



# INSTITUTIONAL PRESENTATION

4Q24





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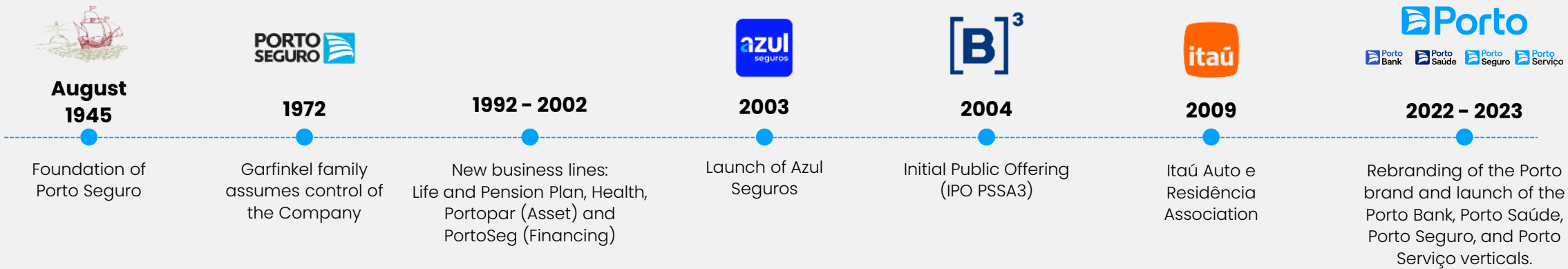
Sustainability



# OUR HISTORY

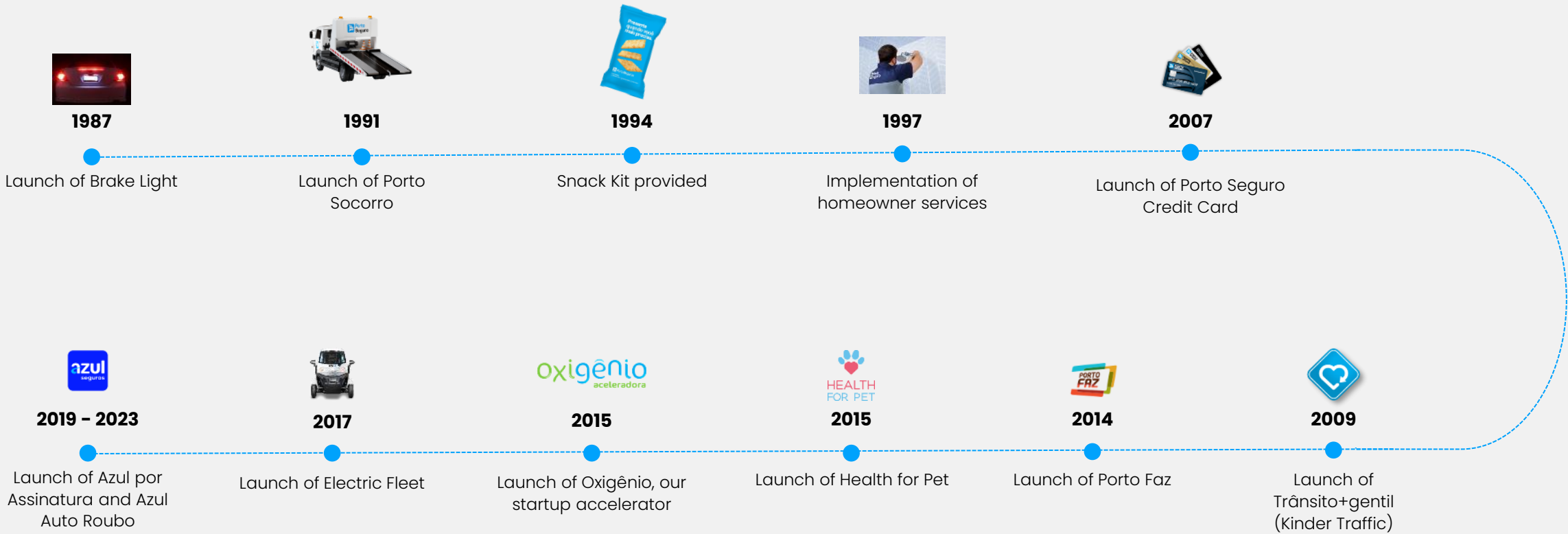


# Company's Major Milestones





# Historical Initiatives





# PORTO ECOSYSTEM



Key Data (2024)

Revenue R\$ 36.9 bn

Net Income R\$ 2.6 bn

ROAE 20.0%

Market Cap<sup>2</sup> R\$ 23.6 bn

Average  
ADTV<sup>2</sup> R\$ 83.9 mn  
Last 60 days

Representativeness of  
Revenue and Income  
(2024)<sup>1</sup>



Revenue: **59%**  
Net income: **57%**



Revenue: **16%**  
Net income: **22%**



Revenue: **18%**  
Net income: **14%**



Revenue: **7%**  
Net income: **7%**

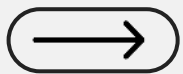
1. Considers only data from business verticals 2. Consider the position as of December 2024.



## Main products – 2024

	Porto Seguro			Porto Saúde	Porto Bank			Porto Serviço
	Auto	P&C and Cargo	Life	Health + Dental	Credit Card and Financing	Consortium	Rental Solutions	Strategic partnerships, B2B and B2B2C
Share in Total Revenue	43%	9%	4%	18%	10%	3%	3%	7%
Revenue per Vertical 2024 (R\$)	16 bn	3 bn	2 bn	7 bn	4 bn	1 bn	1 bn	3 bn
Revenue CAGR 21-24	13%	16%	16%	41%	18%	32%	23%	Vertical lançada em 2024
Net Income 2024 (R\$)	1.6 bn			0.4 bn	0.6 bn			0.2 bn
ROAE 2024	28%			27%	26%			22%

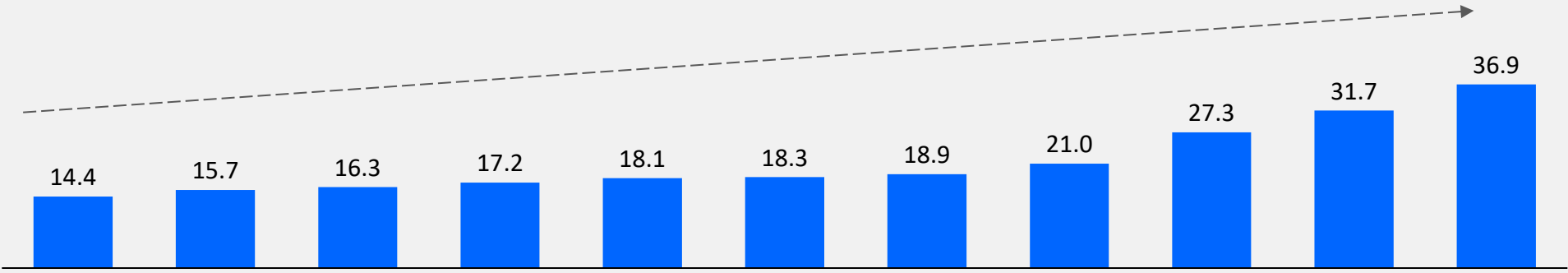




# Revenue Evolution and Profitability of the last 10 years

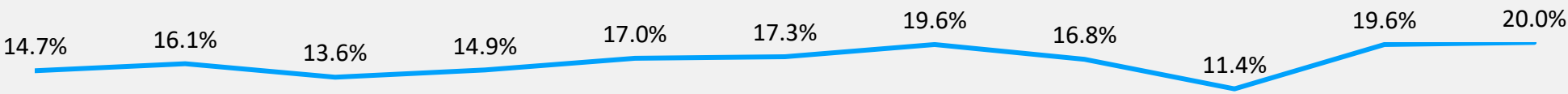


Total Revenue  
(R\$ bn)

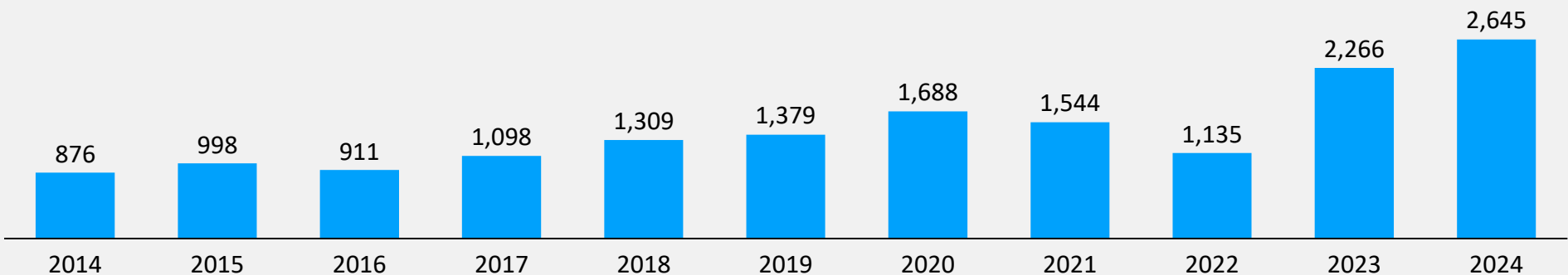


**CAGR**  
9.9% p.a.

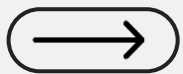
ROAE  
(% p.a.)



