



2022

Financial results Q1 2022

DFV Deutsche Familienversicherung AG
FRANKFURT/MAIN | 18 May 2022

Agenda & welcome

1. Welcome

Stefan Knoll

2. Financial results Q1 2022

Karsten Paetzmann

3. Outlook 2022

Stefan Knoll

Our goal in 2022

DFV will be profitable again in 2022 for the first time after the IPO

- Growth of 37% in gross written premiums in the first quarter of 2022
- Cost savings and efficiency gains through higher scaled business model
- Further innovations in products and processes initiated
- Significant improvement in group profit before tax to EUR 1.4 million (previous year: EUR -0.1 million)
- We reach the profit zone with significant growth in gross written premiums





2. Financial results Q1 2022

Karsten Paetzmann
CFO

Financial results Q1 2022

Q1 2022 snapshot


GWP growth

+37%



[FY 2021: +35%]

Loss ratio primary insurance




66.4%

[Q1 2021: 63.2%]



Opex primary insurance

-1%*



[* incl. one-off restructuring expenses: +9%]

Profit before tax



€1.4m

[Q1 2021: €-0.1m]

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

Financial results Q1 2022

Relentless growth momentum

Statement of comprehensive income

€m	Q1 2021	Q1 2022	Q1 2022 Inwards reinsurance	Q1 2022 Primary insurance	Delta Primary insurance
Gross written premiums (GWP)	33.0	45.3	9.0	36.3	+3.3
Net earned premiums (NEP)	17.0	29.5	9.0	20.5	+3.5
Income from capital investments	0.5	1.9	0.0	1.9	+1.3
Other revenue	0.0	0.2	0.1	0.1	+0.1
Insurance benefits	-10.7	-20.2	-6.6	-13.6	-2.9
Expenses from insurance operations	-6.0	-9.0	-2.4	-6.6	-0.5
Other expenses	-0.9	-1.0	0.0	-1.0	-0.1
Operating income	-0.1	1.5	0.2	1.3	+1.4
Financing expenses for leases	0.0	0.0	0.0	0.0	+0.0
Profit before tax	-0.1	1.4	0.2	1.3	+1.4



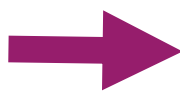
GWP in the **primary insurance** business increased by 10% in Q1 2022 while the respective NEP grew by 21%.

Insurance benefits in **primary insurance** rose by 27% year-over-year. This increase was stronger than the NEP growth in the same period, resulting in a net claims ratio of 66.4%, compared to 63.2% in Q1 2021.

The **total net claims ratio** (including the inwards reinsurance business) amounted to 68.3% in Q1 2022.

Financial results Q1 2022

Investments and cost cutting as a profit driver

	Q1 2021		Q1 2022	
GWP (€m)	33.0		45.3	+37%
Income from capital investments (€m)	0.5		1.9	+245%
Opex primary insurance (€m)	6.0		6.0	-1%*

* Before one-off, extraordinary restructuring expenses

Total GWP of the first three months of 2022 include inwards reinsurance business.

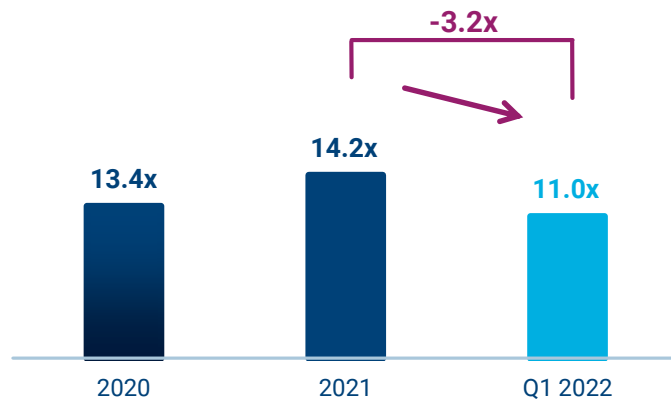
Compared to Q1 2021, the **income from capital investments** grew substantially, despite the increased volatility caused by the Ukraine war. Unrealised losses in capital investments were recorded directly in the IFRS consolidated equity (OCI).

The newly introduced **cost cutting measures** and the **increased cost discipline** prove to be effective.
 If the one-off restructuring expenses related to the repositioning of Sales are included, the Opex increase in the primary business amounts to +9% in Q1 2022, still significantly below the growth of the net earned premiums in the same period (+21%).

Financial results Q1 2022

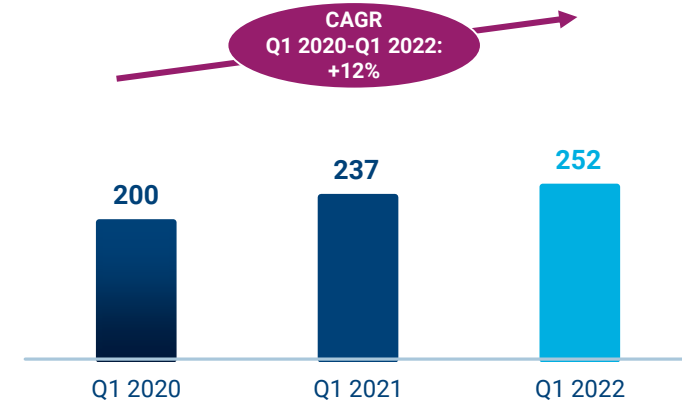
Optimising the growth trajectory

CAC in monthly premiums



CAC spending: Under IFRS 4, the CAC are recorded in the profit and loss account in the period of acquisition (except for products that allow for a deferral of expenses over the duration of the insurance contract acc. to Sec. 25(1) RechVersV).

