## **Report of the CEO**

Oliver Bäte Munich, May 4, 2016







## **Key messages for Annual General Meeting for 2015**

- 2015 was again a very successful year for Allianz.
   All stakeholders have benefitted, also you as our shareholders
- Our macro-economic and technological environment is changing fundamentally. We will adapt and in doing this, we act from a position of strength
- Our Renewal Agenda sets ambitious targets and puts our customers at the core of our actions



Financial year 2015

## 2015 was another successful year ...

#### **Performance**

Record revenues

Profit growth

Sound EPS growth

Solid RoE

#### **Trust**

#### **Integrity**

Again No. 1 brand

– only insurance
brand in global
top 50

#### **Competence**

>150 awards won in 2015

#### Resilience

Strong balance sheet

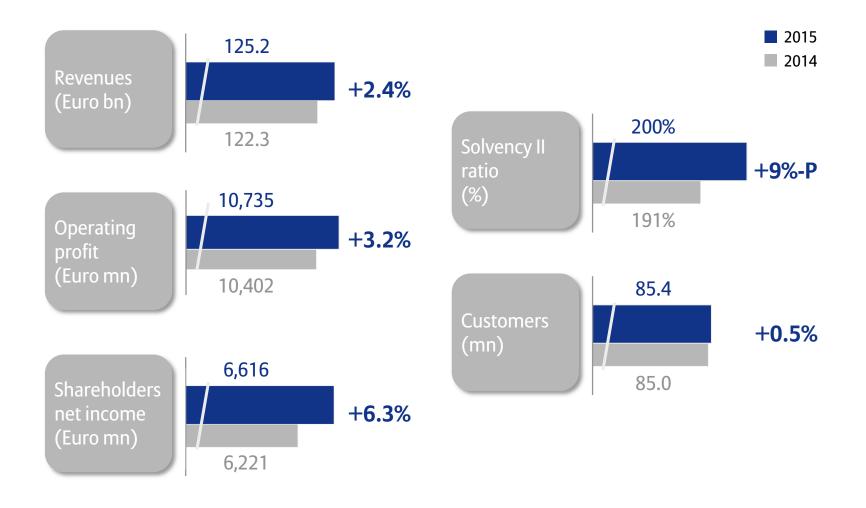
#### Health

Customer satisfaction rising

Employee satisfaction improved



## ... with very strong financial results





## **Property/Casualty**









## Life/Health









### **Segment Asset Management**







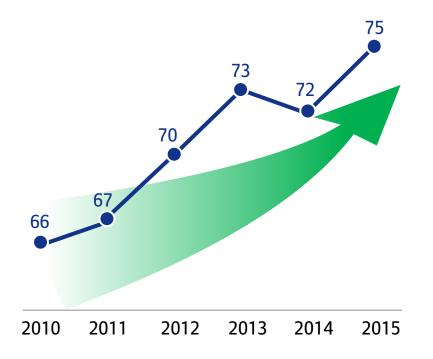


## Health of our organization improves further

Improving customer satisfaction NPS (%)

Strong employee engagement AES (%)





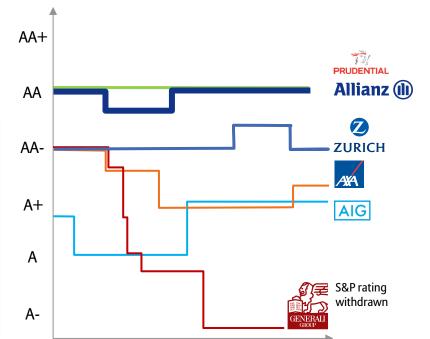


#### **Solid foundation for trust in Allianz**

Trust reflected in our distinctive global brand
Brand ranking 2015 – Insurance

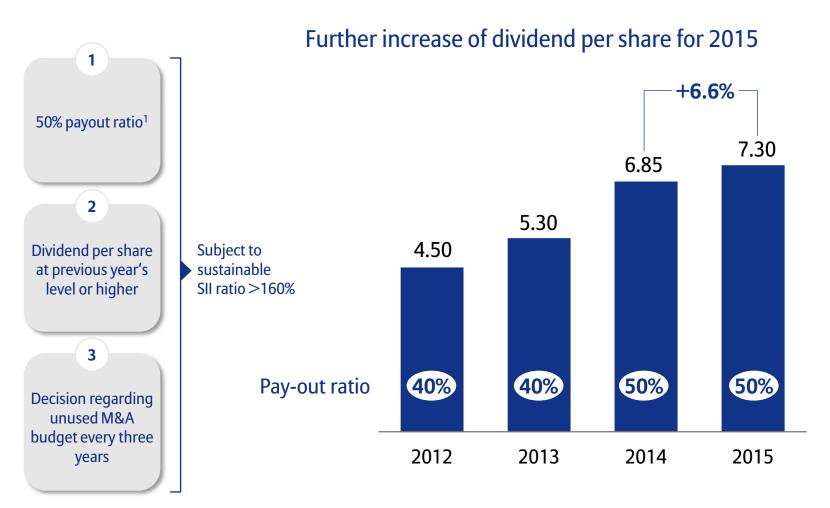
**BRAND-FINANCE** ® #2 Interbrand (insurance) Allianz rank in Interbrand global ranking 2012 2013 2014 2015 

