

# PORTO SEGURO

## Institutional Presentation 1H22



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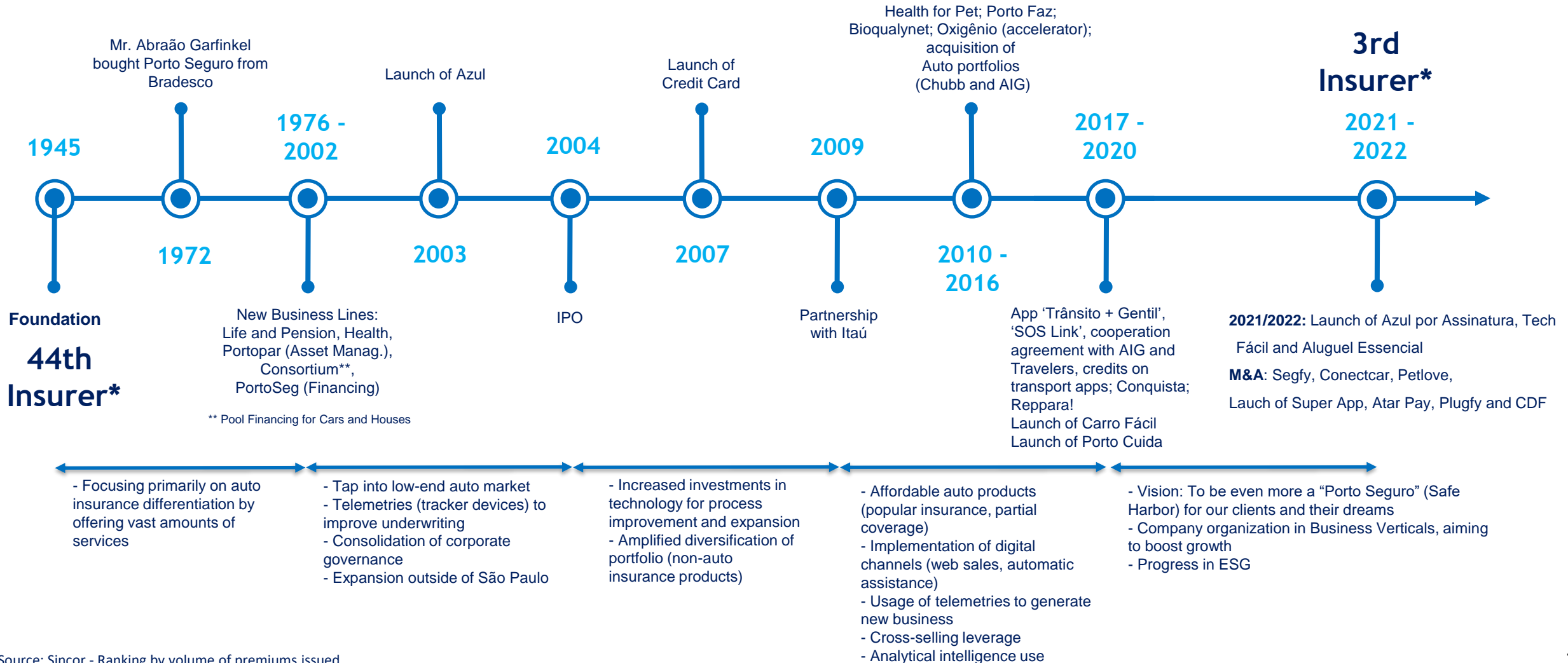




## 1. About us

Over the last 70 years Porto Seguro has been recognized by its entrepreneurship and high quality services, responding rapidly to the changing environment ...

### History and Companies of Porto Seguro



\* Source: Sincor - Ranking by volume of premiums issued.

... resulting in the largest non-life insurance group in Brazil underpinned by a robust operational structure, serving its 12.2 million clients



12.2 million clients



13k employees



33k independent brokers



13k service providers



18 million human customer services in 1H22



92 million digital interactions and customer services in 1H22



1.5 million Auto services in 1H22



935k home repair services in 1H22



42% of services for cars and homes generated from WhatsApp Messenger and the SuperApp



