

# Glossary (1)

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| <b>AFS</b>            | Available for sale: Available-for-sale investments are non-derivative financial assets which have been acquired neither for sale in the near term nor to be held to maturity. They are shown at fair value on the balance sheet.   |
| <b>AGCS</b>           | Allianz Global Corporate & Specialty   |
| <b>AllianzGI</b>      | Allianz Global Investors   |
| <b>AM</b>             | (The Allianz business segment) Asset Management  |
| <b>AP</b>             | Allianz Partners   |
| <b>APE</b>            | Annual premium equivalent: A measure to normalize single premiums to the recurring premiums. It is calculated as the sum of recurring premiums and 10% of single premiums of the respective period.  |
| <b>APR</b>            | Accident insurance with premium refund (“Unfallversicherung mit Beitragsrückzahlung”): Special form of accident insurance where the policyholder, in addition to insurance coverage for accidents, has a guaranteed claim to the refund of premiums, either at the agreed maturity date or in the event of death.  |
| <b>Attritional LR</b> | Accident year losses less claims arising from natural catastrophes as per our group-level definition (please refer to “NatCat”) divided by premiums earned (net).  |
| <b>AuM</b>            | <p>Assets under management are assets or securities portfolios, valued at current market value, for which Allianz Asset Management companies provide discretionary investment management decisions and have the portfolio management responsibility. Assets under management include portfolios sub-managed by third-party investment firms. The portfolios are managed on behalf of third parties as well as on behalf of the Allianz Group.</p> <p><b>Net flows:</b> Net flows represent the sum of new client assets, additional contributions from existing clients (including dividend reinvestment), withdrawals of assets from and termination of client accounts, and distributions to investors.</p> <p><b>Market &amp; dividends:</b> Represents current income earned on and changes in fair value of securities held in client accounts. This also includes dividends from net investment income and from net realized capital gains to investors of open-ended mutual funds and closed-end funds.</p> |
| <b>AY LR</b>          | Accident year loss ratio: Please refer to “LR” (loss ratio).   |
| <b>AZ</b>             | Allianz  |

# Glossary (2)

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|------------------------------------|---|
| <b>Bps</b>                         | Basis points: 1 Basis point = 0.01%.  |
| <b>CEE</b>                         | Central and Eastern Europe  |
| <b>CIR</b>                         | Cost-income ratio: Operating expenses divided by operating revenues   |
| <b>CO</b>                          | (The Allianz business segment) Corporate and Other  |
| <b>CR</b>                          | Combined ratio: Represents the total of acquisition and administrative expenses (net), excluding one-off effects from pension revaluation, and claims and insurance benefits incurred (net), divided by premiums earned (net).  |
| <b>Current yield</b>               | Represents interest and similar income divided by average asset base at book value.   |
| <b>DAC</b>                         | Deferred acquisition costs: The expenses of an insurance company which are incurred in the acquisition of new insurance policies, or the renewal of existing policies, and capitalized in the balance sheet. They include commissions paid, underwriting expenses, and policy issuance costs.   |
| <b>Economic reinvestment yield</b> | Reflects the reinvestment yield, including F/X hedging costs on non-domestic hard-currency F/X bonds as well as expected F/X losses on non-domestic emerging-market bonds in local currencies. The yield is presented on an annual basis.   |
| <b>EIOPA</b>                       | European Insurance and Occupational Pensions Authority  |
| <b>EPS</b>                         | Earnings per share: Calculated by dividing the respective period's net income attributable to shareholders, adjusted for net financial charges related to undated subordinated bonds classified as shareholders' equity, by the weighted average number of shares outstanding (basic EPS). To calculate diluted earnings per share, the number of common shares outstanding and the net income attributable to shareholders are adjusted to include the effects of potentially dilutive common shares that could still be exercised. Potentially dilutive common shares result from share-based compensation plans (diluted EPS). |
| <b>ER</b>                          | Expense ratio: Represents acquisition and administrative expenses (net), excluding one-off effects from pension revaluation, divided by premiums earned (net).  |
| <b>F/X</b>                         | Foreign exchange rate   |
| <b>FIA</b>                         | Fixed index annuity: Annuity contract under which the policyholder can elect to be credited based on movements in equity or in bond market indices, with the principal remaining protected.   |

