FBD Holdings plc 2021 Full Year Results

4th March 2022



SUPPORT.

IT'S WHAT WE DO.

Forward looking statements

This presentation contains certain forward-looking statements. Actual results may differ materially from those projected or implied in such forward-looking statements. Such forward-looking information involves risks and uncertainties that could affect expected results.





Key Highlights



Full year profit of



€110m

before tax

- Underwriting profit of €95m driven by positive claims experience and agreement on reinsurance recoveries
- €13.2m provision for consequential payments following FSPO decisions
- Positive investment return of €15.7m through Income Statement
- Partially offset by €12.2m through OCI
 mark to market of bond portfolio

Reported COR



71.5%

- Current Year COR (excl. B.I. related costs) of 86.6% (2020: 88.5%)
- COR impacted by 4% due to consequential payments provision related to FSPO decisions
- Positive prior year reserve development of 19%

GWP of



€366m

- GWP in line with last year excl. Covid-19 related rebates
- €3.3m rebates in 2021 (2020: €11.8m)
- Private Motor average premium down 13.9%. Overall average down 1.3%
- Written policies increased by 1.3%
- Retention of existing customers at the highest level in 5 years

Profit supported by current and prior year claims experience and positive investment return

Key Highlights





Capital

- Reduced uncertainty has allowed for proposed dividend of 100c per share
- Capital ratio after dividend of 214% (unaudited)
- Future capital return options being kept under review
- Net Asset Value 1,338c
- Return on Equity (ROE) of 23%
- Return on Targeted Equity (ROTE) of 29%

Our Customers



- Covid-19 Premium rebates to customers of €3.3m
- Judicial Council Guidelines Premium rate reductions applied when announced and also more recently
- 5 year high retention rates a strong indication of our Customer loyalty and excellent customer service

Business Developments



- A number of Commercial products, including our Broker offering, will go live in 2022
- The extension of our partnership with Bank of Ireland is progressing – New Business in 2022
- An Post Insurance performed well in 2021 despite difficult market conditions
- TaxiFair performed well in a challenging, lockdown impacted, environment

Strong dividend, capital strength and investment in the business positioning FBD for the future

Business Interruption





Legal Case

- Quantum hearing judgement provided considerable clarity
- We will continue to progress the settlement of valid claims for customers
- Interim payments to customers to date of €30m
- In addition, consequential payments of €11m to date, related to FSPO decisions



Best Estimate Impact

- Provision has decreased from €67m at the half year to €44m net of reinsurance
- We have reached agreement on the application of cover with reinsurers for expected impacted layers of the catastrophe programme
- The reinsurance programme for 2022 was successfully renewed on a similar basis to 2021

Uncertainty reduced following quantum judgement and reinsurance agreement

Framework of ESG engagement



Environmental



- Sustainability Committee and Working Group established
- ESG Investments considerations; Home BER discount; Reducing Carbon footprint
- Climate Risk identified and managed through a dedicated process; ORSA integration
- 2030 Corporate Bond carbon intensity target; Independently measured consumption

Social



- Continuing to support our current and future Farmers, through research and educational initiatives
- Promoting behavioural changes to improve farm safety standards, as well as college and school initiatives
- We continue to make progress on Diversity & Inclusion and our Culture programme roll out

Governance



- Board restructured further strengthening our governance
- Two new Independent Non-Executive Directors joined our Board adding valuable skills and experience
- Board continues to comprise of a mix of experience and backgrounds -25% of the Board is female
- Speak Up Policy, Risk/Compliance strengthening and Ethics were all reinforced over the course of 2021

We continue to progress our ESG agenda

Positive Performance



Combined Operating Ratio

- Reported COR of 71.5%
- Robust performance with on-going disciplined underwriting



Strongly capitalised with an SCR of 214%

Fundamentally strong business, well-capitalised and growing



Loyal Customer Base

 Customer loyalty and customer centric focus evidenced by strong retention highest level in 5 years



Operationally resilient

Business has operated effectively throughout the pandemic with excellent level of customer service maintained