Porto Seguro SuperApp Review  
4.7/5.0 for Apple Store  
4.8/5.0 for Play Store



69 NPS & 78% renewal rate of Porto Seguro Auto



72 NPS & 72% renewal rate of Azul Auto



78 NPS & 76% renewal rate of Porto Seguro Homeowner

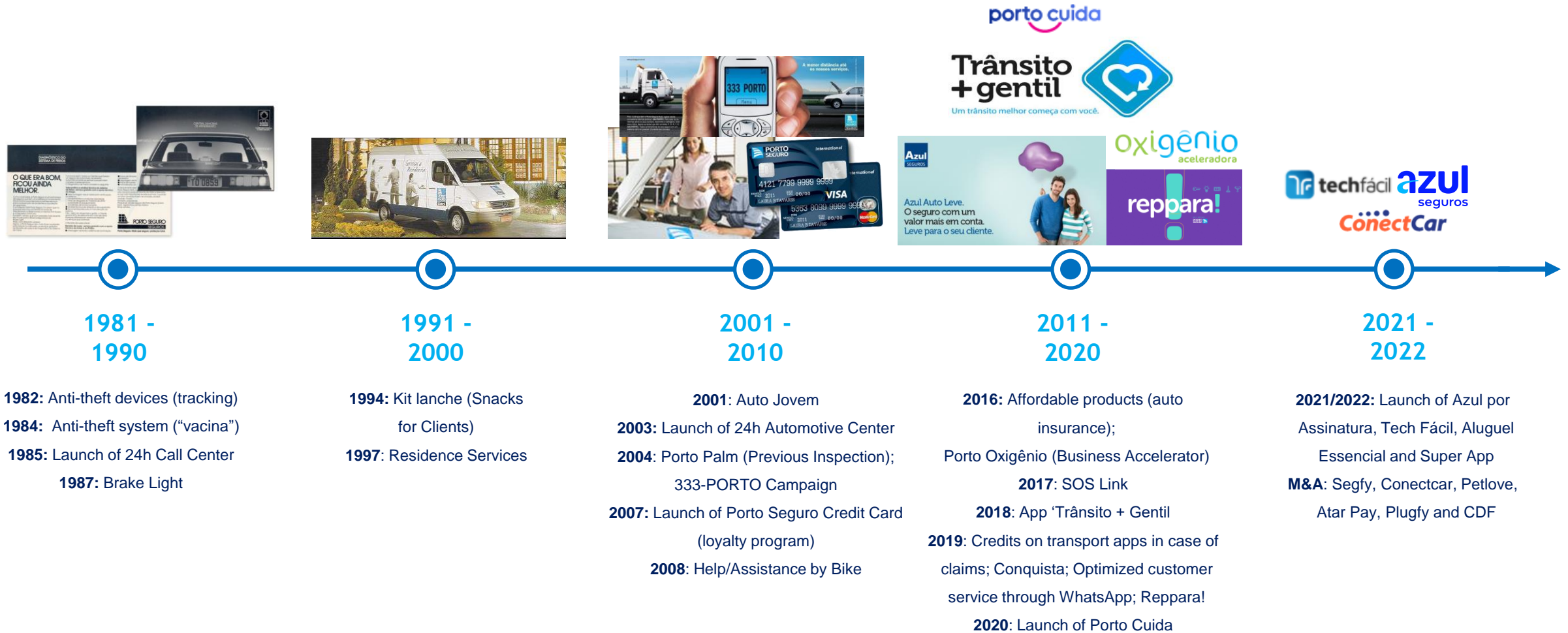


69 NPS & 63% of accounts with transaction of Porto Seguro Credit Card

(Jun/22)

Innovative developments have been generating a sustainable competitive edge and higher clients retention ratio

### Timeline – Innovative Solutions



We are much more than an Insurance Company!

With higher focus on the clients, Porto segregated its structure into 4 business verticals



 Porto Seguros



 Porto Saúde

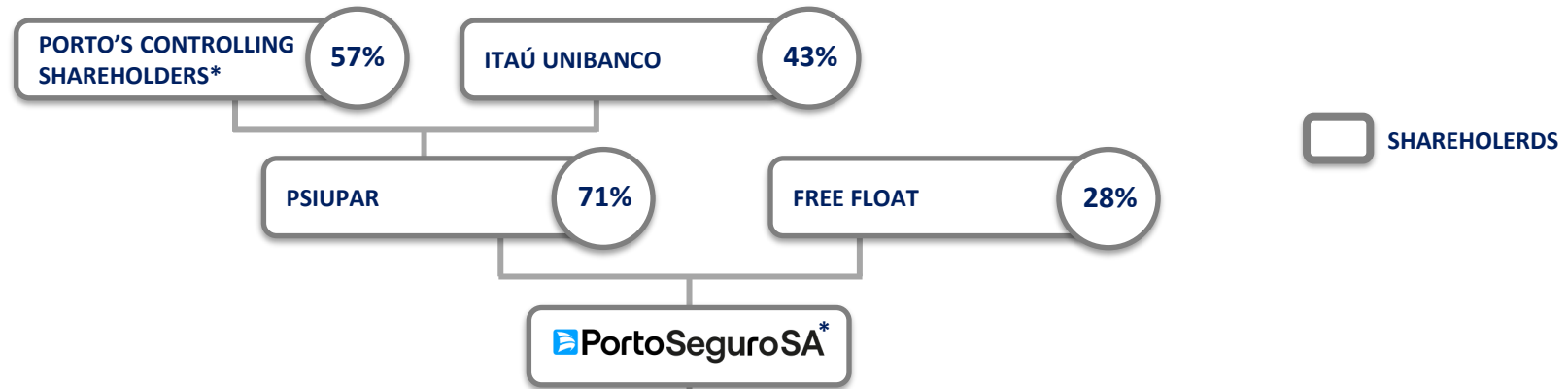


 Porto Seguro Bank

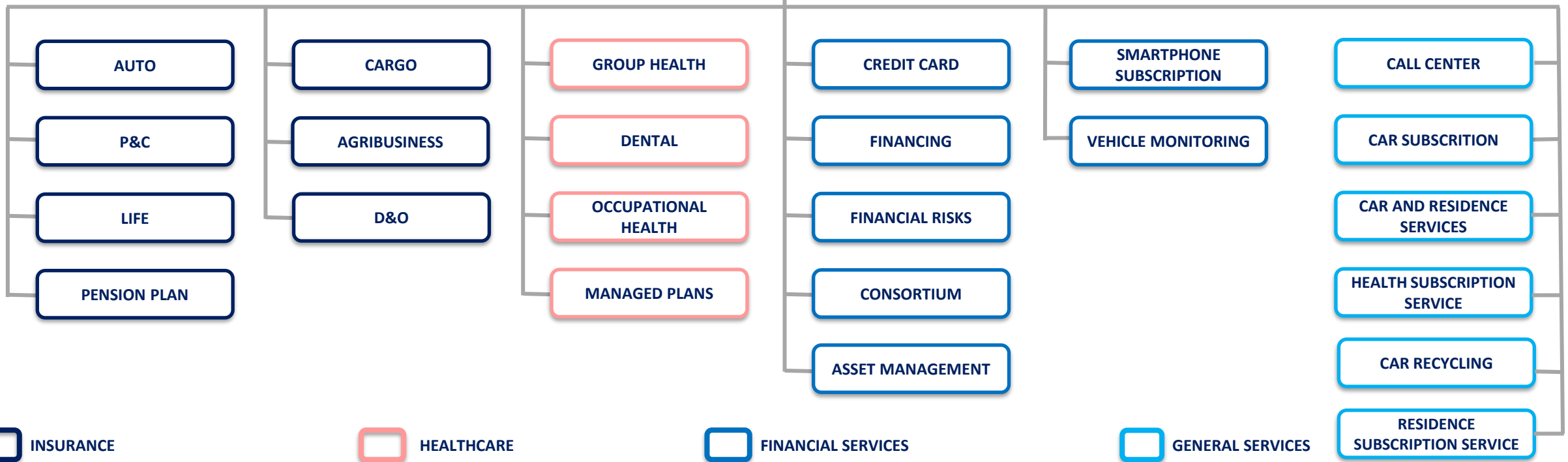


SERVIÇOS

The Company offers a wide range of products and services through 4 businesses verticals: insurance, healthcare, financial and general services



