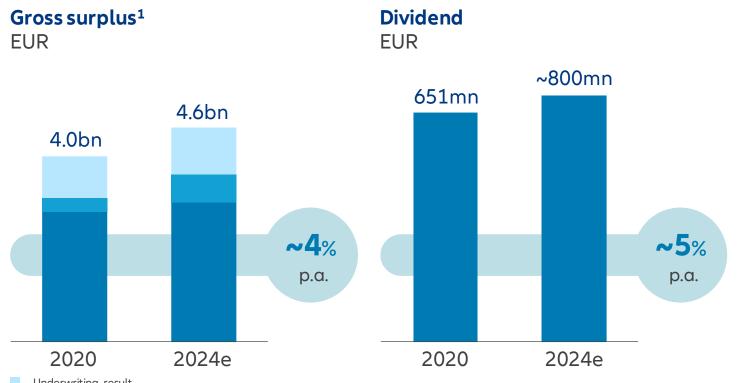
# Product example InvestFlex



# Product example InvestFlex



# 5% dividend growth – predictable + resilient



### Predictability

- In-force business matched
- Strong underlying profitability
- Growing expense and risk result
- Modern product portfolio

### Resilience

- Strong balance sheet
- Low volatility of investment result
- Dividend growth feasible even in 2008 stress scenario<sup>2</sup>

Underwriting result
Expense result
Investment result

- 1) Sum of investment result (net of expenses for guarantees), technical result and expense result (local GAAP)
- 2) Stress test scenario: IR -50bps; credit spreads +150bps; traded equity -30%; private equity -20%; real estate and infrastructure investments -10%

## Summary – sustainable value creation

**In-force business** Stable and profitable **Modern products** Attractive and capital-efficient Profit and dividend Steady growth **Allianz ecosystem** Integral part

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**Emmanuel Roman** 



# PIMCO Performance

Emmanuel Roman CEO PIMCO

Allianz Capital Markets Day December 2021

# PIMCO – a leading global asset manager with significant breadth and scale

**EUR 1.9** trillion total AuM<sup>1</sup>

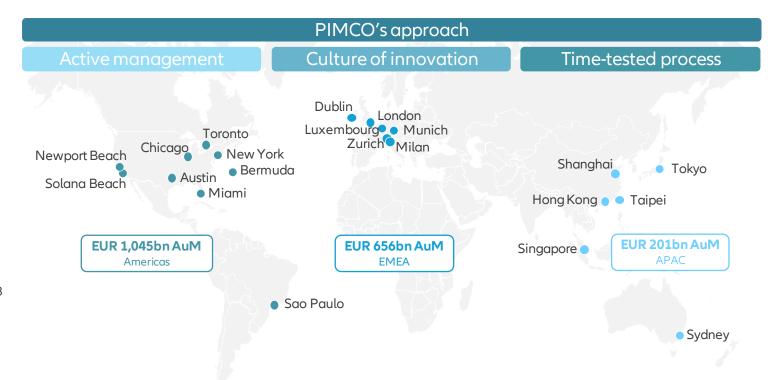
50 years in industry

900+ investment professionals

**3,100+** total employees<sup>2</sup>

**270+** portfolio managers with an average of 17 years experience

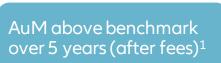
50+ countries in which clients are based<sup>3</sup>



For notes and details see endnote 1)

### PIMCO's time-tested investment process seeks to deliver investment excellence





Fund AuM above industry



#### **Morningstar U.S awards**

Investing Excellence, Rising Talent<sup>3</sup>:

- Sonali Pier (2021)
- Mohit Mittal (2020)

U.S Fixed Income Manager of the Year<sup>4</sup>:

- Short Term: Jerome Schneider & Team (2015)
- Income: Dan Ivascyn & Alfred Murata (2013)
- Corporate Credit: Mark Kiesel (2012)



