



Earnings Release Call

1Q21



May 5th, 2021
10:00am (EDT)

Disclaimer

The forward-looking statements in the conference call are based on the beliefs and assumptions of Porto Seguro's management, and on currently available information.

It involves risks, uncertainties and assumptions related to future events and therefore depend on circumstances that may or may not occur in the time ahead.

Investors should understand that general economic conditions, industry conditions and other operating factors could also affect the future results of Porto Seguro and cause results to differ materially from those expressed in such forward-looking statements.

Agenda

EARNINGS RELEASE
CALL - 1Q21



Executive Summary

Consolidated Revenues and Profitability

Insurance Vertical

Healthcare Vertical

Financial Businesses Vertical

Services Vertical

Financial Investment Results

ESG - Environmental, Social and Governance Factors

Executive Summary 1Q21

Increase in recurring¹ quarterly net income of 49.0% (vs. 1Q20)

Revenue growth in all verticals (Insurance, Financial Business, Healthcare and Services)

Loss ratio falling for the 5th consecutive quarter (50.5% in 1Q21 vs. 52.6% in 1Q20)

Improvement in the recurring² G&A and O.E. ratios, reflecting the efficiency increase (15.3% in 1Q21 vs. 15.6% in 1Q20)

Credit Operations Default Ratio favorable and below the average of the national financial system (4.0% vs. 4.2% of the market average)

High return on financial investments³ in the quarter (2.4%, which is equal to 488% of CDI)

Comfortable cash availability (excess capital of R\$ 2.8 billion at the end of Mar/21)

Advances in all elements of ESG

New initiatives: Bllu, Tech Fácil, agreement with Pet Love and creation of a SuperApp

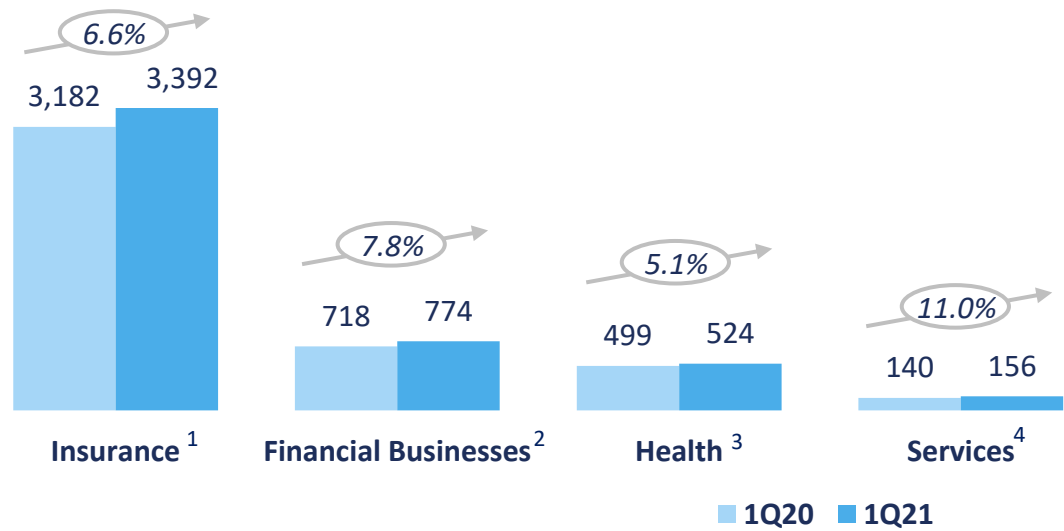
¹ Excluding the result of the sale of the Residential Monitored Alarms portfolio in 1Q20, without Business Combination

² Excluding non-recurring expenses with donations and incentives to social programs (including the "Meu Porto Seguro" program) to combat the impacts of the Covid-19 pandemic on society

³ Profitability ex. Pension

All verticals grew, leading to a 6.8% increase in total revenue (vs. 1Q20)

Revenues by Business Vertical (R\$ million)

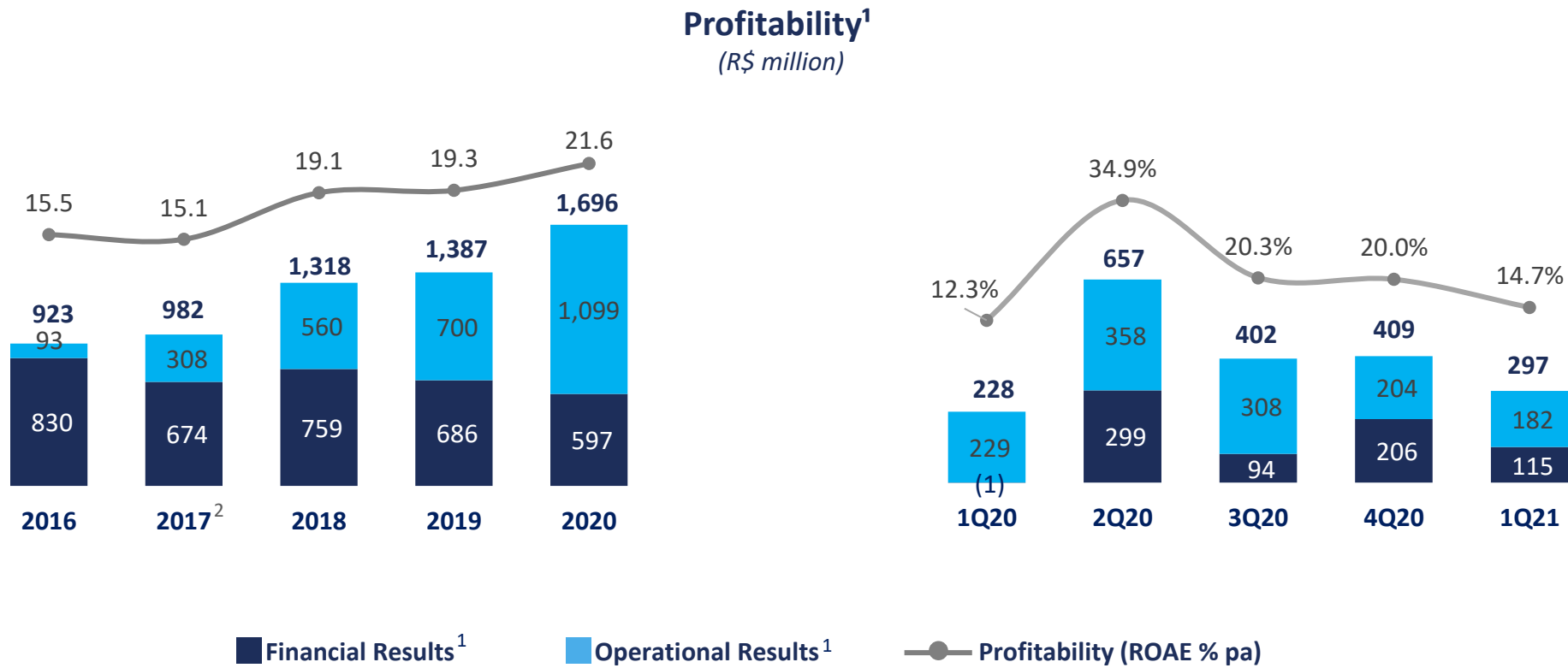


Total Revenues (R\$ million)



