

Excellence in client satisfaction, growth in premium income and in net result: Ethias sets another strong performance in 2023 and reaffirms its ambition to make a sustainable and positive contribution to society

Reaching EUR 3.37 billion in premium income, a net result of EUR 200 million and an operating result of EUR 249 million, Ethias closes the 2023 financial year with a solid growth performance, demonstrating the effectiveness of its strategic approach and commercial dynamism. These results also reflect the high and stable satisfaction of the insurer's client base. Subject to approval by the General Assembly, Ethias announces EUR 110 million in dividends for its shareholders: the Federal State through SFPIM, the Walloon Region through WE (*Wallonie Entreprendre*), the Flemish Region and EthiasCo. The insurer also remains an essential institutional investor, with nearly EUR 5 billion invested in the Belgian economy.

Key figures¹ 2023

Premium income

€ 3,37 bn

Net result

€ 200 m

Operating result of the
Life business

€ 76 m

Operating result of the
Non-Life business

€ 201 m

Dividends

€ 110 m

Investments in the
Belgian economy

5 bn

Solvency II Ratio

190%

Client satisfaction rate
(Private Individuals)

92%

Client satisfaction rate
(Public Bodies & Companies)

93%

Focus on the key results of 2023¹

Ethias closes the year with results exceeding forecasts thanks to several factors: its unique positioning as a direct and phygital insurer for both Private Individuals and Public Bodies & Companies, its over 100-year expertise, its strategic choices and the trust placed in the company by its tens of thousands of satisfied clients.

As of December 31, 2023, **overall income amounts to EUR 3.37 billion**, i.e. an increase of 15.79% compared to 2022. This very good result can be attributed to **Life premium income**, which rose by 21.61% to EUR 1.70 billion, and **Non-Life premium income**, which increased by 10.39% to EUR 1.66 billion. Growth in Non-Life was driven in particular by excellent commercial dynamics, the arrival of new clients, an increase in the number of new contracts and a decrease in churn².

The net result amounts to EUR 200 million. With an increase of EUR 9 million compared to 2022, it demonstrates a robust growth of 4.85% and reinforces the insurer's financial strength.

The operating result of the **Life business amounts to EUR 76 million**, an increase of EUR 1 million compared to 2022. For the **Non-Life business, the result amounts to EUR 201 million**, up by EUR 32 million compared to 2022.

In 2023, Ethias was there for its **1,180,257 private clients** and its **43,283 clients in Public Bodies & Companies** (i.e. the public sector, the social profit sector and private companies). Clients appreciate its unique model as a direct and phygital insurer (combining human contact and digital interactions), its quality service and the wide choice of insurance products as well as innovative solutions that meet their specific needs. This appreciation translates into a **high overall satisfaction rate**: 92% among private policyholders and 93% among policyholders in Public Bodies & Companies³. Ethias is also pleased that these high levels of overall satisfaction have remained stable for several years.

The **Solvency II ratio** stands at **190%**, i.e. a 20-point increase. This excellent performance can mainly be explained by thoughtful choices in interest-rate risk management, limiting the impact of financial market volatility on Ethias' net assets. It is also worth highlighting the value creation of its equity portfolio, combined with the excellent profitability of its commercial activities. The **Solvency II Pillar II ratio** stands at **198%**. This excellent ratio reflects the success of the actions taken on our company's risk profile.

¹ On the basis of the unaudited BGAAP accounts

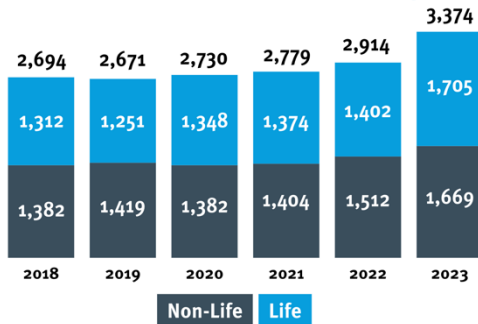
² Churn is the number of clients who cancel their insurance policies over a given period.