Net Income  
(R\$ mn)



**CAGR**  
11.7% p.a.



Holding brand

 **PortoSeguroSA**

Corporate brand

 **Porto**

Institutional brands

TEATRO  **Porto**

INSTITUTO  **Porto**


 **Porto**Asset

Business brands

 **PortoBank**

 **PortoSaúde**

 **PortoSeguro**

 **PortoServiço**

Independent brands

 **CönnectCar**



Protecting and providing  
safety



Caring for the health of  
people and companies



With financial solutions



Preserving your  
achievements

With a greater  
focus on the  
client, the  
Company  
segregated its  
structure into  
four business  
verticals.

Auto  
Bike  
Mobile  
Homeowner  
Business  
Cargo  
Life  
Travel  
Agribusiness  
Civil Liability

Corporate Health  
Dental  
Occupational  
Health

Credit Cards  
Financing  
Personal Loan  
Landlord Protection  
Consortium  
Investments  
Digital Account  
Pension Plan

**For Automobile:**  
Tow Trucks,  
Locksmith, Battery,  
etc.

**For Homes and  
Businesses:**  
Electrical, Hydraulic,  
White Goods, TV, Air  
Conditioning, Help  
Desk, etc.

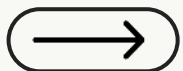


# OUR STRUCTURE

# Our fleet is prepared for all situations.

- Tow trucks
- Utility vehicles
- Pickup trucks
- Off-Road vehicles
- Passenger vehicles
- Motorcycles
- Jet skis
- Electric vehicles (motorcycle, bike, ambulance, and more)

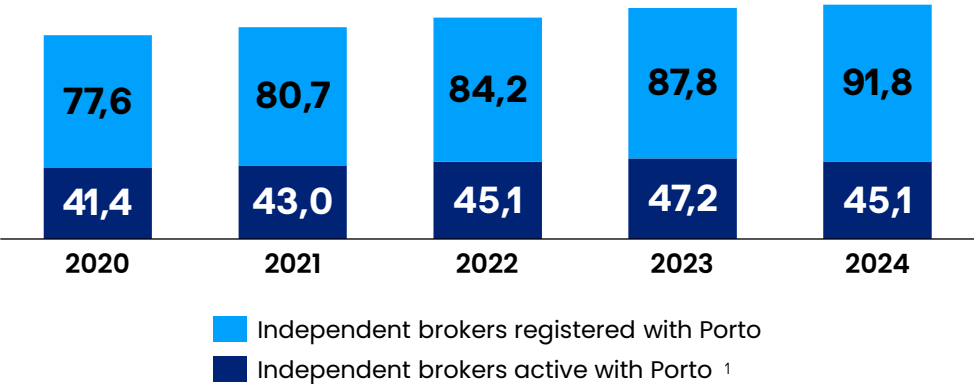




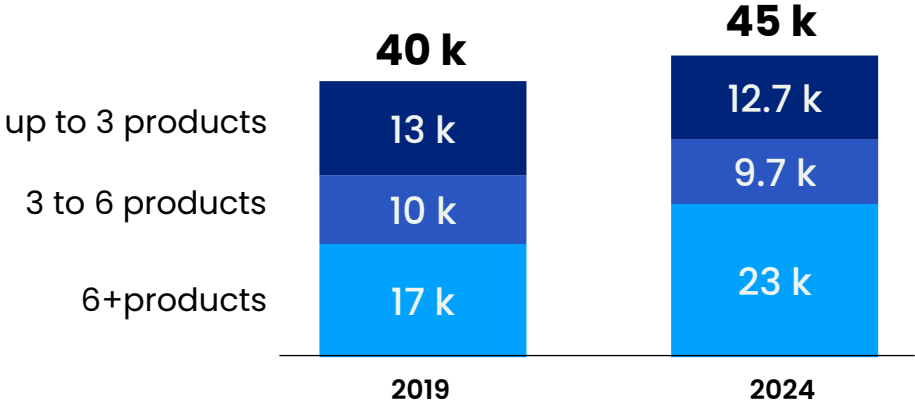
# Independent brokers (in thousands)



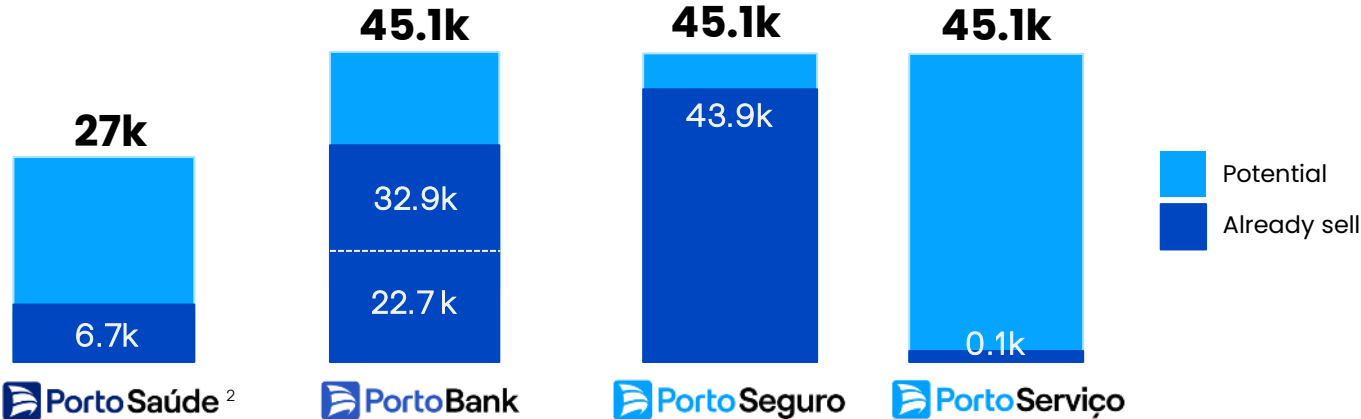
Registered and active brokers with Porto



Brokers by quantity of products sold

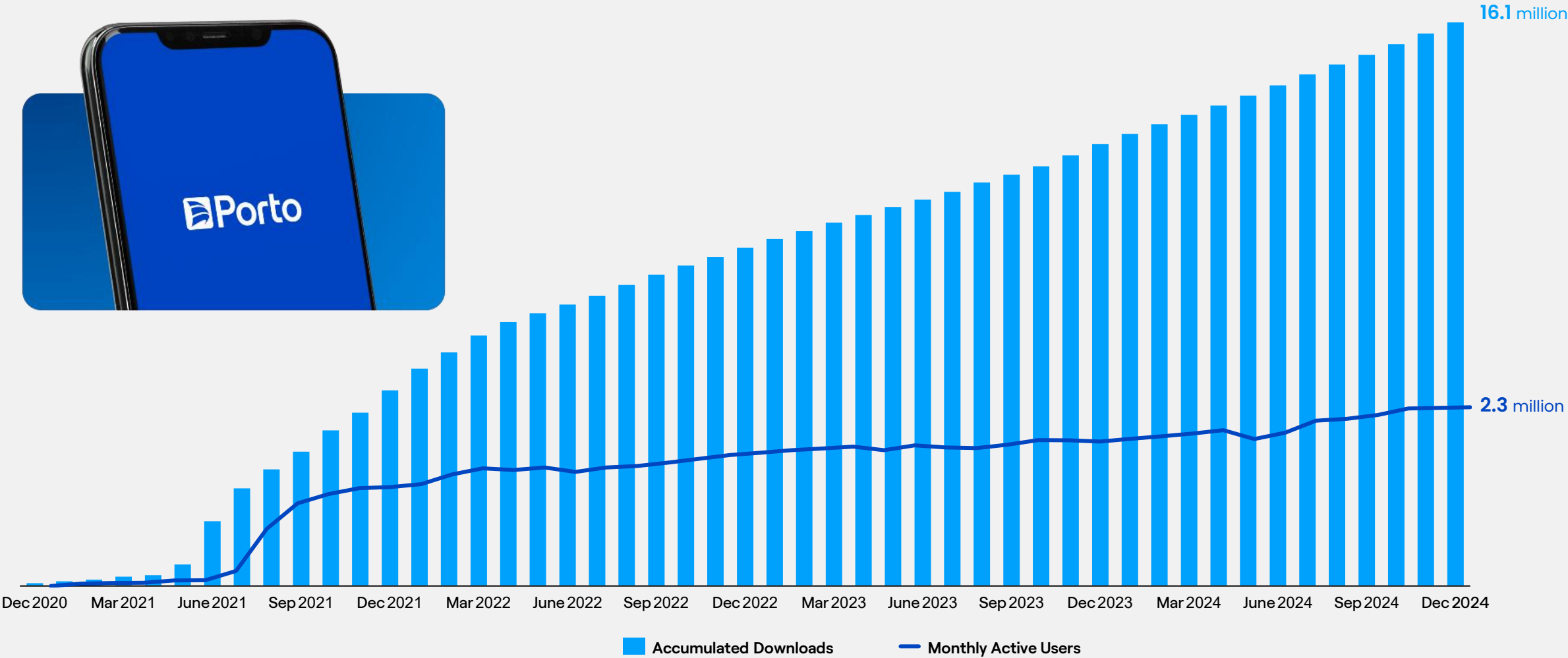


Brokers with sales by vertical



(1) Brokers who have closed at least one deal with Porto in the last 12 months. / (2) Considers regions of operation RJ | SP | FD



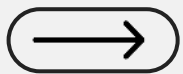


\*iOS download volume available only for users who opted in to share data with Apple.