(Jun/22)

















\*CONTROLLED BY JAYME BRASIL GARFINKEL

Board of Directors composed by seven members, being two representatives of Garfinkel Family, two representatives of Itaú Unibanco, and three independent members

Name	Position
Bruno Campos Garfinkel	Chairman of the Board
Marco Ambrogio Crespi Bonomi	Vice-Chairman of the Board
Ana Luiza Campos Garfinkel	Board Member
Andre Luis Teixeira Rodrigues	Board Member
Pedro Luiz Cerize	Independent Board Member
Paulo Sérgio Kakinoff	Independent Board Member
Patrícia Muratori Calfat	Independent Board Member

(Jun/22)

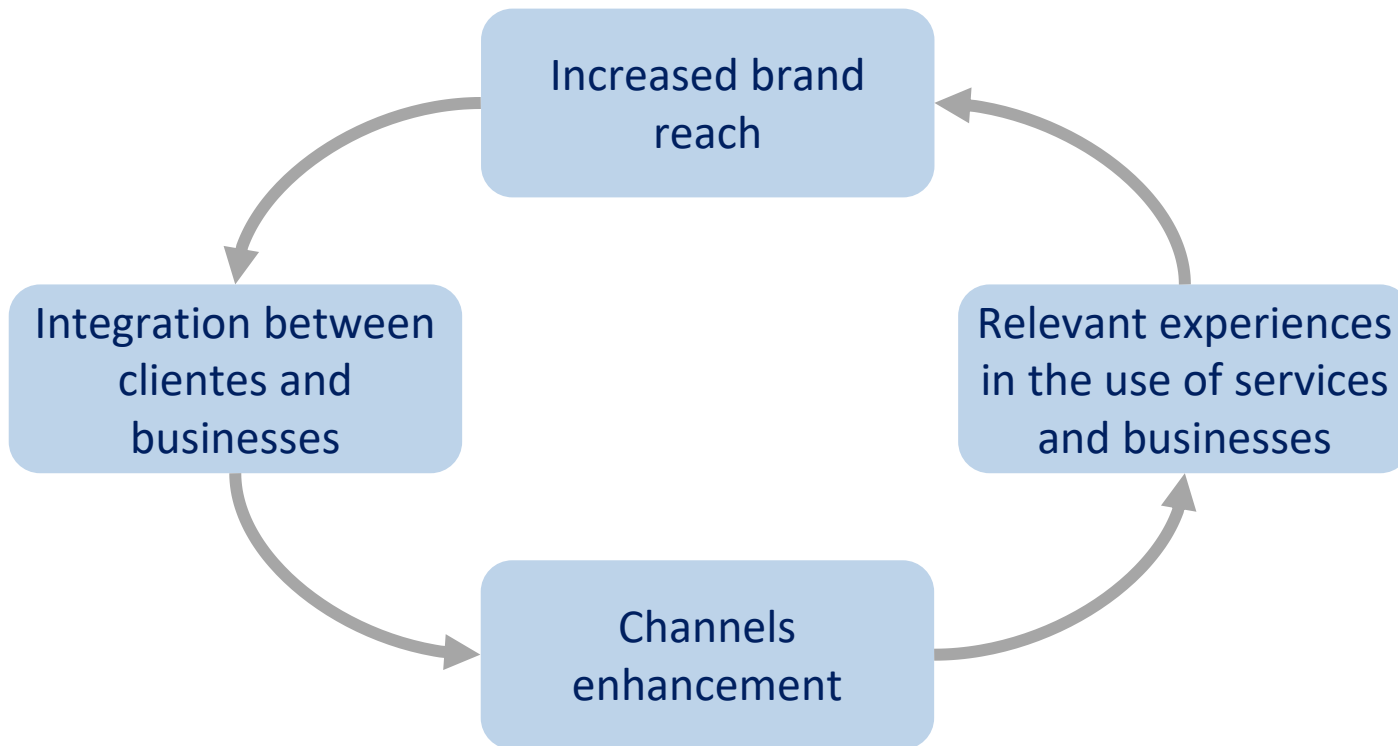
Diversified top-of-mind portfolio and market leader in the auto, homeowner and commercial insurance products, posing a significant market share

MAIN PRODUCTS									
Insurance			Health	Financial Services				Services	
									
Auto	P&C and Cargo	Life	Health & Dental	Credit Card and Financing	Consortium	Landlord Guarantees			
									
1H22 Revenues (R\$)	6.2 bi	1.1 bi	604 mi	1.5 bi	1.4 bi	277 mi	447 mi	407 mi	
	Issued Premiums			Issued Premiums	Revenues			Revenues	
Share in the Annual Revenues	49%	9%	5%	12%	11%	2%	4%	3%	
Volumetry	5.7 mi	2.4 mi	4.8 mi	1.2 mi	R\$14.3 bi	2.8 mi	207k	351k	2.4 mi
	Vehicles	Protected Items	Insured Lives	Lives Covered	Credit Portfolio	Plastics Issued	Consortium Contracts	Landlord Contracts	Assistances per year

Our strategy is based on solid relationships, delivering value in our services and focusing on the comprehensive needs of our clients throughout their lives