¹ Includes premiums and contributions from Auto, P&C, Live, Pension, Uruguai, Transportation, Rural and Responsibility insurances
² Includes premiums and revenues from Credit Card and Financing, Financial Risks, Consortium, Asset Management and Capitalization Securities
³ Includes Corporate Health, Dental Insurance, Medical Services, Occupational Therapy and Portomed
⁴ Includes Call Center, "Carro Fácil", Porto.Pet, Porto Faz, Reppara!, Renova, Vehicle Monitoring, among other services

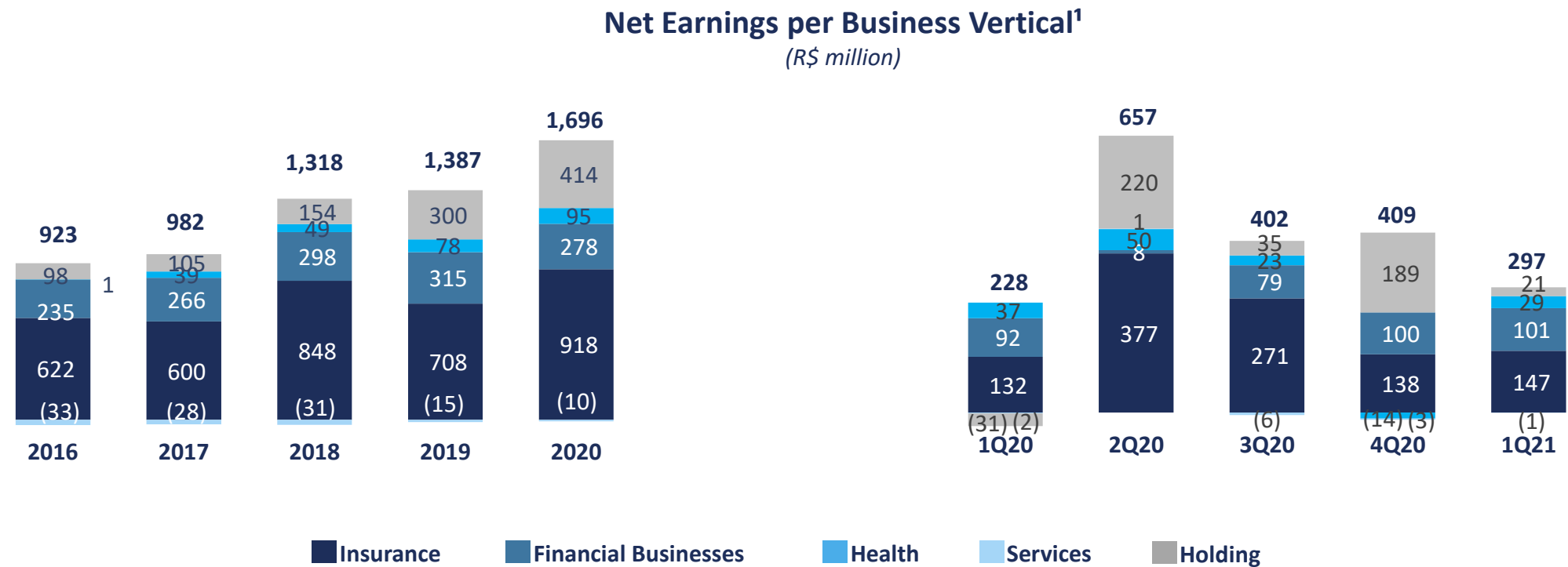
The expansion of the recurring net income in 1Q21 (vs. 1Q20) was favored by the growth in written premiums, reduction in the loss ratio, increase in the result of the Financial Businesses and increase in the financial results



1 The effective tax was applied to the financial result calculation, while the operational result is the difference between the net income (w/o business combination) and the financial result net of taxes
2 Not considering the effect of the sales of the share of IRB (Brasil Resseguros S.A.) with a net value of R\$ 126 million

Consolidated Profitability by Business Vertical

Porto Seguro has been implementing its business diversification strategy in recent years - the result of the Insurance vertical in 1Q21 mainly reflects the improvements in underwriting and risk pricing and the positive effects of social isolation on Auto Insurance claims, while the Financial Businesses Vertical was favored by business growth and low NPL

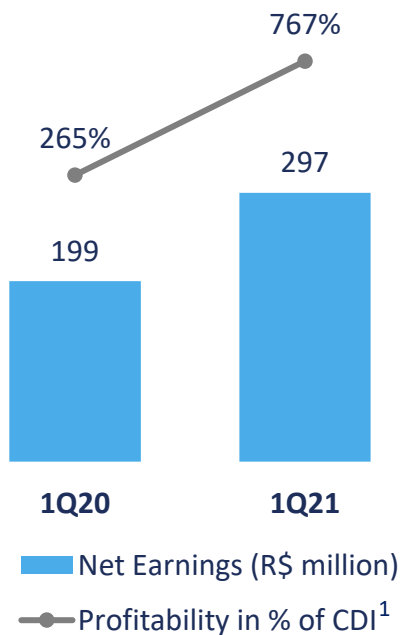


¹ Result with Business Combination calculated in accordance with IFRS 8, taking into account the internal financial reports of the performance of each segment, which are used by Management in conducting its business.

