

## ■ 3M 2014 Results Presentation

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Conference call for the results of the first quarter 2014

Vienna, 27 May 2014

## ▶ Presenting team

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## ▶ Topics

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# A solid set of results in the first quarter

## All segments and markets with positive results

SUMMARY

Premiums of €2.7bn, up by 1.0%

- Premiums excl. FX up by 2.9%
- Remaining markets CEE premiums excl. FX up by 15.1%

Like-for-like<sup>1</sup> profit before taxes up 2.8%

- PBT of €151.8mn, down by 4.7%
- PBT in CEE of €84.6mn, up by 13.4%

Improved combined ratio of 96.4%

- Net combined ratio down by 4.2pp compared to year-end 2013

Market leader with strong capitalisation

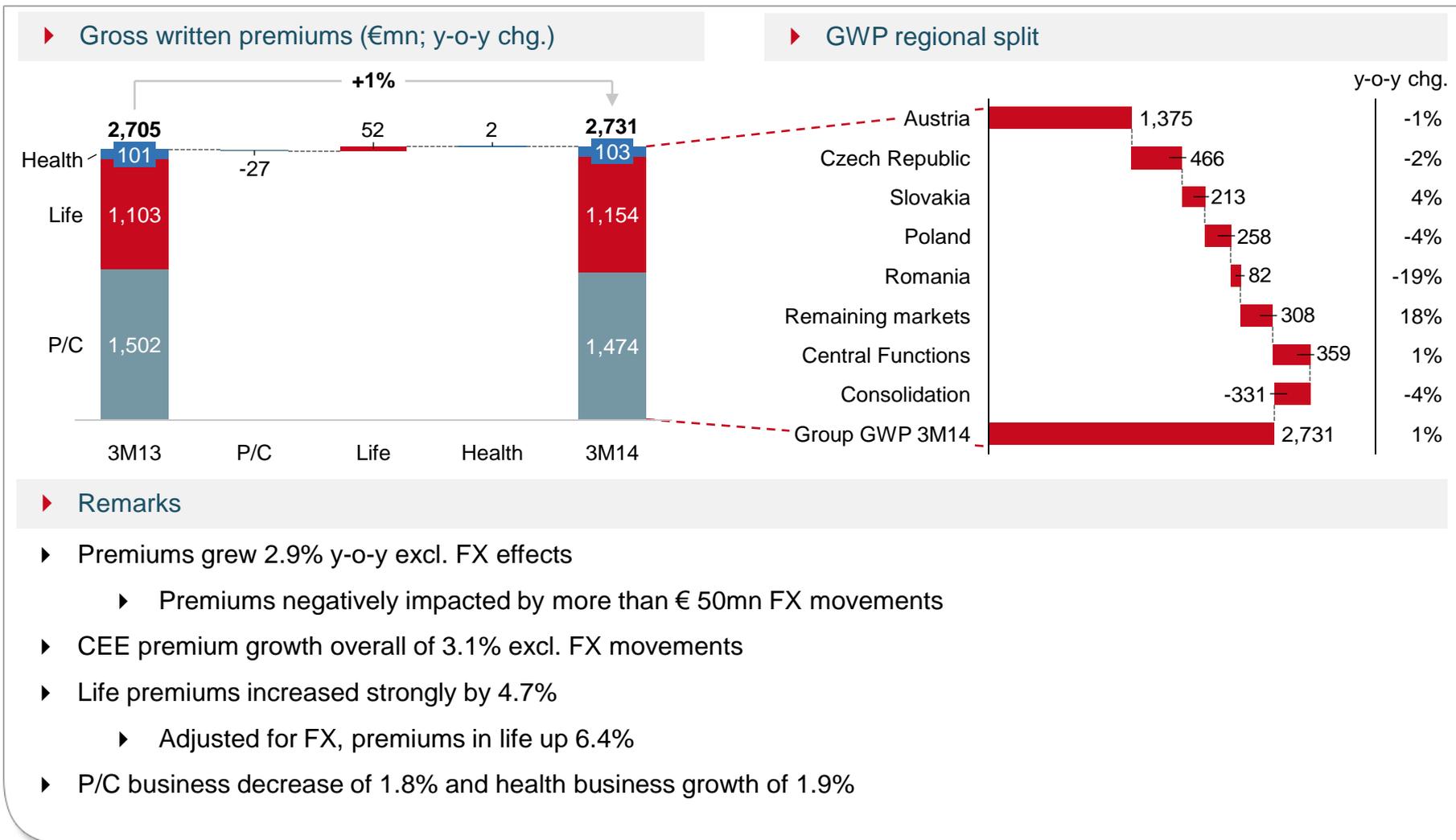
- Combined market share<sup>2</sup> of 17.9% in VIGs 10 core markets
- Strong solvency 1 ratio of more than 250%

Notes: 1: like-for-like excludes the interest expenses in 3M14 for the newly issued subordinated bond and FX movements

2: Source: local market reports; market shares according to current composition of insurance groups (ex-post analysis); data as of 4Q13;

# Gross written premiums increased by 1.0%

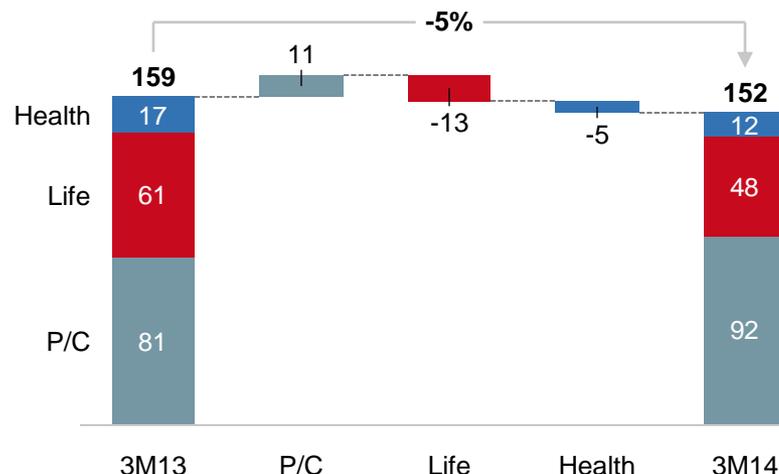
## CEE Remaining markets premiums excl. FX bounced up by 15.1%



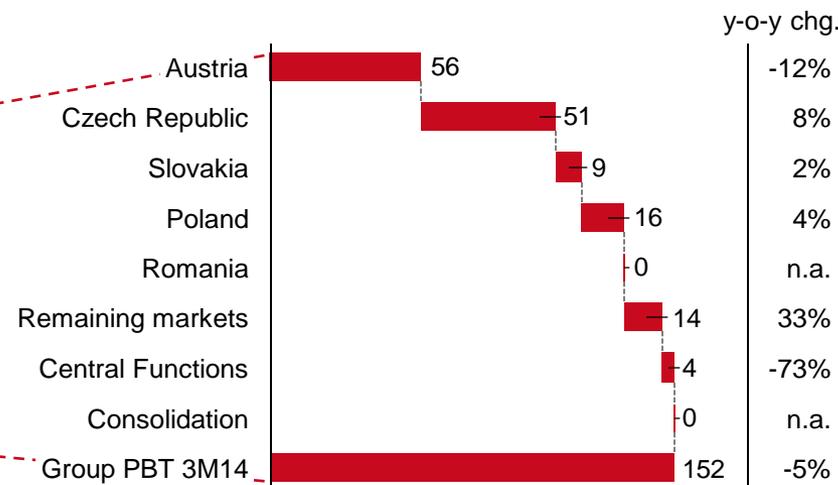
# Profit before taxes in CEE up by 13.4%

For the first time since the financial crisis all markets with profits

## ▶ Profit before taxes (€mn; y-o-y change)



## ▶ PBT regional split



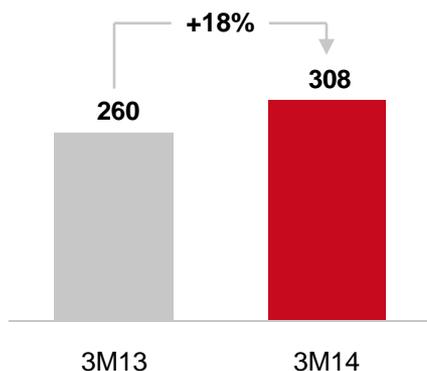
## ▶ Remarks

- ▶ Profit before taxes decreased by 4.7% driven by negative impacts from higher interest expenses out of newly issued subordinated bond and FX movements
  - ▶ Like-for-like profit increase of 2.8%
- ▶ All countries with positive results contribution
- ▶ PBT in CEE increased by 13.4% to €84.6mn
- ▶ Strong profit development in the Czech Republic and several Remaining markets countries, e.g.: The Baltics, Turkey, Serbia, Macedonia and Georgia

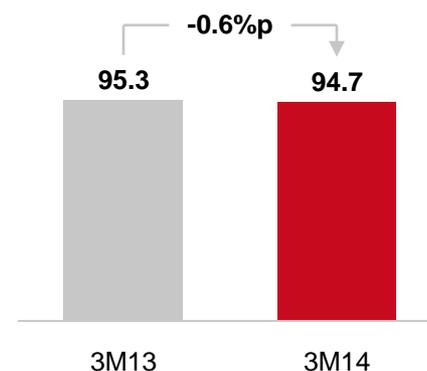
# Remaining markets further growing

## Overall strong development in 3M 2014

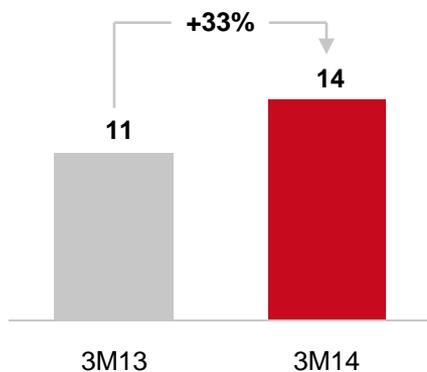
### ▶ GWP Remaining markets (€mn)