# Glossary (3)

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|-------------------------|---|
| <b>FV</b>               | Fair value: The price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.  |
| <b>FVO</b>              | Fair-value option: Financial assets and liabilities designated at fair value through income are measured at fair value, with changes in fair value recorded in the consolidated income statement.   |
| <b>Goodwill</b>         | Difference between the cost of acquisition and the fair value of the net assets acquired.   |
| <b>Government bonds</b> | Government bonds include government and government agency bonds.  |
| <b>GPW</b>              | Gross premiums written: Please refer to “Premiums written/earned” as well as “Gross/net”.   |
| <b>Gross/net</b>        | In insurance terminology the terms “gross” and “net” mean before and after consideration of reinsurance ceded, respectively. In investment terminology the term “net” is used where the relevant expenses have already been deducted.   |
| <b>Harvesting</b>       | Includes realized gains/losses (net) and impairments of investments (net).  |
| <b>Held for sale</b>    | A non-current asset is classified as held for sale if its carrying amount will principally be recovered through a sale transaction rather than continued use. On the date a non-current asset meets the criteria for being considered as held for sale, it is measured at the lower of its carrying amount and its fair value less costs to sell. |
| <b>IFRS</b>             | International Financial Reporting Standards: As of 2002, the term IFRS refers to the total set of standards adopted by the International Accounting Standards Board. Standards approved before 2002 continue to be referred to as International Accounting Standards (IAS).   |
| <b>IMIX</b>             | Our Inclusive Meritocracy Index (IMIX) measures the progress of the organization on its way towards inclusive meritocracy. This internal index is based on ten items from the Allianz Engagement Survey (AES) which deal with leadership, performance, and corporate culture.   |
| <b>Internal growth</b>  | Total revenue performance excluding the effects of foreign-currency translation as well as of acquisitions and disposals.   |
| <b>JV</b>               | Joint venture   |
| <b>KPI</b>              | Key performance indicator   |

# Glossary (4)

## L/H

(The Allianz business segment) Life and Health insurance

## L/H lines of business

**Guaranteed savings & annuities:** Life insurance products linked to life expectancy, offering life and / or death benefits in the form of single or multiple payments to beneficiaries and possibly including financial and non-financial guarantees.

**Capital-efficient products:** Products that are based on the general account but involve a significantly lower market risk, either through comprehensive asset/liability management or through significant limitation of the guarantee. This also includes hybrid products which, in addition to conventional assets, invest in a separate account (unit-linked). Capital-efficient products offer a guaranteed surrender value at limited risk, due to, e.g. precise asset-liability management or market value adjustment.

**Protection & health:** Insurance products covering the risks associated with events that affect an individual's physical or mental integrity.

**Unit-linked [products] without guarantees:** With conventional unit-linked products, all benefits under the contract are directly linked to the value of a set of assets which are pooled in an internal or external fund and held in a separate account by the insurer. In this constellation, it is the policyholder rather than the insurer who bears the risk.

The objective of the "Life/Health operating profit sources" analysis is to explain movements in IFRS results by analyzing underlying drivers of performance, consolidated for the Life/Health business segment.

## L/H operating profit sources

**Loadings & fees:** Includes premium and reserve-based fees, unit-linked management fees, and policyholder participation in expenses (if and as applicable).

**Investment margin:** Is defined as IFRS investment income, net of expenses, less interest credited to IFRS reserves as well as policyholder participation in the investment result.

**Expenses:** Includes commissions, acquisition, and administration expenses.

**Technical margin:** Comprises risk result (risk premiums less benefits in excess of reserves), lapse result (surrender charges and commission clawbacks) and reinsurance result, all net of policyholder participation (as applicable).

**Impact of change in DAC:** Represents the net impact of the deferral and amortization of both acquisition costs and front-end loadings on operating profit. Includes effects of changes in DAC and URR.