**Our essence: “Increasingly being a SAFE HARBOUR for our customers and their dreams”\***

**Ecosystem**



**Enablers**

Integrated marketing, strengthening the strategy

Migration from a product-centric to a customer-centric business approach

Digital transformation in progress

\*PORTO SEGURO means SAFE HARBOUR in Portuguese



## 2.Differentials

We believe in entrepreneurship with a “personal touch” that aims to achieve superior results in the long term

## Mission






*"Our mission is to take risks through the deliverance of first-class services, exceeding customer expectations and ensuring agility at competitive costs and with social and environmental responsibility"*

## Key Elements

- Selfless purpose: we must do good to everyone around us
- Relationships are our strongest assets
- Customer focus is essential. Ever.
- High quality assistance makes a difference
- Good services avoid commoditization
- Brokers are essential to market development and our success
- Successful strategies are proven in the long run

Porto Seguro is the 5th strongest brand in Brazil according to Brand Finance and the 16th most valuable brand in Brazil according to Interbrand

## Brand Finance<sup>1</sup>

Brand	Segment	Position
 RENNER	Retail	1º
 SKOL	Beverage	2º
 natura	Beauty	3º
 GOL	Aviation	4º
 PORTO SEGURO	Insurance and Financial Services	5º

Brand Finance evaluates the relative strength of brands, based on factors such as marketing investment, customer familiarity, staff satisfaction, and corporate reputation. Alongside revenue forecasts, brand strength is a crucial driver of brand value.

## Interbrand<sup>2</sup>

Brand	Segment	Position	Brand	Segment	Position
 Itaú	Financial Services	1º	 XP Inc.	Financial Services	11º
 bradesco	Financial Services	2º	 RENNER	Retail	12º
 SKOL	Beverage	3º	 Ipiranga	Energy	13º
 BRAHMA	Beverage	4º	 Claro	Telecom	14º
 natura	Beauty	5º	 cielo	Financial Services	15º
 BANCO DO BRASIL	Financial Services	6º	 DROGASIL	Retail	16º
 BR PETROBRAS	Oil	7º	 PORTO SEGURO	Insurance and Financial Services	17º
 magalu	Retail	8º	 havaianas	Retail	18º
 vivo	Telecom	9º	 CASAS BAHIA	Retail	19º
 LOJAS AMERICANAS	Retail	10º	 ASSAI ATACADISTA	Retail	20º

### Key Takeaways

- Financial and beverage companies hold a firm brand value position
- Porto Seguro entered the ranking in 2017 and has remained since then as the only insurance company among the top 20 most valuable brands in Brazil

<sup>1</sup> Brand Finance (2021).

<sup>2</sup> Interbrand (2021).

The only insurance company in Brazil that offers different value proposition throughout three brands - specific products for distinct customer's needs and preferences ...

**Marcas:**



## Traditional Products



### Porto Seguro Auto

*Besides the auto insurance, it offers several additional services to vehicles, residences and people*



### Auto Premium

*Product focused on luxury cars with exclusive services and special benefits (e.g. concierge)*



### Auto Mulher

*Exclusive services and benefits for women*



### Auto Jovem

*Use of telematics for young people (between 18 and 24 years)*



### Auto Sênior

*Focused on customers over 60 years of age*



### Ultra Premium

*Product focused on luxury cars with price over R\$ 400K including exclusive services and special benefits*

... in addition, it enables us to enlarge insurance penetration – the affordable products already represent 10% of our insured fleet