### Morningstar global awards

Pan Europe Investing Excellence, Rising Talent<sup>5</sup>: Lorenzo Pagani (2020)

Fixed Income Best Fund House<sup>7</sup>:

Hong Kong (2015, 2017) & Singapore (2015)

Fixed Interest Australian Fund Manager of the Year<sup>6</sup> (2015 - 2017)

Larger Fixed Income Best Fund House<sup>7</sup>:

Spain, Austria, Germany & Luxembourg (2015)



Thomson Reuters Lipper U.S. fund family awards<sup>8</sup>

Large Company Overall (2019)

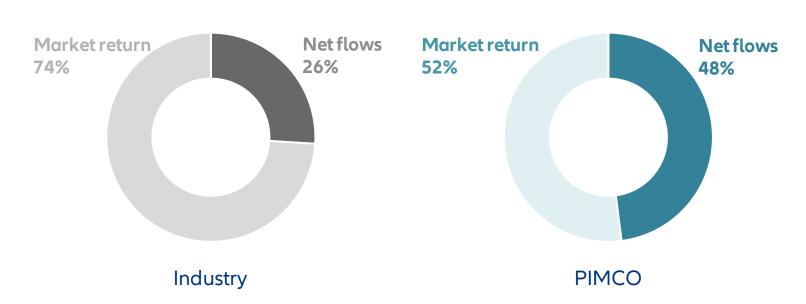
**Large Company Equities** (2019 & 2010 - 2013)

median over 5 years<sup>2</sup>

# PIMCO seeks to deliver high-quality growth driven by client demand

### **Drivers of AuM growth**

(2019 - 2021e)



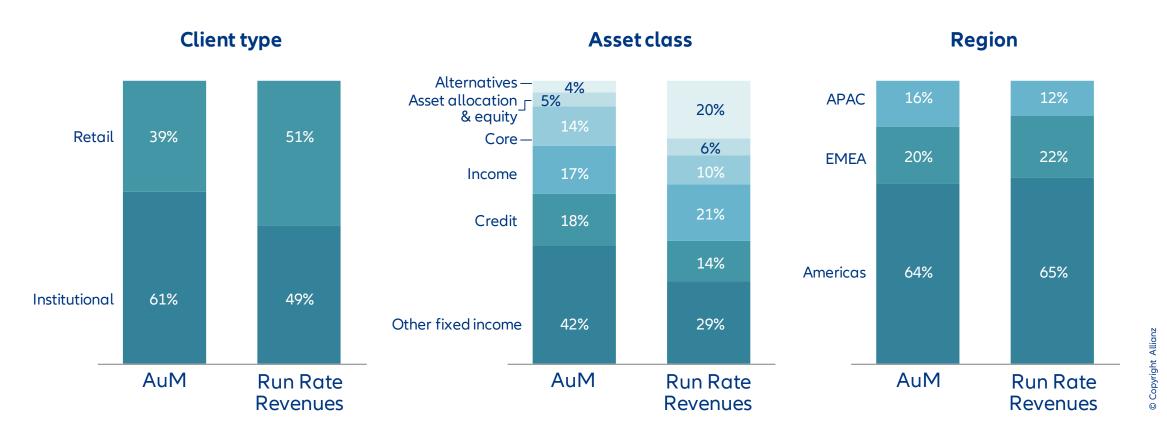
### Organic AuM CAGR

(2019 - 2021e)