2021 FULL YEAR RESULTS

Financial Performance

→ John O'Grady, CFO

2021 Full Year Results



	2021	2020
GWP	€366m	€358m
Profit/(Loss) before tax	€110m	€5m
EPS	274c	13c
NAV	1,338c	1,095c
ROE	23%	1%
	2021	2020
Loss ratio	43.6%	73.3%
Expense ratio	27.9%	28.1%
Combined Operating Ratio	71.5%	101.4%
Total investment return	0.3%	1.3%
Lancas at a factor and	1.3%	0.9%
 Income statement 		





Full Year Results



	2021 €'000s	2020 €'000s
Gross written premium	366,328	358,230
Net earned premium	334,247	315,232
Net claims incurred (incl. MIBI)	(145,681)	(231,084)
Other underwriting expenses	(93,369)	(88,527)
Underwriting Result	95,197	(4,379)
Investment income	15,679	10,388
Finance costs	(2,545)	(2,580)
Other	2,104	1,373
Sub total	110,435	4,802





Analysis of Combined Operating Ratio



	2021 %	2020 %
Current year Combined Operating Ratio (excl. B.I. related costs)	86.6%	88.5%
Impact of Consequential Payments provision	3.9%	-
Impact of Business Interruption provision	-	20.3%
Current year Combined Operating Ratio	90.5%	108.8%
Prior year reserve development – B.I. related	(6.3%)	-
Prior year reserve development – Other	(12.7%)	(7.4%)
Reported Combined Operating Ratio	71.5%	101.4%





Claims Reserve Development (Net Loss Ratios)





- Net positive prior year reserve development in 2021
- Large claims development has been favourable in recent years
- The current year frequency is lower than normal observed frequency and this will flow into the ultimate loss ratios over time
- Severity of attritional injury claims has reduced in recent accident years

Note: The above graphs include EL, PL and Motor only

Strong return from equities offset by rising rates



Income Statement return

1.3%



Risk Assets:

- Equity linked risk assets performed strongly over the year and delivered the majority of risk asset returns
- Despite new Covid-19 variants and ensuing lockdowns, economic growth has been strong as economies re-open and central banks remained accommodative
- Global equity fund was up 20.3% and Emerging Markets equities up 3.9% over the year. At year end FBD has invested €20.4m of its overall €40.7m global equity exposure into a sustainable equity fund

OCI return

-1.0%



Corporate and Sovereign Bonds:

- Interest rates increased during the year on fears of inflation and anticipated Central Bank increases
- Increased rates have reduced the valuation of bonds, leading to negative mark-to-market return going through the OCI
- Credit spreads have remained tight reflecting the good outlook for corporates
- FBD have sold corporate bonds that brings it within the ESG limits set at end 2020

Investment Allocation



The following table illustrates the changes to investment allocation over the year:

	31-D	31-Dec-21		31-Dec-20	
Group Investment Assets	€m	%	€m	%	
Corporate Bonds	589	48%	552	47%	
Government Bonds	303	25%	311	26%	
Deposits and Cash	175	14%	180	15%	
Other Risk Assets	88	7%	68	6%	
Equities	50	4%	49	4%	
Investment Property	16	2%	17	2%	
Total	1,221	100%	1,177	100%	

- · Additional €40m cash invested in Corporate Bond portfolio to earn higher yield while maintaining sufficient liquidity
- Additional €10m cash invested in the risk asset portfolio predominantly invested into Emerging Market debt
- Company continues to maintain significant cash allocation to provide sufficient liquidity for payments on BI claims





Focus on maintaining sufficient liquidity for BI Claims



Additional €40m cash invested in Corporate Bond portfolio maintaining an average credit rating of A-



Capital / Dividend



Solvency Capital ratio of 214% (unaudited)

Given strong capital and reduced uncertainty, dividend of 100c per share proposed



Maintaining strong capital position is paramount SCR Risk Appetite 150%-170%



The intention is to pay sustainable dividends with attractive yield, subject to maintaining a robust capital position



Following reinstatement of annual dividend and strong capital position, the Board will keep further distributions under consideration



Strategic intent



Our aim is to produce predictable returns



Sustainable annual dividends meeting shareholders' expectations



Measured profitable growth in customer numbers supported by strong retention levels



Guidance: Current Year Combined Operating Ratio circa 90% is still appropriate for 2022 (absent exceptional weather)