### ▶ CoR Remaining markets (net, %)



### ▶ PBT Remaining markets (€mn)



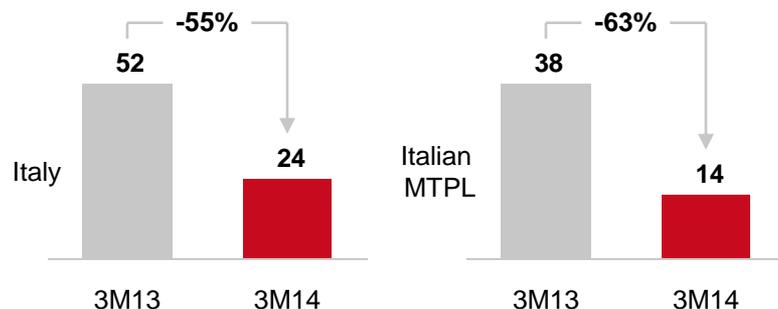
### ▶ Remarks

- ▶ Remaining markets premium up by 18.4%
- ▶ PBT in CEE Remaining markets increased by 34.8%
- ▶ Excellent combined ratio of 94.7%

# Restructuring efforts in Italy and Romania continue

## Positive profit contribution from Romania in 3M 2014

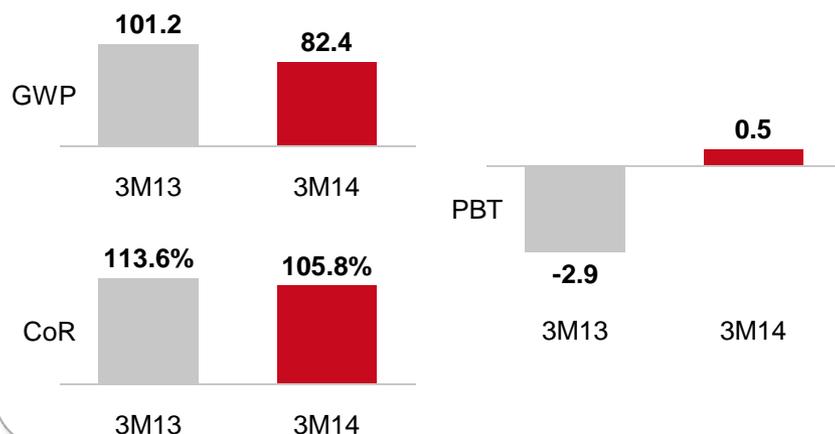
### ▶ Reduction in Italian premiums (€mn)



### ▶ Remarks

- ▶ Restructuring as indicated in 4Q13 ongoing
- ▶ Continuous reduction of Italian motor business
  - ▶ Overall Italian business down by ~55%
  - ▶ Italian motor business in 1Q14 strongly reduced by more than 60%

### ▶ Romanian business key figures (€mn)



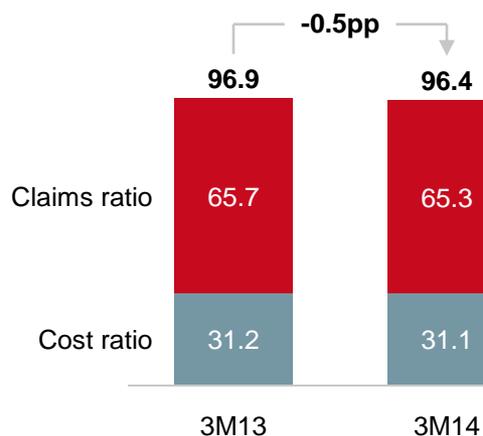
### ▶ Remarks

- ▶ Premiums further decreased by 18.6%
- ▶ Combined ratio reduction of 7.8pp due to disciplined underwriting and increased prices in MTPL
- ▶ Slightly positive profits of €0.5mn in 3M 2014

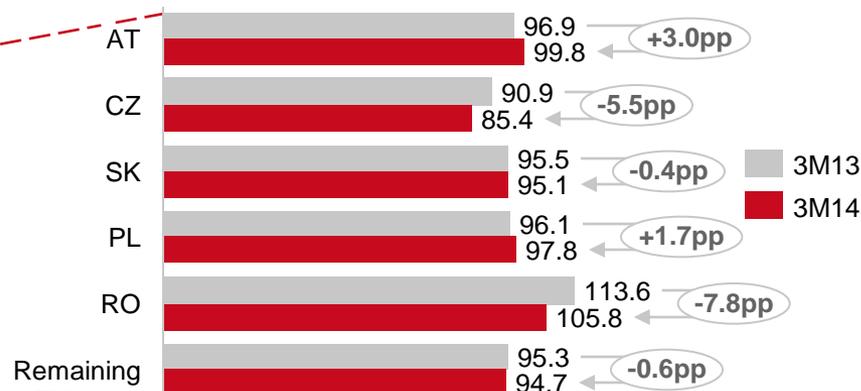
# P&C: Romania and Italy still burden combined ratio

## Improving cost and claims ratio y-o-y

### ▶ CoR development (net, %)



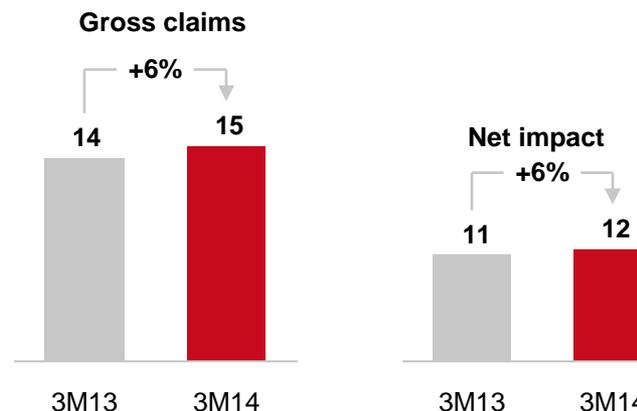
### ▶ CoR 3M y-o-y countries development (net, %)



### ▶ Claims and cost ratio calculation

P&C (€mn)	3M13	3M14
Net earned premiums	1,020.5	979.1
Expenses for claims incurred	-670.7	-639.3
<b>Claims Ratio (net, %)</b>	<b>65.7</b>	<b>65.3</b>
Acquisition and administrative expenses <sup>1</sup>	-317.9	-304.6
<b>Cost Ratio (net, %)</b>	<b>31.2</b>	<b>31.1</b>

### ▶ Weather related claims (€mn)



<sup>1</sup>: Incl. other underwriting result of €-12.8mn for 3M14 (€-19.6mn for 3M13)  
Rounding differences may occur when rounded amounts or percentages are added up.

## P&L and Balance Sheet Overview

Vienna Insurance Group – 3M 2014 Results

Please note: As of 1st January 2014 all Austrian housing societies that used to be fully consolidated are now considered at-equity.

# 3M 2014 – Income statement

IFRS (€mn)

€mn	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>2,731.1</b>	<b>2,705.2</b>	<b>1.0</b>
Net earned premiums	2,212.6	2,198.9	0.6
Financial result <sup>1</sup>	271.6	270.2	0.5
Other income	27.6	42.2	-34.8
<b>Total income</b>	<b>2,511.7</b>	<b>2,511.3</b>	<b>0.0</b>
Expenses for claims and insurance benefits	-1,833.8	-1,819.7	0.8
Acquisition and administrative expenses	-469.7	-472.9	-0.7
Other expenses	-56.4	-59.3	-5.0
<b>Total expenses</b>	<b>-2,359.9</b>	<b>-2,351.9</b>	<b>0.3</b>
<b>Profit before taxes</b>	<b>151.8</b>	<b>159.4</b>	<b>-4.7</b>
Taxes	-32.1	-32.7	-1.6
<b>Net profit (Profit for the period)</b>	<b>119.7</b>	<b>126.7</b>	<b>-5.5</b>
Non-controlling interests	-1.3	-2.9	-55.4
<b>Net profit after non-controlling interests</b>	<b>118.4</b>	<b>123.8</b>	<b>-4.4</b>

1: Incl. result from shares in at equity consolidated companies

# 3M 2014 – Balance sheet

IFRS (€mn)

€mn	31.03.2014	31.12.2013	+/-%
Intangible assets	2,268	2,266	0.1
Investments	29,182	29,201	-0.1
Unit- and index-linked investments	6,819	6,707	1.7
Reinsurers' share in underwriting provisions	1,104	1,028	7.4
Receivables	1,764	1,561	13.0
Tax receivables and advance payments out of income tax	98	82	19.6
Deferred tax assets	90	92	-1.7
Other assets	336	335	0.4
Cash and cash equivalents	761	705	7.9
<b>Total assets</b>	<b>42,423</b>	<b>41,977</b>	<b>1.1</b>
Shareholders' equity	5,207	5,020	3.7
<i>thereof minorities</i>	165	170	-3.0
Subordinated liabilities	1,030	1,030	0.0
Underwriting provisions	26,837	25,980	3.3
Unit- and index-linked technical provisions	6,645	6,489	2.4
Non-underwriting provisions	563	600	-6.3
Liabilities	1,684	2,432	-30.7
Tax liabilities out of income tax	67	63	6.2
Deferred tax liabilities	203	167	21.3
Other liabilities	187	195	-3.7
<b>Total liabilities and equity</b>	<b>42,423</b>	<b>41,977</b>	<b>1.1</b>