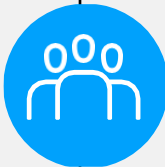


# OUR NUMBERS





People



**18.0 mn**  
of clients

**13.5 k**  
Employees

**37 k**  
Independent  
brokers

**13 k**  
Service  
providers

**3.8 mn**  
App Porto Users

Operation



**80 mn**  
Digital interactions  
and services in 4Q24

**2.7 mn**  
Car services in  
2024

**2.4 mn**  
Service calls for  
homes and  
businesses in 2024

**56%**  
service activations in  
2024 via the App and  
WhatsApp  
(car and residence)

**34 mn**  
Human services in  
2024

NPS

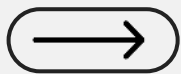


**80 pts**  
at Auto insurance

**77 pts**  
at Azul Seguros

**80 pts**  
at Homeowner  
insurance

**72 pts**  
and 59% of Card clients  
redeemed points for Porto  
products

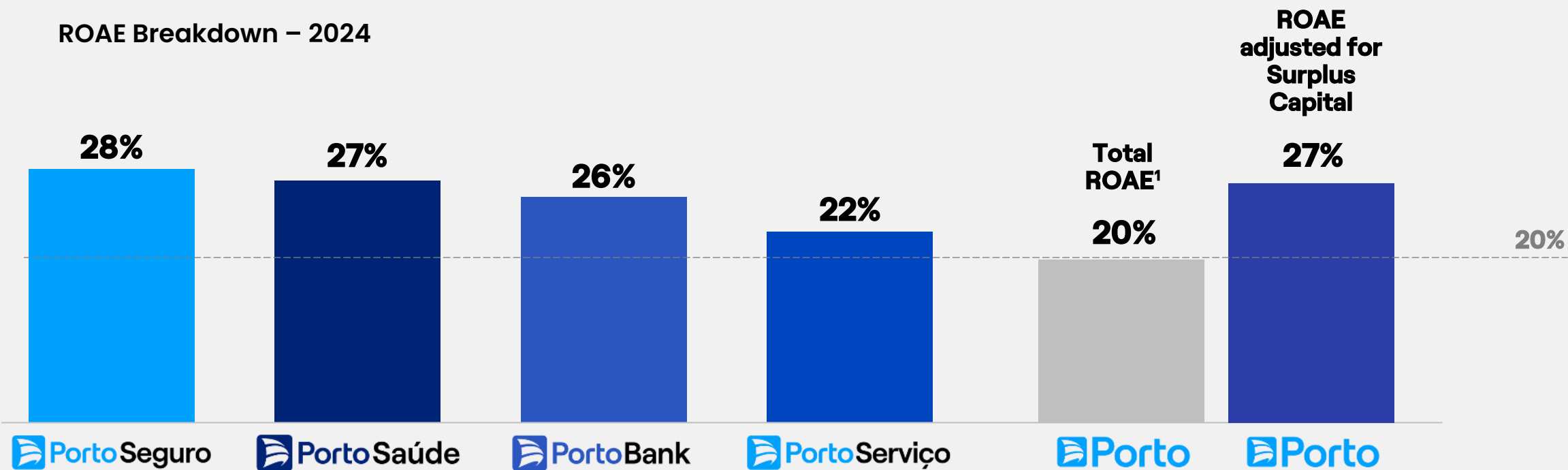


# Profitability

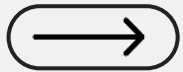
ROAE greater than 20% across all business units



ROAE Breakdown – 2024



1) The consolidated ROAE differs from the average of the verticals mainly due to the holding and other businesses results.

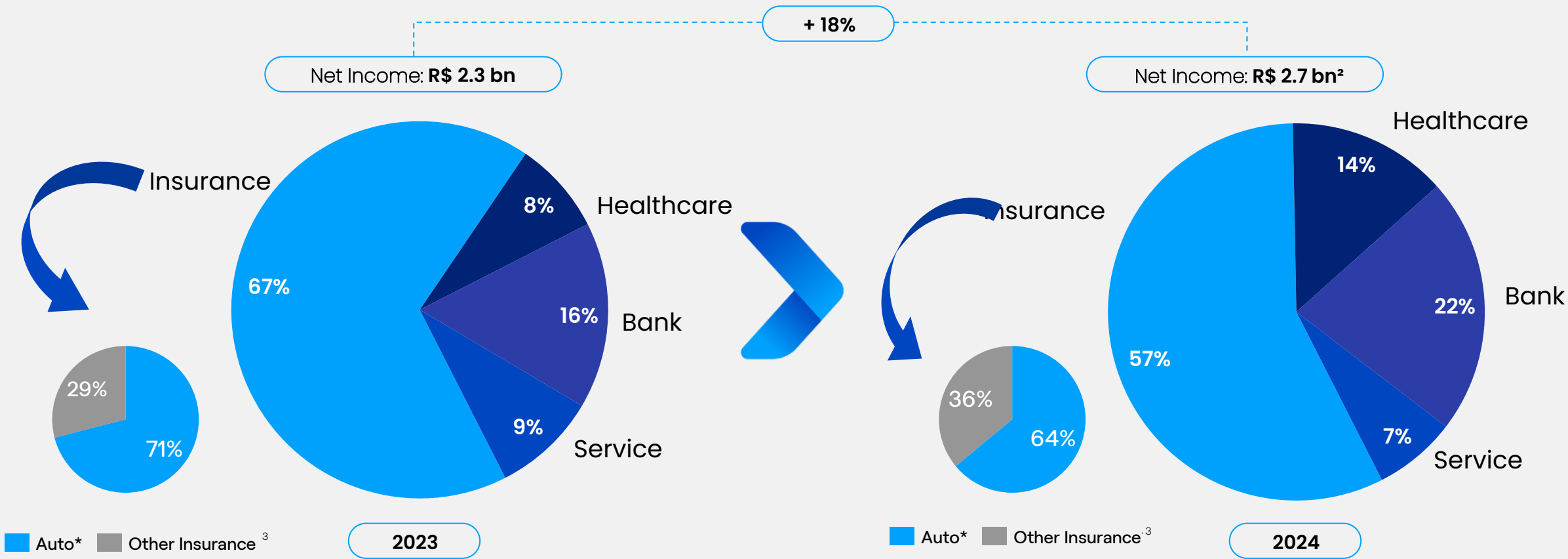


# Diversification of Results<sup>1</sup>

Conscious and diversified growth in results



## Breakdown of Net Income<sup>1</sup>



(1) It does not specify the results of other businesses. / (2) Recurring Net Income / (3) Share in the Insurance Vertical Underwriting Result.