Summary



Profit of €110m before tax with a 71.5% Combined Operating Ratio



A Dividend of 100c proposed



Strong **profitability** with **current year COR of 86.6%** (excl. B.I. related costs)



Business Interruption quantum judgement and agreement with reinsurers has brought clarity and reduced uncertainty



SCR strong at 214%





Our Strategy



FBD of 2026

A digitally enabled, data enriched organisation which delivers an excellent customer and employee experience



At the core of our strategy



Strategic Objectives Strategic Pillars Focus on our strengths to deliver profitable growth For farmers we focus on relationship strengthening For **business** we build on **momentum and relationships** Technology In **retail**, execute our intermediary promise and **build our offering for mass market** ٢٩٩٩ Key to success is understanding our customers and execution

Environmental:

Adoption of TCFD recommendations





Governance

- Establishment of FBD
 Sustainability Committee,
 reporting into the Board,
 considering all climate
 related risk issues
- Working Group comprised of nominations from all FBD functions, driving the sustainability agenda at department level



Strategy

- Integrating ESG considerations into the Investment process
- Incentivising policyholders to make the transition to low carbon alternatives where possible – BER Discount on Home
- Coordinating a number of Facilities initiatives aimed at reducing our carbon footprint

Risk Management



- Risks are identified through top-down and bottom-up forward looking risk assessments
- Managing Climate risk operationally through a dedicated Emerging Risk process
- Climate risk has been integrated into capital planning as part of the ORSA process

Metrics & Targets



- Independent measurement of our energy consumption – scope 1 and scope 2
- Carbon Neutral offsets purchased to counter the total amount of emissions generated
- Targeting a 50% reduction in the carbon intensity of our Corporate Bond portfolio by 2030

Social:



Continuing to support our key stakeholders



Community

- Supporting the next generation of farm leaders and innovators through the annual Teagasc/FBD Student of the Year
- Continuing our partnership with the ASA, the voice of the Agricultural profession in Ireland - now sponsoring an annual fellowship programme
- FBD Trust continues to support research and educational scholarships for training and development
- Supporting many other initiatives including FBD Young Farmer of the Year Awards, Age Friendly Ireland, Grass10 & Young Stockperson Competition

Farm Safety



- Farm Protect Campaign promoting behavioural changes - working directly with farms and businesses to help improve safety standards and awareness
- "Champions for Safety" seminars across all Agricultural Colleges around the country now into its 10th year
- Agri Aware Safe Farm Schools Programme which had over 450 schools registered



Employees



- We have implemented a number of initiatives over the course of 2021:
 - Diversity & Inclusion
 - Working towards our Silver accreditation in 2022
 - Undertook gender pay gap reporting
 - Senior Management Development
 - Inclusive Culture Programme
 - Roll out of Inclusio to all FBD **Employees**
 - Exploring the rich diversity in FBD and learning more about our people

Governance:



Changes at Board level and Policy reinforcement during 2021



Board Structure

- Dual Board structure implemented, strengthening our governance and providing increased focus at each Board
- Sub-committees of FBD Holdings and FBD Insurance now have different Chairs
- 2 new Independent Non-Executive Directors have been appointed to both Boards, both with extensive experience
- The Board continues to comprise a mix of backgrounds and experience with 25% of the Board now female, up from 20%





- FBD is committed to conducting business on a daily basis with fairness, integrity and respect for our employees, customers, stakeholders, regulation and our values
- We truly value the help of employees who identify and Speak Up about potential concerns that need to be addressed

Ethics / Risk / Compliance



- Having Ethics at the heart of our business gives us the ability to measure and manage social responsibility, corporate behaviour and financial success
- FBD values are lived through our action and fit with our traditions & strategic direction
- We have strengthened our Risk and Compliance functions

Customer Service





Remained in Top 3 *Awareness* following Q3 2021 National Brand Health Tracker

FBD leads the field on "Supports Irish People" and "Is an Irish Insurer"

Secured the naming rights to Semple Stadium

Strong reaction to Team Ireland sponsorship with 57% agreeing they are more likely to consider FBD



Customer Experience

Leading General Insurer in the CXi Report 2021

Overall Insurance sector performed well in exceeding customers expectations during the pandemic