Revenue per contract in € (annualised)

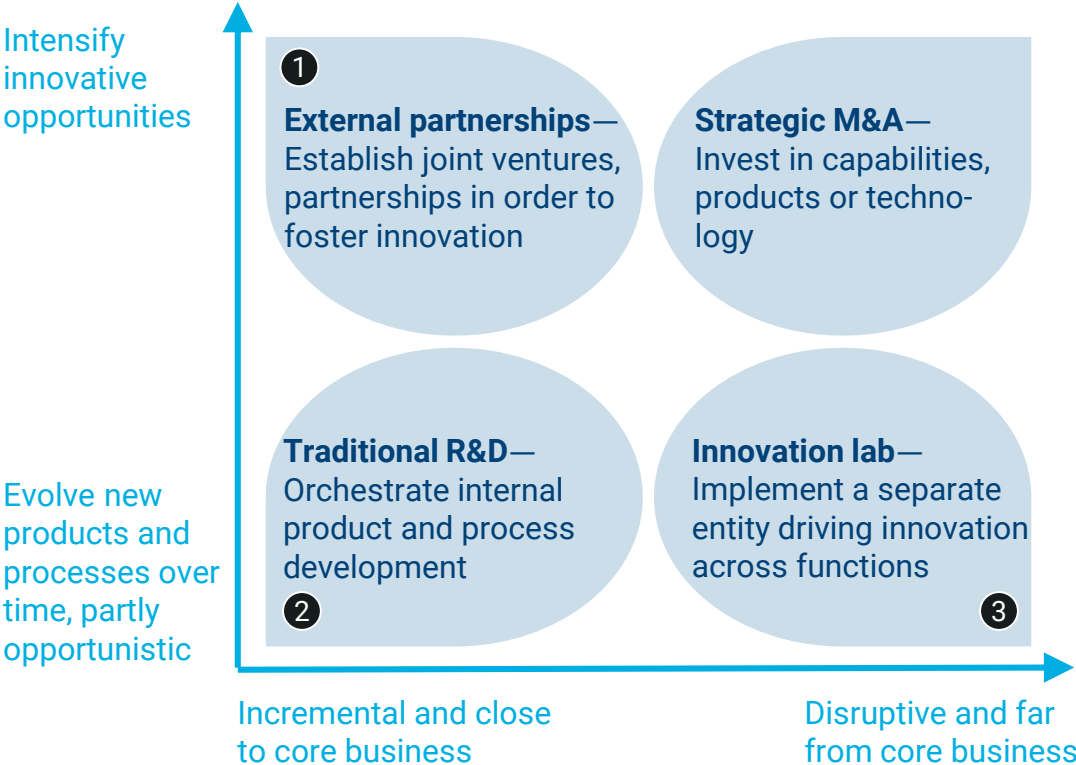


Growth potential: In addition to acquiring new business and to cross-selling to existing customers, the increase of revenue (GWP) per contract is an important driver of DFV's growth trajectory. It may reflect up-selling initiatives.

Financial results Q1 2022

Innovation as a driver of growth and profit

DFV repositions its innovation operating model—from developing capabilities that improve core operations to seeking more disruptive opportunities outside the core product offering



DFV has recently, for example, ...

- 1** ...set up Hyrance AG, the JV implementing process innovations for highly automated claims handling;
- 2** ...recruited people with specialised expertise to strengthen e.g. its investment, actuarial or legal capabilities;
- 3** ...formed a cross-functional group, part of the P22 initiative, with the aim to develop products outside the core offering.

Financial results Q1 2022

Summary and outlook

- Continued strong GWP growth – **+37% year-over-year** due to new inwards reinsurance
- Positive group profit before tax of **€1,4 million**
- Significantly improved **investment income**
- Measures to address the **loss ratio development** are being installed
- **Cost cutting** initiatives are effective already
- Projects to accelerate **process automation** and to sharpen DFV's **go-to-market** are being implemented
- Burdens related to **Covid-19** and the **Ukraine war** are well manageable due to DFV's stable market position and the digital business model
- The planned positive group profit before tax for 2022 of approx. €0-1 million is **confirmed**



