

PORTO SEGURO

Institutional Presentation 2023



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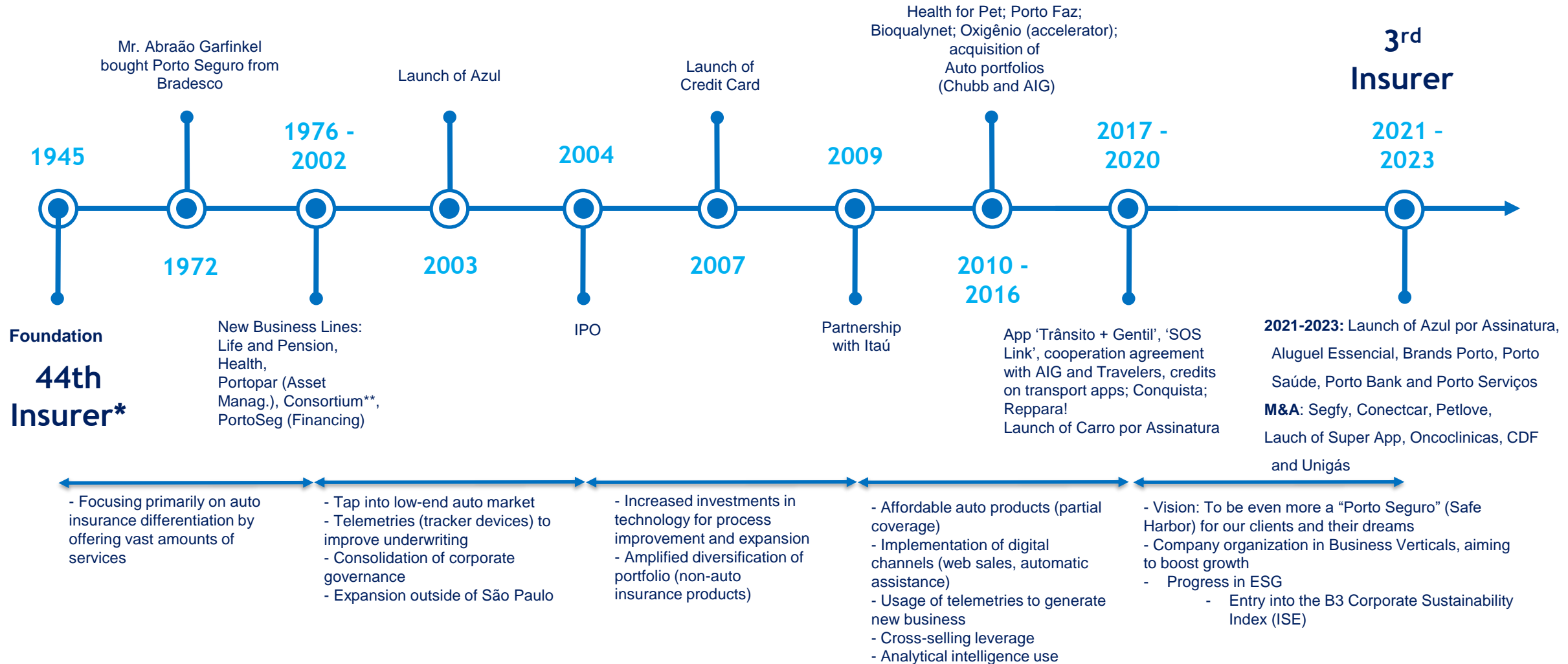

























1. Who we are

In its more than 70 years of existence, Porto Seguro has been recognized by its entrepreneurship and high quality services, responding rapidly to the changing environment and moving from the 44th position to the 3rd largest insurance company in the Country...

