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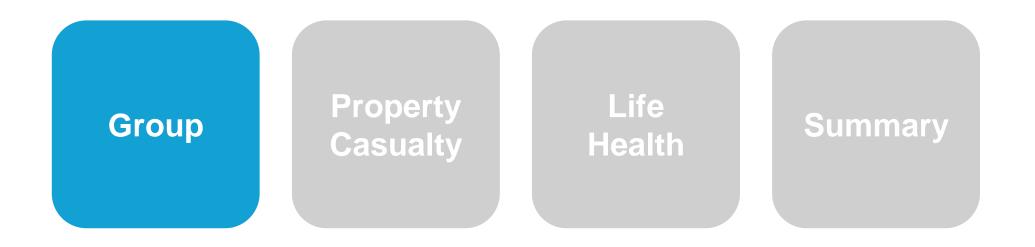
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Figures in this presentation are illustrative and no forecast!

Comparison between current IFRS and IFRS 9/17 framework assuming all other things being equal

Content



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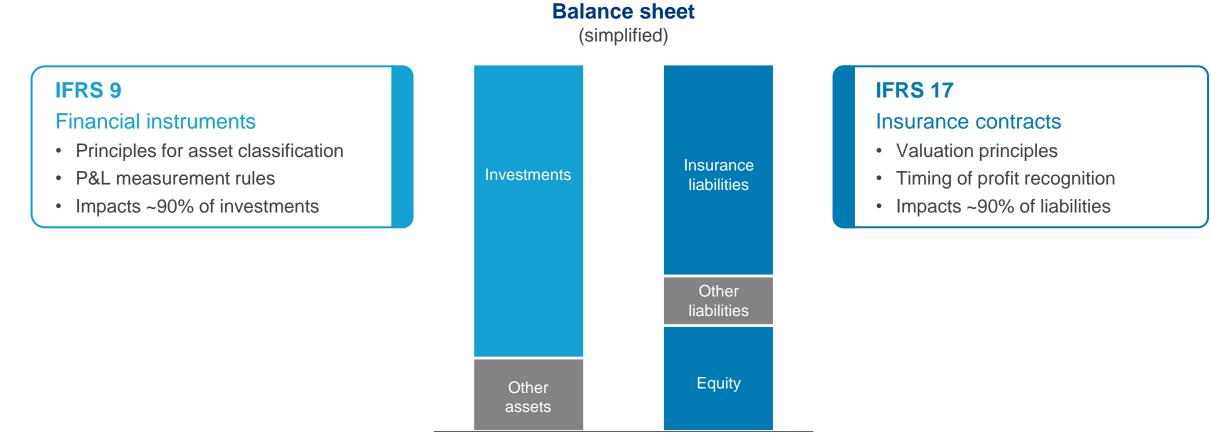
Summary: fundamentals unchanged, disclosure improved

1	Limited economic impact	 Solvency II Cash flow Dividend
2	Strong fundamentals	 Operating profit Net income S/h equity CSM¹ RoE
3	Improved disclosure	 Transparency Comparability Simplicity Profitability

The new accounting at a glance



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Assets

Liabilities



IFRS 9: new classification of investments...



Investment portfolio (Illustrative) **Fixed** income ~78% incl. loans¹ Public equities¹ -~5% ~7% Non-consolidated funds²-Real estate / participations -~5% Other³ — ~4%

Highlights

- Valuation at fair value
- Market value changes for >95% of debt portfolio booked in equity, but for debt instruments with special features⁴ booked through P&L
- Forward-looking impairment model with earlier recognition of credit deterioration
- Valuation at fair value
- · Market value changes and impacts from disposal booked in equity
- Valuation at fair value
- Market value changes booked through P&L
- Valuation mostly at fair value; remaining assets at amortized cost
- Market value changes for assets accounted at fair value booked through P&L
- No material change

1) Non-consolidated funds shown in separate item

2) Non-consolidated funds without look-through

3) Cash and derivatives

Book value

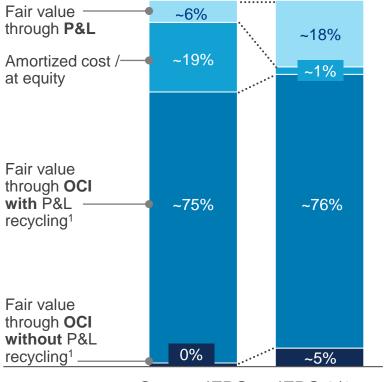
4) Debt instruments that do not pass the SPPI test (solely principal payment and interest), e.g. subordinated bonds with equity features