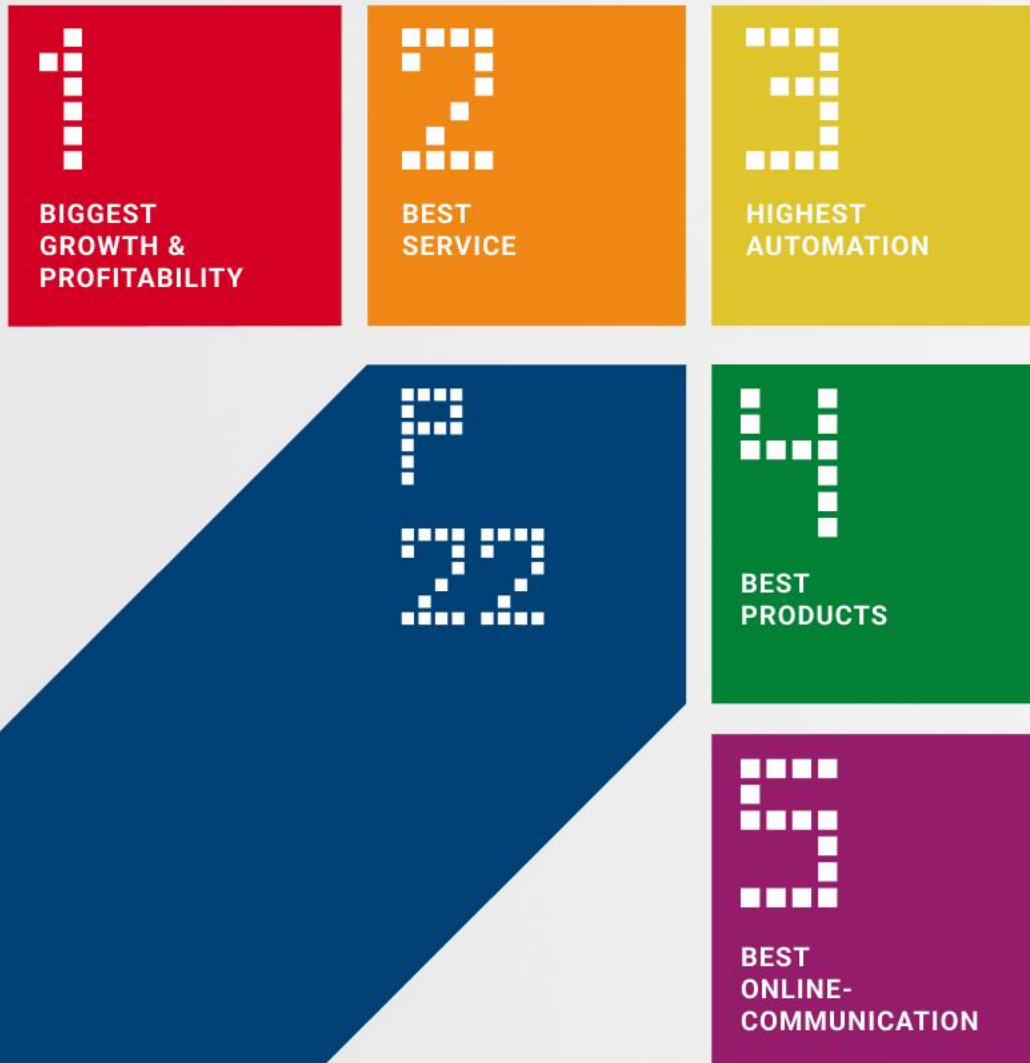
3. Outlook 2022

Stefan Knoll
CEO

DFV as a profitable insurance company

Operating result Q1 2022

Figures in millions	Q1 2022	
Gross written premiums	€ 45.3	Premiums from primary insurance and reinsurance business
Net earned premiums	€ 29.7	
Insurance benefits	€ -18.1	
Operating result I	€ 11.5	Structural profitability
Expenses	€ -8.3	
Operating result II	€ 3.3	Growth investments
Sales expenses	€ -3.8	
Operating result III	€ -0.5	Profit before taxes
Income from capital investments	€ 1.9	
Operating result IV	€ 1.4	



In order to further develop Deutsche Familienversicherung, we have launched Project 22 and have already been implementing it since calendar week 2.



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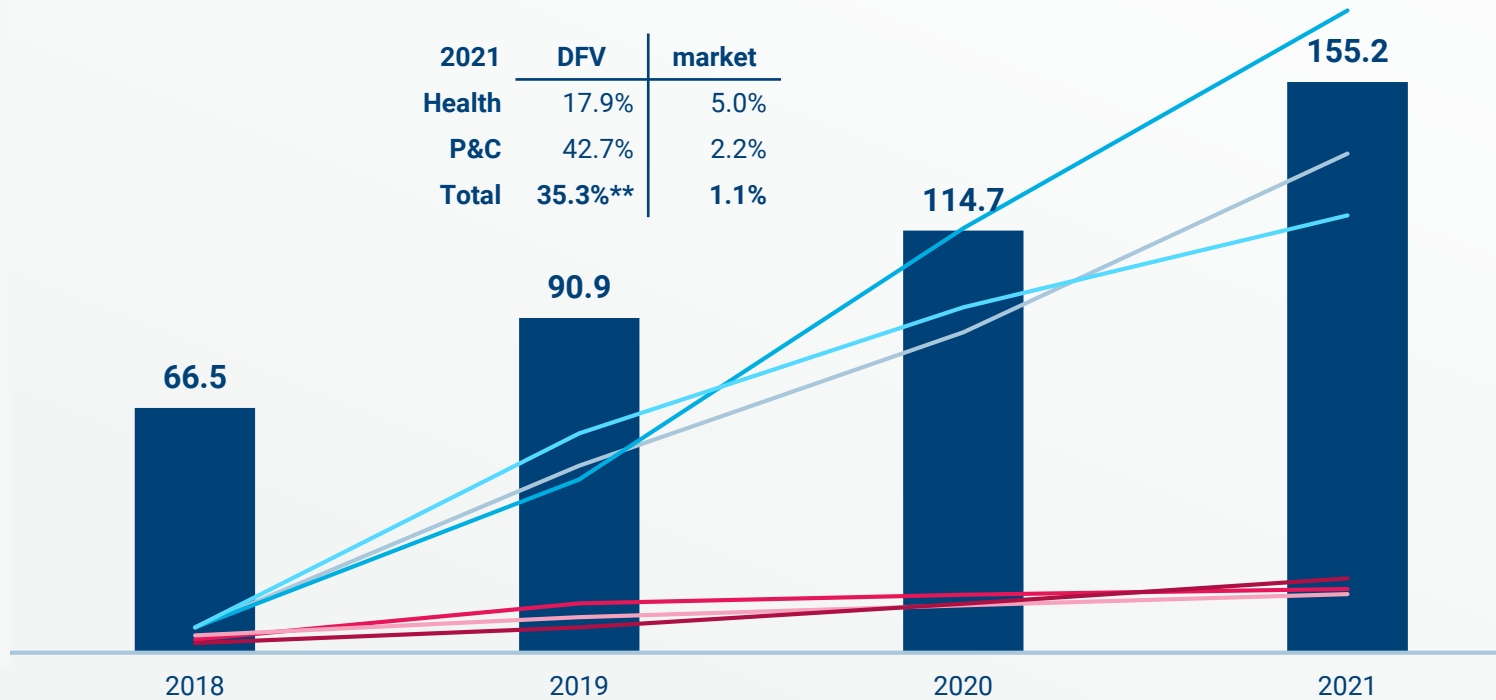