History and Companies of Porto Seguro

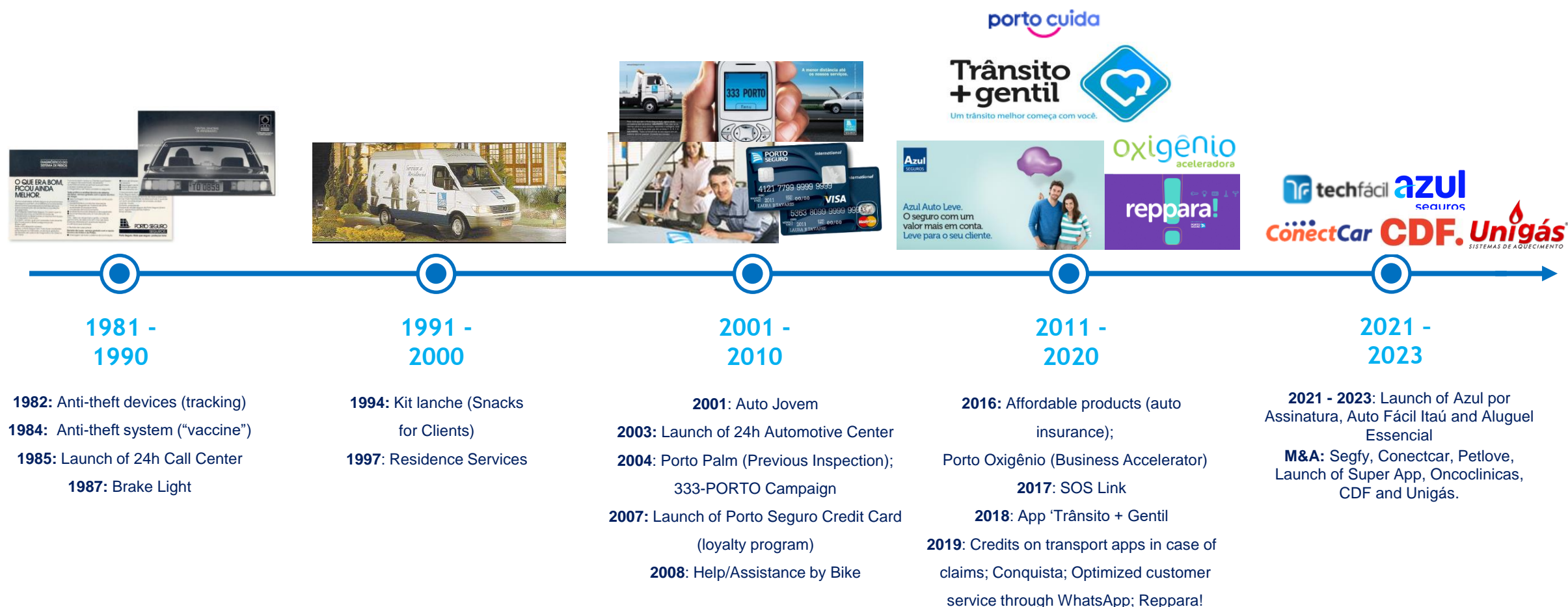


...resulting in the largest non-life insurance group in Brazil, which is supported by a robust operational structure to serve 15.9 million customers

People	 15.9 million clients ¹	 12.9k employees	 37k independent brokers	 13k service providers	 3.2 million users at Super App ²	 1.1 million followers on LinkedIn ³
Operations	 49 mn digital interactions and services in 4Q23	 688 thousand Auto services in 4Q23	 545k home repair services in 4Q23	 53% of services for cars and homes generated from WhatsApp and the SuperApp in 4Q23	 8 million human customer services in 4Q23	
Ranks	 Porto Seguro Super App 4.7/5.0 Apple Store & 4.7/5.0 Play Store ³	 79 NPS & 75% renewal rate of Porto Seguro Auto	 77 NPS & 67% renewal rate of Azul Auto	 79 NPS & 76% renewal rate of Porto Seguro Homeowner	 73 NPS & 59% of accounts with transaction of Porto Seguro Credit Card	
Awards	 2 nd strongest brand in the country according to the Brand Finance ranking	 Top of Mind Company in the Insurance market	 16 th most valuable brand by Interbrand	 Top 10 companies to work for by GPTW	 Best of ESG Exam in Financial Services category	

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

Timeline – Innovative Solutions



We are more than an Insurance Company!

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



Porto Seguro

Auto
Bike
Cell phone
Homeowner
Commercial
Cargo
Life
Travel
Agribusiness
Third party liability

Porto Saúde

Group Health
Dental
Occupational Health
Porto Cuida

Porto Bank

Credit card
Financing
Personal credit
Lease guarantees
Consortium
Investments

Digital Account

MVP

Porto Serviço

Mobility Services:

-Tow Truck, Keychain, Battery and etc.

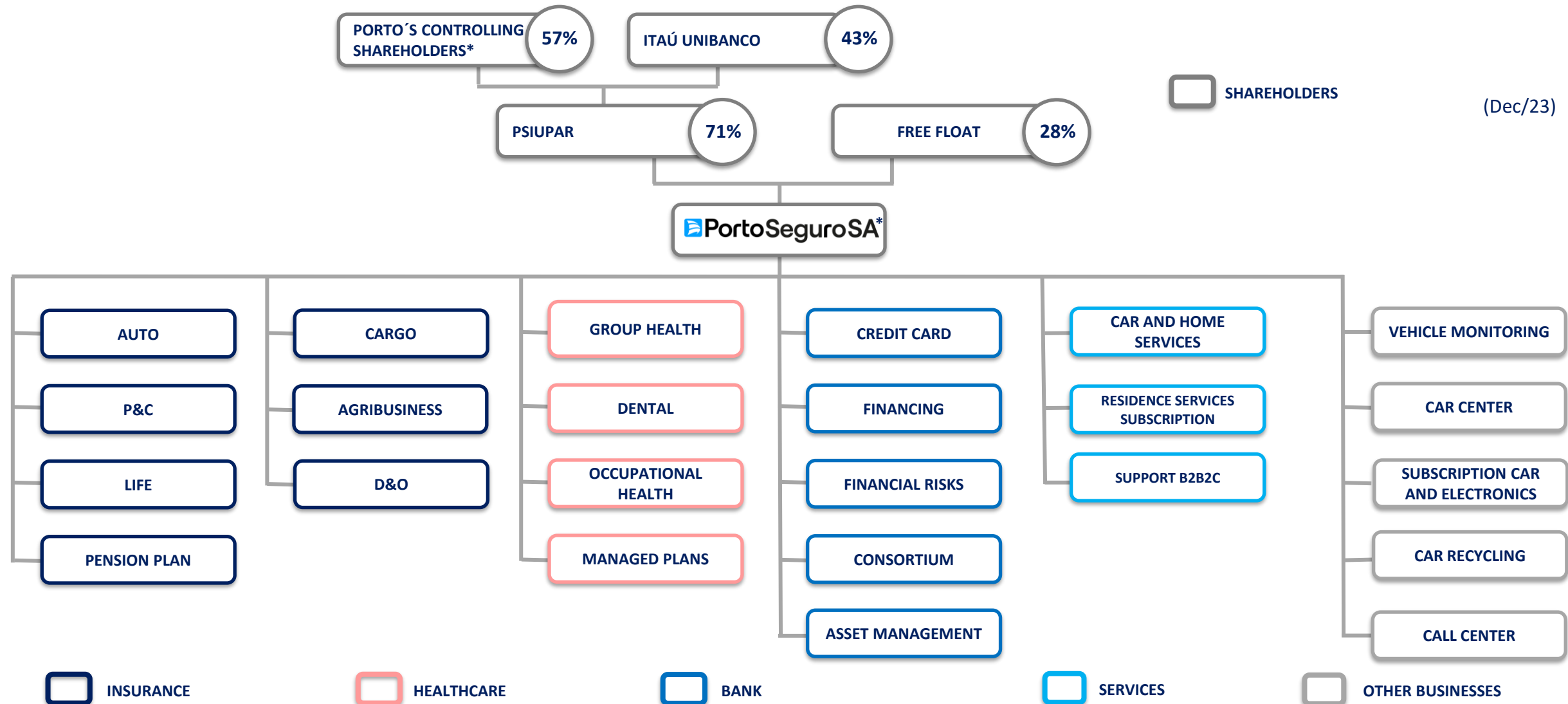
Residence Services:

-Electrical, Hydraulic, White Goods and etc.

Daily Services:

-TV, Air conditioning, Help Desk, etc.

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

















Board of Directors composed of seven directors, two director appointed by the Garfinkel Family, two executives appointed by Itaú Unibanco and three independent directors

Name	Current Position at Porto Seguro	External or Previous Position
Bruno Campos Garfinkel	Chairman	Has 20 years of experience in Porto operations and joined the Board 7 years ago
Marco Ambrogio Crespi Bonomi	Vice Chairman	Was General Director and Advisor at Itaú Unibanco
Roberto de Souza Santos	Director	Was Executive President of Porto
Andre Luis Teixeira Rodrigues	Director	Executive Director Coordinator of Retail Banking at the Itaú Unibanco Group
Pedro Luiz Cerize	Independent Director	Founding partner and co-manager of Skopos Investimentos
Lie Uema do Carmo	Independent Director	Lawyer and Partner at Uema do Carmo and Professor at FGV Direito SP
Patrícia Muratori Calfat	Independent Director	YouTube Latam Regional Director

(Dec/23)

Porto Seguro has a diversified portfolio with top of mind products and is a leader in the auto, homeowner and commercial insurance segments, with a relevant market share

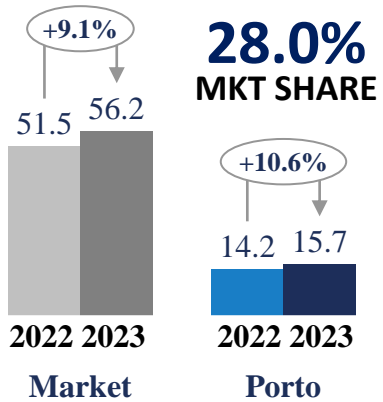
	MAIN PRODUCTS							
	Insurance			Health	Bank			Services
								
	Auto	P&C and Cargo	Life	Health and Dental	Credit Card and Financing	Consortium	Landlord Guarantees	     
2023 Revenues (R\$)	15.6 bi	3.0 bi	1.5 bi	4.6 bi	3.0 bi	893 mn	961 mi	836 mi
	Issued Premiums			Issued Premiums	Revenues			Revenues
Share in the Annual Revenues	49%	9%	5%	15%	9%	3%	3%	3%
Volumetry	5.9 mn	2.5 mn	5.3 mn	1.5 mn	R\$17.5 bi	3.1 mn	315k	400k
	Vehicles	Protected Items	Insured Lives	Lives Covered	Credit Portfolio	Plastics Issued	Consortium Contracts	Landlord Contracts
								6.1 mn
								Assistances per year

(Dec/23)

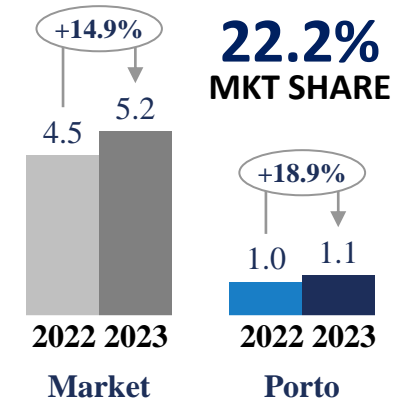
Porto is the leader in some segments and has been gaining market share in other markets

R\$ billion

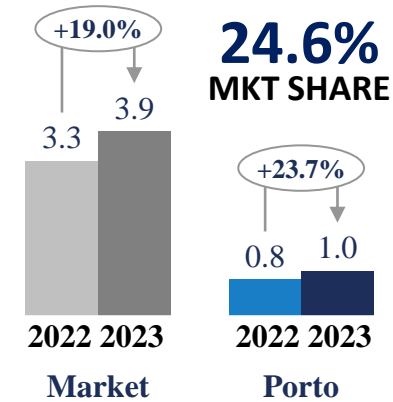
Auto (Written Premium)