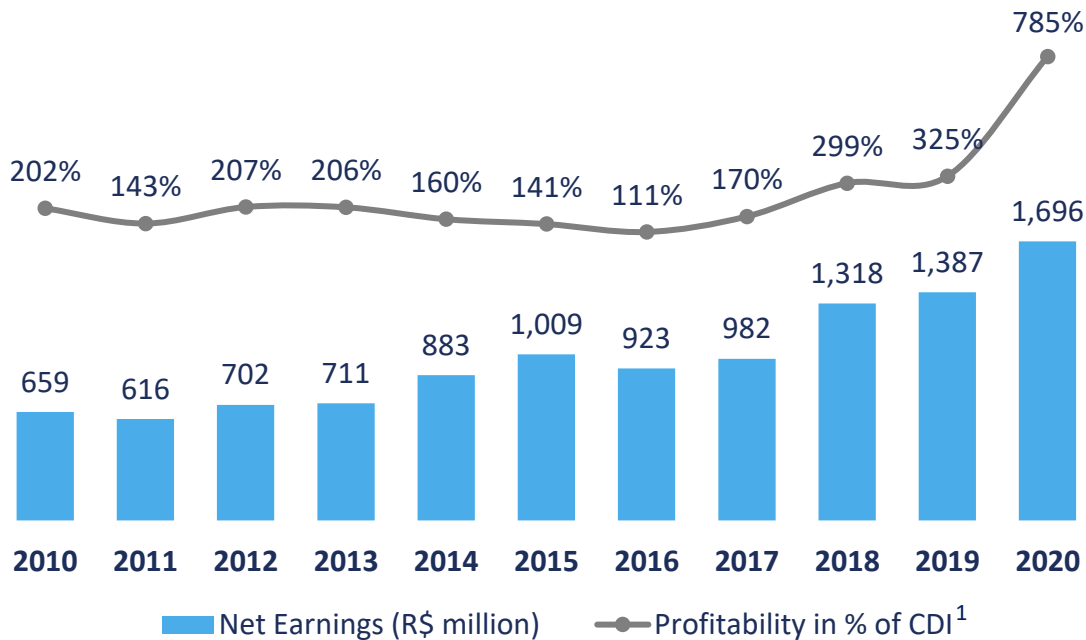
Consolidated Profitability

Porto Seguro has achieved consistent results, despite fluctuations in interest rates - ROAE in 1Q21 was almost 7 times higher than the basic interest rate for the period (767% of CDI)

Quarterly Profitability



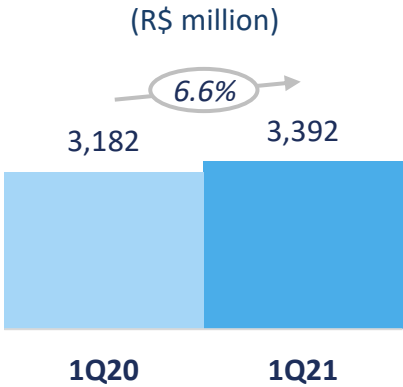
Historical Profitability



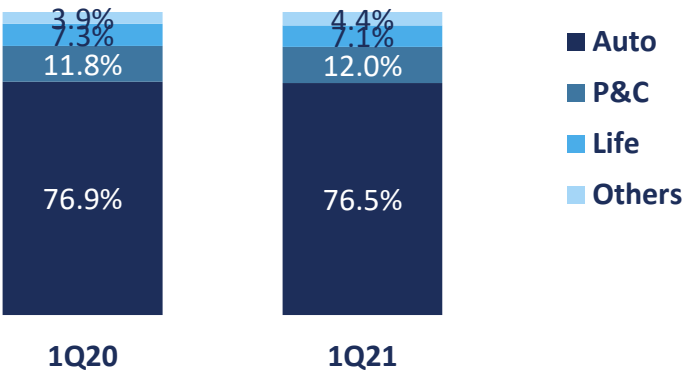
¹ Calculated by dividing the ROAE by the CDI rate, both for the same period
Source: Porto Seguro, Central Bank of Brazil

The 6.6% growth in the Insurance vertical was driven by Auto, which advanced 6.7% in premiums and obtained an increase of 124 thousand vehicles in the insured fleet, and by P&C (+ 8.5% vs. 1Q20). The 11.1% increase in the vertical result was mainly due to the improvement in Auto insurance claims

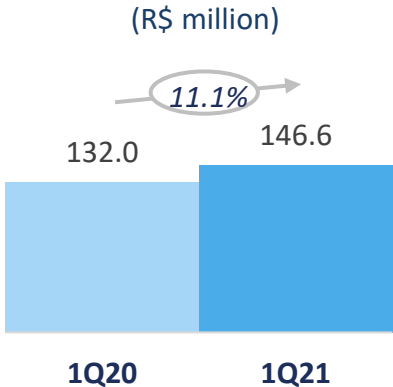
Total of Premiums Issued
Insurance Vertical¹



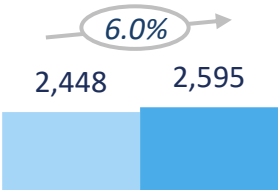
Breakdown of Premiums Issued
Insurance Vertical (%)



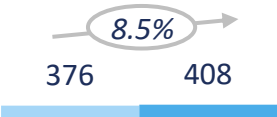
Net Earnings
Insurance Vertical



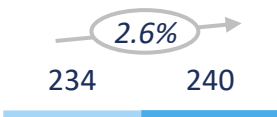
Auto
Premiums (R\$ million)



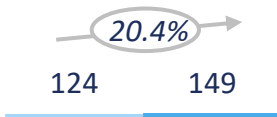
P&C
Premiums (R\$ million)



Life
Premiums (R\$ million)



Others²
Premiums (R\$ million)