## Affordable Products

### Azul Leve



### Azul Master



### Porto Seguro Moto



### Azul por Assinatura



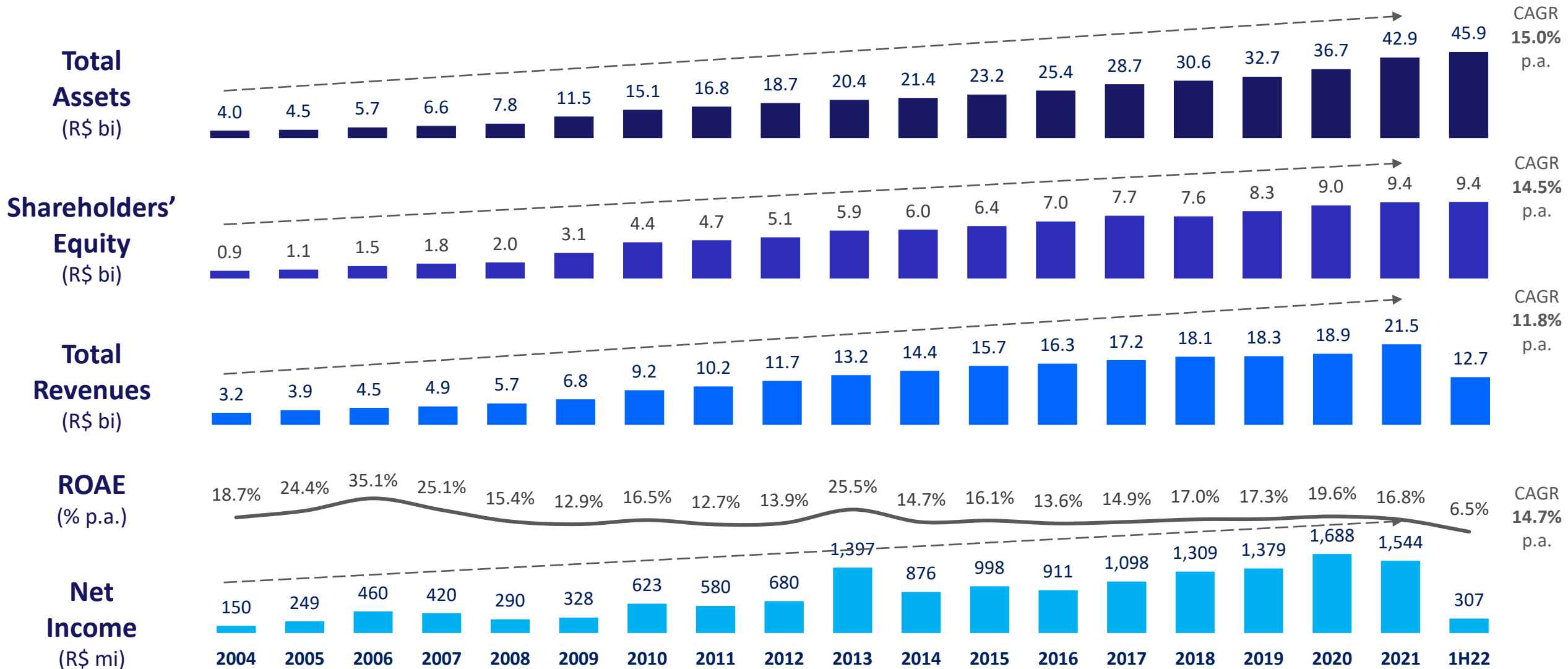
### Azul Auto Roubo



- ✓ +500k insured vehicles
- ✓ Coverage flexibility (Theft, Collision, Third Party)
- ✓ Payment flexibility (over 40% of Azul Leve clients pay in 12 instalments)
- ✓ Low cost products
- ✓ Untapped market and few products



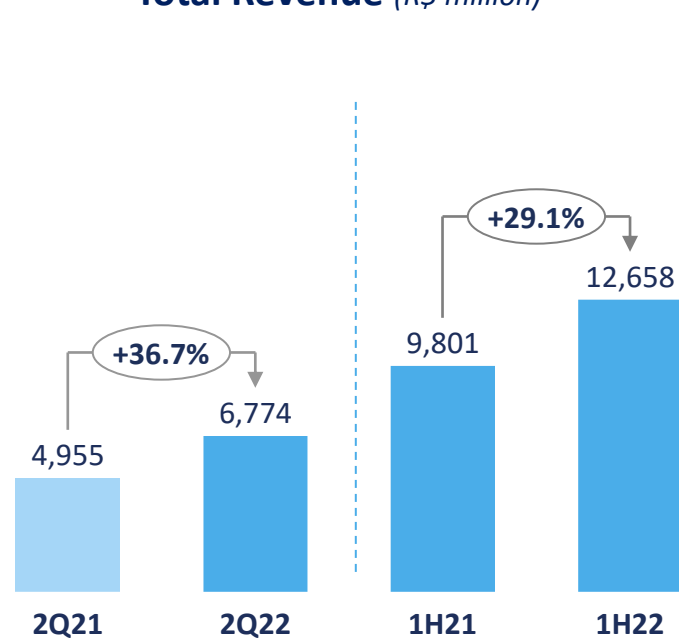
### 3. Financial Summary



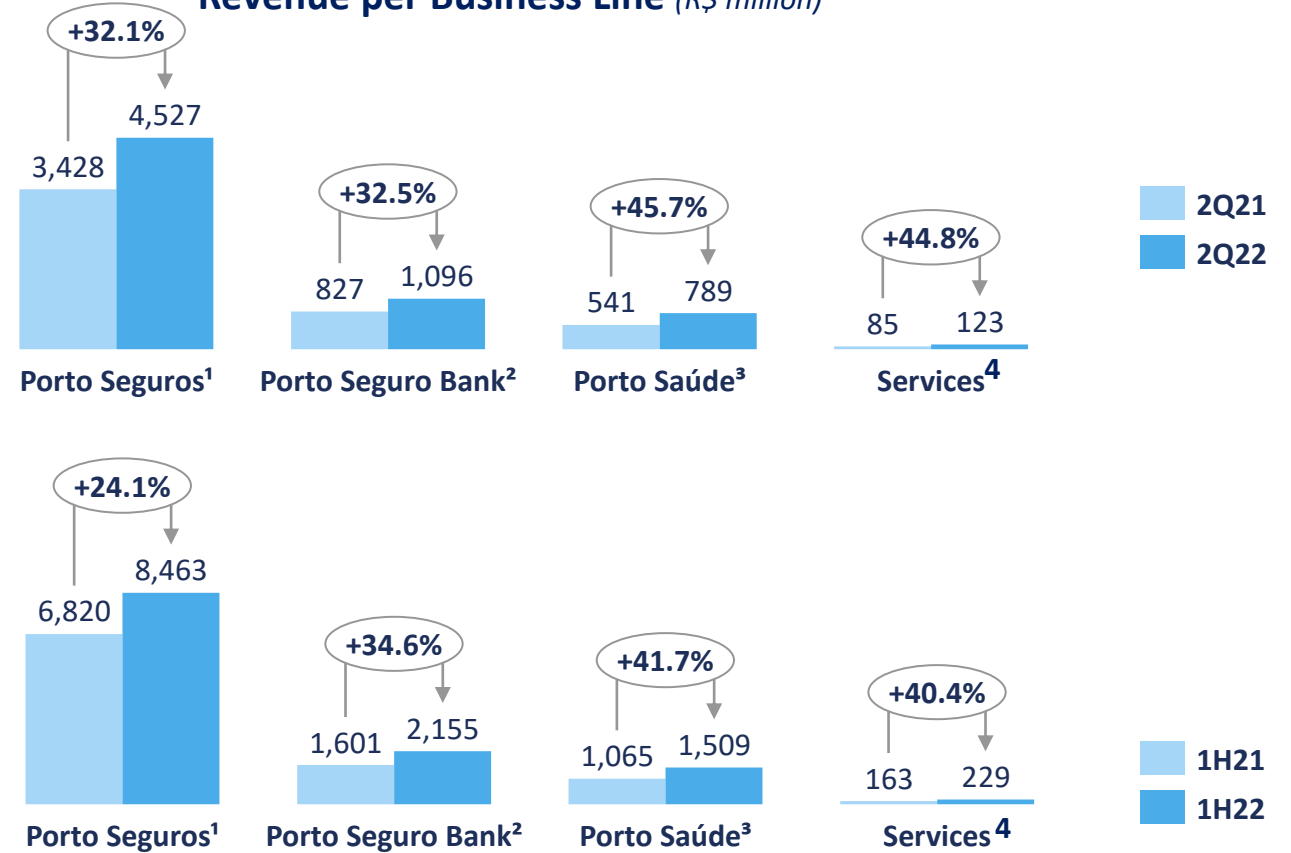
Reference: CAGR of IPCA from 2004 to 2021 = 5.7% p.a. (Source: Brazilian Central Bank)

The largest growth of total revenue in more than 10 years - all business verticals achieved significant revenue growth in the quarter and also haft of the year.