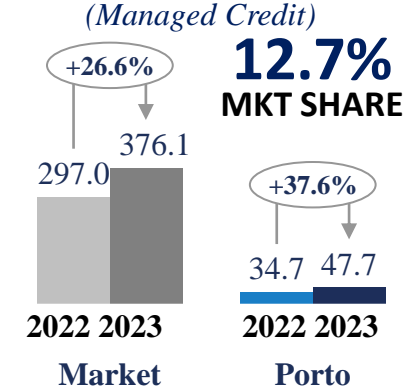
Residential (Written Premium)



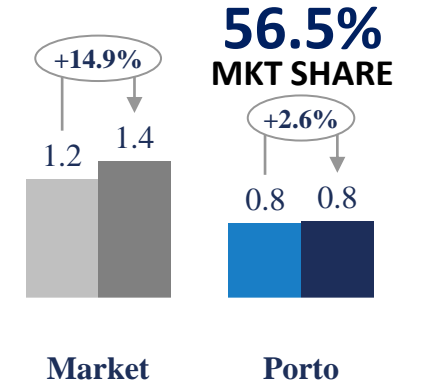
Commercial P&C (Written Premium)



Consortium – Real Estate (Managed Credit)



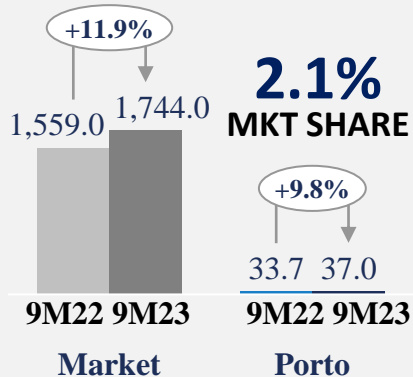
Landlord Protection (Written Premium)



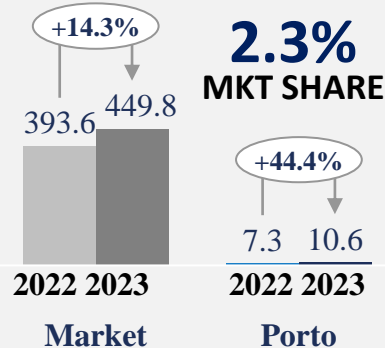
R\$ billion

Attractive Growth Potential

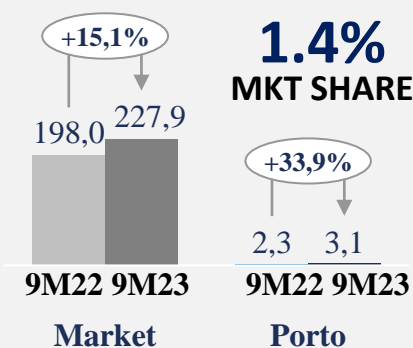
Card (Billing)



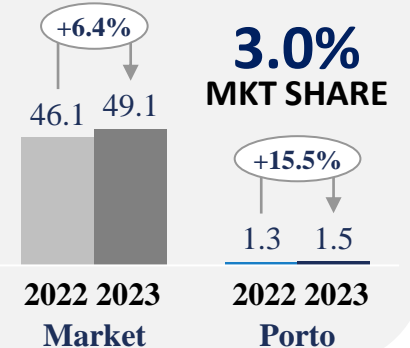
Consortium - Vehicle (Managed Credit)



Health (Revenues)



Life (Written Premium)





2.Differentials

Porto Seguro was elected the 2nd strongest brand in Brazil by Brand Finance in 2023

Main Acknowledgments

Interbrand: In 2023, the Porto brand increased its value by 11% and rose one position in the ranking of the most valuable brands in Brazil, currently occupying the 16th place.

Brand Finance: Porto occupies the 2nd position among the 100 strongest brands in Brazil and the 41st position in brand awareness, an increase of 13% compared to the previous year.

Top of Mind: For the ninth consecutive year, Porto Seguro is the most remembered brand by customers in the Insurance Top of Mind category, a brand recall ranking prepared by Folha de São Paulo.

Launch of Porto Serviço

During Porto Day, when we welcomed around 100 investors to present results and strategies from all our business verticals, we launched Porto Serviços. The new vertical aims to bring convenience, easiness and all the care of Porto to more people through residential and automotive services and assistance.

Porto Serviços begins its journey benefiting from the strength of the brand to boost sales volume, and has already intensified strategic B2B partnerships to distribute its service portfolio.



Communication Platform

With the purpose of bringing more visibility to the company's ecosystem of products and solutions, we launched *Todo Cuidado é Porto* communication platform in 2023. The concept makes the essence of the company tangible to the external audience and fulfills the role of generating more connection between the brand and consumers. We took our campaign to physical and digital locations, even reaching Times Square, impacting millions of people. During 4Q23, we focused our efforts on home, life, travel and cell phone insurance, in addition to encouraging the use of the Porto App.



Experience Platform

We sponsored major events taking the brand platform and ecosystem of products and services to two activation territories, as follows:

Racing: with the sponsorship of the Aston Martin team and the promotion of seven car racers from different categories, in addition to being present at the Formula 1 São Paulo Grand Prix, with Vila Porto, a space that received 12 thousand people to watch the competition.

Entertainment: sponsoring The Town, which in addition to a lounge and several activations, had all Porto Saúde outpatient clinics. We also sponsored international shows such as Iron Maiden, Jack Johnson and Jackson Wang, in addition to the Blue Note concert hall in São Paulo and Rio de Janeiro, Sala São Paulo and shows at Teatro Porto.