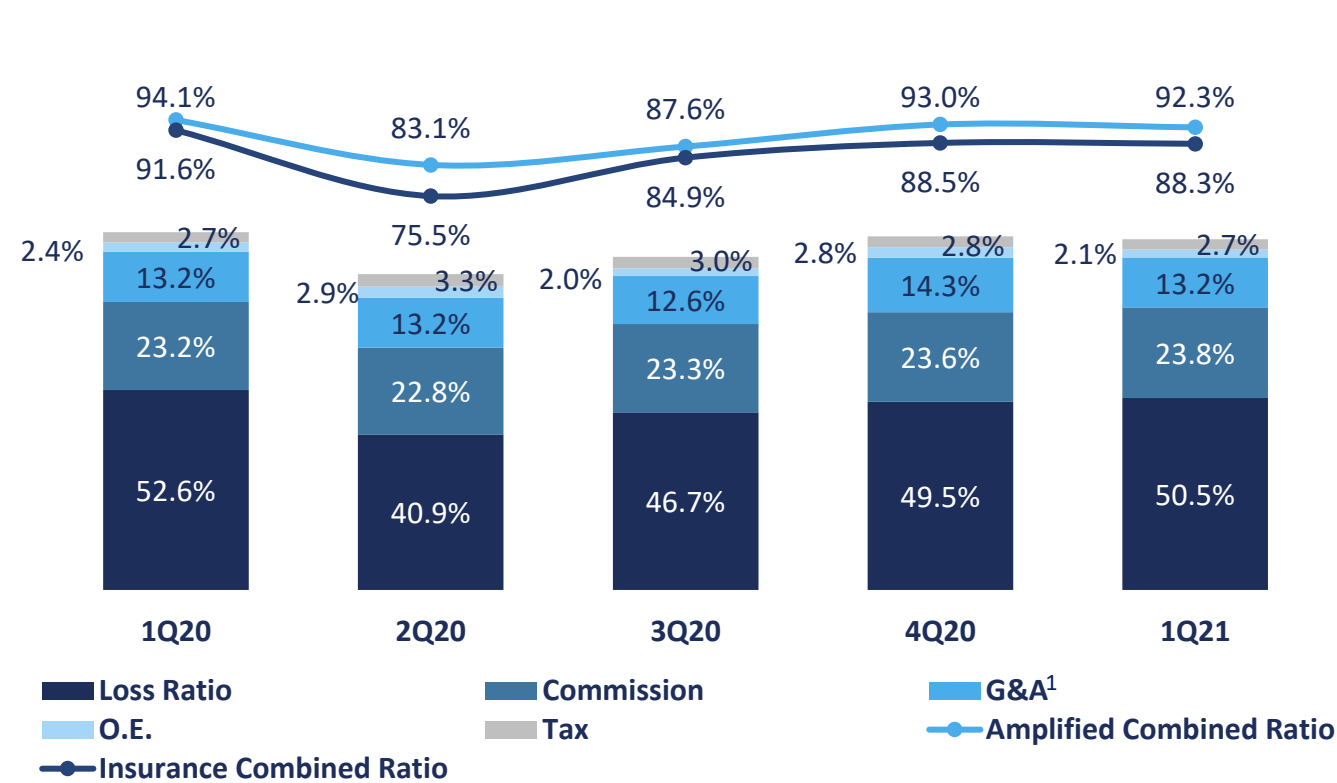
1Q20 1Q21

¹ Includes premiums and contributions from Auto, P&C, Life, Pension, Uruguai, Transportation, Rural and Responsibility insurances
² Includes premiums and contributions from Pension, Uruguai, Transportation, Rural and Responsibility insurances

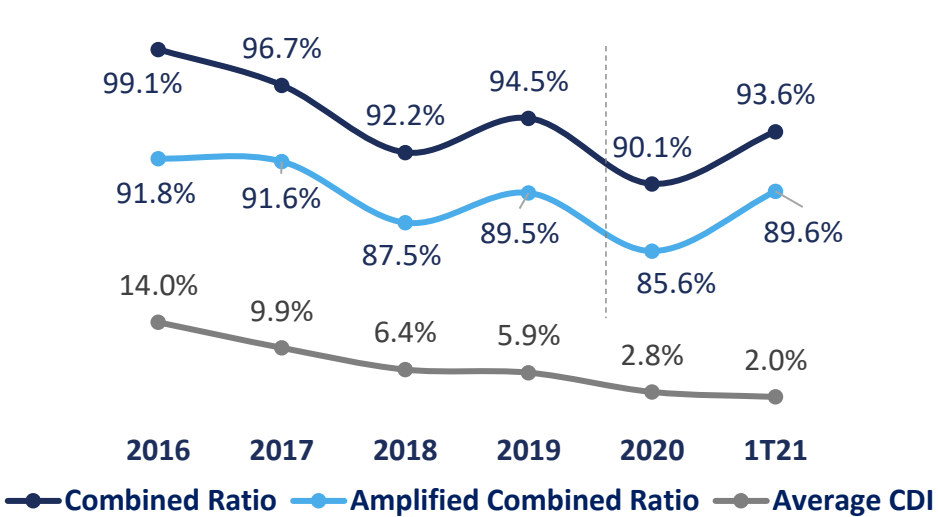
Insurance – Combined Ratio and Results

The recurring combined ratio¹ improved 1.8 p.p. in 1Q21 (vs. 1Q20), mainly due to the reduction in claims. Historically Porto Seguro has been successful in offsetting interest rate reductions by improving operating results

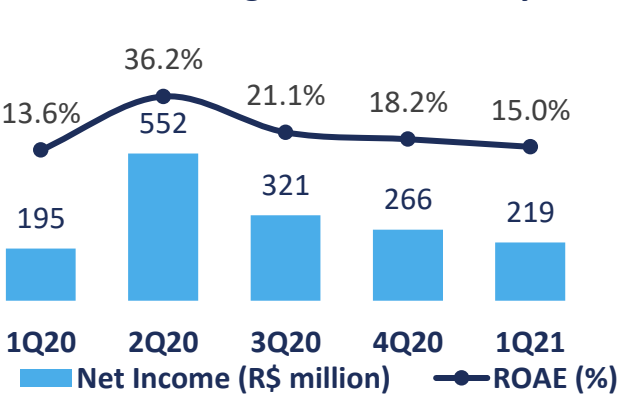
Insurance Combined Ratio¹



Operation Evolution vs. Average CDI



Net Earnings and Profitability³



¹ Excluding non recurring expenses with donations and incentives to social programs (including “Meu Porto Seguro” program) to face the Covid-19 pandemic impacts on society

² Source: Central Bank of Brazil (annualized average CDI)

³ Includes results from Insurance, Pension and Capitalization Securites operations (does not include results from Holding)

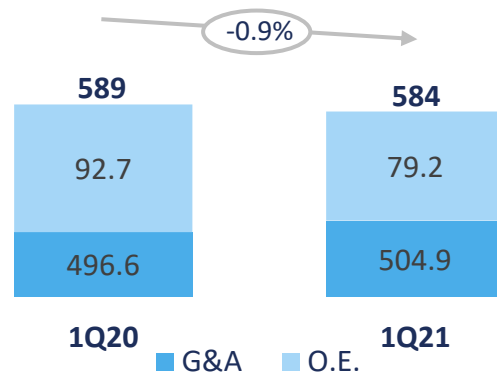
Insurance – Administrative and Operational Expenses

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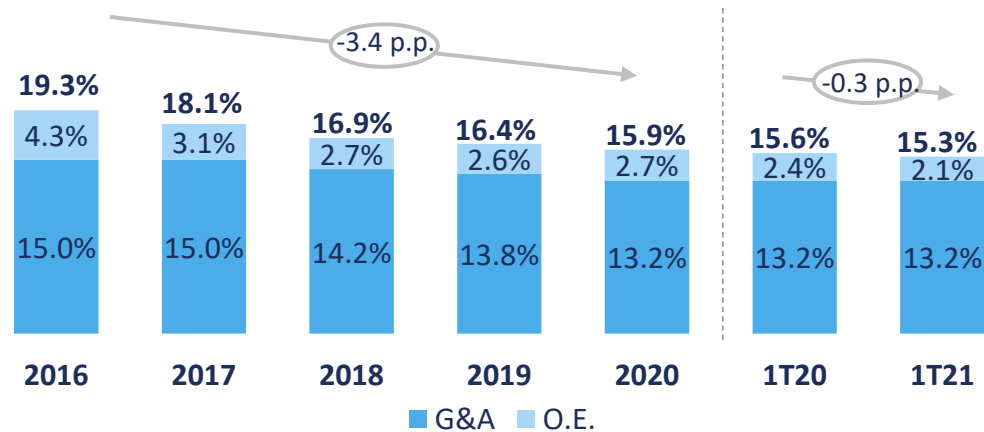