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...changes P&L impact

Asset classification and measurement (Illustrative)



Current IFRS IFRS 9/17

Highlights

- New: non-consolidated funds² and debt instruments with special features³ as well as real estate, JV and associates mostly for participating business
- Higher share of FVTPL⁴ assets in P/C increases volatility of non-OP result
- Mainly real estate, JV and associates for non-participating business
- · Plain-vanilla debt instruments
- New: loans (currently valued at amortized cost)
- New: default category for public equities
- Harvesting result booked in equity without P&L impact

1) Recycling: realized gains/losses from disposals are shown in P&L. No recycling: realized gains/losses from disposals are booked within equity

2) Without look-through

3) Debt instruments that do not pass the SPPI test (solely principal payment and interest), e.g. subordinated bonds with equity features

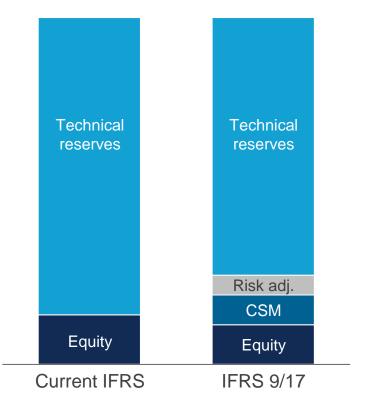
4) Fair value through P&L (see appendix)



IFRS 17: liabilities comparable to Solvency II

Balance sheet liabilities

(Illustrative)



Highlights

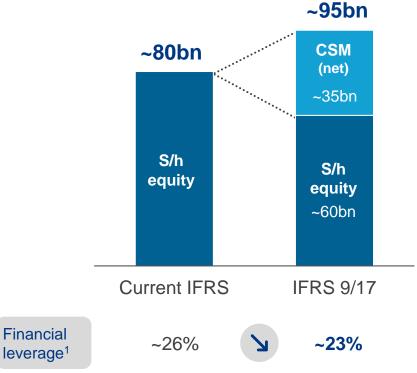
- Technical reserves more consistent with Solvency II technical provisions
- · Risk adjustment reflects non-financial risks not captured by best estimate
- · Comparable to Solvency II risk margin, but slightly lower level
- · CSM represents future profits (similar to VNB) of in-force business
- Disclosure of movement, projected release and sensitivities
- Contains retained earned profits
- Other comprehensive income (OCI) to include new items, e.g. impact of change in interest rates for discounted P/C reserves of past periods



Comprehensive s/h capital includes net CSM

Group balance sheet equity

(Illustrative)



Highlights

- Future profits captured in contractual service margin (CSM)
- Comprehensive shareholder capital: shareholders' equity plus net² CSM
- S/h equity converges towards equity currently used for RoE calculation
- Difference versus current IFRS mainly driven by OCI; shareholder margin on unrealized gains for direct participating business moves to CSM
- · Less volatility from interest rate changes
- Compared to Solvency II own funds, s/h equity plus net CSM is higher³
- · Leverage considers s/h equity plus net CSM, reducing the leverage ratio

1) Senior debt and subordinated bonds divided by the sum of senior debt, subordinated bonds, shareholders' equity and, for IFRS 9/17, net CSM

2) After reinsurance, non-attributable cost, tax and minorities

3) IFRS 9/17 equity plus net CSM with different scope, e.g. treatment of goodwill / intangibles, surplus funds, Tier 2 subordinated liabilities or entities with third country equivalence under Solvency II

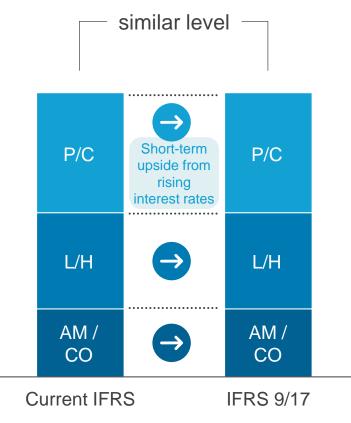
Operating profit on similar level



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Operating profit

(Illustrative)



Highlights

- Group operating profit on similar level
- Better reflection of economic changes, particularly interest rates
- Operating profit on similar level
- Short-term positive impact on underwriting result from rising interest rates, offset by correspondingly lower investment result in the mid-term
- Operating profit on similar level
- Moderate volatility (dampening effect of CSM)
- Transparent presentation of profit emergence (CSM release)
- No material impact