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Biggest growth
in the industry

The biggest growth in the industry

DFV has been growing far above the market average since the IPO



Focus on:

- Direct sales,
- Online sales and
- DRTV

■ DFV: Gross written premiums in million EUR
— DFV: Annual growth rate in %
— DFV: Growth rate P&C insurance in %
— DFV: Growth rate in supplementary health insurance in %
— Market*: Annual growth rate in %
— Market: Growth rate P&C insurance in %
— Market: Growth rate supplementary health insurance in %

* Source: GDV preliminary business figures for 2021, 21.01.2022

** Inwards reinsurance

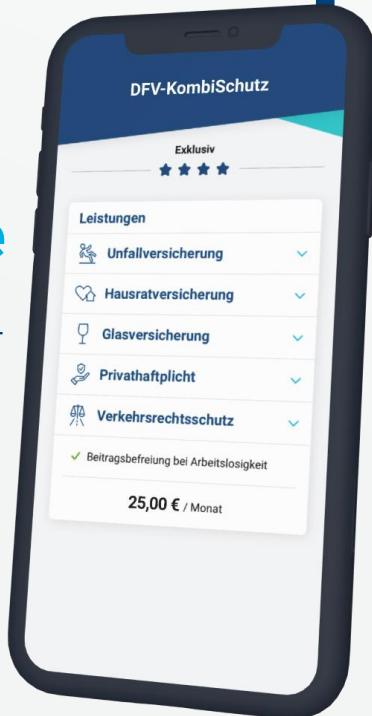
Growth by expanding DFV's strengths

More online, more cost-efficient, more channels

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1. Increase in business volume, e.g. with DFV-CombiProtection

+ 5.5 x more
business volume for online contracts for DFV-CombiProtection in Q1 2022 compared to the previous year



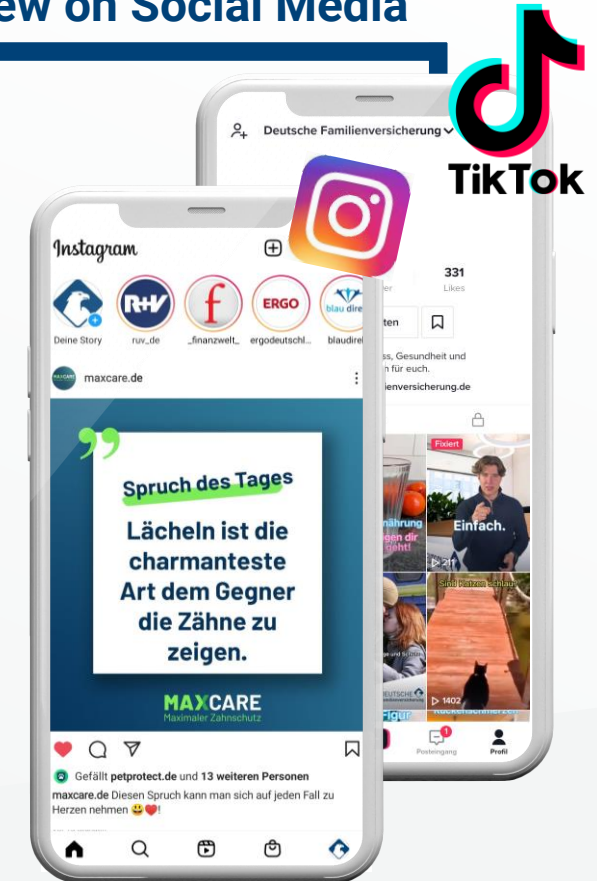
2. Increasing sales cost efficiency



Introduction of a sales cost management system in implementation

≤ 12 MP

3. New on Social Media





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Best customer service
in the industry

The best customer service in the industry

Transparency in customer satisfaction through hard-hitting evaluations of our customers and not through soft seals



Google

DFV Deutsche Familienversicherung AG
Reutenweg 47, Frankfurt am Main

3,8 ★★★★★ 974 Rezensionen

Wird oft erwähnt

Alle rechnung 111 zahzusatzversicheru... 104 konto 41 beiträge 34

Trustpilot

Deutsche Familienversicherung

Bewertungen 915 • Gut 3,8

Bewertung abgeben

Bewertungen 915 Filtern nach: Bewertung Deutsch

Hervorragend 57%

Gut 8%

Akzeptabel 2%

Mangelhaft 2%

Ungenügend 31%

Net Promoter Score

60	80	100
-	-	-
0	70	90

DETRACTORS PASSIVES PROMOTERS

<p>DETRACTORS</p> <ul style="list-style-type: none"> • Rate you from 0 – 6 • Require proactive outreach to mitigate brand damage • Are not particularly satisfied by your product or service 	<p>PASSIVES</p> <ul style="list-style-type: none"> • Rate you between 7 – 8 • Are susceptible to competitive offerings • Are left out of the NPS calculation 	<p>PROMOTERS</p> <ul style="list-style-type: none"> • Rate you between 9 – 10 • Are loyal and likely to repurchase from you • Fuel viral growth through word of mouth
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Good ratings are not good enough for us

Increasing the satisfaction of our customers



1. Better services

Google search results for 'DFV Deutsche Familienversicherung AG'. The results show a rating of 4.1 stars based on 1,420 reviews. The company name is 'DFV Deutsche Familienversicherung AG' and the address is 'Reutenweg 47, Frankfurt am Main'. There are filters for 'Alle', 'rechnung 165', 'zahnzusatzversicheru... 124', 'konto 52', and 'beiträge 34'. There are also sorting options: 'Relevanteste', 'Neueste', 'Höchste', and 'Niedrigste'.