The recurring G&A + O.E.¹ improved 0.3 p.p. in the quarter (vs. 1Q20), maintaining the path of operational efficiency increase observed over the past five years

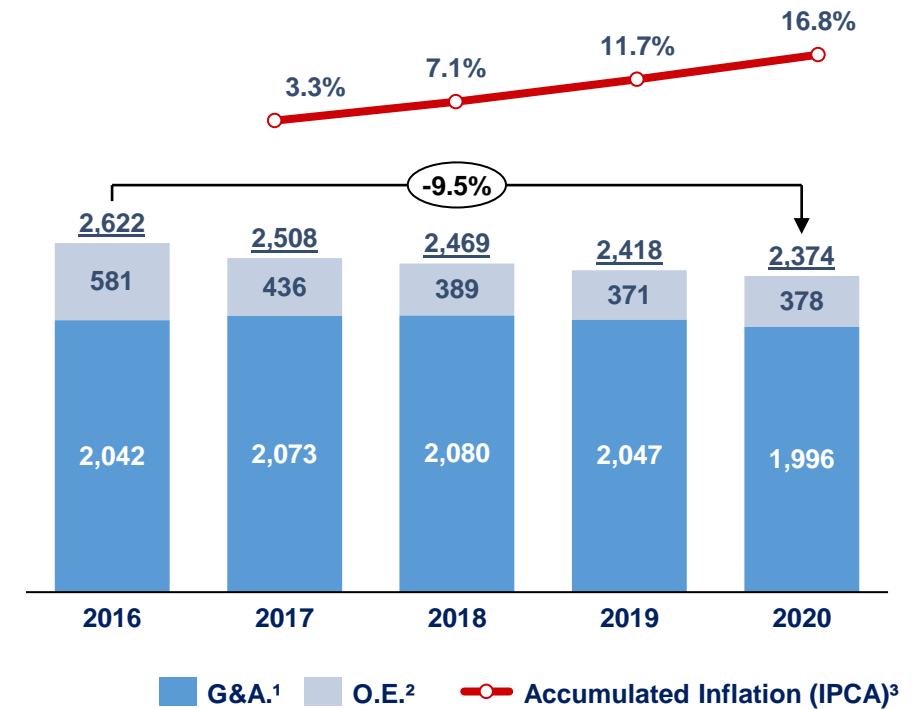
Recurring¹ Administrative and Operational Expenses – Insurance (R\$ million)



Recurring¹ Administrative and Operational Expense Ratio - Insurance



Insurance G&A¹ and Other Operational Expenses² – (R\$ million)

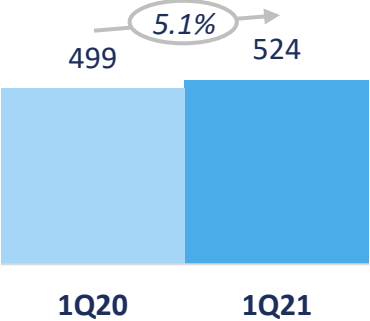


¹ Excluding non recurring expenses with donations and incentives to social programs (including “Meu Porto Seguro” program) to face the Covid-19 pandemic impacts on Society

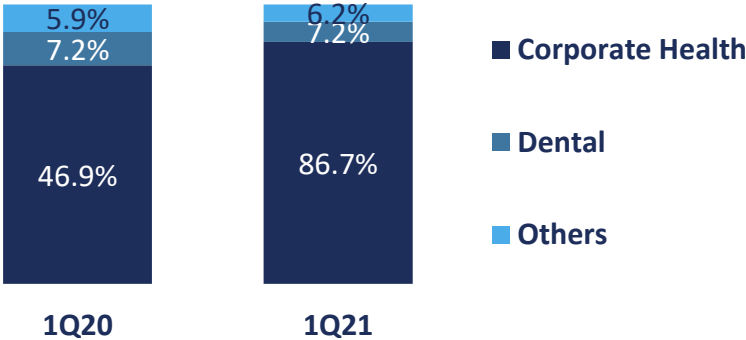
² Source: IBGE

The Healthcare vertical grew 5.1% in premiums and revenues and increased 69 thousand insured members in the portfolio (vs. 1Q20), despite the current crisis

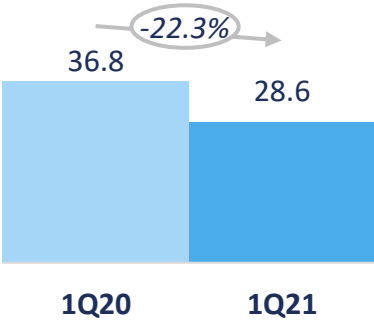
Total Premiums and Revenues¹
Health Vertical
(R\$ million)



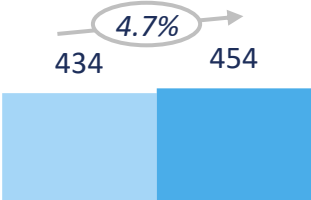
Breakdown of Premiums and Revenues
Health Vertical (%)



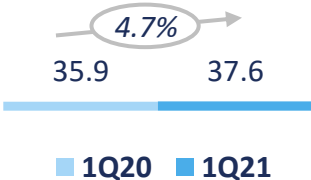
Net Earnings
Health Vertical
(R\$ million)



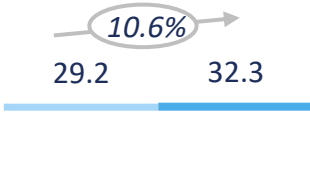
Corporate Health
Premiums (R\$ million)



Dental
Premiums (R\$ million)



Others²
Revenues (R\$ million)

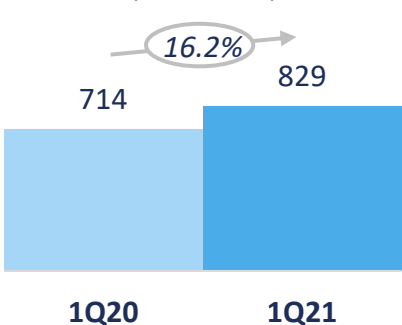


¹ Includes Corporate Health, Dental Insurance, Medical Services, Occupational Therapy and Portomed
² Includes revenues from Occupational Therapy, Medical Services and Portomed