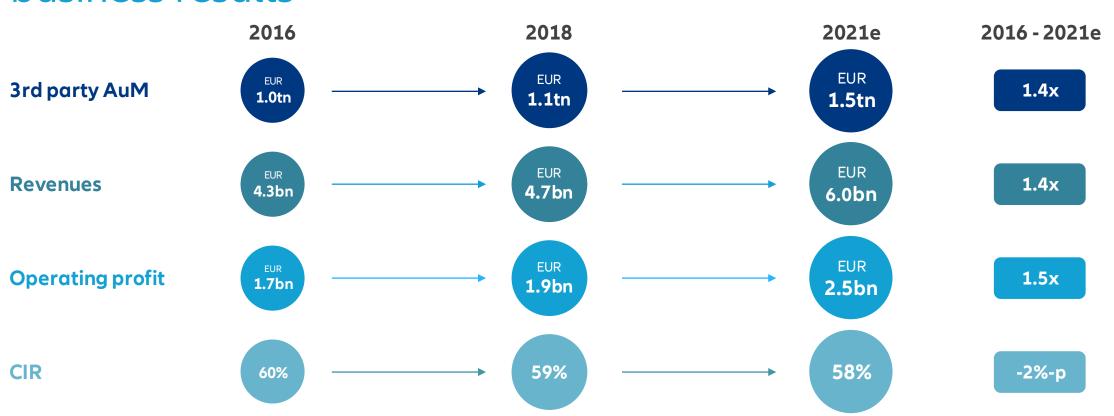
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### PIMCO – diversified across clients, asset classes and regions



For notes and details see endnote 4)

# Development of PIMCO's strong performance and business results



For notes and details see endnote 5)

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# PIMCO's growth levers, shaped by our clients' evolving needs

Build out alternatives platform

Invest in technology, analytics and digital capabilities

Expand our ESG platform

Further develop retirement solutions

STRATEGIC GROWTH PRIORITIES

**OUR CLIENTS** 

#### PIMCO'S COMMITMENT TO DELIVERING EXCELLENCE ENABLED THROUGH

Culture of innovation

Inclusion and diversity

Strong partnership with Allianz

# PIMCO's alternatives platform growth is a testament to decades of active investment management expertise

#### **EUR 121 billion**

Alternative strategies total AuM<sup>1</sup>

### 100+

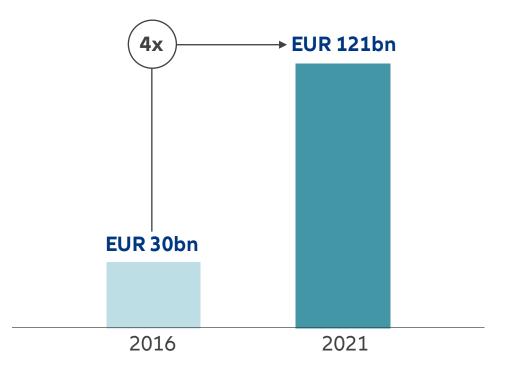
Private strategies investment professionals<sup>2</sup>

#### 160+

Public strategies investment professionals

### **75**+

Global credit analysts



Core real estate **EUR 69bn** 

Opportunistic **EUR 18bn** 

Semi liquid **EUR 17bn** 

Diversifying **EUR 12bn** 

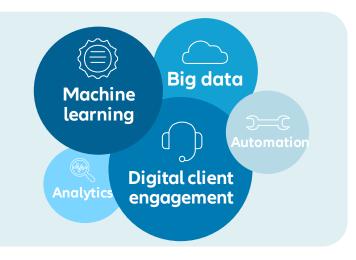
Income oriented **EUR 5bn** 

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# PIMCO invests in technology to seek better outcomes for investors