## Business Line Segments

Vienna Insurance Group – 3M 2014 Results

# 3M 2014 P&L – Property & Casualty

IFRS (€mn)

€mn	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>1,474.4</b>	<b>1,501.9</b>	<b>-1.8</b>
Net earned premiums	979.1	1,020.5	-4.1
Financial result	60.2	47.7	26.3
Other income	17.1	23.2	-26.4
<b>Total income</b>	<b>1,056.4</b>	<b>1,091.4</b>	<b>-3.2</b>
Expenses for claims and insurance benefits	-639.3	-670.7	-4.7
Acquisition and administrative expenses	-291.8	-298.3	-2.2
Other expenses	-33.2	-41.0	-19.2
<b>Total expenses</b>	<b>-964.3</b>	<b>-1,010.0</b>	<b>-4.5</b>
<b>Profit before taxes</b>	<b>92.2</b>	<b>81.4</b>	<b>13.2</b>

*Rounding differences may occur when rounded amounts or percentages are added up.*

# 3M 2014 P&L – Life

IFRS (€mn)

MAIN SEGMENTS

€mn	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>1,154.1</b>	<b>1,102.6</b>	<b>4.7</b>
Net earned premiums	1,132.4	1,079.8	4.9
Financial result	204.3	214.6	-4.8
Other income	10.5	19.0	-44.9
<b>Total income</b>	<b>1,347.2</b>	<b>1,313.4</b>	<b>2.6</b>
Expenses for claims and insurance benefits	-1,111.3	-1,071.5	3.7
Acquisition and administrative expenses	-165.5	-163.3	1.3
Other expenses	-22.7	-17.9	27.1
<b>Total expenses</b>	<b>-1,299.5</b>	<b>-1,252.7</b>	<b>3.7</b>
<b>Profit before taxes</b>	<b>47.7</b>	<b>60.7</b>	<b>-21.5</b>

*Rounding differences may occur when rounded amounts or percentages are added up.*

# 3M 2014 P&L – Health

IFRS (€mn)

MAIN SEGMENTS

€mn	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>102.6</b>	<b>100.7</b>	<b>1.9</b>
Net earned premiums	101.0	98.6	2.4
Financial result	7.1	7.9	-9.4
Other income	0.0	0.1	-88.7
<b>Total income</b>	<b>108.1</b>	<b>106.5</b>	<b>1.5</b>
Expenses for claims and insurance benefits	-83.1	-77.6	7.2
Acquisition and administrative expenses	-12.5	-11.3	10.9
Other expenses	-0.5	-0.4	8.8
<b>Total expenses</b>	<b>-96.1</b>	<b>-89.3</b>	<b>7.7</b>
<b>Profit before taxes</b>	<b>12.0</b>	<b>17.3</b>	<b>-30.5</b>

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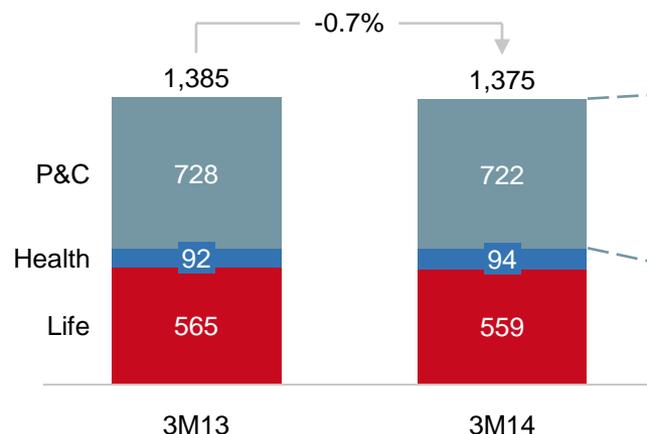
## Regional Split

Vienna Insurance Group – 3M 2014 Results

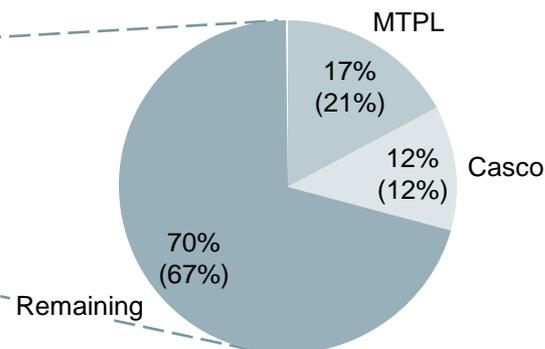
# Austria – stable premium development

## Italian branch office business of Donau still impacting CoR

### ▶ GWP for 3M 2014 (€mn)



### ▶ P&C GWP direct business split <sup>1</sup>



### ▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	32.9	65.4%
Other non-technical result	-2.8	n.a.
<b>Result (pre tax)</b>	<b>30.1</b>	<b>60.0%</b>
Claims ratio	70.8%	4.5pp
Cost ratio	29.0%	-1.5pp
Combined ratio	99.8%	3.0pp

### ▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	16.1	-39.4%
Other non-technical result	-0.2	n.a.
<b>Result (pre tax)</b>	<b>15.9</b>	<b>-42.4%</b>

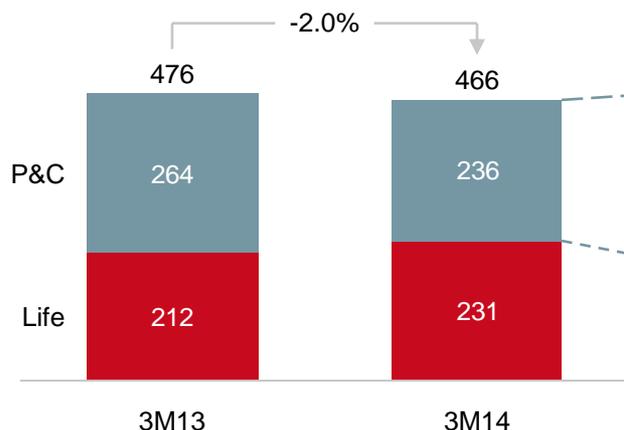
1: Figures in brackets referring to previous year

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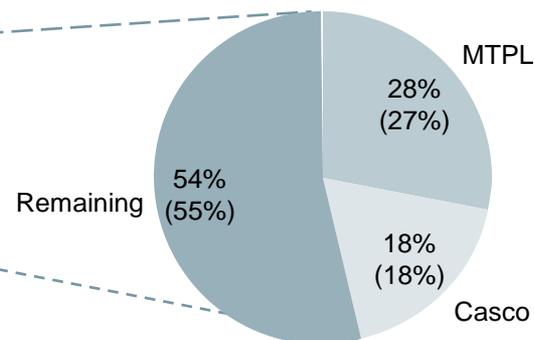
# Czech Republic – overall solid PBT of €51mn

## GWPs adjusted for FX effects up by 5.2%

### ▶ GWP for 3M 2014 (€mn)



### ▶ P&C GWP direct business split<sup>1</sup>



### ▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	35.9	35.9%
Other non-technical result	-2.2	n.a.
<b>Result (pre tax)</b>	<b>33.8</b>	<b>27.5%</b>
Claims ratio	58.2%	-4.1pp
Cost ratio	27.2%	-1.4pp
Combined ratio	85.4%	-5.5pp

### ▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	16.7	-21.2%
Other non-technical result	0.4	n.a.
<b>Result (pre tax)</b>	<b>17.2</b>	<b>-16.7%</b>

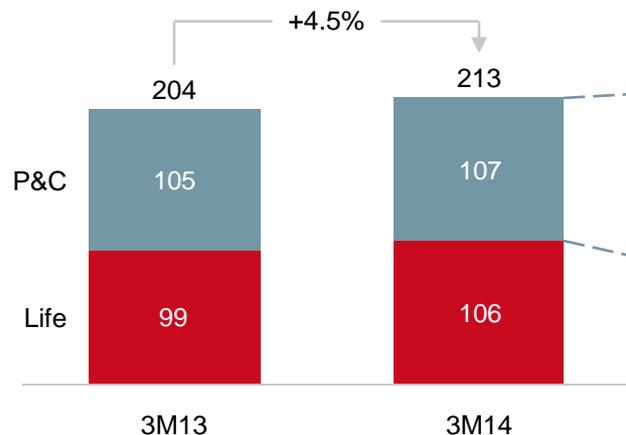
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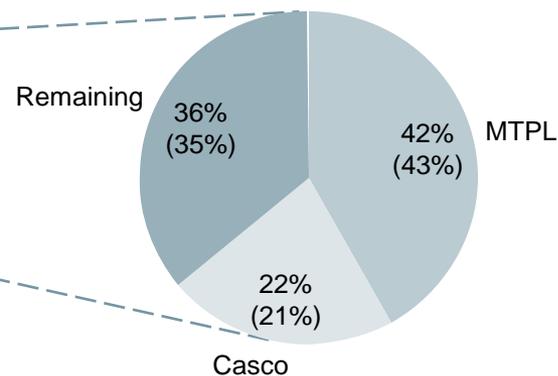
# Slovakia – further profitable growth

## Sound premium development with 4.5% growth y-o-y

### ▶ GWP for 3M 2014 (€mn)



### ▶ P&C GWP direct business split <sup>1</sup>



### ▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	4.5	38.5
Other non-technical result	-0.2	n.a.
<b>Result (pre tax)</b>	<b>4.3</b>	<b>32.7%</b>
Claims ratio	49.5%	13.8pp
Cost ratio	45.5%	-14.3pp
Combined ratio	95.1%	-0.4pp

### ▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	5.0	-12.6%
Other non-technical result	0.2	-47.2%
<b>Result (pre tax)</b>	<b>5.2</b>	<b>-14.9%</b>