Start: 3.8
Status: 4.1
Target: 4.8

+ 0.3

2. Faster responses

Trustpilot review for 'Deutsche Familienversicherung'. The review shows a rating of 4.2 stars based on 1,270 reviews. The company name is 'Deutsche Familienversicherung' and it is marked as a 'VERIFIZIERTES UNTERNEHMEN'. There is a 'Bewertung abgeben' button and a star rating interface.

Start: 3.8
Status: 4.2
Target: 4.8

+ 0.4

3. Implementation of the Net Promoter Score

Net Promoter Score

A Net Promoter Score scale from 0 to 100. The scale is divided into three segments: 0-60 (red), 60-80 (orange), and 80-100 (green). A hand icon is shown pointing to the 60 mark. A green arrow points to the right below the scale.

The goal is to achieve a net promoter score significantly above the market average.

The market average net promoter score in 2021 is 18 points.

A large number '1' formed by a grid of blue squares.

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A large number '2' formed by a grid of blue squares.

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A large number '3' formed by a grid of white squares on a yellow background.

**HIGHEST
AUTOMATION**

A large number '5' formed by a grid of white squares on a dark blue background.A large number '4' formed by a grid of blue squares.

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PRODUCTS**

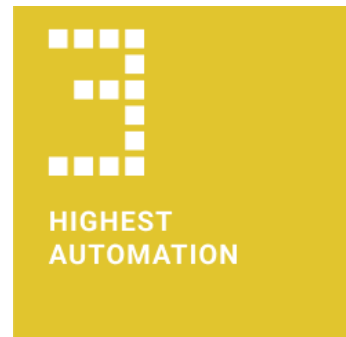
A large number '5' formed by a grid of blue squares.

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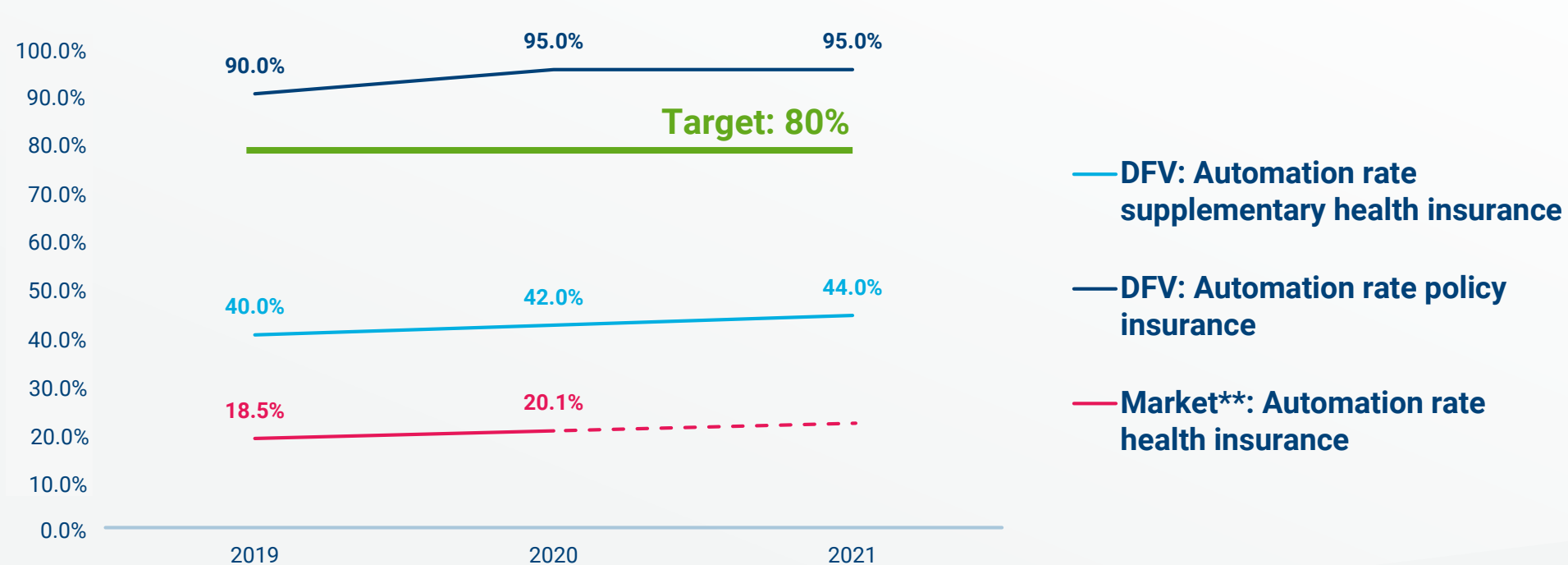
Highest automation rate
in the industry

The highest automation rate in the industry*

One step ahead of the industry in automation - almost 100 percent automatic policing



Increasing automation rate of claims processing in supplementary health insurance - already at 55% for dental insurance