### PIMCO leverages technology to:

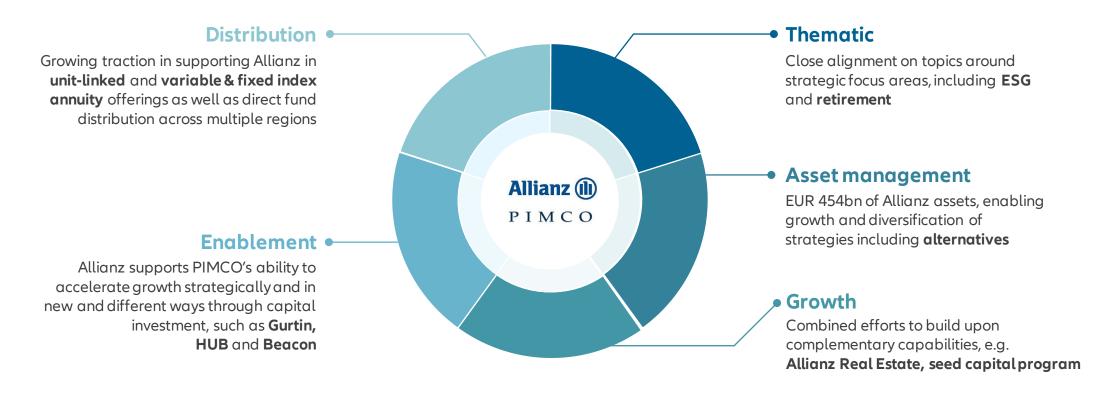
- Enhance PIMCO's time-tested investment process through data tools, trade enhancements and machine learning
- Build client data and analytics to improve client experience and optimize business results
- Increase operational efficiencies to better support business and clients



#### TRANSFORM OPERATIONS THROUGH STRATEGIC PARTNERSHIP AND INITIATIVES







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### PIMCO is well positioned for growth



### Ambition 2021e - 2024

- **> 25%** of revenues from alternatives
- > 30%+ of revenues in permanent capital or extended duration vehicles<sup>1</sup>
- > Consistent double-digit growth rates in global growth markets<sup>2</sup>
- > Stable 6-8% share in mature markets<sup>3</sup>

### **Endnotes**

- 1) As of 30 September 2021. Source: PIMCO.
  - <sup>1</sup> EUR 1.9tn total assets, which includes 1.4tn in third party client assets, including EUR 16.5bn in assets of clients contracted with Gurtin Fixed Income Management, LLC and EUR 68.7bn in assets of clients contracted with Allianz Real Estate as of 30 June 2021, affiliates and wholly-owned subsidiaries of PIMCO.
  - <sup>2</sup> Includes Allianz Real Estate of America LLC employees; excludes employees of Allianz Real Estate GmbH and its subsidiaries.
  - <sup>3</sup> Based on client account tax domicile.
- 2) As of 30 September 2021. Third party assets only. Source: PIMCO, Morningstar, Lipper.
  - <sup>1</sup> Based on PIMCO managed portfolios with at least a 5-years history. The after-fees performance of each portfolio was compared to the portfolio's primary benchmark. If the after-fees portfolio performance was greater than the benchmark performance for a given period, the assets in that portfolio were included in the outperforming data. Benchmark outperformance indicates the performance of a portfolio as compared to its benchmark. As such, it does not indicate that a portfolio's performance was positive during any given period. For example, if a portfolio declined 3% during a given period, and its benchmark declined 4%, the portfolio would have outperformed its benchmark, even though it lost value during the period. Certain absolute return oriented portfolios contained within the data may inflate the data either positively or negatively due to the low return/volatility characteristics of the primary benchmark. For example a portfolio measured against 3-month USD Libor would be more likely to out- or underperform its benchmark. No measure of past performance should be understood to ensure that future performance will be positive, whether on a relative or absolute basis.
  - <sup>2</sup> Data includes global commingled mutual funds, UCITS funds, and exchange-traded funds. Certain funds and products were excluded from the analysis because of limited benchmark or peer group data. Had these been available, results may have been different.
  - Data is shown as of 30 September 2021. Includes fund AuM of EUR 683bn. Peer group rankings are sourced from Morningstar and Lipper and are asset-weighted in USD. Rankings are calculated against all funds in each peer group. Performance is calculated on an after fee monthly basis. Rankings for the primary share class of the most representative fund in each composite are applied to all products within each composite. Performance assumes the reinvestment of dividends. Past performance is not indicative of future results and may not reflect an investor's experience.
  - <sup>3</sup> Morningstar presents the Rising Talent Award to an up-and-coming manager in Morningstar's coverage universe. The manager must have less than seven years' tenure managing portfolios and yet has delivered exceptional results to investors over that span of time. Morningstar's manager research analysts conduct in-depth qualitative analyses in order to select nominees and, subsequently, vote to determine the award winner. To qualify for the award, the manager's strategy must earn a Morningstar Analyst Rating of Gold, Silver or Bronze, for at least one vehicle and/or share class, or be featured in Morningstar Prospects, a publication highlighting investments that Morningstar analysts are following closely but have not yet received full coverage.