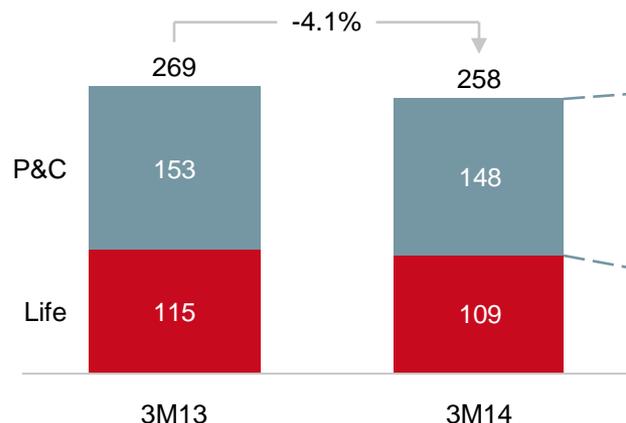
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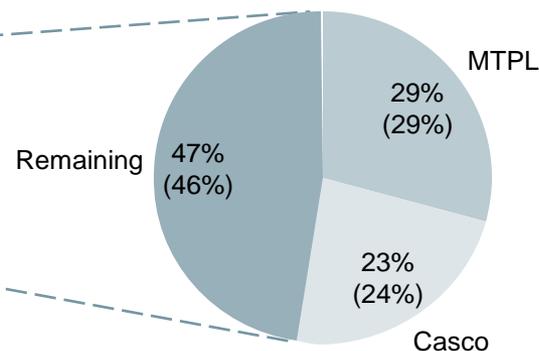
# Poland – highly competitive motor market

## Strong profit development in life

### ▶ GWP for 3M 2014 (€mn)



### ▶ P&C GWP direct business split <sup>1</sup>



### ▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	10.6	-15.2%
Other non-technical result	-0.2	n.a.
<b>Result (pre tax)</b>	<b>10.4</b>	<b>-18.3%</b>
Claims ratio	58.7%	-2.9pp
Cost ratio	39.1%	4.6pp
Combined ratio	97.8%	1.7pp

### ▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	5.5	>100%
Other non-technical result	0.0	-25.2%
<b>Result (pre tax)</b>	<b>5.5</b>	<b>&gt;100%</b>

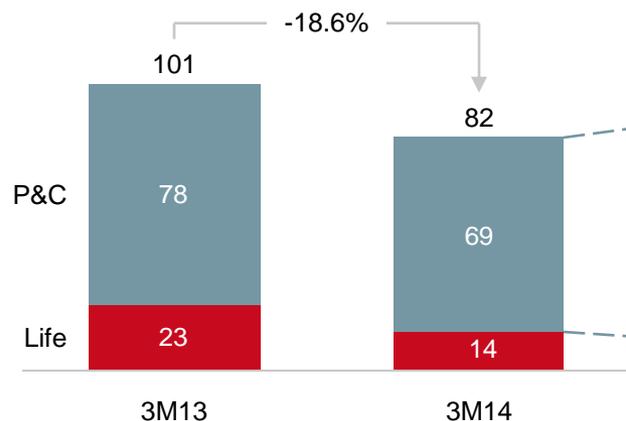
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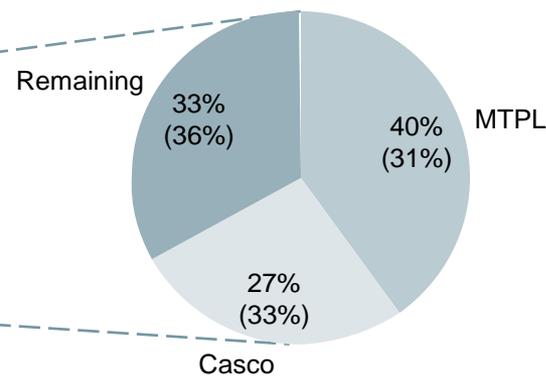
# Romania – discipline is key

## Extensive restructuring showing first signs of improvement

▶ GWP for 3M 2014 (€mn)



▶ P&C GWP direct business split <sup>1</sup>



▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	-0.3	n.a.
Other non-technical result	-0.1	n.a.
<b>Result (pre tax)</b>	<b>-0.4</b>	<b>n.a.</b>
Claims ratio	56.7%	-21.9pp
Cost ratio	49.1%	14.1pp
Combined ratio	105.8%	-7.8pp

▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	0.7	-73.7%
Other non-technical result	0.1	>100%
<b>Result (pre tax)</b>	<b>0.9</b>	<b>-68.8%</b>

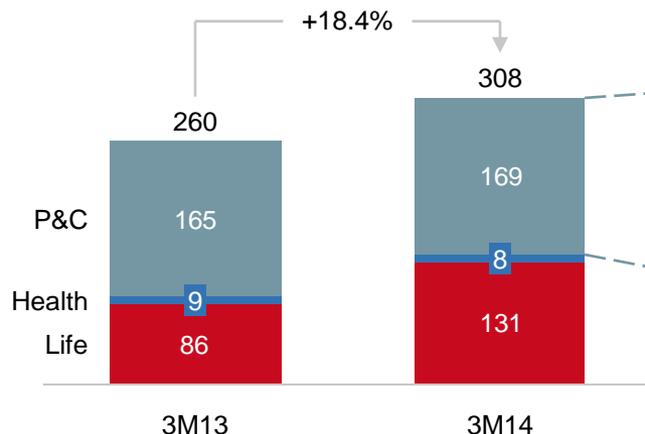
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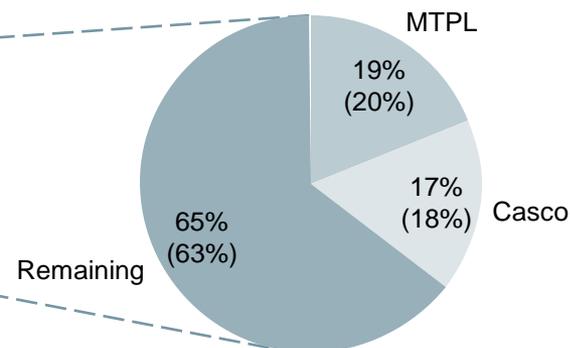
# Remaining markets – very strong development

## PBT from remaining CEE countries up by 35% in 3M 2014

▶ GWP for 3M 2014 (€mn)



▶ P&C GWP direct business split <sup>1</sup>



▶ P&L: P&C business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	10.9	-3.7%
Other non-technical result	-0.3	n.a.
<b>Result (pre tax)</b>	<b>10.6</b>	<b>21.7%</b>
Claims ratio	56.9%	2.0pp
Cost ratio	37.8%	-2.6pp
Combined ratio	94.7%	-0.6pp

▶ P&L: Life business (€mn)

	3M14	Y-o-Y
Underwriting and financial result	4.4	>100%
Other non-technical result	-0.8	n.a.
<b>Result (pre tax)</b>	<b>3.6</b>	<b>44.5%</b>

1: Figures in brackets referring to previous year

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## Investments and Equity

Vienna Insurance Group – 3M 2014 Results

# 3M 2014 – Stable financial result

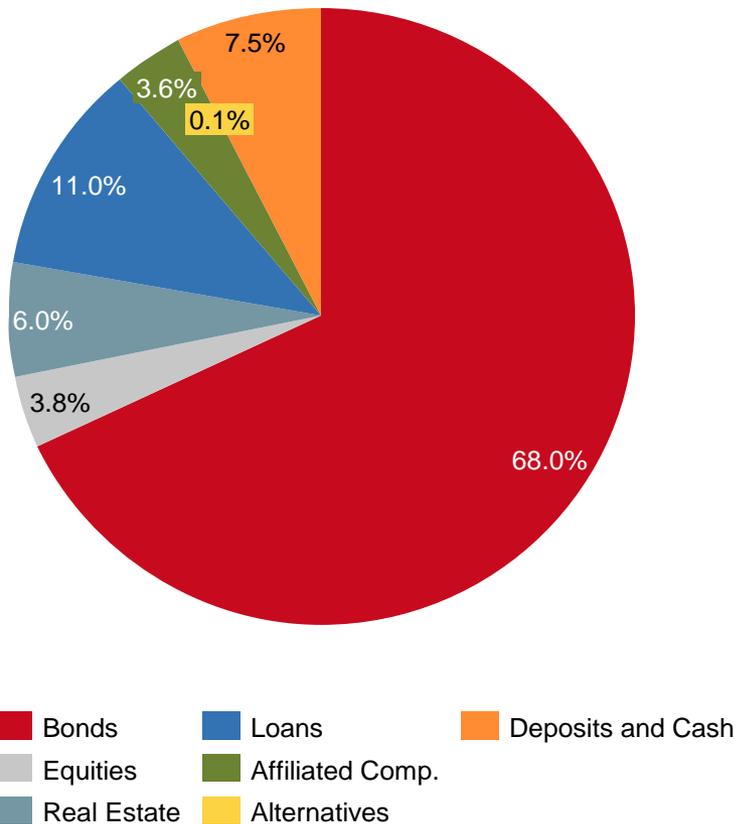
## Additional interest expenses of ~€7mn for new subordinated bond