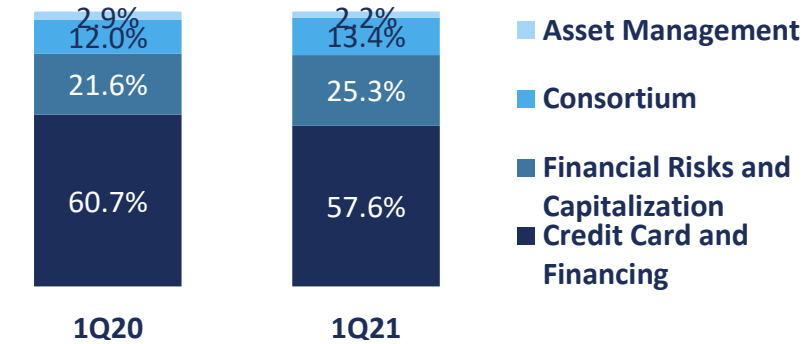
The Financial Businesses vertical had recurring¹ revenue growth of 16.2% (vs. 1Q20) and a profit increase of 9.7% (vs. 1Q20), with favorable results in the main businesses

Total Recurring Earnings¹ Financial Businesses Vertical

(R\$ million)

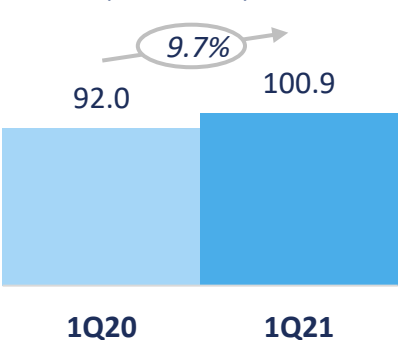


Breakdown of Revenues Financial Businesses Vertical (%)

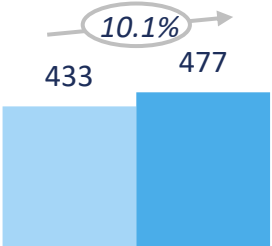


Net Earnings Financial Businesses Vertical

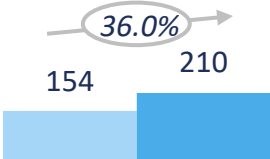
(R\$ million)



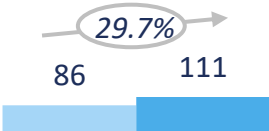
Cartão e Financiamento Receita (R\$ milhões)



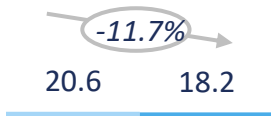
Riscos Financeiros e Capitalização Receita (R\$ milhões)



Consórcio Receita (R\$ milhões)



Gestão de Ativos Receita (R\$ milhões)



■ 1Q20 ■ 1Q21

¹ Includes premiums and revenues from Credit Card and Financing, Financial Risks, Consortium, Asset Management and Capitalization Securities. The recurring revenues excludes the the refinement of the IFRS9 model, effective as of Mar/21, with impact on the credit portfolio, on income from financial intermediation (through the reversal related to the accrual of interest on arrears above 60 days)

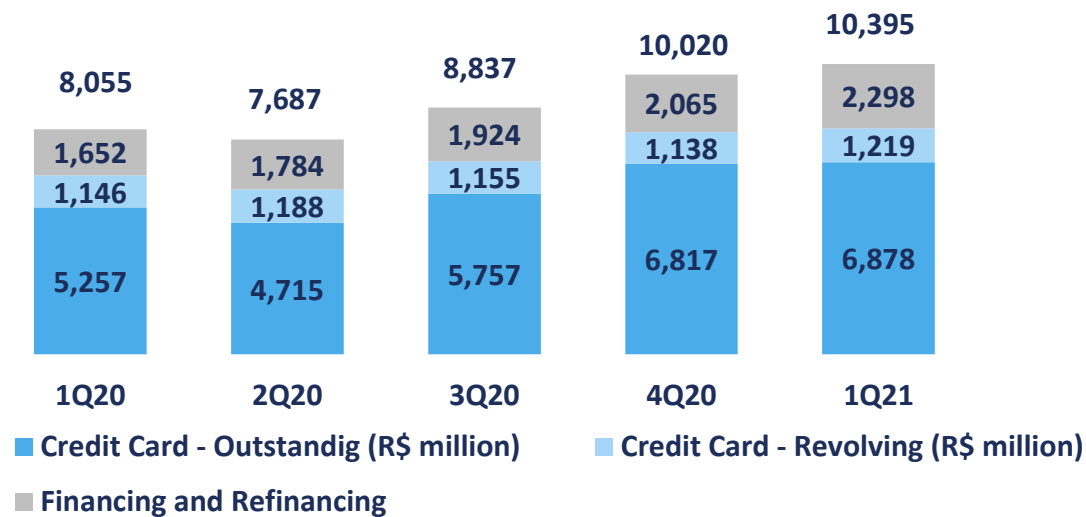
Financial Businesses Vertical – Credit Operations

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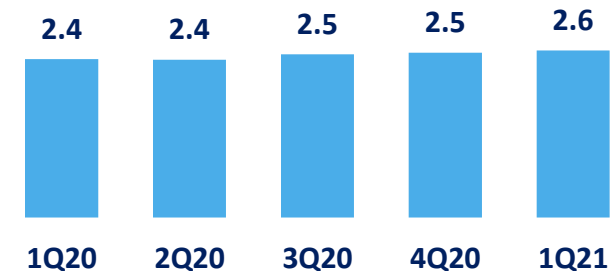


The Credit Operations¹ portfolio grew 29.0% (vs. 1Q20), reaching R\$ 10.4 billion, and the number of credit cards increased 5.4% (vs. 1Q20), reaching 2.6 million units. Delinquency, on the other hand, decreased (-0.4 p.p. vs. 4Q20 and -0.8 p.p. vs. 1Q20), remaining it below the market average (-0.2 pp), as a result of the effective management of the portfolio and the actions taken for risk mitigation

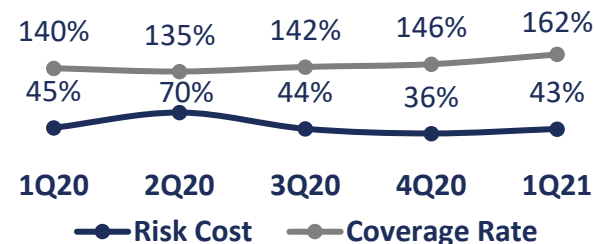
Credit Portfolio



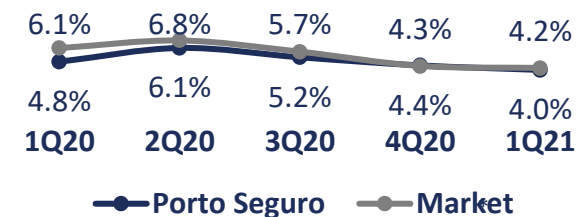
Credit Card
(Million of units)