### **Endnotes** (continued)

- <sup>4</sup> The Morningstar Fixed Income Fund Manager of the Year award is based on the strength of the manager, performance, strategy and firm's stewardship.
- <sup>5</sup> Morningstar presents the Rising Talent Award to an up-and-coming manager in Morningstar's coverage universe. The manager must have less than seven years' tenure managing portfolios and yet has delivered exceptional results to investors over that span of time. Morningstar's manager research analysts conduct in-depth qualitative analyses in order to select nominees and, subsequently, vote to determine the award winner. To qualify for the award, the manager's strategy must earn a Morningstar Analyst Rating of Gold, Silver or Bronze, for at least one vehicle and/or share class, or be featured in Morningstar Prospects, a publication highlighting investments that Morningstar analysts are following closely but have not yet received full coverage.
- <sup>6</sup> The Morningstar Fixed Income Fund Manager of the Year award is based on the strength of the manager, performance, strategy and firm's stewardship.
- <sup>7</sup> The Morningstar Best Larger Fixed Income Fund House award is based on five-year risk adjusted returns. Morningstar determines the mean percentile rank of each fund house (the lower a group's rank, the better its performance). The score is then adjusted to account for qualitative factors with the lowest overall score receiving the award.
- <sup>8</sup> Lipper Asset Class Group Awards are awarded to eligible fund family groups and not individual funds. The Lipper Fund Best Group over 3 Years Large Equity award recognizes funds that have delivered consistently strong risk-adjusted performance, relative to peers. From Lipper Fund Awards from Refinitiv, ©2021 Refinitiv. All rights reserved. Used under license.
- Source: PIMCO and McKinsey for industry data.
   Market return and net flows are measured in USD.
   Third party assets and flows only.
   2021 data is based on forecasts.
- 4) As of 30 September 2021. Source: PIMCO. Third party assets only.

Alternatives include Closed-End and Interval Funds, which have EUR 13.7bn in AuM. Other Fixed-Income, among others, include Book Yield Oriented strategies, with EUR 49.1bn in AuM. Including EUR 67.9bn in assets of clients contracted with Allianz Real Estate, an affiliate and wholly-owned subsidiary of PIMCO and PIMCO Europe GmbH.

Run Rate Revenues "RRR" is estimated revenues based on fee rates on AuM.

Regional AuM breakdown reflects most recent assignment of AuM to regional servicing office.

Regional RRR may not add to 100%, as 1% is allocated to "Other" which includes accounts not specified to a designated region.

5) Source: PIMCO. Third party assets only. 2021 data is based on forecasts. Calculation of growth rates is based on actual numbers and thus may differ from growth rates based on rounded numbers.

### **Endnotes** (continued)

- 6) Source: PIMCO.
- 7) As of 30 June 2021 unless otherwise indicated.
  - <sup>1</sup> AuM is comprised of alternative credit and private strategies as well as diversifying absolute return strategies.
  - <sup>2</sup> Certain PIMCO personnel who will provide investment advice to the private funds are separated by an information barrier that has been established between the private side of the Alternatives platform (the "Special Alternatives Group") and PIMCO's public-side trading floor. As a result, communications between the Special Alternatives Group and PIMCO's public side investment professionals are subject to certain restrictions as set forth in PIMCO's policies and procedures pertaining to MNPI and information barriers.
- 8) Source: PIMCO.
- 9) As of 30 September 2021. Source: PIMCO.
- 10) Revenues shown reflect Run Rate Revenues and include annualized estimate of performance fees and carried interest.
  - <sup>1</sup> As of 2020, 19% was in semi liquidity vehicles.
  - <sup>2</sup> Based on Run Rate Revenues.
  - <sup>3</sup> Based on fixed income AuM.