**Total Revenue** (R\$ million)



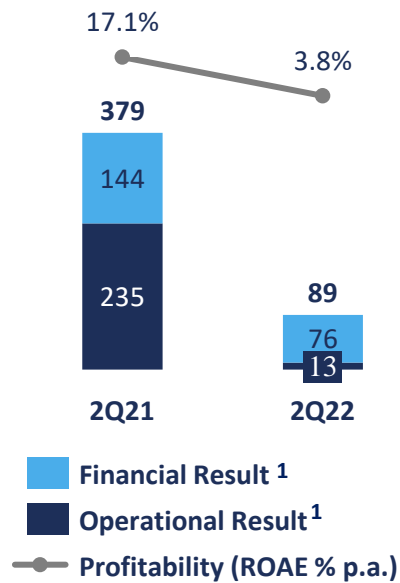
**Revenue per Business Line** (R\$ million)



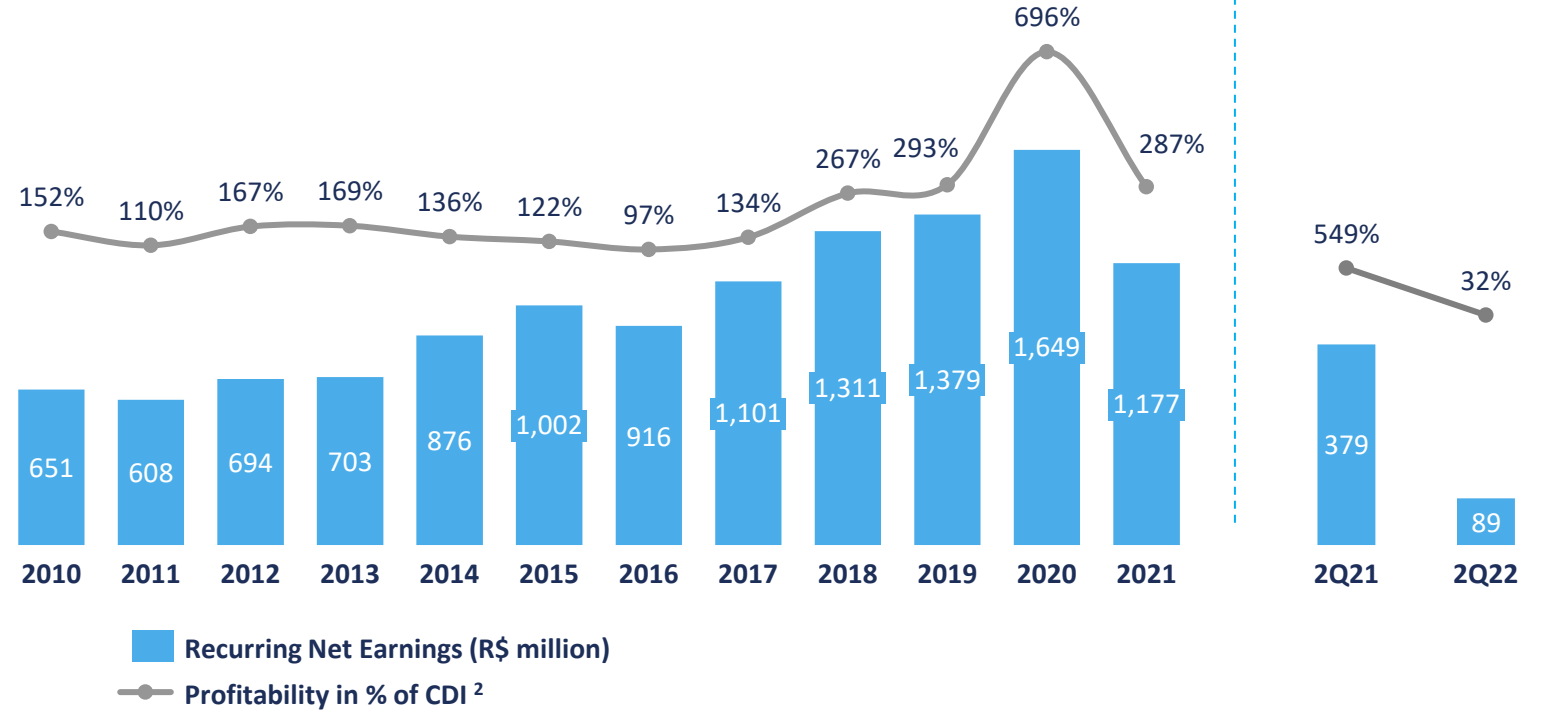
<sup>1</sup> Includes premiums and contributions from Auto, P&C, Live, Pension, Uruguai, Transportation, Rural and Responsibility insurances / <sup>2</sup> Includes premiums and revenues from Credit Card and Financing, Financial Risks, Consortium, Asset Management and Capitalization / <sup>3</sup> Includes Corporate Health, Dental Insurance, Medical Services, Occupational Health and Portomed / <sup>4</sup> Includes Carro Fácil, Porto Faz, Reppara!, Renova and Vehicle Monitoring, among other Services of Porto Assistência.