³ Sources: Net Promoter Score study - "Satisfaction & Moments of Truth" - Ipsos - Listen - 2021 - 2023.

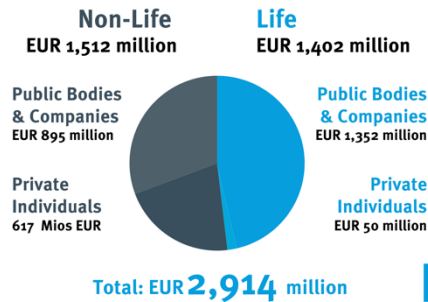
Subject to the approval of the General Assembly, a **dividend of EUR 110 million** will be distributed to the shareholders: the Federal State through SFPIM, the Walloon Region through WE, the Flemish Region and EthiasCo.

In May 2023, **Fitch Ratings** confirmed Ethias' **Insurer Financial Strength (IFS)** rating at "**A**" with **stable outlook**. The rating agency highlighted Ethias' excellent capitalisation, solid solvency ratio and good performance. Ethias' position as a direct insurer on the Belgian market, leader in the public sector, was also underlined.

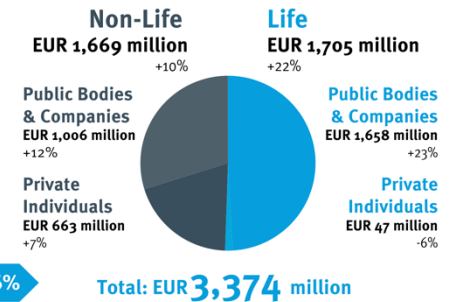
Premium income 2018-2023



Premium income 2022



Premium income 2023



"2023 saw inflation slowing and a generally more favourable macroeconomic context than 2022. Still, the year was not without its challenges: increasing global warming, growing geopolitical instability and intensifying cyber risks, to name but a few.

In any case, we at Ethias are more determined than ever to align all forces - and those of the Ethias Group - to support and protect society in this constantly changing world.

From a financial perspective, I am pleased to note that, thanks to its strong, consistent strategy and over 100 years' expertise, Ethias closes 2023 with an excellent result that exceeds expectations, and with indicators in the green (solvency ratio, Fitch rating ...).

In addition to this economic performance, Ethias has of course continued to deploy its strategic ambitions in terms of sustainability in all aspects of its business: insurance products and services that respond to new risks, sustainable investments, support for initiatives by Belgian PCSWs in the fight against youth poverty through the 2nd edition of the Ethias Youth Solidarity Awards, launch of Ethias Lease ... Ethias also distinguished itself by obtaining the "Top Employer" certificate in early 2024, for the third year in a row. Moreover, it achieves excellent overall satisfaction rates among its clients: 92% in Private Individuals and 93% in Public Bodies & Companies.

I would add that Ethias, as a 100% Belgian employer, has a strong local anchorage with offices in both the north and the south of the country and a network of offices throughout Belgium. This local presence strengthens its identity and contributes to its success as an employer of choice. The renovation of its Hasselt company office in 2023 and the move of its headquarters to a brand-new eco-neighbourhood in Liège (*Rives Ardentes*) in 2024 will also contribute to this.

All this shows that Ethias is a different kind of Belgian player, solid and responsible, at the service of Belgian society as a whole.

I would also like to highlight the strengthening of synergies within the Ethias Group to generate even greater value for our clients, by offering them integrated solutions and more protection, both before and after a damage claim.

To conclude, I would like to thank the Group's 5,000 employees for their commitment, our clients for their trust and our shareholders for their support. It is of course thanks to all of them that we can continue to be the insurer that makes a positive mark on Belgian society with each and every one of its actions."

Philippe LALLEMAND, CEO of Ethias

Non-Life business in Public Bodies & Companies: an exceptional year serving Ethias' historical clients

Production, profitability and progress: those are the key words for 2023.