Net income on similar level



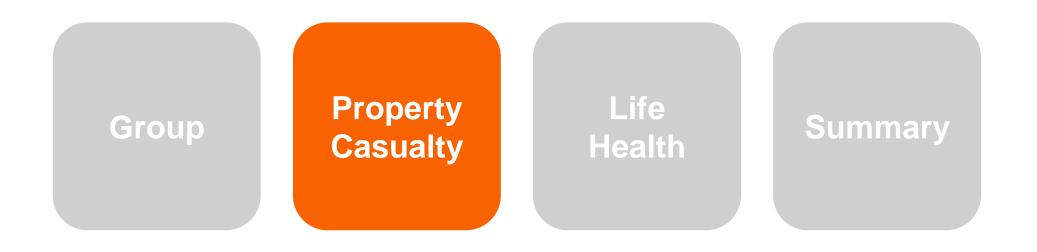
Shareholders' net income IFRS 9/17 (Illustrative)	Highlights
Operating profit	On similar level – short-term upside in P/C from rising interest rates
Non-operating items	More volatile
Realized gains/losses and impairments ¹	New: excludes net harvesting result for public equities which is booked in equity
Market value change of FVTPL assets ²	Higher volatility due to increased share of FVTPL assets ²
Other ³	No material change
 Income taxes 	No material change
Non-controlling interests	No material change
Shareholders' net income	Similar level – somewhat more volatile

1) Contains expected credit losses on fixed income from new impairment model

2) Applicable for P/C and L/H non-participating business

3) E.g. interest expenses from external debt, restructuring and integration expenses, amortization of intangible assets

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P/C balance sheet with discounted reserves



P/C balance sheet liabilities (Illustrative)



Highlights

For 99% of P/C business the simplified Premium Allocation Approach (PAA) is applied¹, leading to only small conceptual changes versus current IFRS

- Lower level subject to extent of reserve discounting; valuation curve² for each period will be locked in, i.e. change in interest rates for past periods booked in OCI, not impacting P&L; annual unwind of reserves shown as negative item in investment result
- Loss component: small; losses from onerous contracts booked at inception of contract as explicit position within insurance liabilities
- Risk adjustment: Explicit add-on for non-financial risks to best estimate reserves; assumptions broadly consistent with SII risk margin
- On similar level as in current IFRS
- Impact of interest rate changes for past periods booked in OCI

Current IFRS

IFRS 9/17

1) Based on GPW; premium allocation approach only applicable for short-term business

2) Derived from bottom-up approach: risk-free rates plus illiquidity premium

P/C underwriting result higher



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P/C combined ratio in detail



Combined ratio (Illustrative) Similar or lower level¹ ~93-94 ~94 ~67 ~67-68 Loss ratio Depends on interest rates Expense ~27 ~25-26 ratio **Current IFRS IFRS 9/17**

Highlights

New topline: CR calculation based on gross instead of net premiums earned

- Favorable impact from gross instead of net view as well as discounting of reserves
- Unfavorable impact from integration of reinsurance result
- Some noise driven by loss component overall neutral
- Overall neutral impact from risk adjustment shift between AY and PY
- Lower ER following move from net to gross view
- Includes non-attributable cost, i.e. same cost basis as under current IFRS

P/C investment result lower



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Operating investment result (Illustrative)	t	Highlights	
Current IFRS	~3bn		Operating investment result
	+/-0	Investment income	Consistent with operating investment result under current IFRS (interest & similar income minus investment expenses)
	-0.4bn – -0.6bn	Interest accretion	Negative impact from unwind of discounted loss reserves; size of unwind depends on interest rate levels of prior years
IFRS 9/17	2.4bn – 2.6bn		Operating investment result

P/C operating profit on similar level

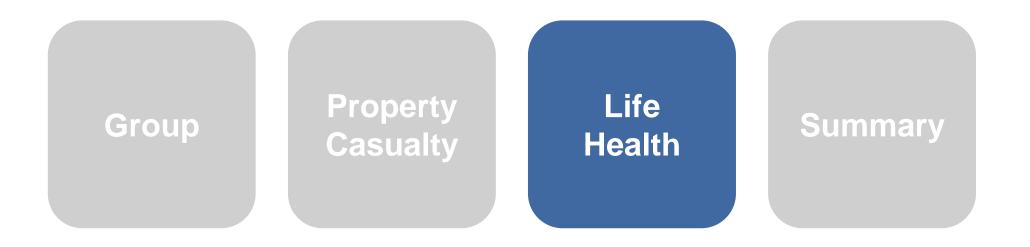
Operating profit IFRS 9/17

Operating profit contribution (Illustrative)