Incentive Platform

Through the “Fecha com a Porto” incentive platform, we reward brokers who activated businesses in the Porto Bank, Porto Saúde and Porto Seguro verticals. There were over 11 thousand participating brokers who generated more than 4 thousand businesses with the three verticals and were able to enjoy fantastic experiences at The Town and the Formula 1 São Paulo Grand Prix.

The only Brazilian insurance company with different value propositions, offered through its three brands with specific products for each customer's needs and preferences.

Brands:



Traditional Products



Auto Premium

Concierge service, specialized auto repair shops and extra coverage for cars starting at R\$ 250 thousand.



Auto Jovem

Relationship Program, courses and exclusive benefits for young people between 18 and 24 years old.



Auto Mulher

Services, discounts and extra benefits for women aged 25 to 59.



Auto Sênior

Special services and benefits for customers over 60.

Accessible products already represent 17% of our insured fleet and can contribute to increasing insurance penetration

Affordable Products

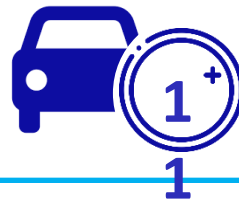
Azul Auto Leve



Azul Auto Roubo



Veículos Master
(Azul)



Azul por Assinatura



Auto Fácil Itaú



Moto Roubo e Furto
(Porto)



+870k insured vehicles



Coverage flexibility (Theft, Collision, Third Party)



Payment flexibility



Low cost products

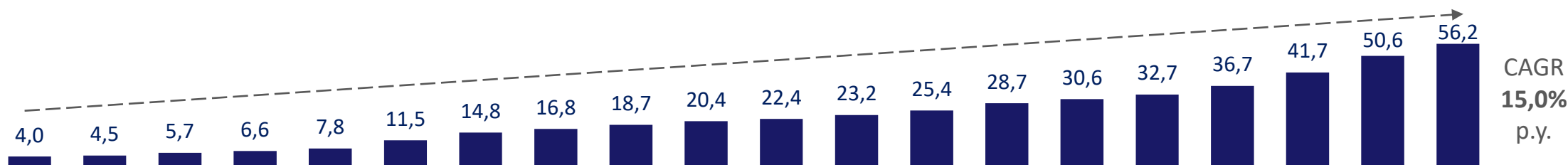


Untapped market and few products

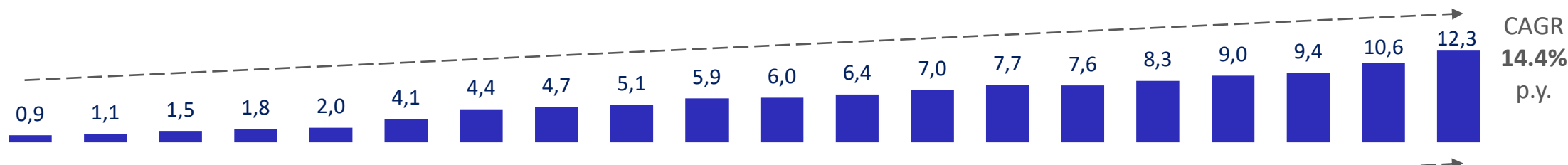


3. Financial Summary

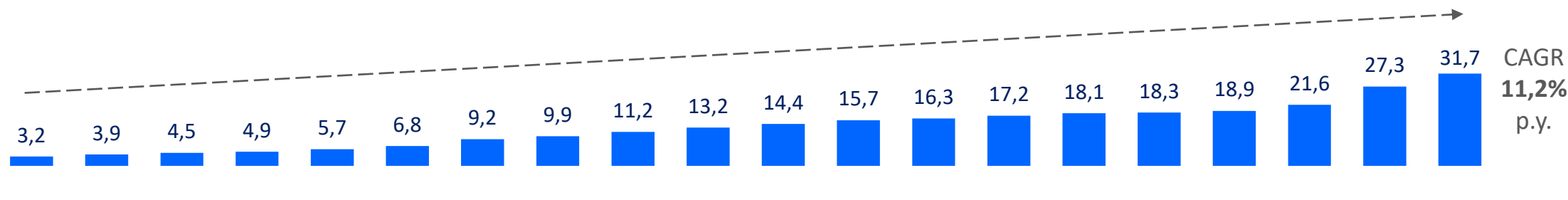
Total Assets
(R\$ bi)



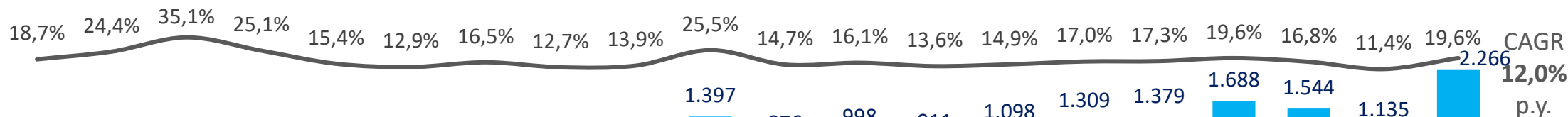
Shareholders' Equity
(R\$ bi)



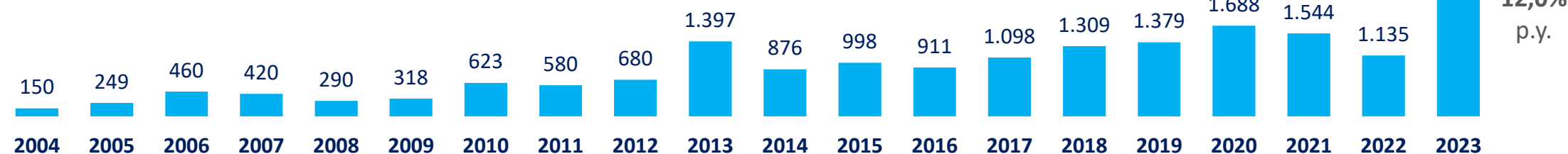
Total Revenues
(R\$ bi)



ROAE
(% p.y.)