Coverage Rate and Cost of Risk



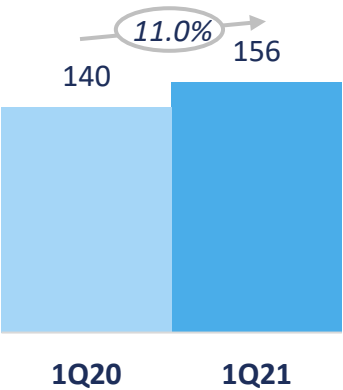
NPL over 90 days



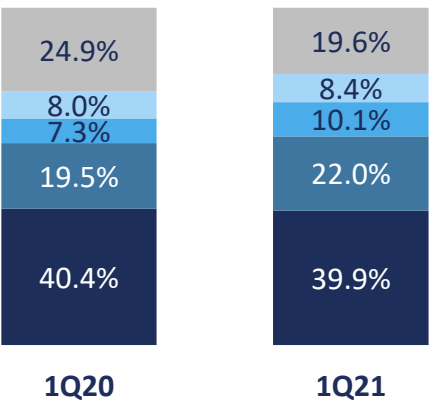
¹ The refinement of the IFRS9 model, effective as of Mar/21, caused an impact on the credit portfolio, on income from financial intermediation (through the reversal related to the accrual of interest on arrears above 60 days) and from provisions (which used to postpone arrears over 360 days, and now starts to post for a period of more than 1,890 days for credit card operations, and 1,620 days for CDC operations)..

The Services vertical grew 21.9% in recurring revenues in the quarter (vs. 1Q20), with an increase of 53.9% in Porto.Pet's revenue and 25.2% in Carro Fácil revenues

Total of Revenues¹
Services Vertical
(R\$ million)

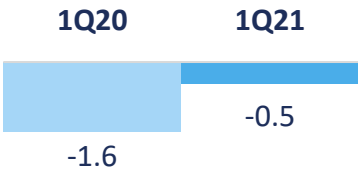


Breakdown of Revenues
Services Vertical (%)

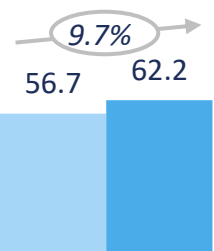


- Call Center
- Carro Fácil
- Porto.Pet
- PortoFaz+Reppara!
- Others

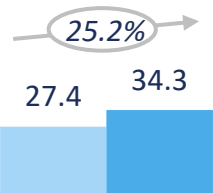
Net Earnings
Services Vertical
(R\$ million)



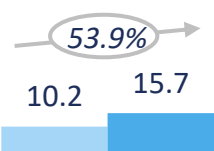
Call Center
(R\$ million)



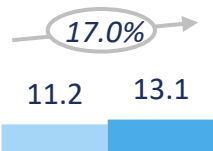
Carro Fácil
(R\$ million)



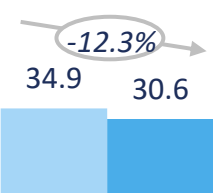
Porto.Pet
(R\$ million)



Porto Faz + Reppara!
(R\$ million)



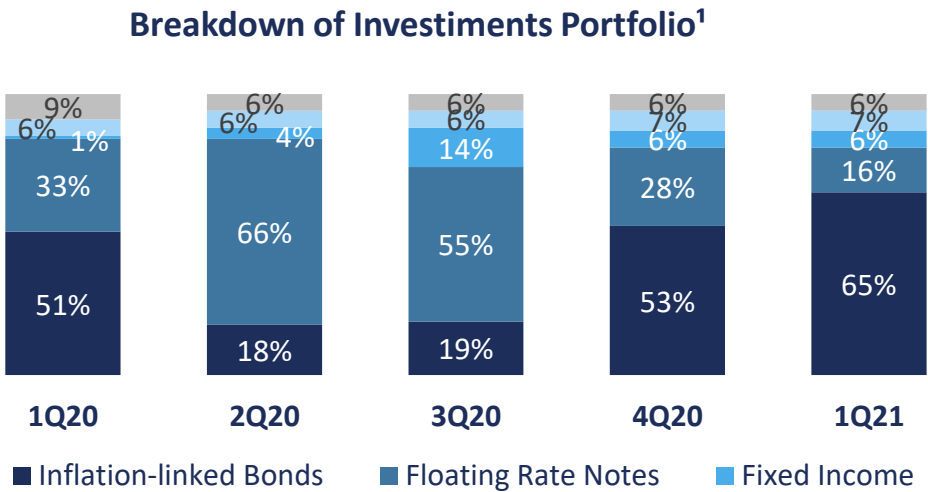
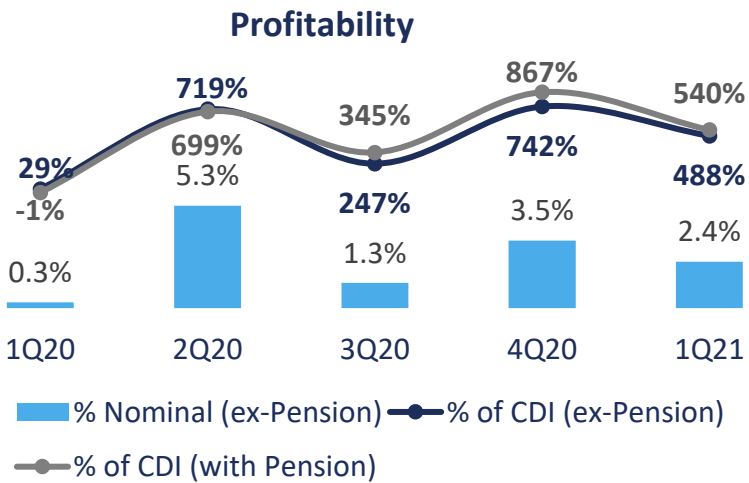
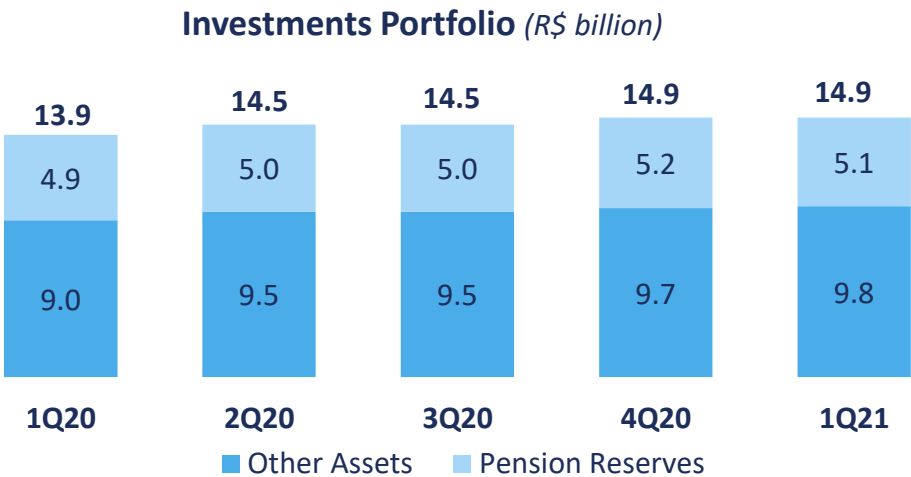
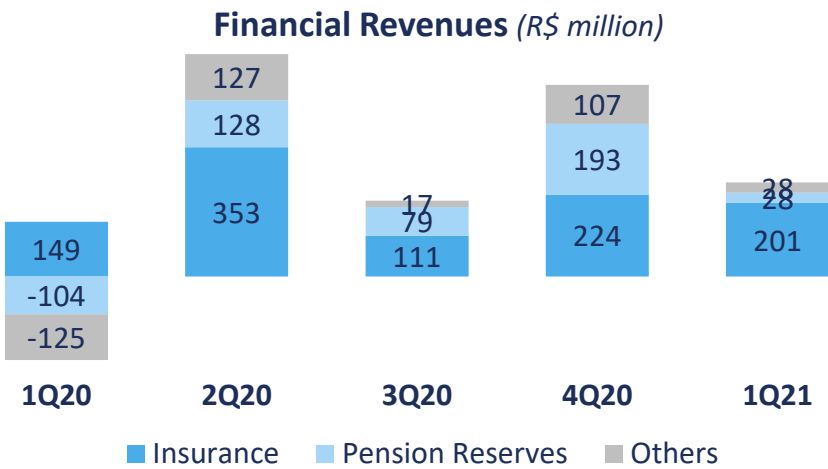
Others
(R\$ million)