With a **Non-Life premium income in Public Bodies & Companies of more than EUR 1 billion** (i.e. up 12.48% on the previous year), Ethias consolidates its position as the undisputed insurer in the public and social profit sectors, as well as for companies. This performance is the result of intensive teamwork, constant improvements in the quality of both guarantees and services, and excellent relations with all our stakeholders. Moreover, **Ethias bid on more than 400 tenders, with ever-increasing success**. Two examples: Ethias gained the healthcare coverage from BOSA's central procurement office (BOSA is the Belgian Federal Public Service for Policy and Support) and won the multi-branch public contract of initia.Vlaanderen (the umbrella organisation of social housing companies in Flanders).

Ethias has also continued to **support the further development of its policyholders in Public Bodies & Companies** through instructive seminars and innovative training courses on topics they had specifically requested. As many as 1,800 participants attended these sessions in 2023, with a very high satisfaction rate.

Finally, the intensified cooperation with all entities within the Ethias Group have opened the door to fruitful partnerships and new innovative solutions for clients.

Let us underline that the **public sector has played a central role in Ethias' activities for more than 100 years**. Thanks to this expertise, which is unique on the market, the insurer is best placed to meet the ever-changing needs of this sector, whether in terms of insurance, prevention or risk management. This undoubtedly explains the 93% overall client satisfaction rate, and the fact that 9 out of 10 clients in Public Bodies regard Ethias as their preferred partner in insurance (Non-Life).

Ethias Group⁴: the strength of an ecosystem with complementary skills

Building on the success of its unique model, Ethias has created an **ecosystem that draws on the strengths and specificities of its subsidiaries** to position itself as a group that generates value for all its stakeholders through integrated and sustainable services.

This ecosystem **relies on the synergies, expertise and talents of more than 5,000 employees** and the synergies between them to accelerate the roll-out of various solutions in areas such as health, ageing, mobility and public services.

We also want to highlight the **excellent performance of Ethias Pension Fund**. Pro memoria: in 2022, this Occupational Pension Fund was appointed as the contractor for the public tender launched by the Federal Public Service for Pensions, thus becoming the administrator for the supplementary pension plans (defined-contribution type) set up by the local and provincial authorities for their contractual employees in Wallonia, Flanders and Brussels. The assets under management of this pension plan almost doubled between 2022 and 2023, rising from EUR 67 million to EUR 125, while the number of affiliates reaches almost 100,000. Finally, Ethias Pension Fund has assets under management totalling just over EUR 510 million.

Ethias: pillar of responsible investment and development for the Belgian economy

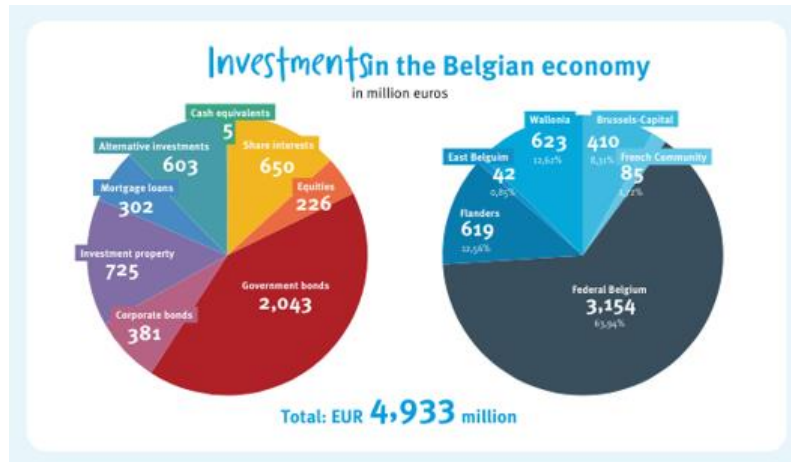
On the one hand, **Ethias supports the Belgian economy** through its investments, its support for the various recovery plans, the distribution of dividends to its public shareholders ... On the other hand, **Ethias makes a positive contribution to today's major societal and environmental challenges** by going well beyond a risk-return analysis in its investment decisions. Ethias is for example concerned about the impact its investments can have on financing the energy transition and creating a fairer society.

In 2023, Ethias pursued its approach as a **sustainable and responsible investor in the Belgian economy** by adding new initiatives.