Despite short-term challenges, Porto has achieved consistent results. The historic ROAE has been significantly higher than the Selic rate

**Recurring Net Earnings<sup>1</sup> and Profitability**  
(R\$ million)



**Historical Profitability**  
(Recurring Result)



<sup>1</sup>To calculate the financial result, the effective tax rate was applied, while to calculate the operating result, the difference between the net earnings and the net financial result of the effective tax rate was considered

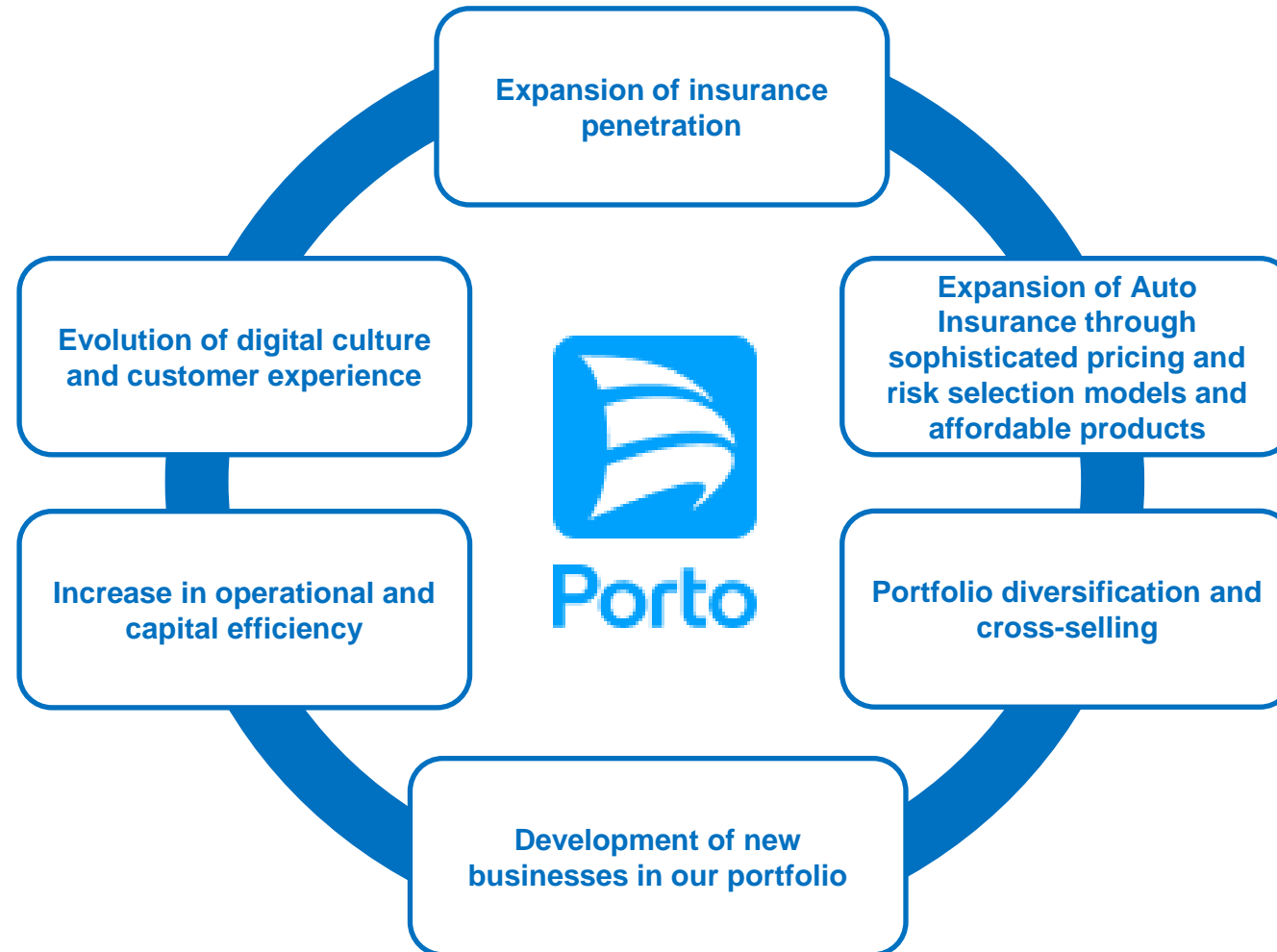
<sup>2</sup> Calculated by dividing ROAE by CDI

Source: Porto Seguro and Banco Central do Brazil



## 4. Forward-Looking

Relentless focus on developments to increase our competitive advantages and seize market opportunities



We follow the trends to take advantage of market opportunities and pursue our dream of doubling the number of customers

## Customer-centric approach



### Life in motion

Social changes with family arrangements that are mixed and multi-generational

- Shared lives: parents, children, grandparents and late marriage
- Access above ownership
- Pet as part of the family



### New lives, new cities

The expansion of urban centers as a “trigger of change” in people's lifestyles.



### “Tailor made” strategy

“Tailor made” products and experiences are losing their luxury status as companies are focusing on tailored strategies to ensure their relevance

## Technology



### At your fingertips

The Internet of Things (IoT) revolution and the expansion of smart devices becoming ubiquitous in people's lives



### Humans and machines

Artificial intelligence and automated services considering the concern with privacy and insecurity in the labor market



### Maximum performance

The importance of well-being, personal optimization and mental health in people's lives

## ESG



### Brands with attitude

Activist culture where consumers demand brand positioning, and profitable militancy where brands play a role in positive change in society



### Scarcity

As climate change issues become more tangible, we see a new urgency regarding environmental issues



### All together

Diversification of race, gender and age/generation

Porto Seguro is developing digital initiatives in order to enhance customer experience, create valuable support for brokers and improve efficiency

- ✓ **Customer Experience:** focus on delivering the best experience for customers through better interface and more auto service - sometimes digital is the best option, but if the customer needs to talk to someone, we will be there
- ✓ **Better Tools for Brokers:** to strengthen and simplify the broker's offer through more friendly and efficient sales platforms, new products bundles, digital training and support - brokers are essential for the Company's channel distribution strategy
- ✓ **Offers through internet in partnership with brokers:** usage of internet to leverage sales and increase diversification
- ✓ **Backoffice digitalization:** investment in technology and process improvement has lead to efficiency gains and a more robust and scalable operation
- ✓ **Underwriting:** reduction in quotation complexity (improving customers' and brokers' experience) and increase in the usage of customer behavior analytics (e.g. "Trânsito+Gentil")

We had relevant highlights related to our ESG agenda in the first haft of 2022, such as the admission to the UN Global Pact and the approval of the creation of a Sustainability Committee...