* In supplementary dental and pet health insurance

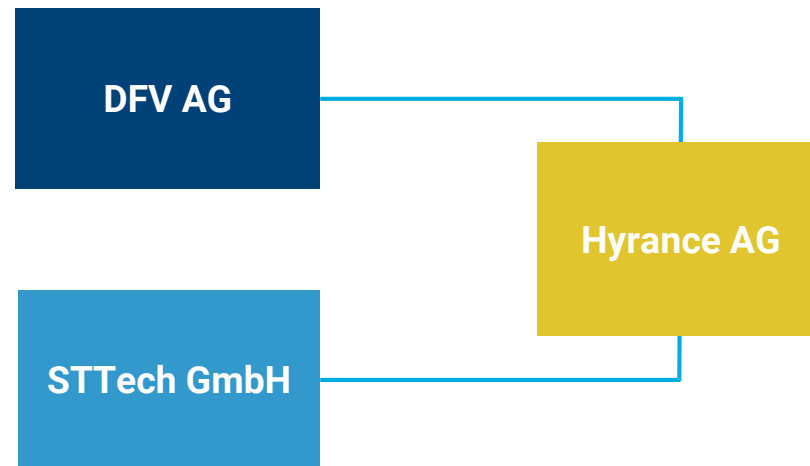
** Source: Industry data, GDV IT survey 2021

Leading the way with more technology

Increasing the rate of automation and setting the pace for new technology



Foundation of the joint venture is in progress



Prof Dr Knoll (TU Munich)

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**HIGHEST
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Best products
in the industry





The best insurance products in the industry





Multiple test wins for excellent product quality and launch of new products in 2022



180 seals, including 13 test wins at Stiftung Warentest in the past 15 years

New products and product innovations at DFV in 2022 in

DFV-DentalCare 	TESTSIEGER Stiftung Warentest Finanztest 1 7xtest winner	DFV-Long-TermCare 	TESTSIEGER Stiftung Warentest Finanztest 1 3xtest winner
DFV-ClinicCare 	TESTSIEGER Stiftung Warentest Finanztest 1 2xtest winner	DFV-Liability Protection 	TESTSIEGER Stiftung Warentest Finanztest 1 1xtest winner

Pet health insurance			Non life insurance
Accident insurance			Life insurance

Even more test wins and new products

Guaranteed benefits Simple. Sensible.



1. The best products in 2022

For the 7th time in a row!*

TESTSIEGER

Stiftung Warentest **SEHR GUT (0,5)**
(ZahnSchutz Exklusiv 100)

Finanztest **SEHR GUT (0,8)**
DFV-AuslandreiseSchutz

Im Test:
244 Zahnzusatzversicherungen
Ausgabe 04/2021
www.test.de

20BM28

„Very good“*
DFV-Travel insurance also in 2022

Anbieter / Risikoträger		Finanztest QUALITÄTSURTEIL
Stiftung Warentest	SEHR GUT (0,8)	SEHR GUT (0,6) SEHR GUT (0,6) SEHR GUT (0,7) SEHR GUT (0,8) SEHR GUT (0,8)
Finanztest	DFV-AuslandreiseSchutz	
DFV	SEHR GUT (0,8)	
Europ Assistance	SEHR GUT (0,8)	

Im Test:
52 Auslandskrankenversicherungen – Jahresverträge für Einzelpersonen
Ausgabe 06/2021
www.test.de

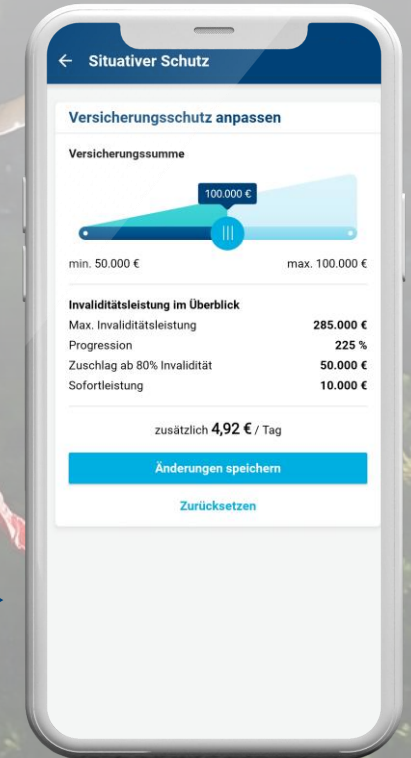
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2. Product innovations and developments

NEW

DFV-Accident insurance

Adaptable at any time with situational element



* The current seals are requested



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**HIGHEST
AUTOMATION**



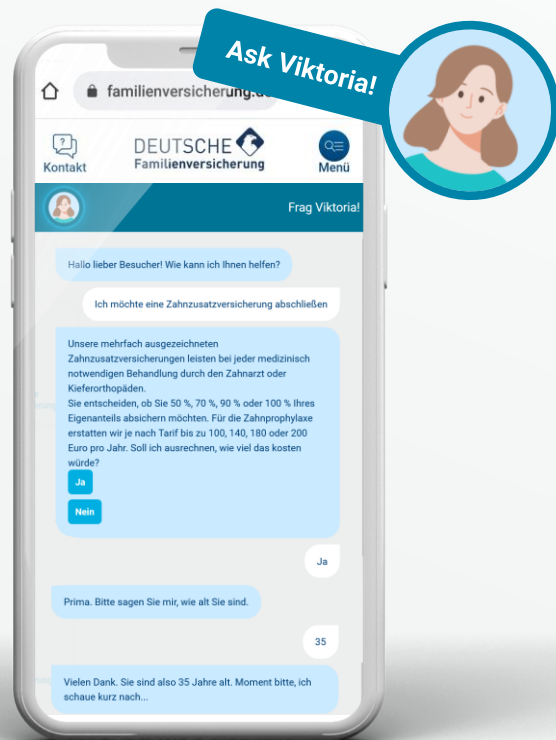
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PRODUCTS**