⁴ The main entities of Ethias Group are: Ethias SA, Ethias Pension Fund, Ethias Ventures, Ethias Services, Ethias Lease, Flora by Ethias, IMA Benelux and NRB as well as its various entities (<https://www.nrb.be/en/the-nrb-group>).

Catalyst for the Belgian economy, with nearly EUR 5 billion invested

As a **Belgian institutional investor** and **leading public-sector insurer**, Ethias devotes a significant proportion of its investments to supporting the Belgian economy. Hence, the insurer is recognised in the market as a player capable of meeting the financing needs of infrastructure, real estate and public-private partnerships projects in the country.



The investments are diversified across local, regional and federal actors, as well as across asset classes. Investing in the Belgian economy and enabling its actors to grow in a sustainable manner clearly fits into the insurer's strategy of local and responsible investment and development. **Thus, in 2023, Ethias invested EUR 4.93 billion in the Belgian economy** (out of its EUR 14.8 billion in managed assets, excluding unit-linked contracts), **60% of which in the public sector**.

More specifically, Ethias has continued to invest in the Belgian private investment market, both in real estate and in alternatives. The share of

investments in the economy has increased mainly through alternative investments and mortgage loans. Among alternative investments, Ethias has continued to provide financial support to various federal and regional investment bodies. This included investing in the Fluxys Group, a major emerging player in green hydrogen transport.

Issuer of a first Green Bond totalling EUR 250 million

In 2023, Ethias managed to distinguish itself by being the **first and only Belgian insurer to issue a Green Bond in Belgium**. This issuance strengthened its **approach to impact investing** and consolidated the alignment of its corporate financing policy with its investment strategy, geared towards a sustainable and socially responsible future.

The issuance was a **real success** with investors, **enabling Ethias to raise EUR 250 million**. With this amount, the insurer is committed to **supporting projects across Belgium** in the areas of sustainable real estate, renewable energy, green mobility, energy efficiency (new technologies, infrastructure ...) and sustainable management of soil and natural environments (reforestation ...).

Strategic partner in sustainable real estate and committed to future generations

In March 2023, **Ethias entered into a partnership with BPI Real Estate for the acquisition of the Wood Hub building** (i.e. 7,300 m² of office space). Wood Hub is recognised as one of the most ambitious and sustainable buildings in the Benelux region, with certificates such as "BREAAM® Outstanding" and "WELL® Platinum". Moreover, this building has already won two awards: the Silver Award in the "Climate Future Project" category at the Belgian Construction Awards, and the title of "Project of the Year" at the Belgian PropTech Trophy.

This acquisition fits perfectly within the diversification strategy of the insurer's real estate portfolio and fully meets its requirements in terms of quality, comfort for future residents and environmental sustainability.

In addition, **Ethias teamed up with SFPIM (Federal Holding and Investment Company) to set up Cityforward**, a real estate fund managed by Whitewood (fund manager). The aim? **To redevelop some 20 obsolete buildings of the European Commission** (300,000 m²) into a sustainable urban district with offices, shops and housing. SFPIM, as a government agency, will purchase the buildings and Cityforward will oversee the redevelopment work.

The large-scale project is also carried out in collaboration with the Brussels-Capital Region, the municipalities and government bodies, demonstrating an integrated approach.

For more information or to request an interview, please contact our press officer:
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About Ethias

Ethias is Belgium's 3rd largest Life and Non-Life insurer. It is recognised for its unique business model based on direct, digital and public services, the commitment of its 1,900 employees, the trust of its customers (1,180,257 Private Individuals and 43,283 clients in Public Bodies & Companies), the support of its shareholders, its over 100-year experience and its financial strength. With a solid group strategy, Ethias is constantly innovating to create value and meet the needs of tomorrow through ecosystems in areas such as health, mobility and housing. Based on its systematic "phygital" and socially responsible approach, Ethias is committed to being a partner for everyday life, beyond insurance, accessible to all.

Our mission statement: making insurance easier so as to bring you security, peace of mind and freedom of initiative, with innovative products and services. As partner of your daily life, we put our expertise and our dynamism at your service.