Income	P&C		Life		Health		Total	
	3M 2014	3M 2013	3M 2014	3M 2013	3M 2014	3M 2013	3M 2014	3M 2013
in € '000								
Current income	65,436	74,110	202,091	206,103	10,423	10,501	277,950	290,714
Income from appreciations	17,891	2,740	4,771	3,808	263	0	22,925	6,548
Income from the disposal of investments	12,977	16,701	34,696	38,540	188	94	47,861	55,335
Other income	14,158	1,395	8,928	7,890	10	0	23,096	9,285
<b>Total Income</b>	<b>110,462</b>	<b>94,946</b>	<b>250,486</b>	<b>256,341</b>	<b>10,884</b>	<b>10,595</b>	<b>371,832</b>	<b>361,882</b>
Expenses	P&C		Life		Health		Total	
	3M 2014	3M 2013	3M 2014	3M 2013	3M 2014	3M 2013	3M 2014	3M 2013
in € '000								
Depreciation of investments	9,913	13,653	10,501	14,675	601	972	21,015	29,300
Impairment of investments	1,785	153	555	1,482	1,616	230	3,956	1,865
Exchange rate changes	158	-2,135	-2,717	-2,208	-2	-203	-2,561	-4,546
Losses from the disposal of investments	5,547	3,987	9,442	7,016	45	0	15,034	11,003
Interest expenses	14,235	8,818	4,699	5,252	219	495	19,153	14,565
Other expenses	18,619	22,792	23,696	15,479	1,275	1,231	43,590	39,502
<b>Total Expenses</b>	<b>50,257</b>	<b>47,268</b>	<b>46,176</b>	<b>41,696</b>	<b>3,754</b>	<b>2,725</b>	<b>100,187</b>	<b>91,689</b>
<b>Total Financial Result</b>	<b>60,205</b>	<b>47,678</b>	<b>204,310</b>	<b>214,645</b>	<b>7,130</b>	<b>7,870</b>	<b>271,645</b>	<b>270,193</b>

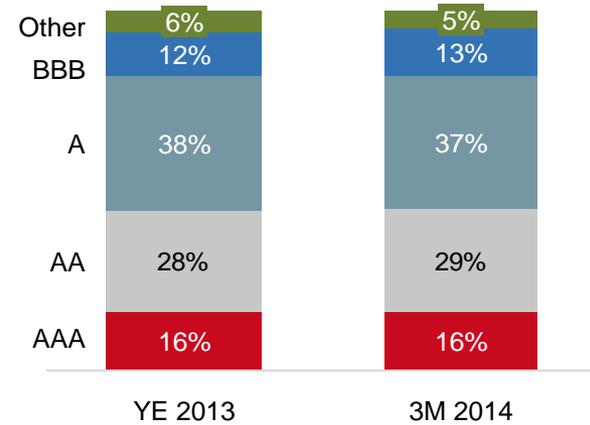
# 3M 2014 – Investment split

## Well diversified bond portfolio

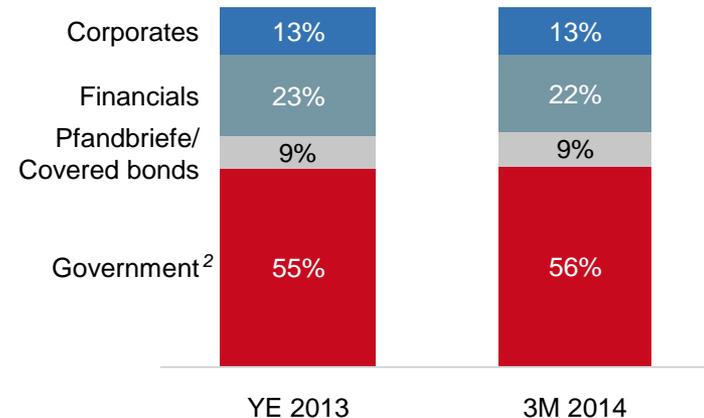
▶ 3M 2014: Total € 29.9bn



▶ Bond portfolio by rating<sup>1</sup>



▶ Bond portfolio by issuer



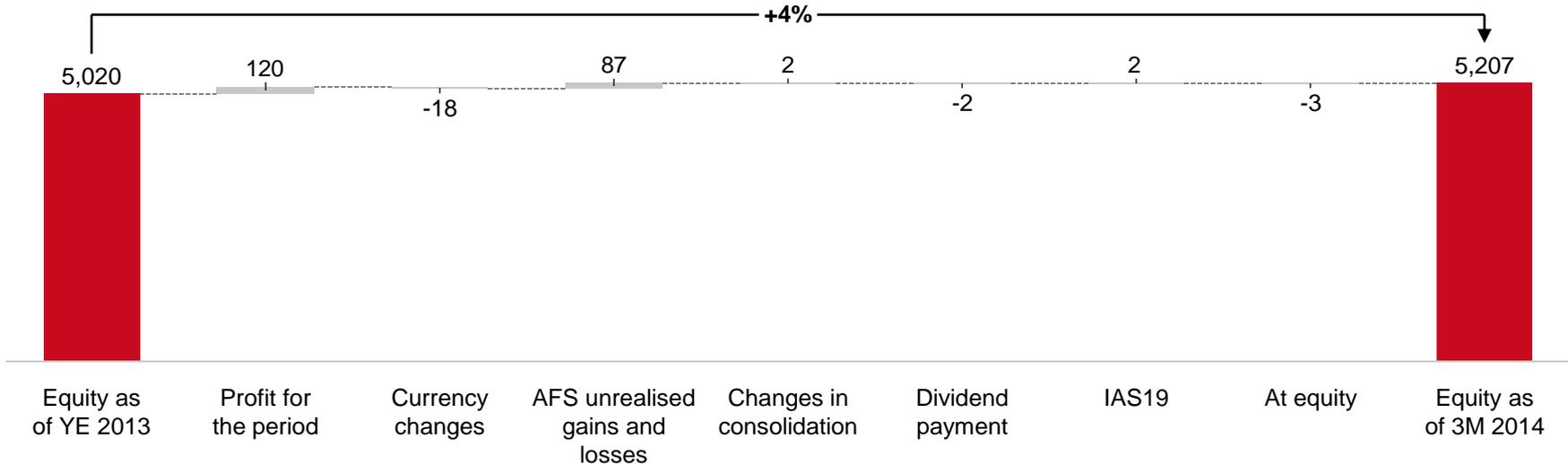
1: Based on second best rating      2: Government, government guaranteed and gov.agencies  
Rounding differences may occur when rounded amounts or percentages are added up.

# 3M 2014 – Strong equity and solvency position

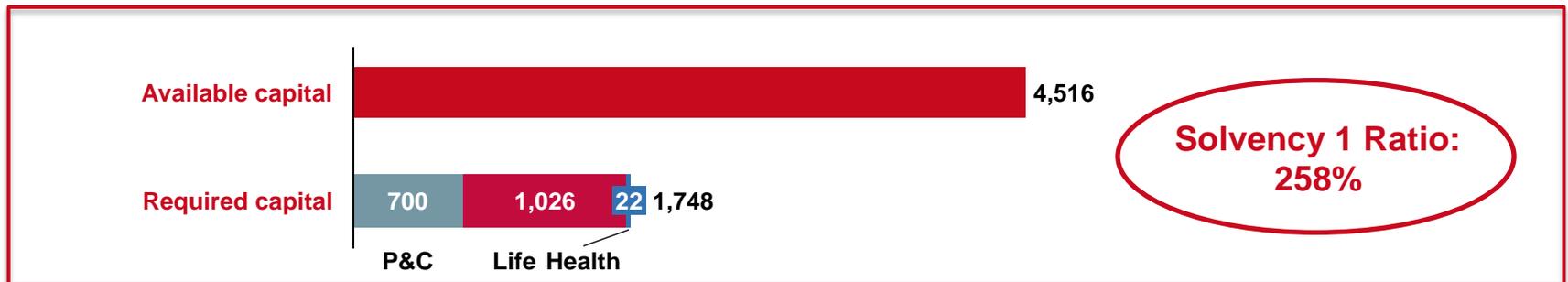
## Shareholders' equity increase driven by profit and unrealised gains

EQUITY

### Change in Group Shareholders' Equity (€mn)



### Strong Solvency 1 ratio of 258%



Rounding differences may occur when rounded amounts or percentages are added up.

## Appendix

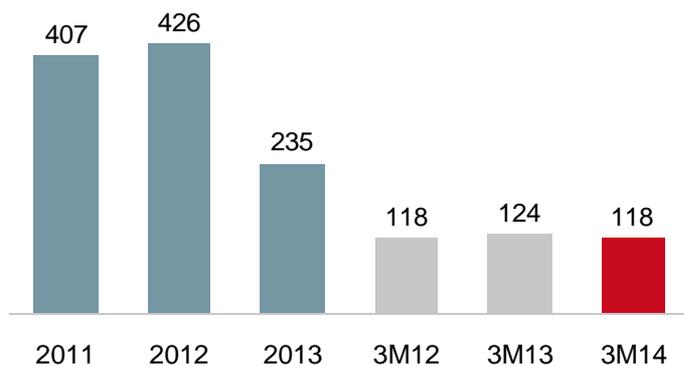
Vienna Insurance Group – 3M 2014 Results