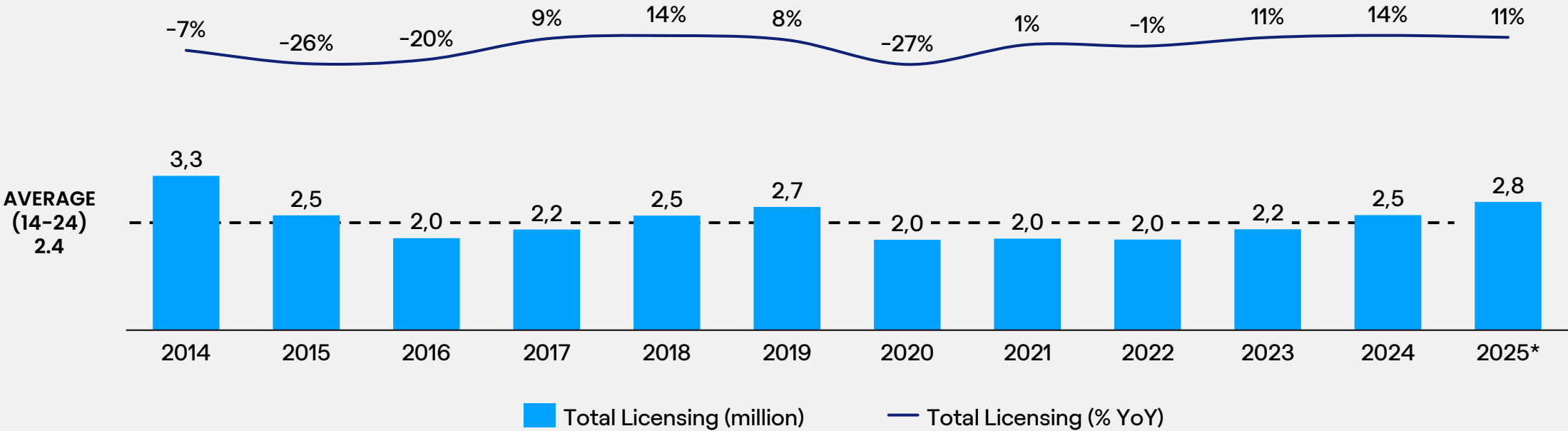
# PORTO SEGURO



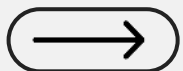
**ROBSON**  
Commercial Manager  
13 years with Porto



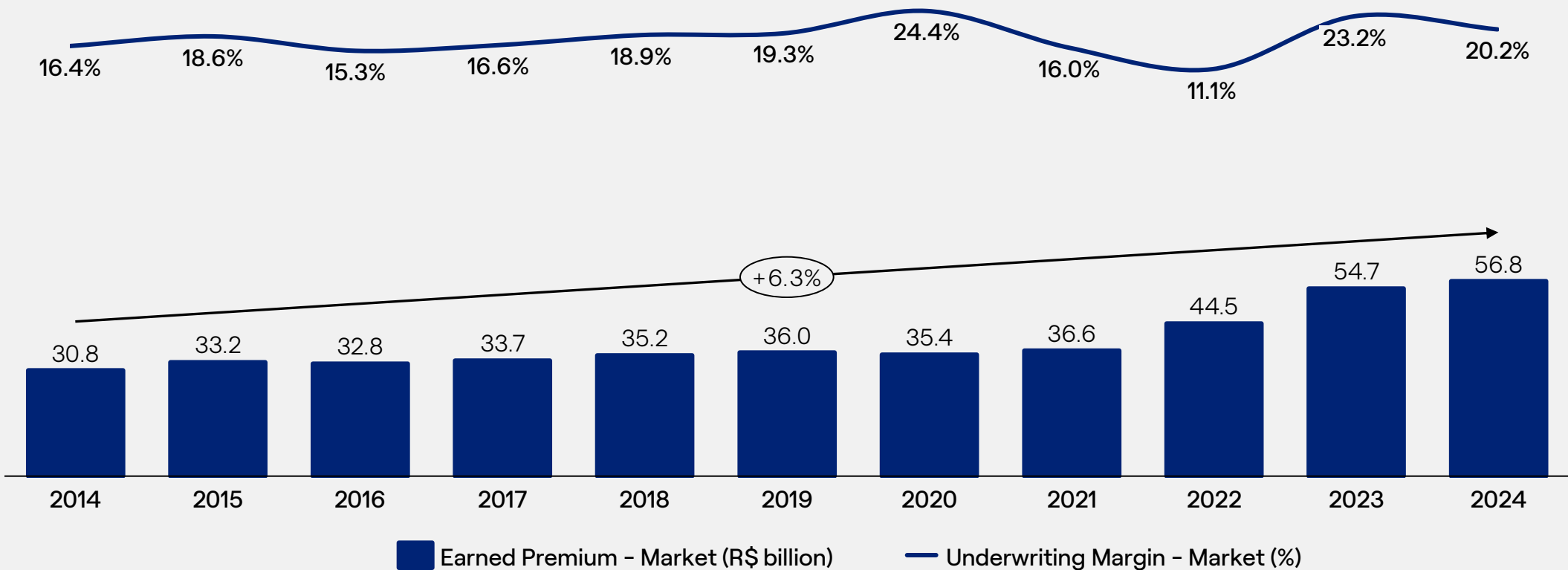
Annual evolution of sales of new vehicles



Source: ANFAVEA  
\*Projection for 2025 = FENABRAVE



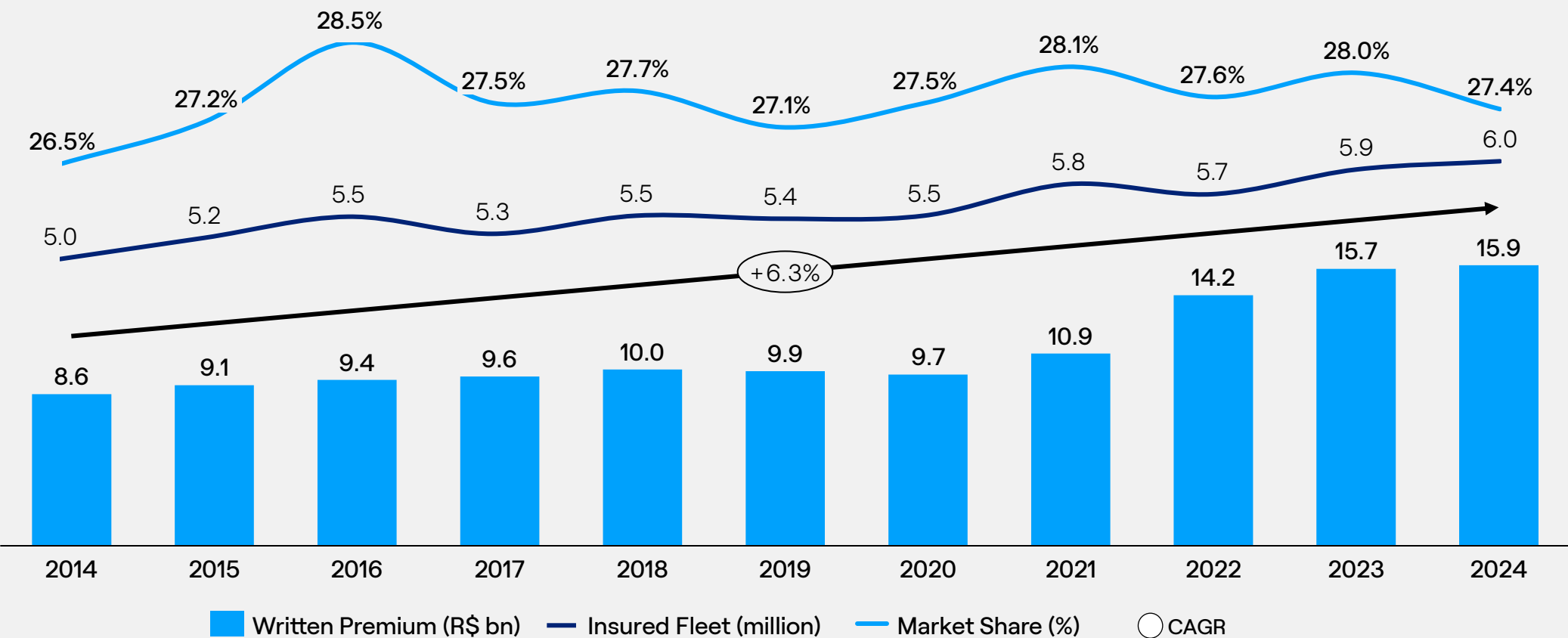
Evolution of Premiums ad Underwriting Margins of the Market\*

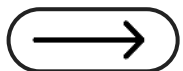


Source: SUSEP  
\* Underwriting Margin = (Earned Premium – Claims – Commission Expenses) / Earned Premium