Sports Sponsorship

Joint winner of the best overall sports sponsorship of summer 2021



Digital Customer Satisfaction demonstrated by our 4.6 Trustpilot Total Rating – Dec 2021

81% gave a 5-star rating

Key Topics:

Renewals; Servicing/Company; Website User Experience; Value

Legal/Regulatory developments



Consumer Insurance Contracts Act

- Delivered all the major customer impacting changes we committed to in 2021
- 2022 Contracts of Insurance Review programme has commenced
- Some opportunities for enhancement of policy wordings and clarity of coverage for FBD and its Customers have been identified
- Prioritisation of main risk areas is complete and the drafting and implementation work has commenced

Progress on Claims reform

- We await the Government announcement on the Discount rate consultation process launched by the Minister for Justice and Equality
- Legislation dealing with Perjury in Injury Claims has been passed
- We await the outcome of the PIAB Reform Review

Differential Pricing

- Recommendations made in the 2021 report subject to public consultation which FBD contributed to, via industry bodies working groups
- Final requirements to be issued by CBI due to come into effect from 1 July 2022
- Recommendations include removal of renewal price walking, changes to renewal pricing processes, requirements to review pricing policies annually, new rules for customer premium negotiations and requirement opt in for auto-renewal
- FBD is undertaking a project to make changes to systems and process to comply with the new regulations

Changes to Personal Injuries Guidelines

- Whilst a positive move for the customer and the industry we note a number of uncertainties in relation to the extent of cost changes for future settlements, PIAB acceptance rate and the potential for newly classified injuries to increase costs
- FBD have implemented two series of rate changes across impacted products:
 - An initial series of changes when the guidelines were announced
 - More recent series of changes based on experience since the guidelines became effective

Claims environment and emerging trends





Injury

- Continuing to track injury settlements following April 2021 Personal Injuries Guidelines – no court awards as yet
- Injury settlement activity is materially down on previous years, with claimant solicitor engagement a factor
- Build up of older, higher value, injury claims being experienced as a result of slowdowns

Impact of Covid-19



- Slowdown in settling higher value injury claims due to court closures and Covid-19 restrictions
- Challenges arranging settlement talks continue to affect settlement activity
- Securing medical and other expert reports has normalised





- Motor & Property
- Motor caseload increasing due to disruption of cars and parts supply lines, and difficulty resolving motor damage claims, due to court closures/backlogs
- We are experiencing a material increase in the average cost of Property claims – contributing factors include an increasing costs of materials, labour shortages, a disruption to supply lines and claims mix

Personal Injury Guidelines and Covid-19 are impacting claim settlements





4% Decrease in average Injury Claims costs. No change in litigated claims in the 12 months to December 2021. High Court and Circuit Court legal costs up 6% and 2% respectively



Injury claims costs have decreased in the year to December 2021. This is connected to settlement activity which was impacted by a slowdown in pre-trial interaction following the introduction of the new Personal Injuries Guidelines, as well as Covid-19 Court backlogs

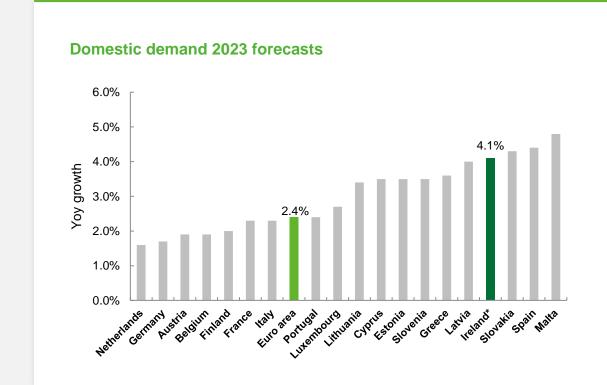




²⁰¹⁹ 2020 2017 2018 2021 Average Cost of all Capped* Injury Claims and Settlements Continued upward trend seen in **Property** and **Motor Damage** in 2021 due to disrupted supply lines, labour shortages and materials. Year on year increases of 27% and 8% respectively We continue to contest suspected cases of claim exaggeration and control the areas we can - strengthening of our technological, data analytics and detection capabilities has progressed in 2021 2020 2017 2018 2019 2021 * Claimants with settlement payments up to and including €250,000 are included Average Cost of Capped* Litigated Injury Claims

Irish Environment Updated





Economic activity in the EU is projected to grow by 4.3% in 2022 before **decelerating** to 2.5% in 2023. The EU economy is rebounding from the pandemic recession faster than expected. The rebound of economic activity was broad-based, with all components of domestic demand contributing positively.