Trust displayed through our strong rating
Insurer financial strength rating, S&P





## Dividend proposal: 7.30 Euros per share



<sup>1)</sup> In relation to net income attributable to shareholders of Allianz Group. Net income of Allianz SE (HGB) of Euro 3,554 mn

1) Including dividend

Source: Thomson Reuters Datastream



**Total** 

2015<sup>1</sup>

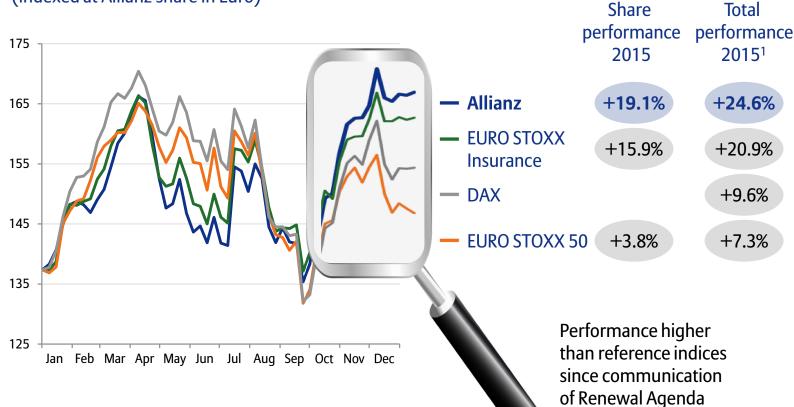
+20.9%

+9.6%

+7.3%

### Positive development of Allianz share in 2015





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## Structural changes in our industry require fundamental adjustments

#### Politics and world economy

- Slow growth
- Ultra-low yields

- High capital market volatility
- Political instability

#### **BLACKROCK®**















#### Technology and regulation

- Digital attacker
- Increasing product/sales regulation
- Lower customer loyalty

- Decreasing growth & margins
- **Increasing** investments in technology
- War for talents



## We strengthen our portfolio, enhance our market positions and thus realize economies of scale

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Scaling up our competitive advantages

Strong presence in mature markets

Portfolio excellence

Strong positions in our markets

High competence of employees

Market leadership

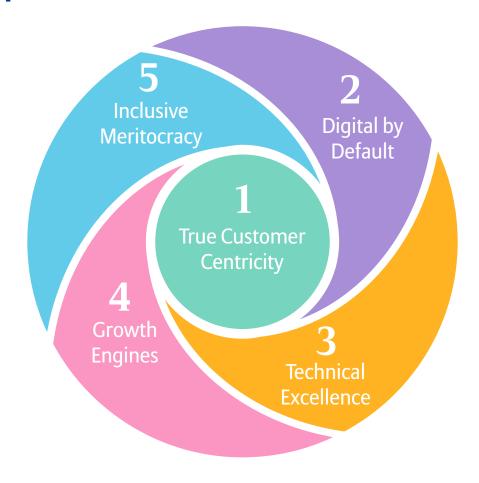
**Excellence in all functions** 

Solid processes and controls

**Competitive leadership**Flexible and fast to market



## Program "Heritage and Renewal" will now be implemented





## First successes are visible, now focus on implementation

True Customer Centricity

Initiatives started in all entities

Digital by Default

Joint global implementation initialized

Technical Excellence

Property/Casualty: risk adequate pricing improved Life: new business mix shifted, de-risking in back books

Growth Engines

"Digital Agencies" and expansion of bancassurance and targeted acquisitions made

5 Inclusive Meritocracy

New incentive and performance system established



## **Ambitious targets for 2018**

**Performance Return on Equity 13**% **2015**: 12.5% **2018:** 13% **Earnings per share 5**% CAGR 2016-2018 2015:8% 2018:5%

Health **Customer satisfaction 75**% **2015**: 50% **2018:** 75% **Leadership culture 72**% 2015:68% **2018:** 72%



## The first quarter 2016 was positive and provides tailwind

Revenues of 35.4 bn Euro – decline by 6.4%



## Operating profit of 2.8 bn Euro – decline by 3.5%

- Property/Casualty: combined ratio of 93.3%
- Life/Health: new business margin of 2.5%
- Asset Management: 1,242 bn Euro third party assets under management

Quarterly net income attributable to shareholders of 2.2 bn Euro – increase of 20.5 %

# Allianz World Run powered by HUNDER ARMOUR







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#### Forward-looking statements

The statements contained herein may include prospects, statements of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties. Actual results, performance or events may differ materially from those expressed or implied in such forward-looking statements.

Such deviations may arise due to, without limitation, (i) changes of the general economic conditions and competitive situation, particularly in the Allianz Group's core business and core markets, (ii) performance of financial markets (particularly market volatility, liquidity and credit events) (iii) frequency and severity of insured loss events, including from natural catastrophes, and the development of loss expenses, (iv) mortality and morbidity levels and trends, (v) persistency levels, (vi) particularly in the banking business, the

extent of credit defaults, (vii) interest rate levels, (viii) currency exchange rates including the Euro/U.S. Dollar exchange rate, (ix) changes in laws and regulations, including tax regulations, (x) the impact of acquisitions, including related integration issues, and reorganization measures, and (xi) general competitive factors, in each case on a local, regional, national and/or global basis. Many of these factors may be more likely to occur, or more pronounced, as a result of terrorist activities and their consequences.

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