## ADMISSION TO THE UN GLOBAL PACT AND THE CREATION OF SUSTAINABILITY COMMITTEE

Porto is now a member of the United Nations Global Pact. This means that the Company is publicly committed to the ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption, in addition to the 17 SDGs (Sustainable Development Goals) with targets until 2030.

Together with the other members of the initiative, we will expand actions that contribute to the reduction of poverty and hunger, offer quality education for all, protect the planet and promote peaceful and inclusive societies, among other initiatives. For over 20 years, Porto has already had initiatives that collaborate with most of the SDGs, which we do spontaneously because that has always been our way: to be a safe haven for people's lives (Porto Seguro means safe haven in Portuguese). The signing of the pact, therefore, corroborates and strengthens our commitment to social and environmental development. We also approved the creation of a Sustainability Committee linked to the Board of Directors, that primary objective will be to monitor indicators related to compliance with the SDGs.



**Pacto Global**  
Rede Brasil

## GREAT PLACE TO WORK CERTIFICATE

Porto was chosen as an excellent place to work by the Great Place to Work Brasil. Our employees are a priority, and we invest in the integral health and quality of life of the teams, providing a pleasant, respectful and increasingly inclusive environment, so that everyone can be who they really are. Therefore, this result confirms our purpose of increasingly being a safe haven for people and their dreams.



#somosgreatplacetowork  
**Mais uma conquista**  
do nosso time!

## MERCO ESG RANKINGS AND CORPORATE REPUTATION

Porto Seguro ranked 1st in the 2021 Merco (Corporate Reputation Business Monitor) ranking for ESG Responsibility in the Insurance category, and in 26th place in the general ranking – among the 100 companies with the best performance in the areas of ESG.

It also ranked 1st in the MERCO Corporate Reputation ranking in the Insurance category and 17th in the general ranking – among the 100 companies with the best reputation in the market. These recognitions shows the Company's commitment to the environment, society, employees and the market as a whole.

Historically, we have an important social agenda participating in programs such as Crescer Sempre Association and Ação Pela Paz Institute. Moreover, we have evolved in our ESG indicators

C R E S C E R   S E M P R E   A S S O C I A T I O N

We have been partners with Associação Crescer Semper (Grow Always Association) for over 20 years by providing resources, volunteer work, items, and consultancy in professional training by the Porto Seguro Institute. The Crescer Semper Association aims at social transformation through high-quality education in the community of Paraisópolis, in the city of São Paulo.

In 2021, the concluded the courses: 320 students in regular school for early childhood education; 209 students in the full-time high school; 160 students in the Jovem Crescer project to booster Portuguese and Mathematics; and 45 students in on-site vocational courses.



P A R T N E R S H I P   W I T H   A Ç ã O   P E L A   P A Z   I N T I T U T E

ESG is not about taking the easy way out, but about incorporating one that pursues a strategic purpose. And if it is part of our essence to seek to reduce violence, we could not fail to look to those who have the most difficulty in entering the job market: people released from the prison system. This is a highly relevant social issue. In this way, Renova Ecopeças, a Porto Seguro Company pioneer in automotive recycling in the country, assumed the role of believing in and promoting resocialization, developing a program to hire prisoners from the prison system, through a partnership with Ação pela Paz institute. The purpose is to promote encounters, dialogues and union between people and institutions interested in searching solutions to reduce criminal recidivism. They also rely on the support of Resposta and Recomeçar institutes, which work with the transition from a surveillance dynamic to a support dynamic, being catalysts of this support system.



M A I N   S O C I A L   A N D   E N V I R O N M E N T A L   I N D I C A T O R S

		2017	2018	2019	2020	2021	1H21	1H22
<b>Environmental</b>	Absolute water consumption (thousands of m <sup>3</sup> )	N.A.	59.2	89.8	26.1	27.6	11.7	47.4
	Absolute energy consumption (million kWh)	44.2	33.7	33.2	17.6	19.3	9,0	14.0
	Total waste (organic + recyclable) generated (tons)	1,075	857	760	213	302	146.0	202.7
	Efficiency of disposal of waste generated	57%	76%	68%	69%	75%	74%	79%
<b>Social and Environmental Education</b>	Corporate Social and Environmental Education actions	47	42	57	302	420	169	33
	Number of participation	5,256	2,103	2,396	17,568	46,787	11,264	9,910
<b>Volunteering</b>	Number of volunteers	607	616	847	728	611	314	383
	Number of students in professional training	1,069	1,193	823	707	792	339	275
<b>Porto Seguro Institute</b>	Students Retention	80%	83%	85%	84%	79%	89%	65%
	Number of children assisted by the Ação Educa Program	205	220	189	165	173	168	167
<b>Association "Campos Elíseos + Gentil"</b>	Number of open neighborhood cleaning and maintenance protocols	1,132	1,150	1,126	470	483	256	317
	Resolvability of protocols with public agencies	84%	73%	84%	68%	83%	77%	72%

## INVESTOR RELATIONS

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**Roberto Santos** – CEO e IRO

**Aleksandro Borges** – Coordinator

**Eduardo Marcelo** – Analyst

**Nelson Albertin** – Analyst

**Gustavo Scarnera** – Analyst

## CONTACT

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Alameda Barão de Piracicaba, 740 – 11th floor - São Paulo, SP

<https://ri.portoseguro.com.br>

[gri@portoseguro.com.br](mailto:gri@portoseguro.com.br)



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 **apimec**

**ibri**

**abrasca**