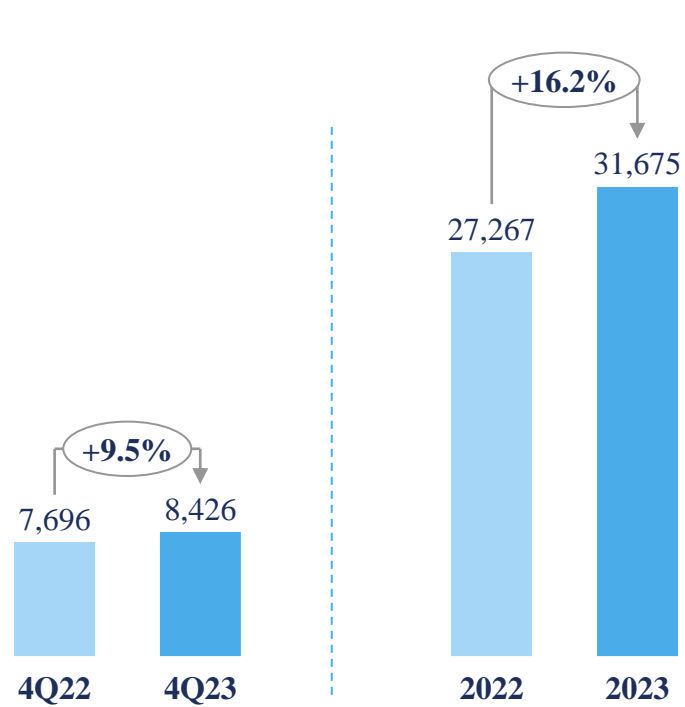


Net Income
(R\$ mi)

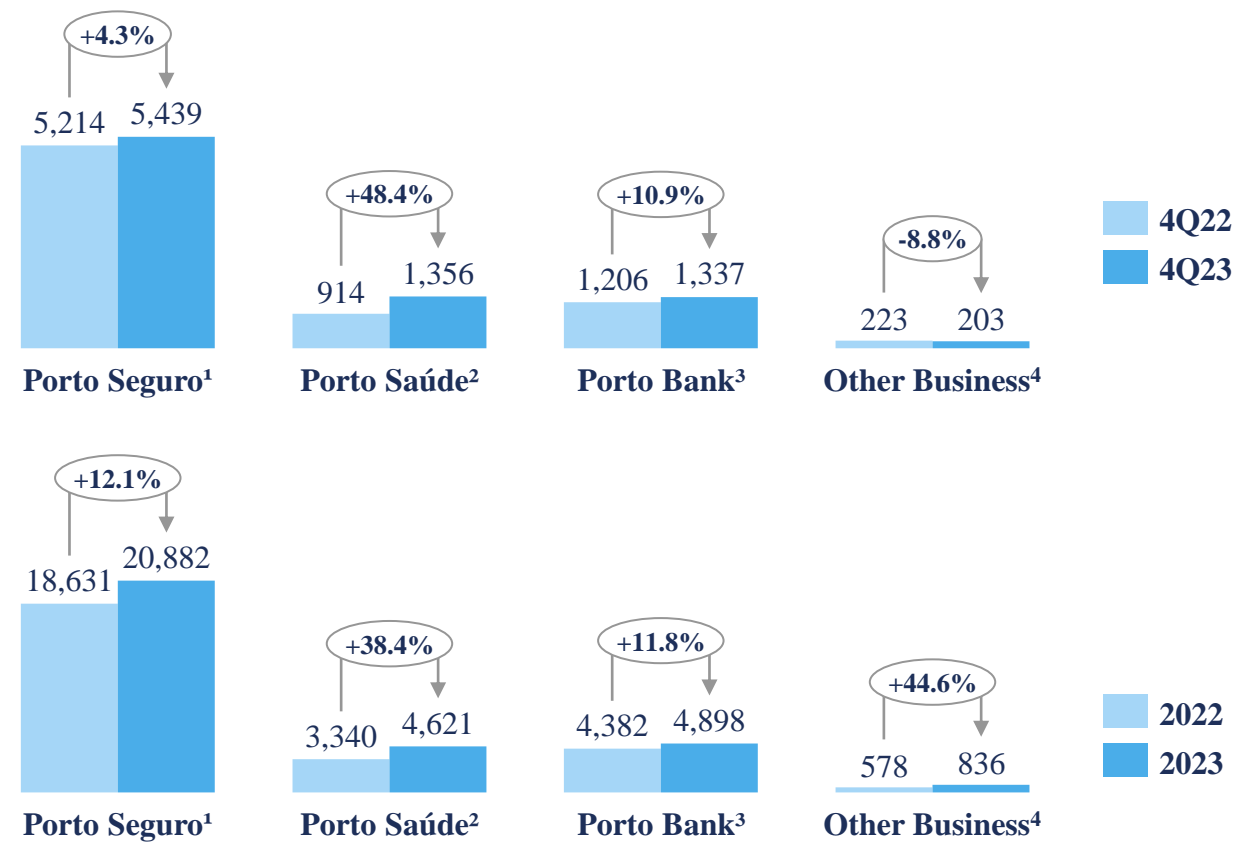


Double-digit growth in all business verticals in 2023

Total Revenue (R\$ million)