Exchange rates used for currency translation: 1.19 USD/EUR end of June 2021; 1.16 USD/EUR end of September 2021.



# Appendix

Allianz Capital Markets Day December 2021



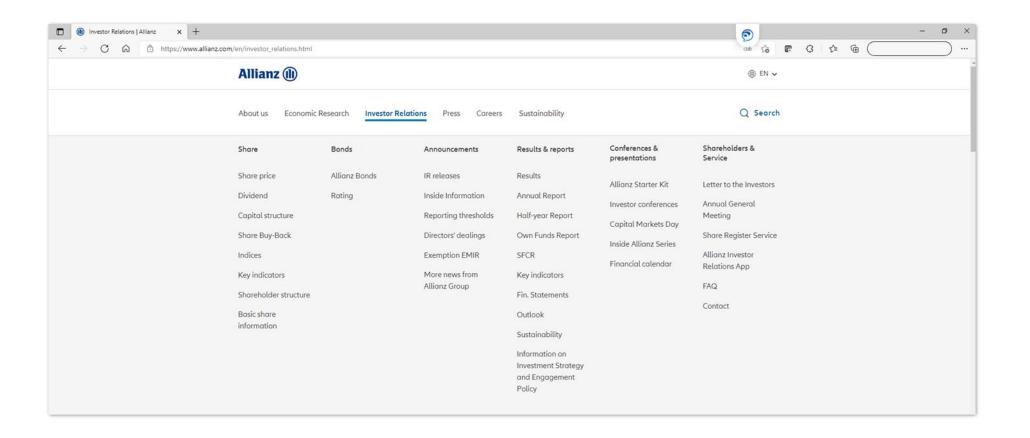
- 1) Excl. "Corporate & Other" and consolidation between segments
- 2) CEE, Asia Pacific, Latin America, Middle East and Africa, Turkey. Austria and AZ Direct allocated to Western and Southern Europe
- 3) UK, Ireland, Australia
- 4) Allianz Global Corporate & Specialty, Euler Hermes, Allianz Partners, Allianz Re
- 5) Excluding real estate held for own use and real estate held for sale
- 6) Excluding seasoned self-originated private retail loans
- 7) Mostly mutual funds and short-term investments

- 8) From 2018, total revenues also comprise P/C fee and commission income
- Including the application of transitional measures for technical provisions, the Solvency II capitalization ratio amounted to 240% as of 31.12.20
- 10) Divided by year-end share price

For a definition of alternative performance measures please refer to our website

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### Additional information



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### Disclaimer

### Cautionary note regarding forward-looking statements

This document includes forward-looking statements, such as prospects or expectations, that are based on management's current views and assumptions and subject to known and unknown risks and uncertainties. Actual results, performance figures, or events may differ significantly from those expressed or implied in such forward-looking statements.

Deviations may arise due to changes in factors including, but not limited to, the following: (i) the general economic and competitive situation in the Allianz's core business and core markets, (ii) the performance of financial markets (in particular market volatility, liquidity, and credit events), (iii) adverse publicity, regulatory actions or litigation with respect to the Allianz Group, other well-known companies and the financial services industry generally, (iv) the frequency and severity of insured loss events, including those resulting from natural catastrophes, and the development of loss expenses, (v) mortality and morbidity levels and trends, (vi) persistency

levels, (vii) the extent of credit defaults, (viii) interest rate levels, (ix) currency exchange rates, most notably the EUR/USD exchange rate, (x) changes in laws and regulations, including tax regulations, (xi) the impact of acquisitions including and related integration issues and reorganization measures, and (xii) the general competitive conditions that, in each individual case, apply at a local, regional, national, and/or global level. Many of these changes can be exacerbated by terrorist activities.

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