1Q20 1Q21

Financial Investment Results

Financial investments were favored by the positive performance of allocations in inflation-linked securities, equities, and to a lesser extent, multimarket funds



¹ Includes exposures in future markets securities

Among the ESG initiatives, Porto Seguro presents some social projects that have been part of the Company's history for years, such as the Crescer Sempre Association, the Young Apprentice Program of the Porto Seguro Institute and the volunteer service programs

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



Porto Seguro, through the Social and Environmental Responsibility area, has been a partner of the “Associação Crescer Sempre” for over 20 years, through the support of resources, item donations, voluntary work and professional training consultancy by the Porto Seguro Institute. Crescer Sempre proposes to supply the demand for education and professional training of the “Paraisópolis”. Below are some numbers from 2020:

- ✓ **Child Education:** 325 children attended
- ✓ **High School:** 59 graduated teenagers, with 7 students being accepted to FIAP (Faculdade de Informática e Administração Paulista), with full scholarships for the first 3 ranked
- ✓ **Vocational Courses:** 142 students started the courses, but after the school was closed due to the pandemic, the courses were not completed
- ✓ **Projeto Jovem Crescer:** 172 attended students

P O R T O S E G U R O I N S T I T U T E – Y O U N G A P R E N T I C E

The Porto Seguro Institute's Young Apprentice program was created in 2018 with a focus on preparing and inserting low-income young people into the labor market through Porto Seguro. Below are some highlights of 2020:

- ✓ There were 51 young people trained and 26 of them (51%) were able to return to the job market after learning, with 19 young people (73%) being hired by Porto Seguro itself.
- ✓ Porto Seguro has a team of six specialist educators in each discipline and offers more than 2,133 hours of training, 141 hours of voluntary work with leaders (managers, vice-presidents and coordinators). Regarding the evaluation of the program by young people, 89% of them rate the program as excellent.



P O R T O V O L U N T Á R I O P R O G R A M



- ✓ Porto Voluntário (Porto Volunteer) is the Porto Seguros' volunteer service Program, which aims to foster and strengthen the culture of volunteering through the mobilization and engagement of employees, companies, social institutions and their beneficiaries. The Program started in 2021 with activities entirely online, bringing, for example, new opportunities in which employees can mentor young people in socially vulnerable situations through partnerships with institutions, as well as actions to support refugees. It is also worth mentioning the Training Program for social institutions accredited by Porto, built in a collaborative way with them, which objective is to train their social managers, taking a hybrid development path designed to bring the exchange of experiences and learning.

In the first months of 2021, Porto Seguro continued to advance in all aspects of ESG

MEU PORTO SEGURO

In 1Q21 it was concluded all the hirings of the “Meu Porto Seguro” program, which promoted training and qualification of more than 10k people to work with Porto Seguro businesses, receiving an income of R\$ 1,500 per month for 3 months. In addition to all these people that were temporarily hired, another 13k people took the training available on the Porto Educ platform, offering sales, service and negotiation courses, contributing to coping with the crisis and professional development of people so that they can return to the market with more qualification and independence.



ICO2 – B3

A Porto Seguro acaba de ter sua agenda estratégica de comprometimento com o clima reconhecida, sendo qualificada pela B3 para passar a fazer parte do Índice de Carbono Eficiente (ICO2). Esse é o resultado da atenção que a companhia sempre teve com os fatores relacionados ao meio ambiente, bem como a governança e o aspecto social de sua atuação. Dentre as iniciativas recentes da companhia que reduzem a emissão de Gases de Efeito Estufa (GEE), destaca-se o início da operação do primeiro caminhão guincho elétrico no Brasil. O guincho emite apenas um total de 1,80 de CO2 (t) em comparação aos 41,9 de CO2 (t) de um guincho leve convencional, que representa um potencial de redução de cerca de 40,1 de CO2 (t).



GREENHOUSE GASES INVENTORY

Porto Seguro has just taken another step towards an economy that considers greenhouse gas emissions even more strategically. The company's 2020 greenhouse gas inventory, which will be published in 2Q21, is being audited by an independent third-party company, to transmit even more credibility, trust and transparency to its processes, in addition to the search for the Brazilian Program's gold seal GHG Protocol.



QUENTINHAS PROGRAM

The Quentinha Project is a partnership between Porto Seguro and restaurants in the Campos Elíseos neighborhood, a segment that was greatly impacted by the pandemic. Thus, the company invests in the purchase of packaged food from 11 restaurants in the region and allocates these meals to the surrounding community, through the 11 social institutions accredited by Porto Seguro's Social and Environmental Responsibility area. The objective is to support local small restaurants with a source of income and to serve the community with food, in such a delicate moment faced during this pandemic. Beginning in middle March, the project currently delivers approximately 800 meals per day, and has already donated more than 20k meals until the end of April, with deliveries being made by Porto service providers.



WOMEN ON BOARD

Porto Seguro was approved by the “Women on Board” for having two effective female members on its Board of Directors. This UN-supported initiative encourages and supports the increased participation of women in the Boards of Directors and Business Advisory Boards. The WOB seal seeks to recognize good practices in corporate environments, and will monitor the benefits for companies arising from diversity in leadership positions, a strategic and important asset for companies that want to stand out in efficiency, creativity and social responsibility.





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