Revenue per Line of Business (R\$ million)



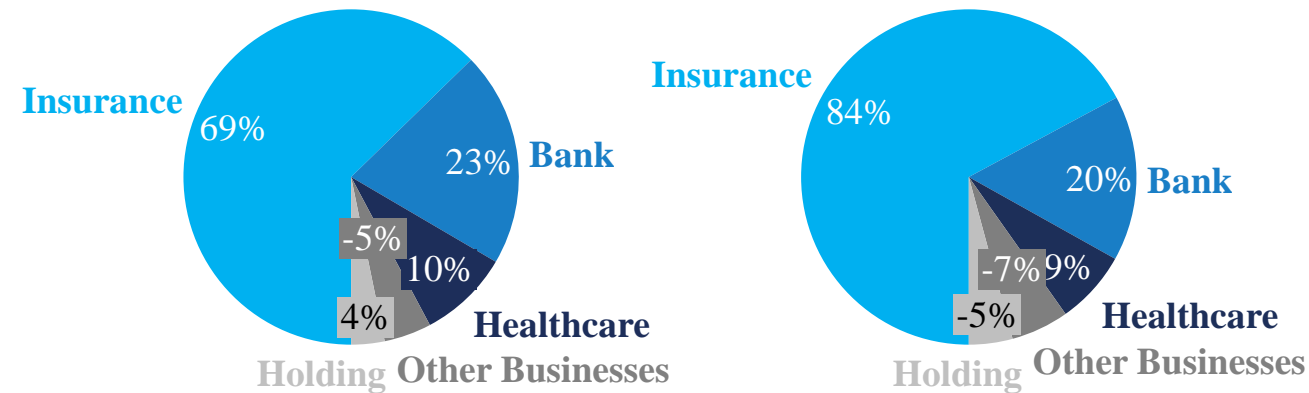
1) Includes premiums and contributions from Auto, P&C, Life, Pension, Uruguay and other operating income / 2) Consisting of Health Insurance, Dental Insurance, Occupational Health, Portomed and other operating revenues / 3) Includes premiums and income from Credit Card and Financing, Financial Risks, Consortium, Asset Management, Capitalization and other operating revenues / 4) Comprising Car Subscription, CDF, Porto Faz, Reppara, Renova, Tech Facil and Vehicle Monitoring, among other services, other operating revenues and excluding revenues from Porto Assistência

Significant growth in Net Income for the quarter, reaching a record level for the year and ROAE at a level significantly higher than the basic interest rate in both periods