(Autumn 2021 Economic Forecast – Nov 2021)

Irish unemployment is expected to reach 7.5% in 2021, and decline to 6.8% in 2022 and 6.2% in 2023. While still above 2019's rate of 5.0% the trend is towards continuing reductions.

(European Union Economic Forecast – Autumn 2021 11/11/2021)

Source: Europa.eu, AMECO

Customer Segments





Farmers

- Best Farm retention rate in 4 years
- Assisted our customers with a cover review initiative
- Customer service and advice continuing to support growth
- Improvement in H2 New Business when field staff recommenced on site calls



Business

- Business and Motor Fleet premium ahead of GWP target for 2021
- Strong retention rates, New Business conversions and policy count growth
- Continued customer support with premium rebates during Covid-19 lockdown periods
- Broker performance ahead of target and last year New Business performing strongly
- TaxiFair performance impacted by lockdown restrictions

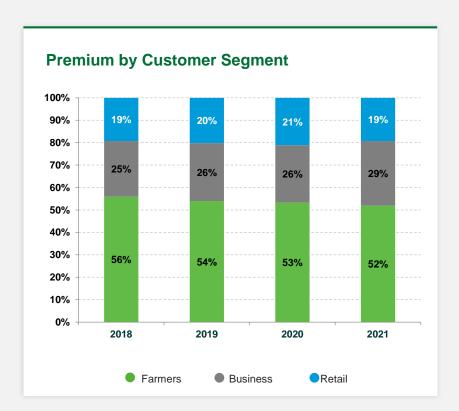


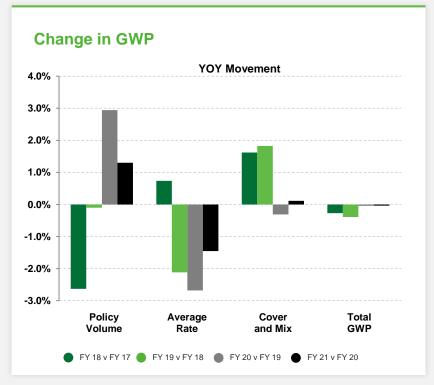
Retail

- Resilient Motor retentions in challenging market trading conditions
- Strong performance recorded for Home, exceeding prior year
- FBD's digital transformation continues with further enhancements to improve the customer journey planned for 2022
- An Post Insurance account performed well in 2021 despite challenging conditions

Business Update







Note: GWP on these slides exclude the impact of customer rebates in 2021 of €3.3m and €11.8m in 2020