Best online-communication
in the industry

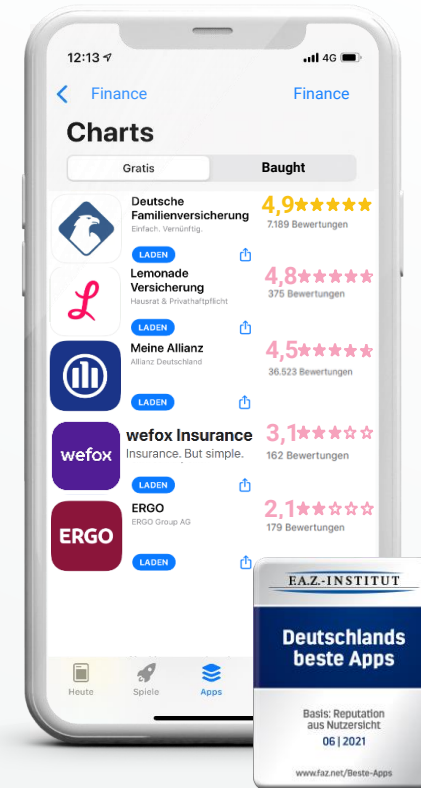
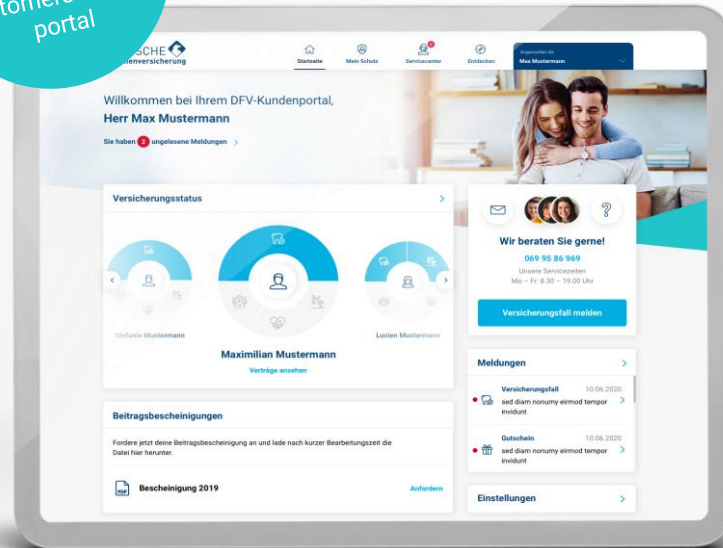
The best online communication in the industry

Mobile First for real-time requests and 24/7 accessibility with the best chatbot* without paper and telephone as regular communication