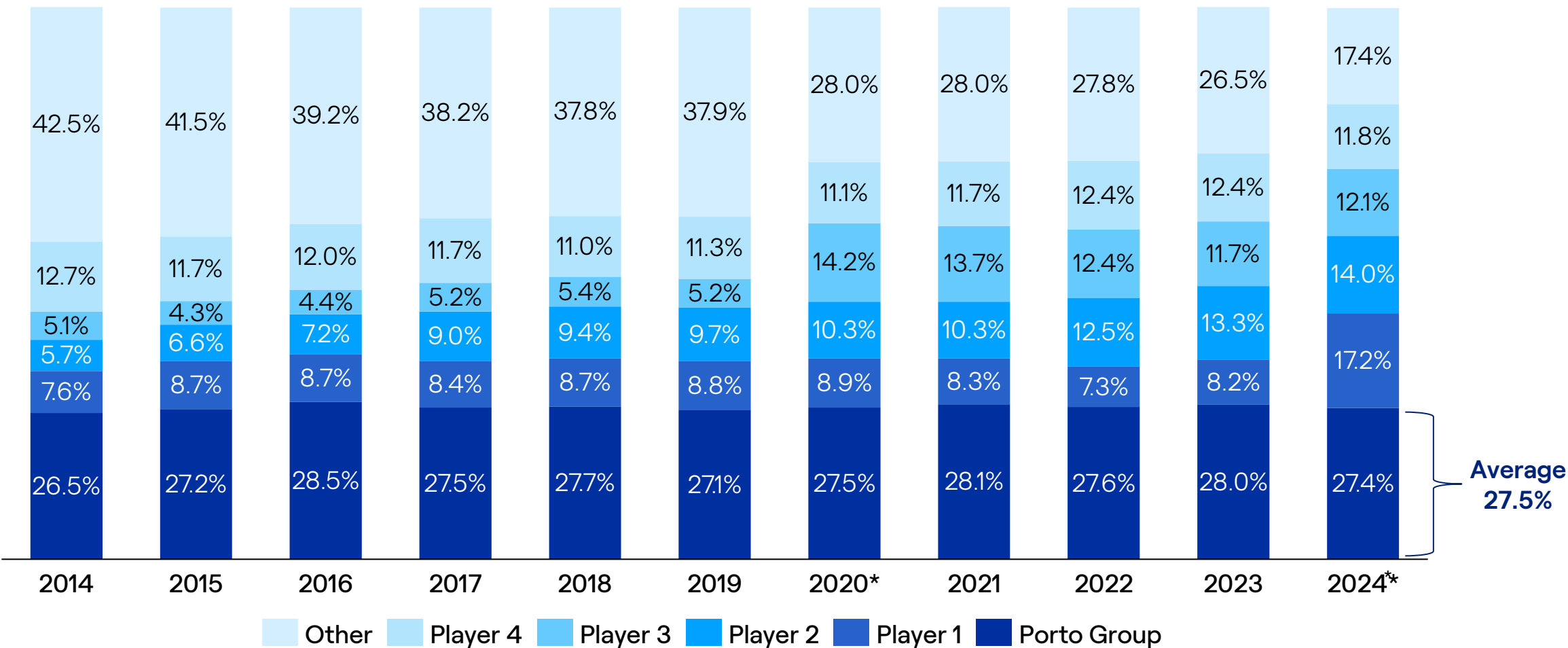


Evolution in Premiums and Insured Fleet Porto Group



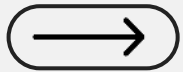


Evolution of Market Share (%)

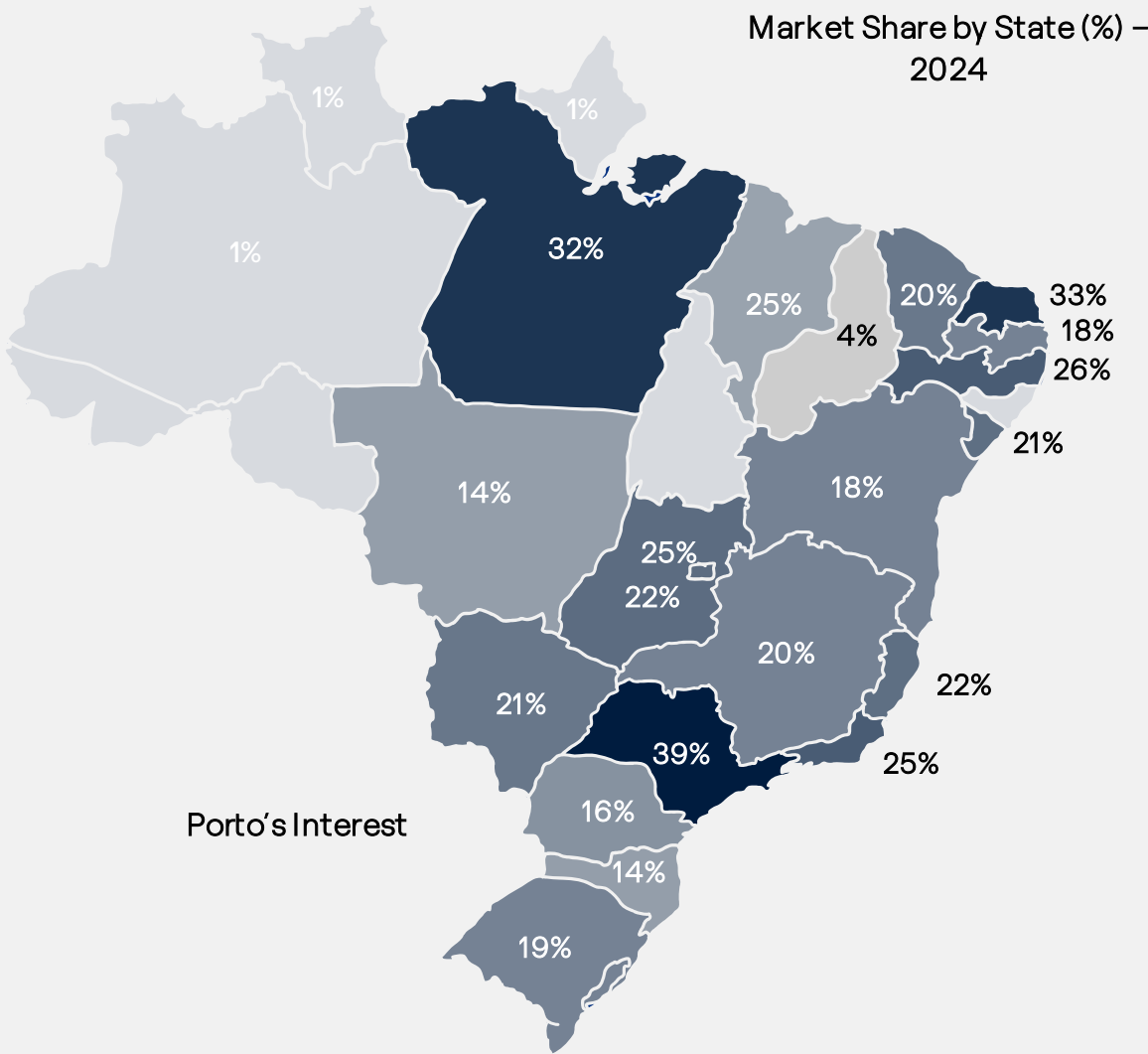
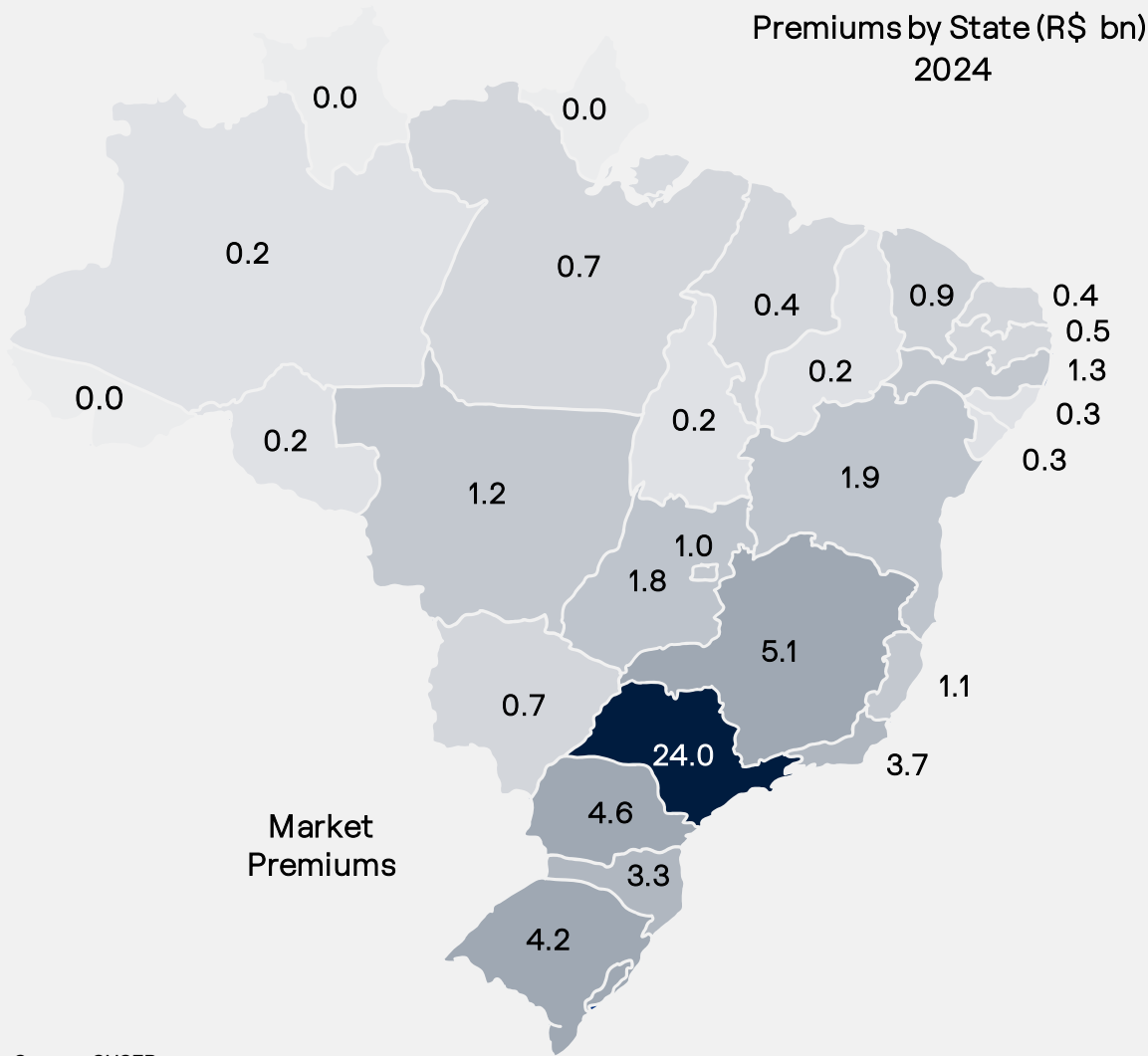