Total business volume	Corresponds to total revenues under current IFRS (GPW+fee income)	
Insurance revenues	Similar to gross premiums earned under current IFRS	
\oplus Op. insurance service result ¹	New: discounted reserves, risk adjustment and loss component	3.6bn – 3.9bn
+ Op. investment result	New: includes unwind from reserve discounting	2.4bn – 2.6bn
Dther	Unchanged versus current IFRS	small
Operating profit	Similar level, short-term upside potential driven by interest rates	6.0 – 6.5bn



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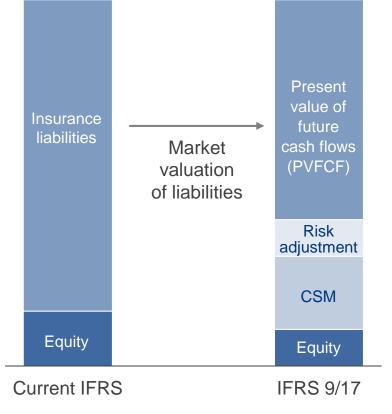




L/H balance sheet shows future profits

L/H balance sheet liabilities

(Illustrative)



Highlights

- PVFCF¹ represents discounted expected cash flows to policyholders and attributable expenses
- · Explicit add-on for non-financial risks to best estimate reserves
- Conceptually similar to Solvency II risk margin
- Release of risk adjustment contributes to operating profit
- CSM comprises deferred discounted future profits of in-force business
- Part of insurance liabilities, thereby reducing equity
- Disclosure of movement, projected release and sensitivities
- CSM release key driver for operating profit
- Under current IFRS unrealized gains/losses included in equity (OCI)
- Under IFRS 9/17 shareholders' share of unrealized gains/losses for participating business included in CSM until release into P&L

1) Present value of future cash flows (see appendix)



L/H CSM movement integral part of disclosure

Contractual service margin movement (Illustrative)

Highlights

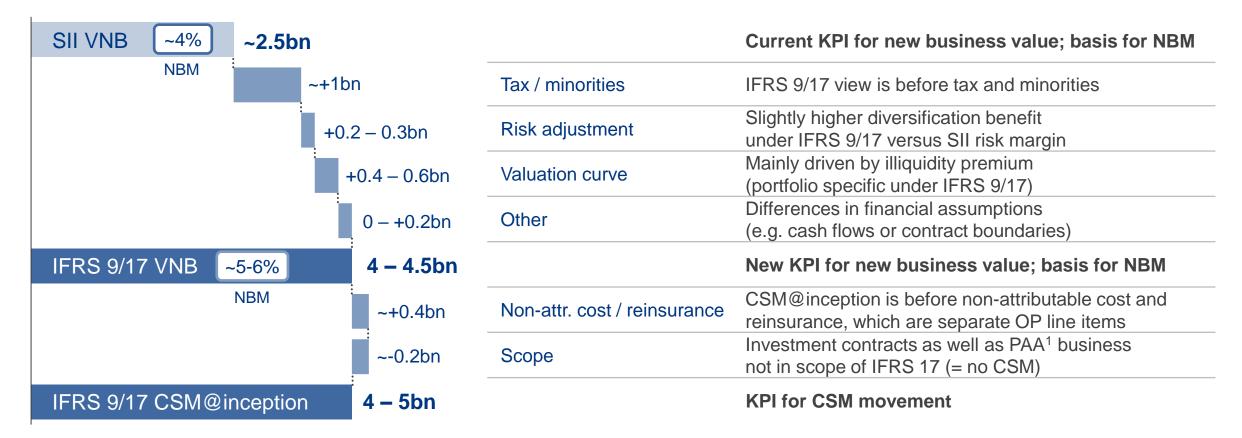
CSM (beginning of period)	~5	5bn		Future profits beginning of period as shown in balance sheet
		+4 – 5bn	CSM@inception	Future profits from new business production
		+1.5 – 2.5bn	Expected in-force return	Unwind from discount plus normalized investment over-returns from in-force book above valuation rate
		+/-	Experience & assumption changes	Volatile element containing the impact from market and assumption changes of in-force book on future profits
		-4.5 – 5.0bn	CSM release	Profits "earned" in respective period released to P&L crucial component for operating profit
CSM (end of period)		54 – 60bn		Future profits end of period as shown in balance sheet
		-21 – 23bn	Reinsurance, non-attr. cost, tax and minorities	Adjustment for shareholders' share after reinsurance, fully loaded cost, tax and minorities
CSM (net ¹)	33 – 37	7bn		Future profits net ¹