# 3M 2014 Key financials

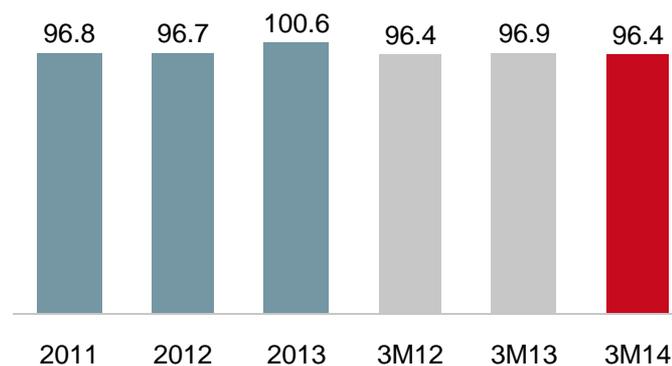
## Overview

APPENDIX

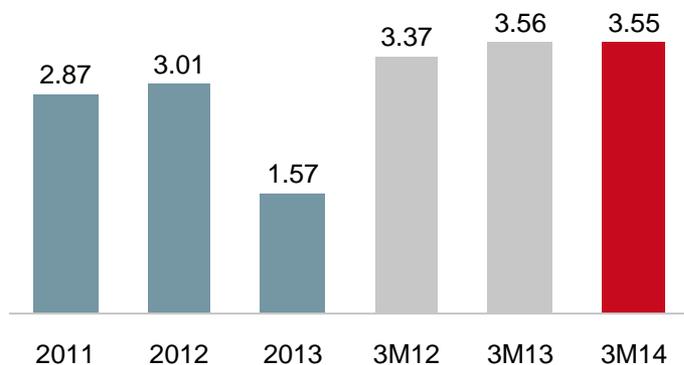
### ▶ Net Profit after tax and minorities (€mn)



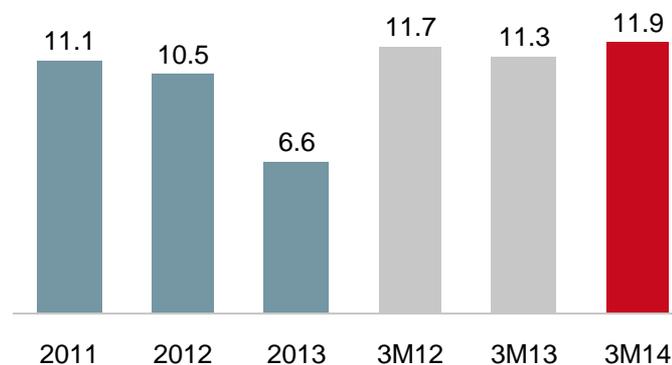
### ▶ Combined Ratio (net, %)



### ▶ EPS<sup>1</sup> (€)



### ▶ ROE before Taxes (%)



1: EPS net of hybrid interest, annualised figures

Rounding differences may occur when rounded amounts or percentages are added up.

# 3M 2014 – Gross written premiums by region

Overall premium increase of 1.0% y-o-y

APPENDIX

€mn	GWP P&C			GWP Life			GWP Health			GWP Total		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%
Austria	721.6	728.2	-0.9%	559.4	564.8	-0.9%	94.3	91.6	3.0%	1,375.4	1,384.6	-0.7%
Czech Rep.	235.8	264.1	-10.7%	230.6	211.7	8.9%	-	-	-	466.4	475.9	-2.0%
Slovakia	106.9	105.0	1.9%	106.3	99.1	7.2%	-	-	-	213.2	204.0	4.5%
Poland	148.4	153.4	-3.3%	109.3	115.4	-5.2%	-	-	-	257.7	268.8	-4.1%
Romania	68.7	78.3	-12.2%	13.7	23.0	-40.3%	-	-	-	82.4	101.2	-18.6%
Remaining	168.8	165.4	2.0%	131.1	85.7	53.1%	8.2	9.1	-9.5%	308.2	260.2	18.4%

- ▶ Austria: stable premium development in the Austrian segment despite further decrease of Italian motor business
- ▶ Czech Republic: excluding FX effects premiums up 5.2%; life driven by strong single premium business (unit and index-linked life insurances)
- ▶ Slovakia: sound premium growth; despite difficult market environment especially in motor
- ▶ Poland: premium decrease driven by reduction of STEP (life premiums up 14.1% excl. Benefia Life); severe pricing pressure on Polish motor market
- ▶ Romania: strong decrease in life driven by sales stop of Employee Benefit Product; no changes on motor market in first quarter
- ▶ Remaining markets: solid premium developments; double-digit growth rates in the Baltics, Hungary and Albania

# 3M 2014 P&L – Split by regions (I)

## Regional markets overview, IFRS (€mn)

€mn	Austria			Czech Republic			Slovakia		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>1,375.4</b>	<b>1,384.6</b>	<b>-0.7</b>	<b>466.4</b>	<b>475.9</b>	<b>-2.0</b>	<b>213.2</b>	<b>204.0</b>	<b>4.5</b>
Net earned premiums	938.1	950.6	-1.3	361.7	360.3	0.4	162.7	142.2	14.4
Financial result	193.8	171.9	12.7	32.4	40.7	-20.3	11.2	12.0	-6.9
Other income	4.2	3.3	25.3	9.9	9.8	0.4	1.2	5.2	-76.9
<b>Total income</b>	<b>1,136.2</b>	<b>1,125.9</b>	<b>0.9</b>	<b>404.0</b>	<b>410.8</b>	<b>-1.7</b>	<b>175.1</b>	<b>159.4</b>	<b>9.8</b>
Expenses for claims/benefits	-903.0	-883.0	2.3	-266.2	-261.0	2.0	-131.4	-117.2	12.1
Acquisition and administrative expenses	-168.7	-171.5	-1.6	-76.0	-87.6	-13.3	-28.0	-25.8	8.6
Other expenses	-8.2	-7.2	12.8	-10.8	-15.1	-28.6	-6.3	-7.1	-11.7
<b>Total expenses</b>	<b>-1,079.8</b>	<b>-1,061.7</b>	<b>1.7</b>	<b>-353.0</b>	<b>-363.7</b>	<b>-2.9</b>	<b>-165.6</b>	<b>-150.1</b>	<b>10.3</b>
<b>Profit before taxes</b>	<b>56.3</b>	<b>64.2</b>	<b>-12.2</b>	<b>51.0</b>	<b>47.2</b>	<b>8.1</b>	<b>9.4</b>	<b>9.3</b>	<b>1.5</b>
<b>Combined Ratio</b>	<b>99.8%</b>	<b>96.9%</b>		<b>85.4%</b>	<b>90.9%</b>		<b>95.1%</b>	<b>95.5%</b>	

Rounding differences may occur when rounded amounts or percentages are added up.

# 3M 2014 P&L – Split by regions (II)

## Regional markets overview, IFRS (€mn)

APPENDIX

€mn	Poland			Romania			Remaining		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>257.7</b>	<b>268.8</b>	<b>-4.1</b>	<b>82.4</b>	<b>101.2</b>	<b>-18.6</b>	<b>308.2</b>	<b>260.2</b>	<b>18.4</b>
Net earned premiums	203.7	206.7	-1.5	46.4	82.1	-43.5	219.4	175.7	24.9
Financial result	13.3	15.6	-14.4	2.2	4.3	-48.6	21.9	20.2	8.1
Other income	1.5	1.6	-8.2	4.6	6.5	-28.1	4.6	9.2	-50.1
<b>Total income</b>	<b>218.5</b>	<b>223.9</b>	<b>-2.4</b>	<b>53.3</b>	<b>92.9</b>	<b>-42.6</b>	<b>245.8</b>	<b>205.1</b>	<b>19.9</b>
Expenses for claims/benefits	-140.0	-157.4	-11.0	-28.2	-62.7	-55.1	-163.8	-127.7	28.3
Acquisition and administrative expenses	-59.9	-48.3	24.0	-18.4	-31.1	-40.6	-48.3	-48.3	0.2
Other expenses	-2.7	-3.0	-10.3	-6.2	-2.0	>100	-19.6	-18.5	5.7
<b>Total expenses</b>	<b>-202.6</b>	<b>-208.6</b>	<b>-2.9</b>	<b>-52.8</b>	<b>-95.7</b>	<b>-44.9</b>	<b>-231.8</b>	<b>-194.5</b>	<b>19.2</b>
<b>Profit before taxes</b>	<b>15.9</b>	<b>15.3</b>	<b>4.4</b>	<b>0.5</b>	<b>-2.9</b>	<b>n.a.</b>	<b>14.0</b>	<b>10.6</b>	<b>32.7</b>
<b>Combined Ratio</b>	<b>97.8%</b>	<b>96.1%</b>		<b>105.8%</b>	<b>113.6%</b>		<b>94.7%</b>	<b>95.3%</b>	

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# 3M 2014 P&L – Split by regions (III)

## Regional markets overview, IFRS (€mn)

APPENDIX

€mn	Central Functions			Consolidation			TOTAL		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%
<b>Gross premiums written</b>	<b>359.2</b>	<b>354.8</b>	<b>1.3</b>	<b>-331.4</b>	<b>-344.2</b>	<b>n.a.</b>	<b>2,731.1</b>	<b>2,705.2</b>	<b>1.0</b>
Net earned premiums	282.2	277.4	1.8	-1.7	3.9	n.a.	2,212.6	2,198.9	0.6
Financial result	-3.2	5.2	n.a.	0.0	0.3	n.a.	271.6	270.2	0.5
Other income	2.0	7.0	-70.6	-0.4	-0.3	n.a.	27.6	42.2	-34.8
<b>Total income</b>	<b>281.1</b>	<b>289.6</b>	<b>-2.9</b>	<b>-2.2</b>	<b>3.8</b>	<b>n.a.</b>	<b>2,511.7</b>	<b>2,511.3</b>	<b>0.0</b>
Expenses for claims/benefits	-201.0	-212.8	-5.6	-0.2	2.1	n.a.	-1,833.8	-1,819.7	0.8
Acquisition and administrative expenses	-72.4	-53.8	34.6	2.0	-6.6	n.a.	-469.7	-472.9	-0.7
Other expenses	-3.4	-7.2	-52.9	0.7	0.8	n.a.	-56.4	-59.3	-5.0
<b>Total expenses</b>	<b>-276.8</b>	<b>-273.9</b>	<b>1.1</b>	<b>2.5</b>	<b>-3.8</b>	<b>n.a.</b>	<b>-2,359.9</b>	<b>-2,351.9</b>	<b>0.3</b>
<b>Profit before taxes</b>	<b>4.3</b>	<b>15.7</b>	<b>-72.7</b>	<b>0.3</b>	<b>0.0</b>	<b>n.a.</b>	<b>151.8</b>	<b>159.4</b>	<b>-4.7</b>
<b>Combined Ratio</b>							<b>96.4%</b>	<b>96.9%</b>	