FBD Share Price Performance





Glossary



Acquisition	The total of net commission and operating expenses incurred in the generation of net earned premium and often expressed as a percentage of net earned premium. The operating expenses are after the transfer of direct costs for claims settlement expenses which are included in net incurred claims expense.	Excess of Loss Reinsurance	A form of reinsurance in which, in return for a premium, the reinsurer accepts liability for claims settled by the original insurer in excess of an agreed amount, generally subject to an upper limit.
Best	The actuary's expectation of future cost to settle all outstanding claims net of any	Expense Ratio	Underwriting and administrative expenses as a percentage of net earned premium.
Estimate	margin for uncertainty, representing a 50% probability that the reserves are adequate to settle all future claims.	General Insurance	Generally used to describe non-life insurance business including property and casualty insurance.
Casualty from and	Insurance that is primarily concerned with the losses resulting from injuries to third persons or their property (i.e. not the policyholder) and the resulting legal liability imposed on the insured. It includes, but is	Gross Claims Incurred	The amount of claims incurred during an accounting period before deducting reinsurance recoveries.
Insurance	not limited to, general liability, employers' liability, workers' compensation, professional liability, public liability and motor liability insurance.	Gross Earned Premium (GEP)	The total premium on insurance earned by an insurer or reinsurer during a specified period on premiums underwritten in the current and previous underwriting years.
Catastrophe Reinsurance	A reinsurance contract (often in the form of excess of loss reinsurance) that, subject to specified limits and retention, compensates the ceding insurer for losses in related to an accumulation of claims resulting from a catastrophe event or series of events.	Gross Written Premium (GWP)	The total premium on insurance underwritten by an insurer or reinsurer during a specified period, before deduction of reinsurance premium.
Claim	The amount payable under a contract of insurance or reinsurance arising from a loss relating to an insured event.	Incurred but not Reported (IBNR)	Claims arising out of events that have occurred before the end of an accounting period but have not been reported to the insurer by that date.
Claims Incurred	The aggregate of all claims paid during an accounting period adjusted by the change in the claims provision for that accounting period.	Long-tail	Classes of insurance business involving coverage for risks where notice of a claim may not be received for many years and claims may be outstanding for more than one year before they are finally quantifiable and settled by the insurer.
Claims Provision	The estimate of the most likely cost of settling present and future claims and associated claims adjustment expenses plus a risk margin to cover possible fluctuation of the liability.	Loss Ratio	Net claims incurred as a percentage of net earned premium.
Combined Operating	The sum of the loss ratio and expense ratio. A combined operating ratio below 100% indicates profitable underwriting results. A combined	Margin for Uncertainty	The margin held over and above the actuarial best estimate in order to provide greater certainty that claims reserves will be sufficient to settle all outstanding claims as they fall due.
Ratio Deferred		Net Claims Incurred	The amount of claims incurred during an accounting period after deducting reinsurance recoveries.
Acquisition Costs	Acquisition costs relating to the unexpired period of risk of contracts in force at the balance sheet date which are carried forward from one accounting period to subsequent accounting periods.	Net Claims Ratio	Net claims incurred as a percentage of net earned premium.

Glossary



Net Earned Premium (NEP)	Net written premium adjusted by the change in net unearned premium for a year.
Net Investment Income	Gross investment income net of foreign exchange gains and losses and investment expenses.
Net Written Premium (NWP)	The total premium on insurance underwritten by an insurer during a specified period after the deduction of premium applicable to reinsurance.
Outstanding Claims Provision	The amount of provision established for claims and related claims expenses that have occurred but have not been paid.
Personal Lines	Insurance for individuals and families, such as private motor vehicle and homeowners insurance.
Policyholders' Funds	Those financial assets held to fund the insurance provisions of the Group.
Premium	Amount payable by the insured or reinsured in order to obtain insurance or reinsurance protection.
Short-tail	Classes of insurance business involving coverage for risks where claims are usually known and settled within 12 months.

The amount of claims recovered from reinsurance, third parties or salvage.

An agreement to indemnify a primary insurer by a reinsurer in consideration of a premium with respect to agreed risks insured by the primary insurer. The enterprise

accepting the risk is the reinsurer and is said to accept inward reinsurance. The enterprise ceding the risks is the cedant or ceding company and is said to place

Reinsurer	The insurer that assumes all or part of the insurance or reinsurance liability written by another insurer.
Retention	That amount of liability for which an insurance company will remain responsible after it has completed its reinsurance arrangements.
Return on Equity (ROE)	Profit after Tax as a percentage of average current year and prior year Equity attributable to ordinary equity holders of parent
Return on Targeted Equity (ROTE)	Profit after Tax as a percentage of IFRS Ordinary Shareholder Funds, at the SCR Risk Appetite
Underwriting	The process of reviewing applications submitted for insurance or reinsurance coverage, deciding whether to provide all or part of the coverage requested and determining the applicable premium.
Underwriting Expenses	The aggregate of policy acquisition costs, and administrative, general and other expenses attributable to underwriting operations.
Underwriting Result	The amount of profit or loss from insurance activities exclusive of net investment income and capital gains or losses.
Underwriting Year	The year in which the contract of insurance commenced or was underwritten.
Unearned Premium	The portion of a premium representing the unexpired portion of the contract term as of a certain date.
Written Premium	Premiums written, whether or not earned, during a given period.

Recoveries

Reinsurance

outward reinsurance.