## LatAm

Latin America: South America and Mexico

# Glossary (5)

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|----------------------------------|---|
| <b>LoB</b>                       | Line of business  |
| <b>LR</b>                        | Loss ratio: Represents claims and insurance benefits incurred (net), divided by premiums earned (net). The calendar year (CY) loss ratio includes the results of the prior year's reserve development in addition to the accident year (AY) loss ratio.   |
| <b>LTC</b>                       | Long-term care  |
| <b>MCEV</b>                      | Market-consistent embedded value: A measure of the consolidated value of shareholders' interests in the covered business. It is defined as the excess of the market value of assets over the market value of liabilities as of the valuation date. As such, the MCEV excludes any item not considered shareholder interest, such as the Going Concern Reserve and Surplus Fund.   |
| <b>NatCat</b>                    | Accumulation of claims that are all related to the same natural or weather/atmospheric event during a certain period and where the estimated gross loss for the Allianz Group exceeds EUR 20mn.   |
| <b>NBM</b>                       | New-business margin: Performance indicator to measure the profitability of new business in the Life/Health business segment. It is calculated as the value of new business, divided by the present value of new-business premiums, both based on the same assumptions to ensure a valid and meaningful indicator.   |
| <b>Non-controlling interests</b> | Those parts of the equity of affiliates which are not owned by companies of the Allianz Group.  |
| <b>NPE</b>                       | Net premiums earned: Please refer to "premiums written/earned" as well as "gross/net".  |
| <b>NPS</b>                       | Net promoter score: A measurement of customers' willingness to recommend Allianz. Top-down NPS is measured regularly according to global cross-industry standards and allows benchmarking against competitors in the respective markets.  |
| <b>OE</b>                        | Operating entity  |
| <b>Ogden rate</b>                | Discount (Ogden) rate is used by British courts to calculate the discounted values of future losses in bodily injury claims paid out as lump-sum payments. It largely impacts motor, but also liability lines.  |
| <b>OP</b>                        | Operating profit: Earnings from ordinary activities before income taxes and non-controlling interests in earnings, excluding (if and as applicable for each business segment) all or some of the following items: income from financial assets and liabilities carried at fair value through income (net), realized gains/losses (net), impairments of investments (net), interest expenses from external debt, amortization of intangible assets, acquisition-related expenses, restructuring and integration expenses, and profit/loss of substantial subsidiaries held for sale, but not yet sold. |

# Glossary (6)

## Operating SII earnings

Operating SII earnings represent the change in own funds, before tax and dividend accrual, that is attributable to the Allianz Group's ongoing core operations. As such, operating SII earnings comprise: expected return from existing business, new business value, operating variances and changes in assumptions, and interest expense on external debt.

Operating SII earnings exclude the following effects, which are disclosed separately in our analysis of own-funds movements: regulatory / model changes, economic variances driven by changes in capital market parameters, including F/X rates, taxes, non-operating restructuring charges, capital management (e.g. issuance or redemption of subordinated debt, dividend accruals and payments, share buy-back programs), one-off impacts from, e.g., the acquisition and disposal of subsidiaries, changes in transferability restrictions, and tier limits.

## Own funds

The capital eligible to cover the regulatory solvency capital requirement.

## P/C

(The Allianz business segment) Property and Casualty [insurance]

## PHP

Policyholder participation

## PIMCO

Pacific Investment Management Company Group

## PPE

Provision pour participation aux excédents: The portion of the profit participation that is unpaid and has to be credited to policyholders in the future – either by virtue of statutory or contractual obligations or at the insurer's discretion.

## Pre-tax operating capital generation

Represents the change in SII capitalization following regulatory and model changes and which is attributable to

a) changes in own funds as a consequence of operating SII earnings and

b) changes in SCR as a consequence of business evolution.

Factors such as market developments, dividends, capital management activities, taxes, etc. are not taken into account.

## Premiums written/earned (IFRS)

“Premiums written” refers to all premium revenues recorded in the respective year.

“Premiums earned” refers to the part of the premiums written used to provide insurance coverage in that year. In the case of life insurance products that are interest-sensitive (e.g. universal life products) or where the policyholder carries the investment risk (e.g. variable annuities), only the part of the premiums that is used to cover the risk insured and the costs involved is treated as premium income.

## PVNB

Present value of new business premiums: I.e. the present value of future premiums on new business written during the period in question, discounted at a reference rate. This includes the present value of projected new regular premiums plus the total amount of single premiums received. PVNB is shown after non-controlling interests, unless otherwise stated.