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# 3M 2014 – Results by country (I)

## IFRS (€mn)

€mn	GWP P&C			GWP Life			GWP Health			GWP Total		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-%
Austria	721.6	728.2	-0.9%	559.4	564.8	-0.9%	94.3	91.6	3.0%	1,375.4	1,384.6	-0.7%
Czech Rep.	235.8	264.1	-10.7%	230.6	211.7	8.9%	-	-	-	466.4	475.9	-2.0%
Slovakia	106.9	105.0	1.9%	106.3	99.1	7.2%	-	-	-	213.2	204.0	4.5%
Poland	148.4	153.4	-3.3%	109.3	115.4	-5.2%	-	-	-	257.7	268.8	-4.1%
Romania	68.7	78.3	-12.2%	13.7	23.0	-40.3%	-	-	-	82.4	101.2	-18.6%
Remaining	168.8	165.4	2.0%	131.1	85.7	53.1%	8.2	9.1	-9.5%	308.2	260.2	18.4%
<i>Hungary</i>	<i>29.6</i>	<i>30.7</i>	<i>-3.6%</i>	<i>23.1</i>	<i>13.8</i>	<i>67.4%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>52.7</i>	<i>44.5</i>	<i>18.5%</i>
<i>Croatia</i>	<i>9.6</i>	<i>9.9</i>	<i>-2.9%</i>	<i>12.5</i>	<i>13.1</i>	<i>-4.8%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>22.1</i>	<i>23.0</i>	<i>-4.0%</i>
<i>Serbia</i>	<i>7.4</i>	<i>7.6</i>	<i>-3.8%</i>	<i>5.7</i>	<i>5.5</i>	<i>3.5%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>13.0</i>	<i>13.1</i>	<i>-0.8%</i>
<i>Bulgaria</i>	<i>27.8</i>	<i>27.4</i>	<i>1.5%</i>	<i>9.6</i>	<i>7.6</i>	<i>25.8%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>37.4</i>	<i>35.0</i>	<i>6.8%</i>
<i>Bosnia&amp;Herz.</i>	<i>2.7</i>	<i>2.7</i>	<i>-1.6%</i>	<i>0.2</i>	<i>0.1</i>	<i>43.5%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>2.8</i>	<i>2.8</i>	<i>0.0%</i>
<i>Ukraine</i>	<i>15.4</i>	<i>15.4</i>	<i>0.4%</i>	<i>0.8</i>	<i>0.7</i>	<i>17.1%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>16.2</i>	<i>16.0</i>	<i>1.1%</i>
<i>Turkey</i>	<i>30.4</i>	<i>34.7</i>	<i>-12.2%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>30.4</i>	<i>34.7</i>	<i>-12.2%</i>
<i>Georgia</i>	<i>5.0</i>	<i>3.8</i>	<i>30.1%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>8.2</i>	<i>9.1</i>	<i>-9.5%</i>	<i>13.2</i>	<i>13.0</i>	<i>2.2%</i>
<i>Baltics</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>14.7</i>	<i>10.8</i>	<i>36.5%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>14.7</i>	<i>10.8</i>	<i>36.5%</i>
<i>Albania</i>	<i>7.5</i>	<i>5.8</i>	<i>30.0%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>7.5</i>	<i>5.8</i>	<i>30.0%</i>
<i>Macedonia</i>	<i>8.0</i>	<i>3.9</i>	<i>&gt;100%</i>	<i>0.0</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>8.0</i>	<i>3.9</i>	<i>&gt;100%</i>
<i>Liechtenstein</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>41.9</i>	<i>14.4</i>	<i>&gt;100%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>41.9</i>	<i>14.4</i>	<i>&gt;100%</i>
<i>Germany</i>	<i>25.4</i>	<i>23.5</i>	<i>8.1%</i>	<i>22.6</i>	<i>19.7</i>	<i>15.1%</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>48.0</i>	<i>43.1</i>	<i>11.3%</i>

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# 3M 2014 – Results by country (II)

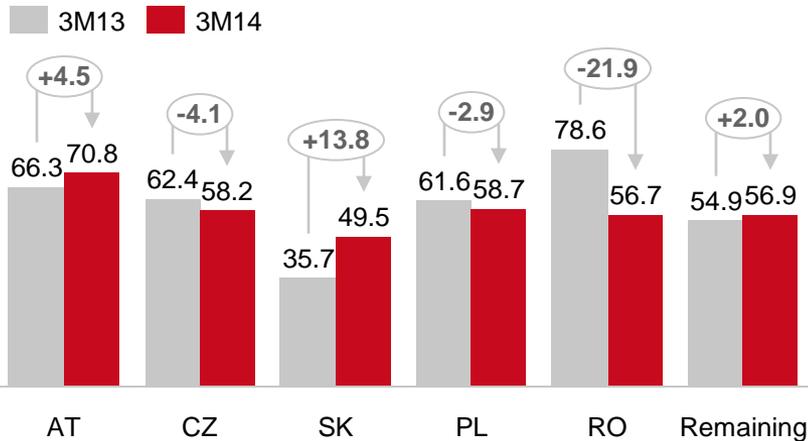
IFRS (€mn)

€mn	Profit before Taxes			Net Combined Ratio		
	3M 2014	3M 2013	+/-%	3M 2014	3M 2013	+/-pp
Austria	56.3	64.2	-12.2%	99.8%	96.9%	3.0
Czech Rep.	51.0	47.2	8.1%	85.4%	90.9%	-5.5
Slovakia	9.4	9.3	1.5%	95.1%	95.5%	-0.4
Poland	15.9	15.3	4.4%	97.8%	96.1%	1.7
Romania	0.5	-2.9	n.a.	105.8%	113.6%	-7.8
Remaining	14.0	10.6	32.7%	94.7%	95.3%	-0.6
<i>Hungary</i>	<i>0.8</i>	<i>0.8</i>	<i>2.1%</i>	<i>107.0%</i>	<i>99.4%</i>	<i>7.6</i>
<i>Croatia</i>	<i>1.6</i>	<i>1.8</i>	<i>-14.8%</i>	<i>99.1%</i>	<i>92.4%</i>	<i>6.7</i>
<i>Serbia</i>	<i>0.6</i>	<i>-0.1</i>	<i>n.a.</i>	<i>118.0%</i>	<i>120.2%</i>	<i>-2.1</i>
<i>Bulgaria</i>	<i>0.5</i>	<i>0.4</i>	<i>14.3%</i>	<i>99.8%</i>	<i>101.9%</i>	<i>-2.1</i>
<i>Bosnia&amp;Herz.</i>	<i>0.1</i>	<i>0.1</i>	<i>18.5%</i>	<i>103.8%</i>	<i>102.3%</i>	<i>1.6</i>
<i>Ukraine</i>	<i>0.4</i>	<i>1.6</i>	<i>-71.6%</i>	<i>100.5%</i>	<i>105.2%</i>	<i>-4.8</i>
<i>Turkey</i>	<i>1.3</i>	<i>1.1</i>	<i>11.3%</i>	<i>100.5%</i>	<i>86.4%</i>	<i>14.1</i>
<i>Georgia</i>	<i>0.6</i>	<i>0.3</i>	<i>&gt;100%</i>	<i>70.6%</i>	<i>61.2%</i>	<i>9.4</i>
<i>Baltics</i>	<i>0.3</i>	<i>0.2</i>	<i>74.0%</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Albania</i>	<i>0.6</i>	<i>-0.7</i>	<i>n.a.</i>	<i>85.7%</i>	<i>124.0%</i>	<i>-38.3</i>
<i>Macedonia</i>	<i>0.8</i>	<i>0.2</i>	<i>&gt;100%</i>	<i>78.3%</i>	<i>87.2%</i>	<i>-8.9</i>
<i>Liechtenstein</i>	<i>0.0</i>	<i>-0.3</i>	<i>n.a.</i>	<i>-</i>	<i>-</i>	<i>-</i>
<i>Germany</i>	<i>6.3</i>	<i>5.2</i>	<i>22.1%</i>	<i>77.4%</i>	<i>79.9%</i>	<i>-2.5</i>

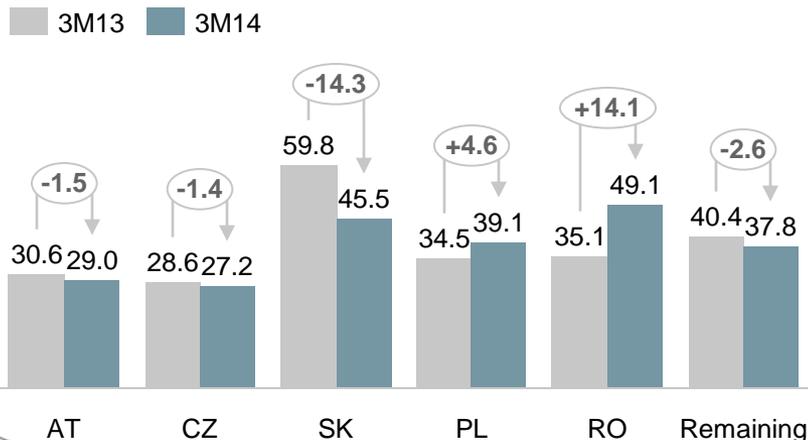
Rounding differences may occur when rounded amounts or percentages are added up.