L/H new business value higher

Value of new business (Illustrative)

Highlights





L/H operating profit on similar level

Operating profit IFRS 9/17



CSM release	Release of earned profits from in-force business	4.5 – 5.0bn
Release of risk adjustment	Release of risk buffer	~0.5bn
Loss component and variances ¹	Minor impact	small
 Non-attributable cost 	Expenses not directly attributable to insurance portfolios	~-1bn
Investment result	Only relevant for OEs without direct participating business ²	0 – 1bn
Dther ³	Minor impact	small
Operating profit	Similar level to operating profit under current IFRS	4.5 – 5.0bn

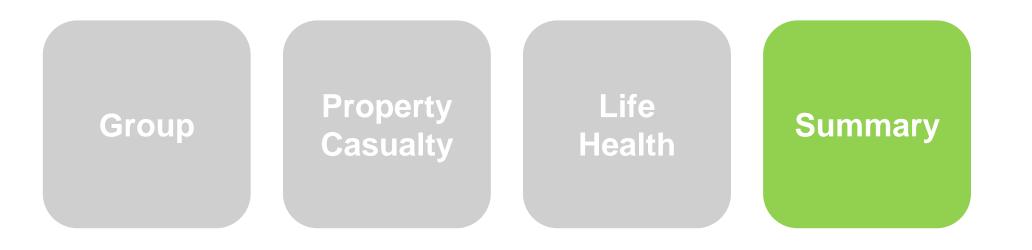
1) Variances only applicable for non-VFA business

2) Includes investment result for indirect or non-participating business as well as hedging result net of interest accretion on reserves

3) Includes e.g. reinsurance result, profits for IFRS 9 investment contracts as well as fee income / expenses

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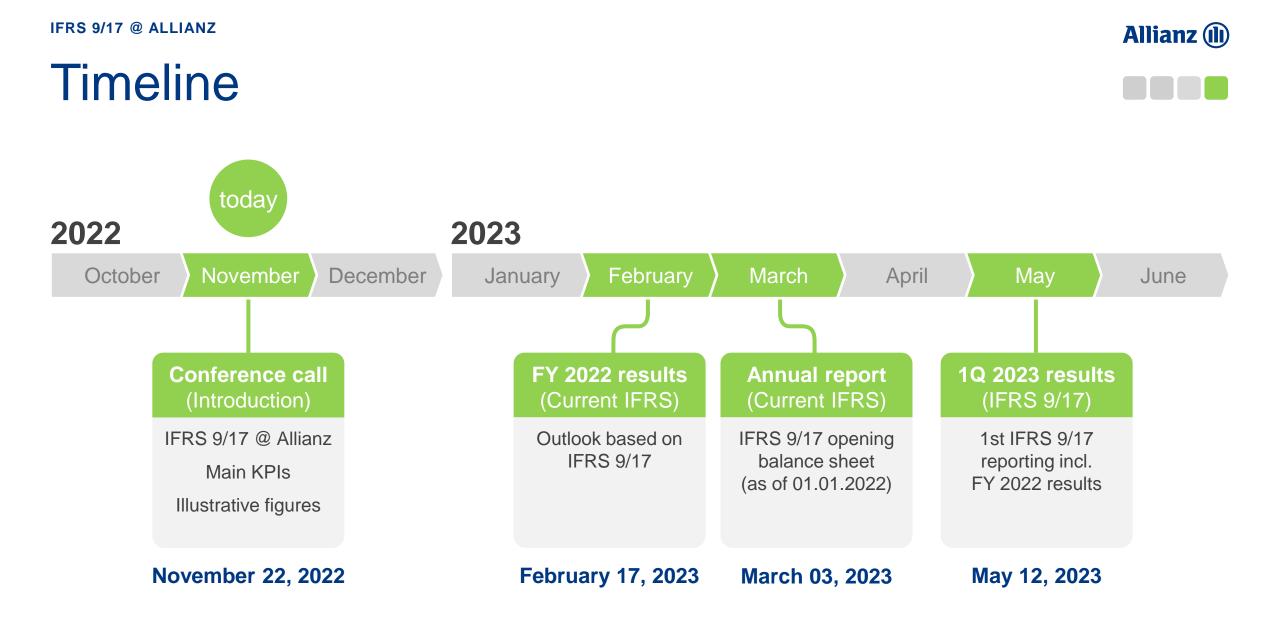