# Glossary (7)

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| <b>Reinsurance</b>        | Insurance companies transfer parts of the insurance risk they have assumed to reinsurance companies.  |
| <b>Retained earnings</b>  | In addition to the reserve legally required in the group parent company's financial statements, this item mainly comprises the undistributed profits of group entities as well as the amounts transferred from consolidated net income.   |
| <b>RfB</b>                | Reserves for premium refunds ("Rückstellungen für Beitragsrückerstattung"): The portion of the surplus that that is to be distributed to policyholders in the future – either by virtue of statutory or contractual obligations or obligations under the company bylaws, or at the insurer's discretion.  |
| <b>RILA</b>               | Registered index-linked annuities   |
| <b>RoE</b>                | <p><b>Return on equity – Group:</b> Represents the annualized ratio of net income attributable to shareholders to the average shareholders' equity at the beginning of the period and at the end of the period. The net income attributable to shareholders is adjusted for net financial charges related to undated subordinated bonds classified as shareholders' equity. From the average shareholders' equity undated subordinated bonds classified as shareholders' equity and unrealized gains/losses on bonds net of shadow accounting are excluded.</p> <p><b>Return on equity P/C OE:</b> Represents the annualized ratio of net income to the average total equity excluding unrealized gains/losses on bonds, net of shadow accounting, deducting goodwill and deducting participations in affiliates not already consolidated in this OE, at the beginning and at the end of the period.</p> <p><b>Return on equity L/H OE:</b> Represents the annualized ratio of net income to the average total equity excluding unrealized gains/losses on bonds, net of shadow accounting, and deducting goodwill at the beginning and at the end of the period.</p> |
| <b>Run-off ratio</b>      | The run-off result (result from reserve developments for prior (accident) years in P/C business) as a percentage of premiums earned (net).  |
| <b>SII</b>                | Solvency II   |
| <b>SII capitalization</b> | Ratio that expresses the capital adequacy of a company by comparing own funds to SCR.   |
| <b>SCR</b>                | Solvency capital requirement  |
| <b>SE</b>                 | Societas Europaea: European stock company   |
| <b>SFCR</b>               | Solvency and Financial Condition Report   |

# Glossary (8)

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| <b>Statutory premiums</b>   | Gross premiums written from the sales of life and health insurance policies, as well as gross receipts from sales of unit-linked and other investment-related products, in accordance with the statutory accounting principles applicable in the insurer's home jurisdiction.  |
| <b>Total equity</b>   | The sum of shareholders' equity and non-controlling interests.   |
| <b>Total revenues</b>   | The sum of P/C total revenues (gross premiums written & fee and commission income), L/H statutory premiums, operating revenues in AM and total revenues in CO (Banking).   |
| <b>UFR</b>  | Ultimate forward rate: The UFR is determined using the EIOPA methodology and guidelines, and is used for extrapolation of periods after the last liquid point defined by the SII regulation. The UFR is calculated for each currency based on expected real rates and inflation for the respective region. The UFR is subject to revision in order to reflect fundamental changes in long term expectations.   |
| <b>UL</b>   | Unit-linked: Please refer to "L/H lines of business".  |
| <b>Unrealized gains/losses (net)</b><br>(as part of shareholders' equity) | Include unrealized gains and losses primarily from available-for-sale investments, net of taxes and of policyholder participation.   |
| <b>URR</b>  | Unearned revenue reserves: These comprise premium components (other than expense loadings) that refer to future periods. They are reserved and released over the lifetime of the corresponding contracts.  |
| <b>VA</b>   | Variable annuities: The benefits payable under this type of life insurance depend primarily on the performance of the investments in a mutual fund. The policyholder shares equally in the profits or losses of the underlying investments. In addition, the contracts can include separate guarantees, such as guaranteed death, withdrawal, accumulation or income benefits.   |
| <b>VNB</b>  | Value of new business: The additional value to shareholders that results from the writing of new business. The VNB is determined as present value of future profits, adjusted for acquisition expenses overrun or underrun, minus the time value of financial options and guarantees, minus a risk margin, all determined at issue date.<br>Value of new business is calculated at point of sale, interpreted as at beginning of each quarter assumptions.<br>In the case of the USA a more frequent valuation, using updated assumptions, is performed (bi-weekly). |