# 3M 2014 – P&C Claims and cost ratio details

## ▶ Claims ratio 3M y-o-y regional development (net, %)



## ▶ Cost ratio 3M y-o-y regional development (net, %)



## ▶ Remarks for claims incurred

- ▶ Austria: claims ratio up 4.5pp driven by Donau Versicherung (Italian branch office business)
- ▶ Czech Republic: decrease of 4.1pp due to over proportional decrease of claims in 3M 2014
- ▶ Slovakia: ratio 2013 impacted by shift between claims and cost ratio due to Group internal reinsurance
- ▶ Poland: decrease in claims due to shift to non-motor and disciplined motor underwriting
- ▶ Romania: claims ratio down 21.9pp driven by over proportional less claims
- ▶ Remaining markets: claims ratio up by 2.0pp

## ▶ Remarks for acquisition and admin. expenses

- ▶ Austria and Czech Republic with decreasing cost ratios
- ▶ Slovakia: effect out of Group internal reinsurance in 2013 distorting the comparison
- ▶ Poland: cost ratio up 4.6pp due to higher commissions
- ▶ Romania: cost ratio up 14.1pp impacted by strongly decreased net earned premiums and ongoing restructuring measures
- ▶ Remaining markets: cost ratio improved by 2.6pp

Note: Change y-o-y is in percentage points  
Rounding differences may occur when rounded amounts or percentages are added up.

# 3M 2014 – Life insurance premium split

IFRS (€mn)

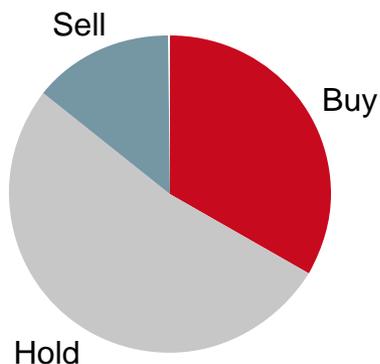
APPENDIX

<b>Premiums written - direct business</b>	<b>3M 2014</b>	<b>3M 2013</b>	<b>+/- %</b>
Regular premiums	605	619	-2.2%
Single premiums	544	480	13.4%
<b>Total premiums written - direct business</b>	<b>1,149</b>	<b>1,099</b>	<b>4.6%</b>
<b>thereof:</b>			
<i>Policies with profit participation</i>	487	547	-10.8%
<i>Policies without profit participation</i>	228	189	20.6%
<i>unit linked life insurance</i>	419	337	24.1%
<i>index linked life insurance</i>	15	25	-40.7%

# 3M 2014 – Exchange rates

Country	Curr.	3M 2014		3M 2013	
		Balance Sheet EUR	P & L EUR	Balance Sheet EUR	P & L EUR
Albania	EUR/ALL	140.2700	140.3884	139.9100	139.6668
Belarus	EUR/BYR	13,570.0000	13,280.6667	11,110.0000	11,386.2222
Bosnia	EUR/BAM	1.9558	1.9558	1.9558	1.9558
Bulgaria	EUR/BGN	1.9558	1.9558	1.9558	1.9558
Croatia	EUR/HRK	7.6475	7.6498	7.5940	7.5838
Czech Republic	EUR/CZK	27.4420	27.4422	25.7400	25.5655
Georgia	EUR/GEL	2.4001	2.3973	2.1245	2.1900
Hungary	EUR/HUF	307.1800	307.9319	304.4200	296.5011
Latvia	EUR/LVL	1.0000	1.0000	0.7017	0.6996
Liechtenstein	EUR/CHF	1.2194	1.2237	1.2195	1.2284
Lithuania	EUR/LTL	3.4528	3.4528	3.4528	3.4528
Macedonia	EUR/MKD	61.7010	61.6481	61.6153	61.5860
Poland	EUR/PLN	4.1719	4.1843	4.1804	4.1558
Romania	EUR/RON	4.4592	4.5023	4.4193	4.3865
Serbia	EUR/RSD	115.3845	115.7015	111.9575	111.7373
Turkey	EUR/TRY	2.9693	3.0372	2.3212	2.3577
Ukraine	EUR/UAH	15.0724	12.0571	10.2350	10.5578

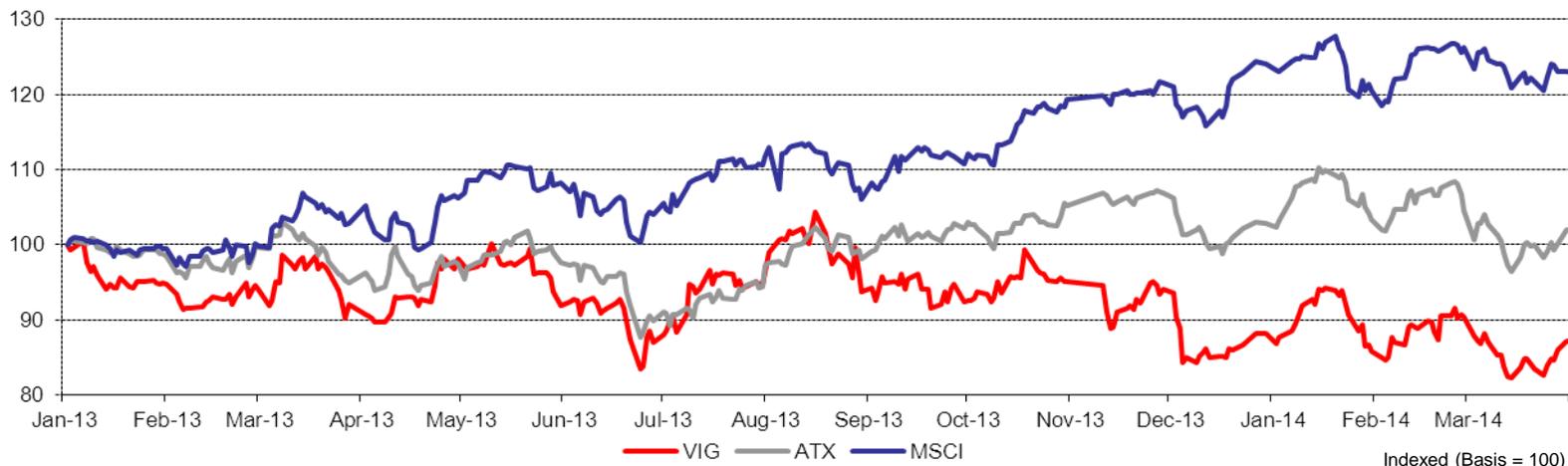
► Current analyst recommendation split



► Share price development 1Q 2014

High	EUR	38.670
Low	EUR	33.800
Price as of 31 Mar	EUR	35.790
Average daily volume	EUR	3.1 mn
Market cap.	EUR	4.6 bn
Development YTD	%	-1.2

► VIG compared to ATX and MSCI Europe Insurance



## ▶ General information

Number of common shares: 128mn

ISIN: AT0000908504

Listings:

- ▶ Vienna – since 17 Oct. 1994
- ▶ Prague – since 5 Feb. 2008

Trading symbols:

- ▶ Vienna Stock Exchange: VIG
- ▶ Bloomberg: VIG AV / VIG CP
- ▶ Reuters: VIGR.VI / VIGR.PR

Rating:

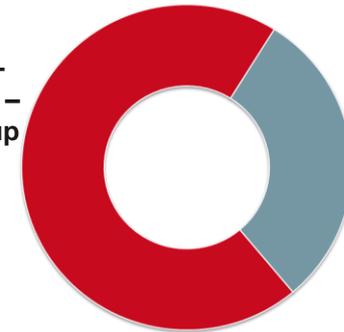
- ▶ Standard & Poor's: A+, stable outlook

Major Indices:

- ▶ ATX, ATX Prime, PX, EURO STOXX Insurance, STOXX Europe 600 Insurance, MSCI Insurance Europe

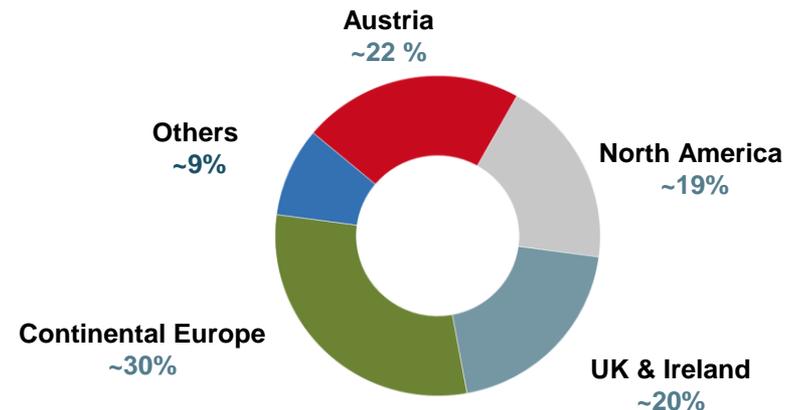
## ▶ Shareholder structure

**Wiener Städtische  
Wechselseitiger  
Versicherungsverein -  
Vermögensverwaltung -  
Vienna Insurance Group**  
~70 %



**Free Float**  
~30 %

## ▶ Free float split by region<sup>1</sup>



1) Split of identified shares as of Oct. 2013

## Investor Relations

### ▶ Financial calendar 2014

Date	Event
29 Jan. 2014	Preliminary unconsolidated premiums 2013
10 April 2014	Results and EV for the year 2013
27 May 2014	Results for the first quarter 2014
06 June 2014	Annual General Meeting
11 June 2014	Ex-dividend day
16 June 2014	Dividend payment day
26 Aug. 2014	Results for the first half 2014
18 Nov. 2014	Results for the first three quarters 2014

### ▶ Investor Relations Team

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