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COMMUNICATION



98%
of our new
customers use the
portal

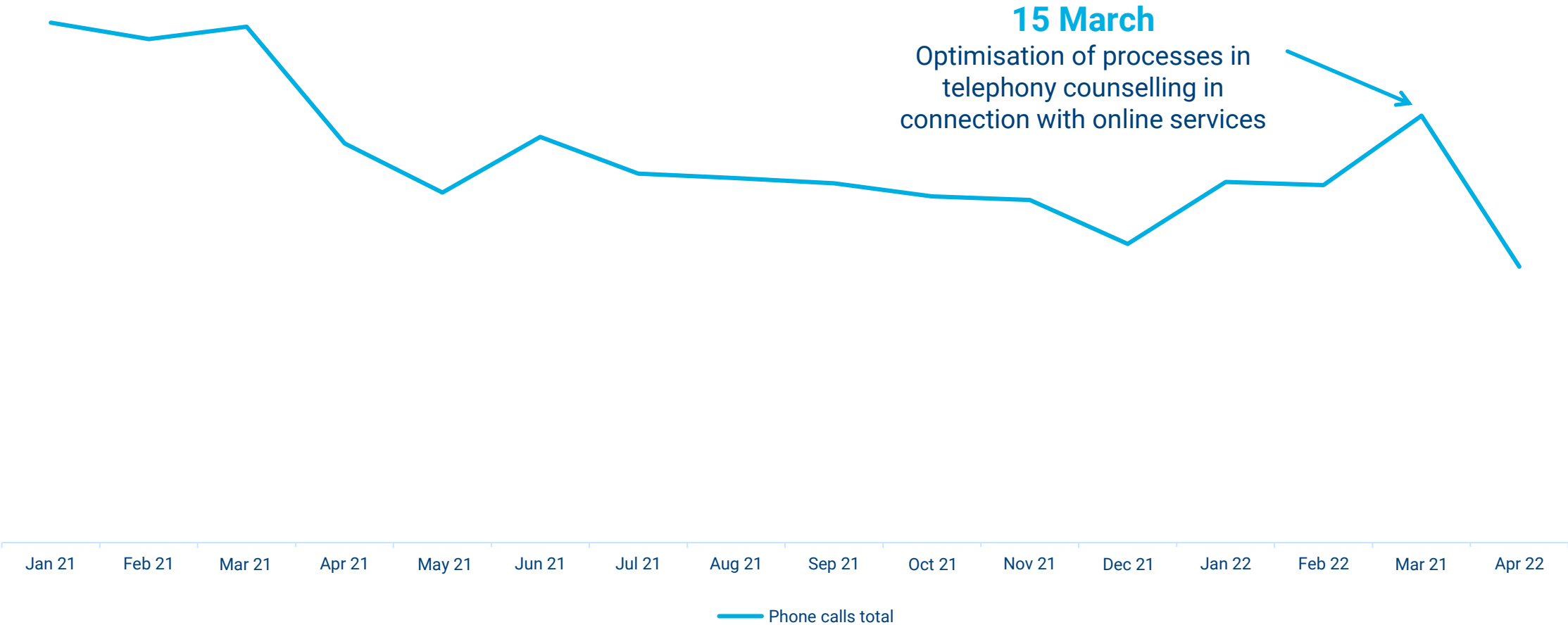


* Study conducted by Aalen University: <https://www.hs-aalen.de/de/news/3623>

Example: Decrease in telephony incl. claims/benefits



Phone calls incl. claims/benefits



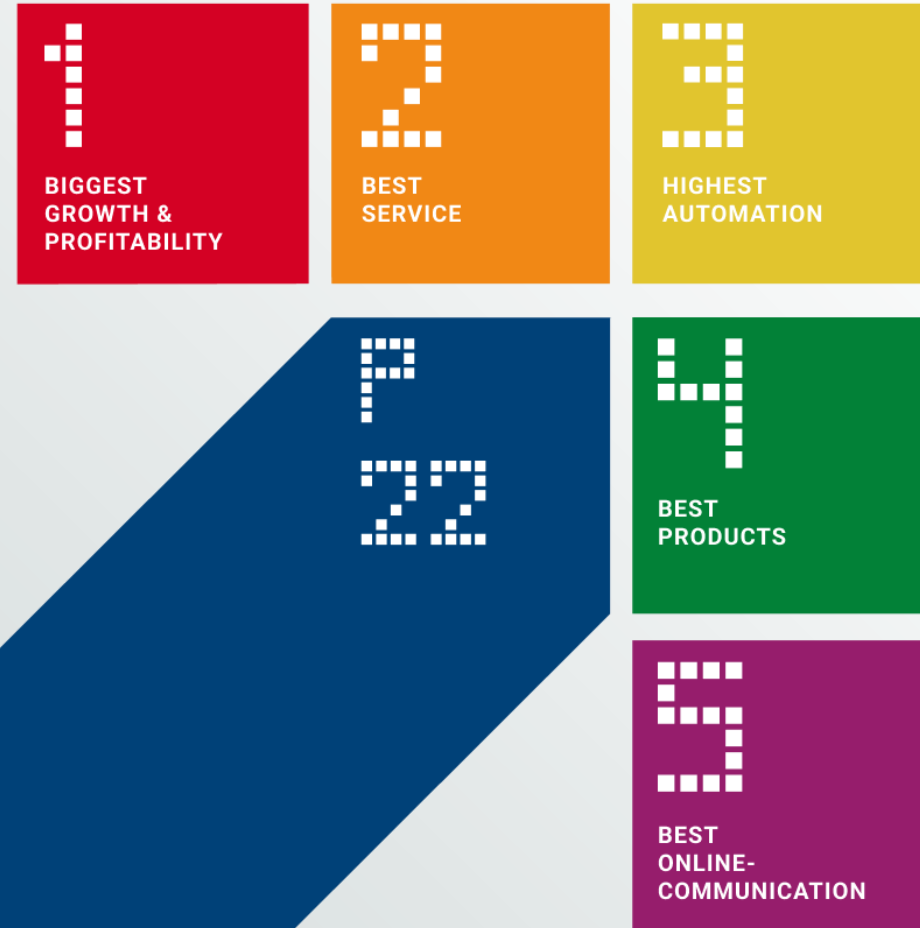
Summary

We are sticking to our goal of profitability!

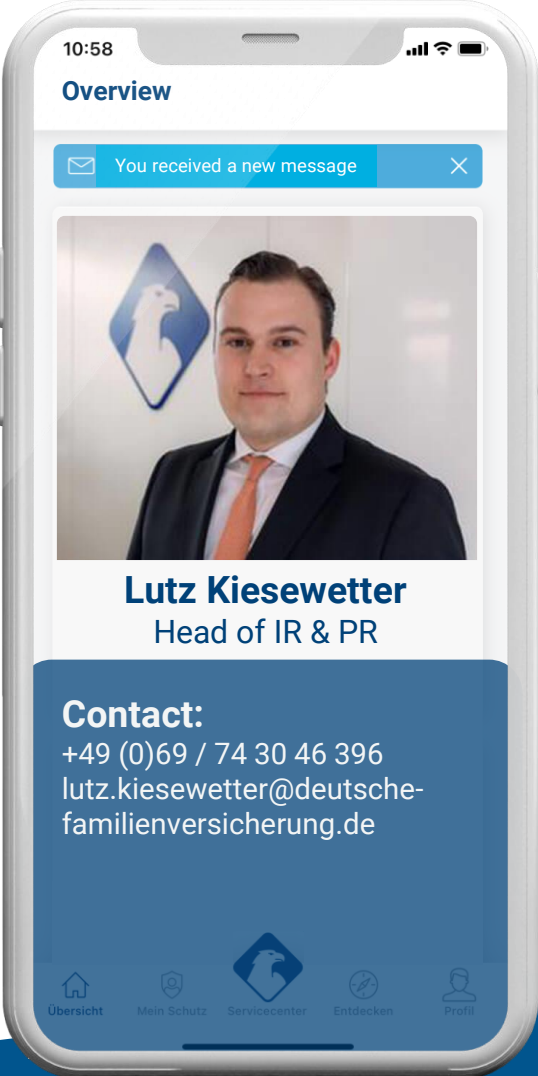
Otherwise, the following applies for the year 2022:

- ✓ Biggest growth in the industry
- ✓ Best customer service in the industry
- ✓ Highest automation in the industry
- ✓ Best Products in the industry
- ✓ Best online communication in the industry

We will be measured against this.



DFV remains exciting – Let's talk about it



Our next IR events

19 May 2022	Conference Stifel German SMID Cap Forum
25 May 2022	Virtuell Annual General Meeting
06-09 June 2022	InsurTech conference Insurtech Connect Asia
15-16 June 2022	Conference Berenberg Insurance Virutal Speed Dating Event

DEUTSCHE 
Familienversicherung