Summary: fundamentals unchanged, disclosure improved

1	Limited economic impact	 Solvency II Cash flow Dividend 	Not impacted Not impacted No change, still based on adjusted net income
2	Strong fundamentals	 Operating profit Net income S/h equity CSM RoE 	No major change, slightly higher in the short-term Similar level; somewhat more volatile Significantly less volatile; adjusted for OCI slightly lower Strong pool of future profits Slightly higher
3	Improved disclosure	 Transparency Comparability Simplicity Profitability 	Additional KPIs and balance sheet items Common set of valuation principles across the entire industry Central assumptions similar to Solvency II Better reflection of market and interest rate impact

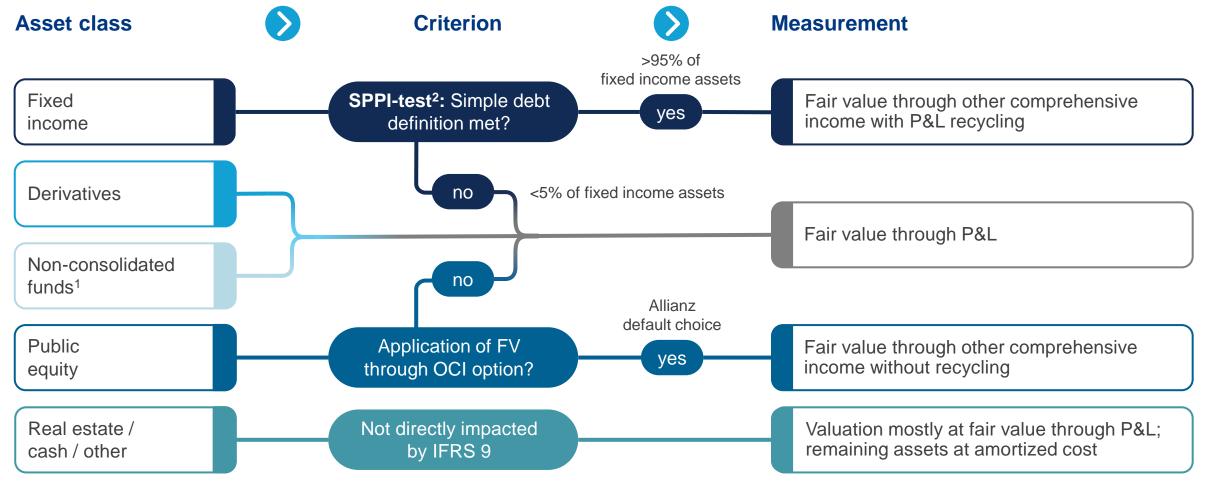




Appendix



Investment accounting and profit recognition



1) Without look-through

2) SPPI (solely payment of principal and interest); bond features determine how to account for a fixed income asset

P/C at a glance

KPIs

Growth	Total business volume ¹
Profitability	Combined ratio
Earnings	Operating profit

Profit signature

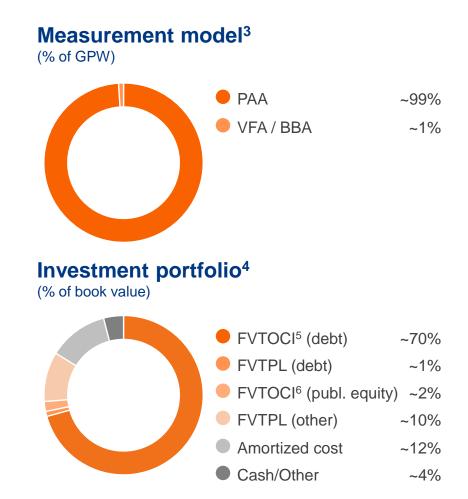




Insurance revenues (similar to GPE) Gross claims Gross expenses Reinsurance result **Operating insurance service result** Operating investment income Interest accretion **Operating investment result** Other Operating profit