Source: SUSEP  
\* 2020 and 2024 inorganic growth of Players 1 and 3

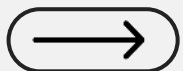




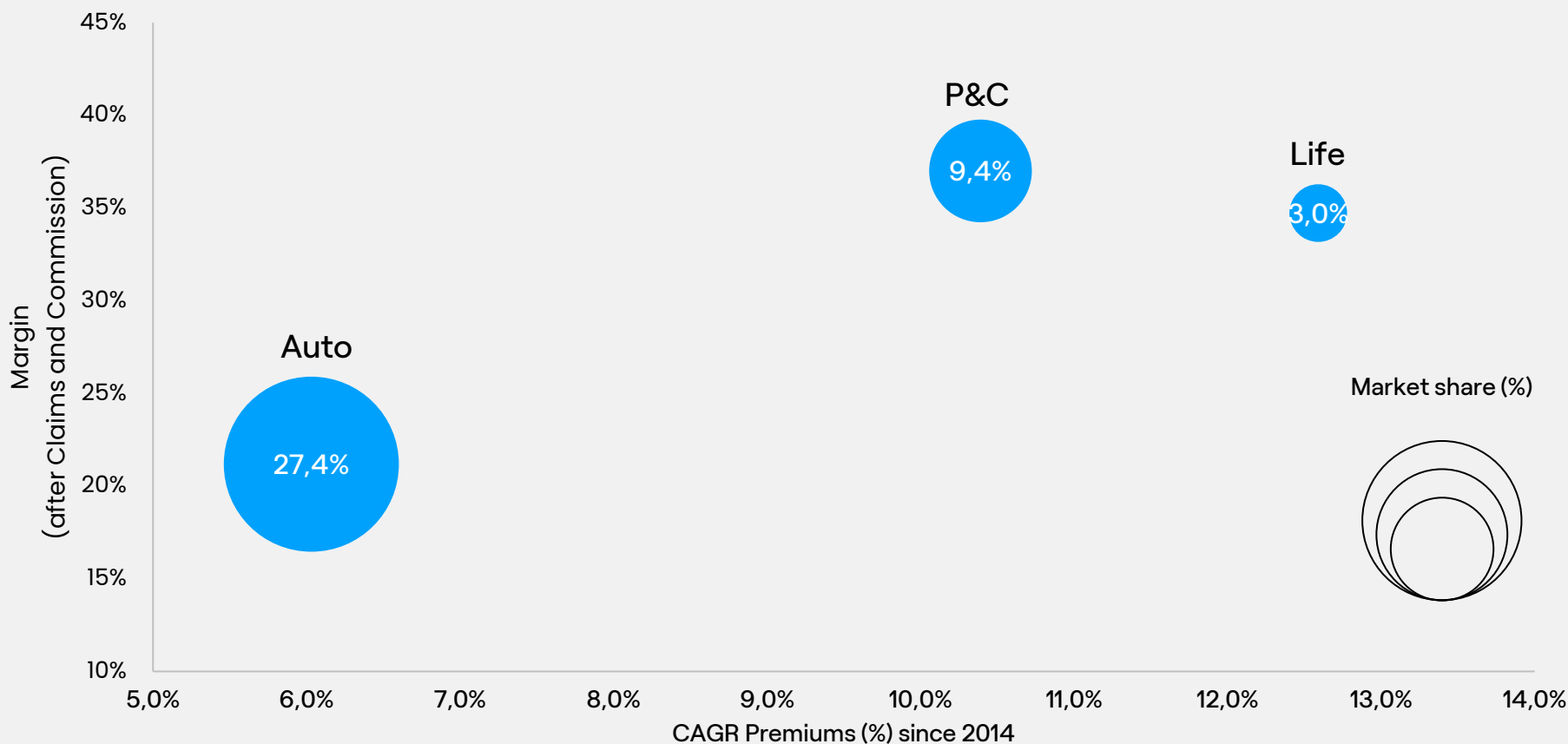
# Auto – Market Share (Porto Group)



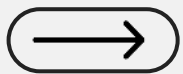
Source: SUSEP



Growth and Margin (after Claims and Commission) by product



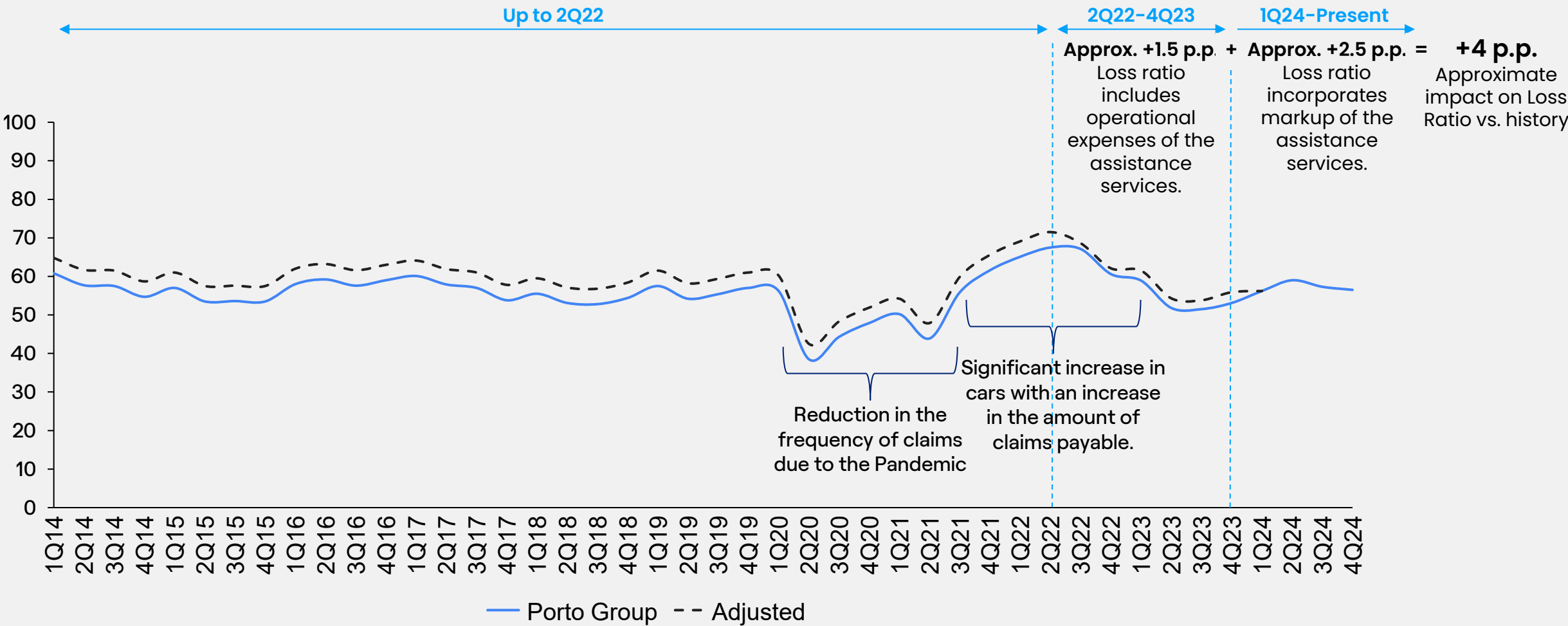
Source: SUSEP



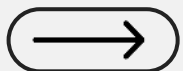
# Auto – Loss Ratio (Porto Group)