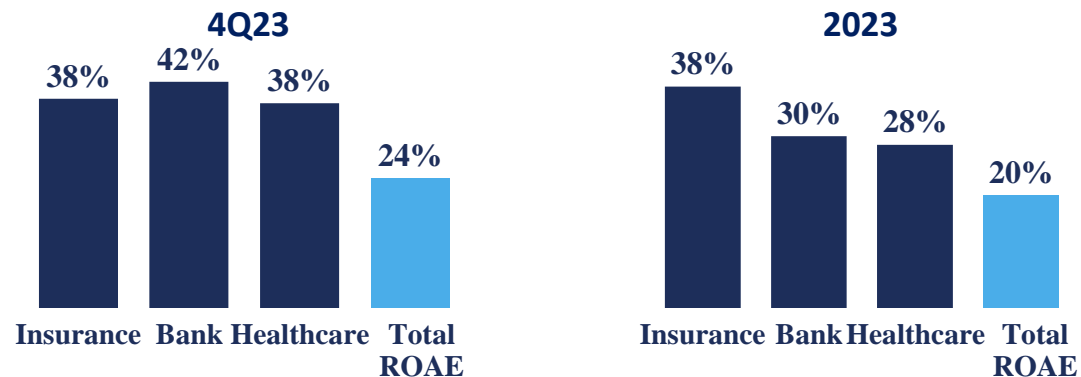
Net Earnings Breakdown

4Q23: R\$ 689 MN

2023: R\$ 2,272 MN

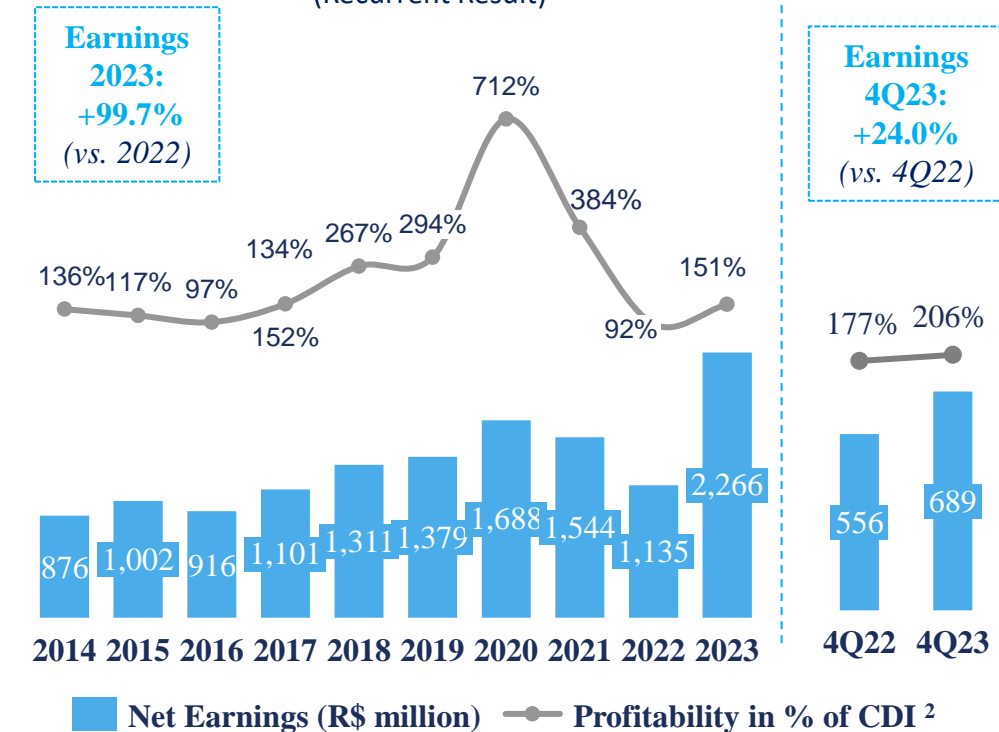


ROAE Breakdown¹



Historical Profitability

(Recurrent Result)



1) The consolidated ROAE differs from the average of the verticals mainly because: (1) the capital of the verticals differs from the consolidated by approximately R\$ 3.8 bn; and (2) the result of the holding and other businesses: approximately -R\$ 240 mn. 2) Calculated by dividing ROAE by CDI / Source: Porto Seguro, Central Bank of Brazil.



4. ESG – Environmental, Social and Governance Factors

We had relevant highlights related to our ESG agenda in 2023, such as joining the B3 Corporate Sustainability Index (ISE)

P O R T O J O I N S T H E I S E P O R T F O L I O

The main objective of the ISE indicator (B3 Corporate Sustainability Index) is to evaluate companies' assets linked to their commitment to corporate sustainability actions.

Porto's inclusion in the Sustainability Index is a recognition of our commitment to corporate sustainability in the Corporate Governance and Senior Management, Human Capital, Business Model and Innovation, Social Capital, Environment and Climate Change dimensions.



P O R T O I N S T I T U T E

In 2023, we will offer training to 1.5 thousand people, with 15.3 thousand hours of educational development and generated over 18.3 thousand social assistance services (donations of food vouchers, sneakers, coats, school supplies) and health services (psychological, psycho-pedagogical care, pediatric and ophthalmological joint efforts), in addition to more than 10.0 thousand people impacted through tax incentive laws.

During school hours, we directly and indirectly support around 525 people, considering socio-educational actions and support for families. During this period, we mobilized 2.6 thousand people, including volunteers and social investors, raising R\$ 561.7 thousand.



R E N O V A

At our subsidiary Renova Ecopeças, a parts recycling and reuse company that completed 10 years of existence, we have dismantled more than 21 thousand vehicles and sold more than 400 thousand items throughout this decade, in addition to carrying out the environmentally correct disposal of 78 thousand tons of steel, 35 thousand batteries and 160 thousand tires



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

Associação Crescer Sempre, a non-profit entity, operates in the Paraisópolis community with a focus on quality education and served 1.2 thousand students last year through its several programs: in the regular Childhood Education school, in the full-time High School, in the regular Elementary Education (last years), in the face-to-face Professional Courses and more than 16.0 thousand book loans from the Library open to the Community.

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

In 2023, 194 editions of projects focused on caring for people deprived of their liberty were supported, reaching at least 8.4 thousand participants, according to partial data. The latest survey, completed in 2023, reveals that 84% of the organization’s beneficiaries assisted had not returned to prison.



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	2022	2023
Environmental	Absolute water consumption (thousands of m³)	N.A.	59.2	89.8	26.1	27.6	62.9	59.7
	Absolute energy consumption (million kWh)	44.2	33.7	33.2	17.6	19.3	26.8	27.2
	Total waste (organic + recyclable) generated (tons)	1,075	857	760	213	302	429.7	463.2
	Efficiency of disposal of waste generated	57%	76%	68%	69%	75%	53%	52%
Social and environmental education	Corporate Social and Environmental Education actions	47	42	57	302	420	163	116
	Number of participation*	-	-	-	-	-	5,269	6,993
Volunteer work	Number of volunteers	607	616	847	728	611	705	817
	Number of students in professional training	1,069	1,193	823	707	792	1051	785
Porto Seguro Institute	Students Retention	80%	83%	85%	84%	79%	76%	57%
	Number of children assisted by the Ação Educa Program	205	220	189	165	173	239	246
Campos Elíseos + Gentil Association	Number of open neighborhood cleaning and maintenance protocols	1,132	1,150	1,126	470	483	598	649
	Resolvability of protocols with public agencies	84%	73%	84%	68%	83%	79%	81%

PORTO SEGURO IR TEAM

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Índice Brasil 100 **IBRX 100**

Índice de Ações com Tag Along Diferenciado **ITAG**

apimec

Índice do BM&FBovespa Financeiro **IFNC**

Índice Carbono Eficiente **ICO2**

ibri



FTSE4Good

Índice BM&FBovespa MidLarge Cap **MLCX**



Women on Board

abrasca



 **Porto**