Non-operating result

Net Income



1) Corresponds to total revenues under current IFRS (i.e. gross premiums written plus fee income)

- 2) Positively impacted in the short-term from increase in interest rates
- 3) See appendix for a detailed explanation of the measurement models
- 4) See appendix for abbreviations
- 5) With recycling
- 6) Without recycling

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L/H at a glance

KPIs

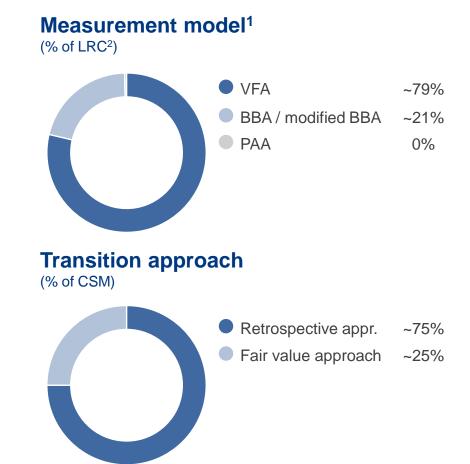
Growth	VNB / CSM (new business) (in-force)
Profitability	New business margin
Earnings	Operating profit

Profit signature

Expected OP level	~
Expected OP volatility	~
Expected net income volatility	~

Simplified P&L

- CSM release Release risk adjustment Variances Loss component Non-attributable cost Reinsurance result Investment result (non-VFA) Other Operating profit Non-operating result
- Net Income



1) See appendix for a detailed explanation of the measurement models

2) Liability for remaining coverage



IFRS 17 measurement models

For each contract one measurement model is applicable based on contractual features

Type of business

Pure non-participating risk business (short-term or long-term)

- · Liability cash flows independent from assets
- E.g. 99% of P/C, simple term life, fixed annuities, long-term care (LTC)

Indirect participating business

- Liability cash flows depend on asset performance, but sharing mechanism not contractually fixed
- E.g. US fixed indexed annuities (FIA), US registered index-linked annuities (RILA), selected portfolios in Belgium and Thailand

Direct participating business

- Liability cash flows depend on asset performance, with contractually or legally binding mechanisms
- E.g. most European participating business, all UL, classic VA business, accident insurance with premium refund (APR) in P/C

IFRS 17 measurement model

Premium Allocation Approach (PAA) or Building Block Approach (BBA)

- Liability interest accretion booked in P&L, based on locked-in interest rates
- Valuation difference from discount with locked-in and with current rate booked in OCI
- Difference between asset & liability development reflected in OCI or P&L, not CSM

Modified Building Block Approach (mod BBA)

- Liability interest accretion booked in P&L, based on "adjusted crediting rate" to align expected and actual crediting in reaction to market performance of assets
- S/h share of asset performance reflected in P&L (investment income)

Variable Fee Approach (VFA)

- Conceptually like investment management: s/h charges a variable fee for servicing the contract
- S/h share of asset performance reflected in CSM with release over life of contract, p/h share booked in PVFCF





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Glossary

BBA	Building block approach – measurement model, details see previous page
Modified BBA	Modified building block approach – measurement model, details see previous page
CSM	Contractual service margin – balance sheet liability, containing deferred discounted future profits of in-force business
CSM@inception	Contractual service margin at inception – contribution to CSM from new business production
Net CSM	Contractual service margin after reinsurance, non-attributable cost and tax
Fair value	Price that would be received for an asset in an orderly transaction between market participants at the measurement date
FVTOCI	Fair value through other comprehensive income – change in fair value shown in OCI
FVTPL	Fair value through P&L – change in fair value shown in P&L
LC	Loss component – balance sheet liability, booked for onerous contracts
Onerous contracts	Contracts for which the unavoidable costs of meeting the contractual obligation outweigh the expected benefits
OCI	Other comprehensive income - component of equity, includes revenues, expenses, gains, and losses not shown in net income
PAA	Premium allocation approach – measurement model, details see previous page
PVFCF	Present value of future cash flows – discounted expected cash flows to policyholders and attributable expenses
RA	Risk adjustment – additional reserve for non-financial risks
Recycling	Realization of gains / losses booked in P&L instead of in OCI
SPPI	Solely payments of principal and interest – criterion determining whether fixed income assets are measured at FVTOCI or FVTPL
VFA	Variable fee approach – measurement model, details see previous page

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dustry 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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