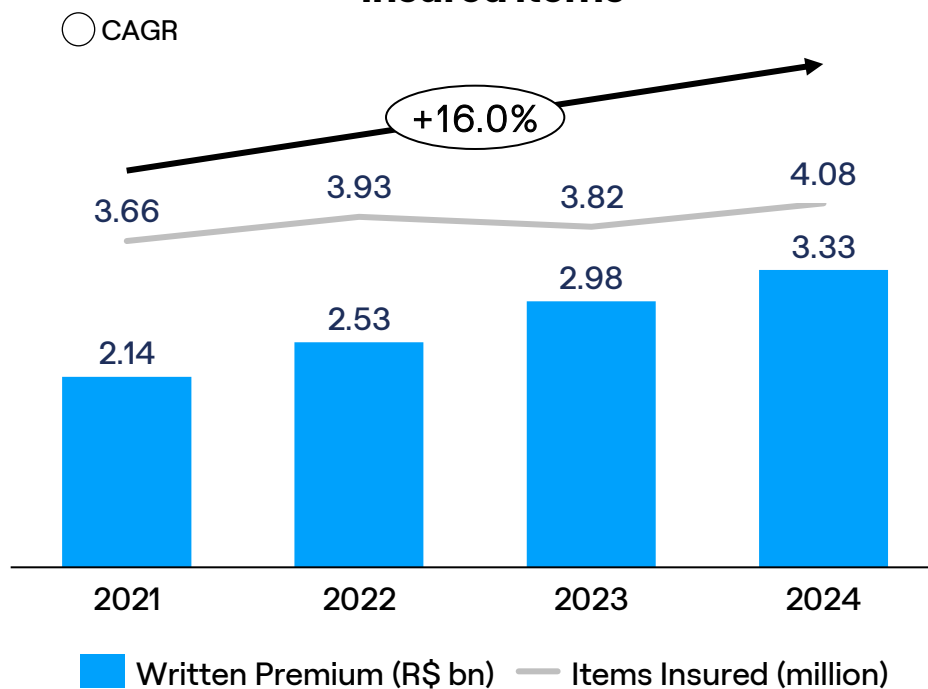
## Historical loss ratio adjusted\* (%) for current criteria



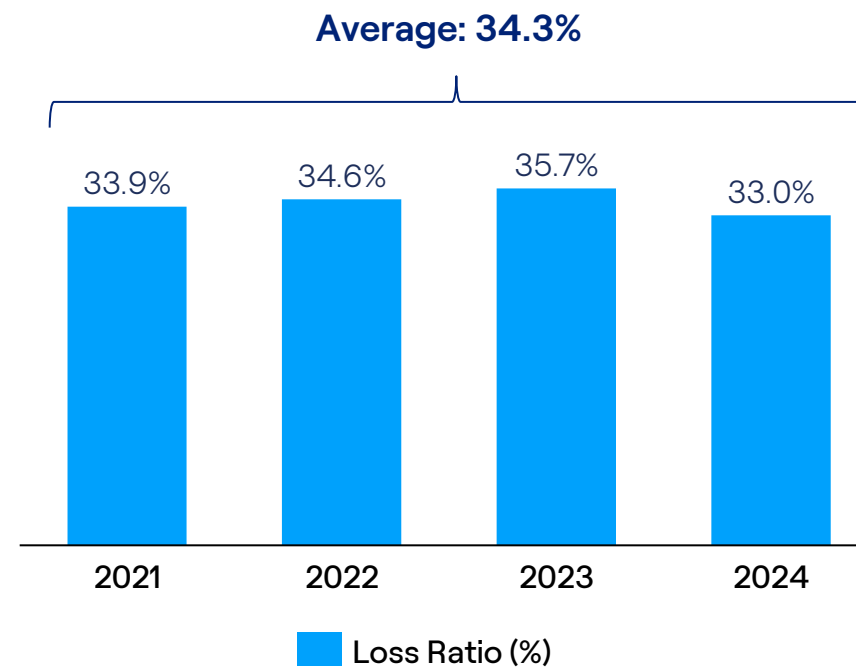
Source: SUSEP  
In 2Q22, Porto Assistência started incorporating the expenses of activities such as tow trucks, service providers, among others, which were accounted for partly as “retained claims” and partly as “other operating expenses,” currently being accounted for in insurance companies solely as claims. In 1Q24, the markup for Assistance began to impact the loss ratio of the vertical.

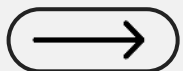


### Written Premiums and Insured Items



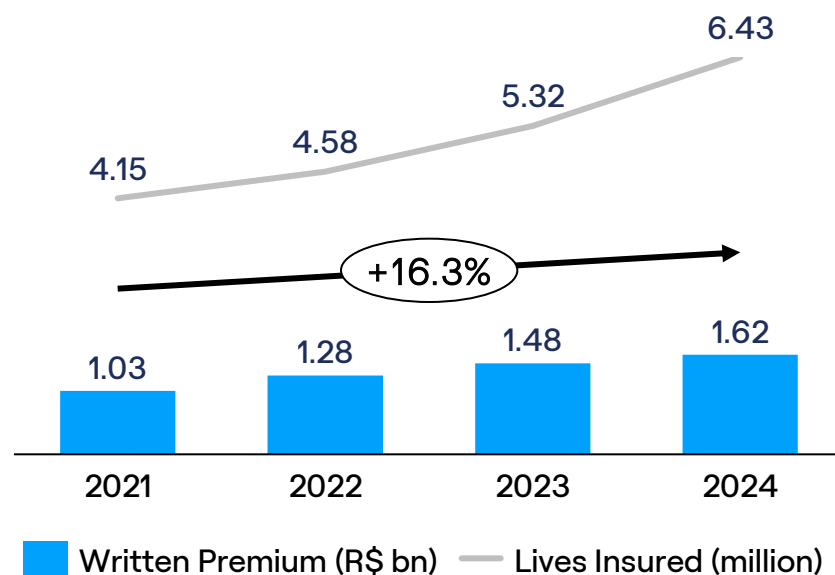
### Loss Ratio



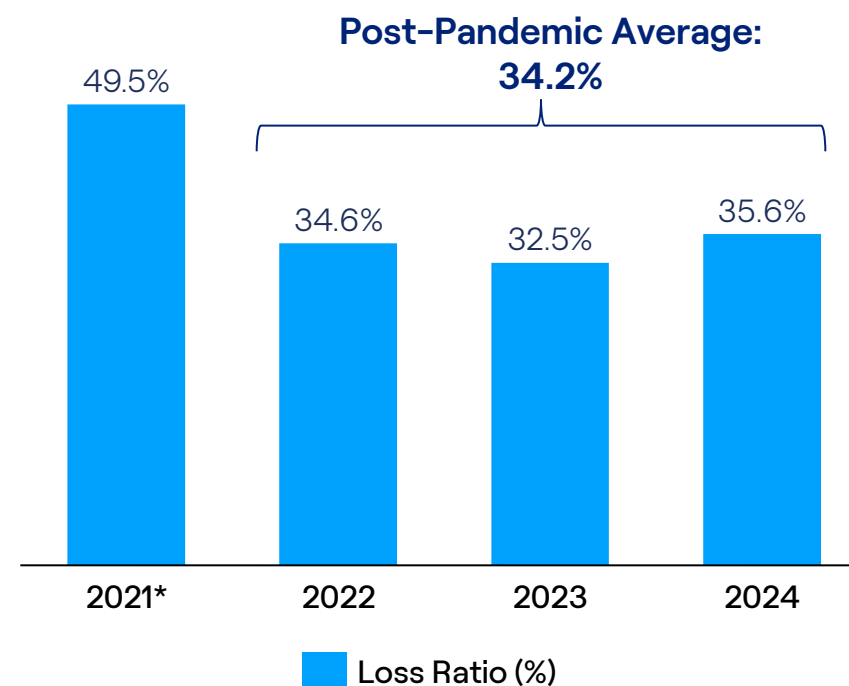


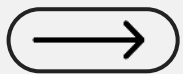
## Written Premium and Insured Lives

○ CAGR



## Loss Ratio





# Vertical Summary

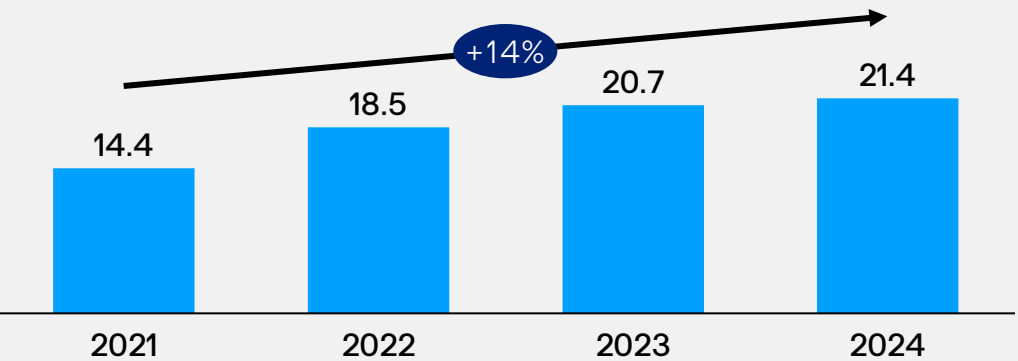


## Total Revenue

(Retained Premium + Revenues)

R\$ billion

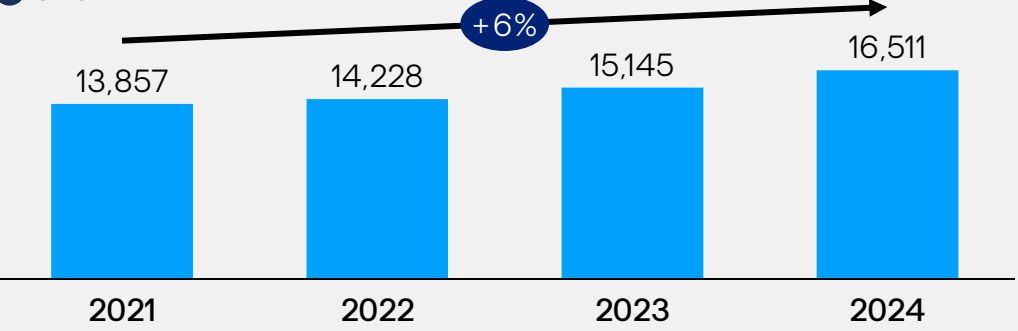
● CAGR



## Total Items

thousands

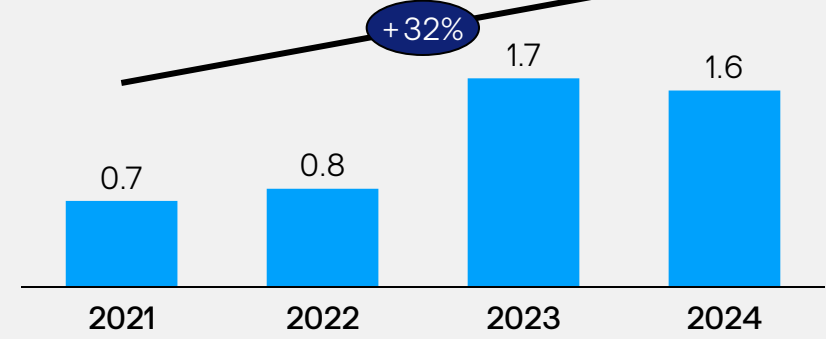
● CAGR



## Net income<sup>1</sup>

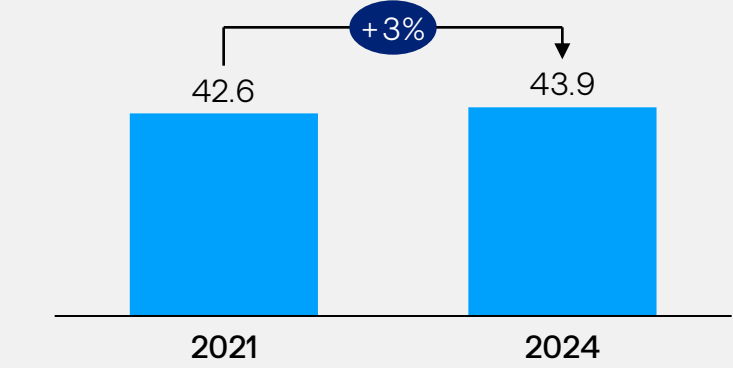
R\$ million

● CAGR



## Brokers who sell Insurance

thousands



(1) Adjustment of 4Q23 to allow comparability with 4Q24, since from the first quarter of 2024 onwards, mainly, the loss ratio, combined ratio, amplified combined ratio, earnings and ROAE began to be impacted by the Assistance operation markup.



# PORTO SAÚDE



**LIA**  
Broker  
15 years with Porto



## Main Strategic Drivers

1. Relevant growth in premiums, members, and profit through the virtual verticalization strategy.
2. Well-defined strategic focus: operation in three states and corporate collective plans.
3. Trusted brand, Sales force, and the way to serve the Porto Seguro client.

## Operating and Financial Highlights – 2024

**+675k lives – health  
2024 (+24% vs. 2023)**

**+76.2% Loss Ratio  
Below the market  
comparable average**

**R\$ 6.6 bn Revenue  
2024 (+44% vs. 2023)**

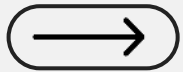
**100% of the policies are  
SME and Commercial plans**

**3.4% Market Share\*  
(+110% vs. 2020)**

**R\$ 394 mn  
Net income in 2024**

\* Market Share considers the areas in which we operate and only the commercial segment.





## Key Services



### Porto District Line

New

**Microrregional product** in which the client can choose up to 3 places and is 100% verticalized with Porto's Medical Team.

- Hospitals and clinics from up to three districts chosen by the client.
- Integration with TMP
- Seu clínico na Hora (your clinician readily available)
- No reimbursement
- Mandatory coparticipation

### Linha Pro

**Regional product**, few branches, and integrated with Porto's Medical Team (TMP)

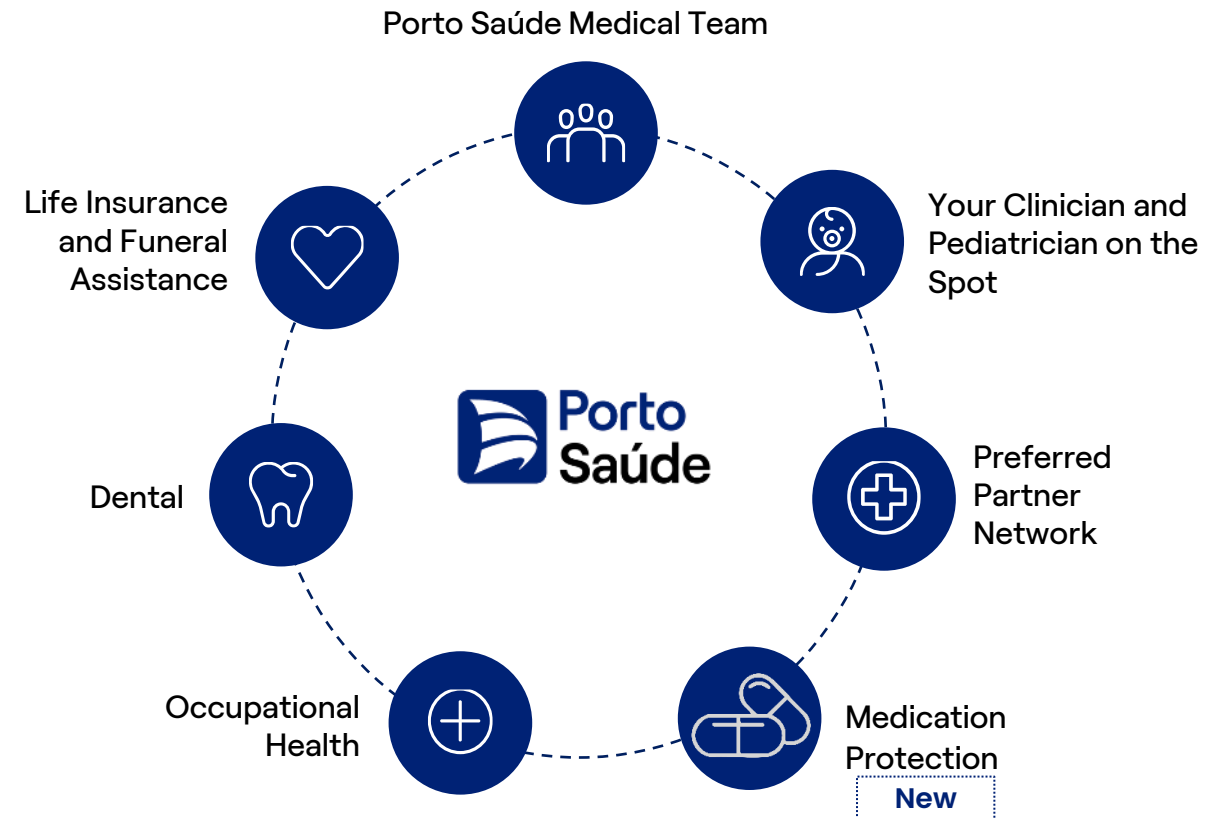
- Anchor Hospitals
- Integration with TMP
- Seu clínico na Hora (your clinician readily available)
- No reimbursement

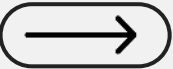
### Porto Saúde Line

**Next-generation national line**, with optimized network and integrated with Porto's Medical Team (TMP)

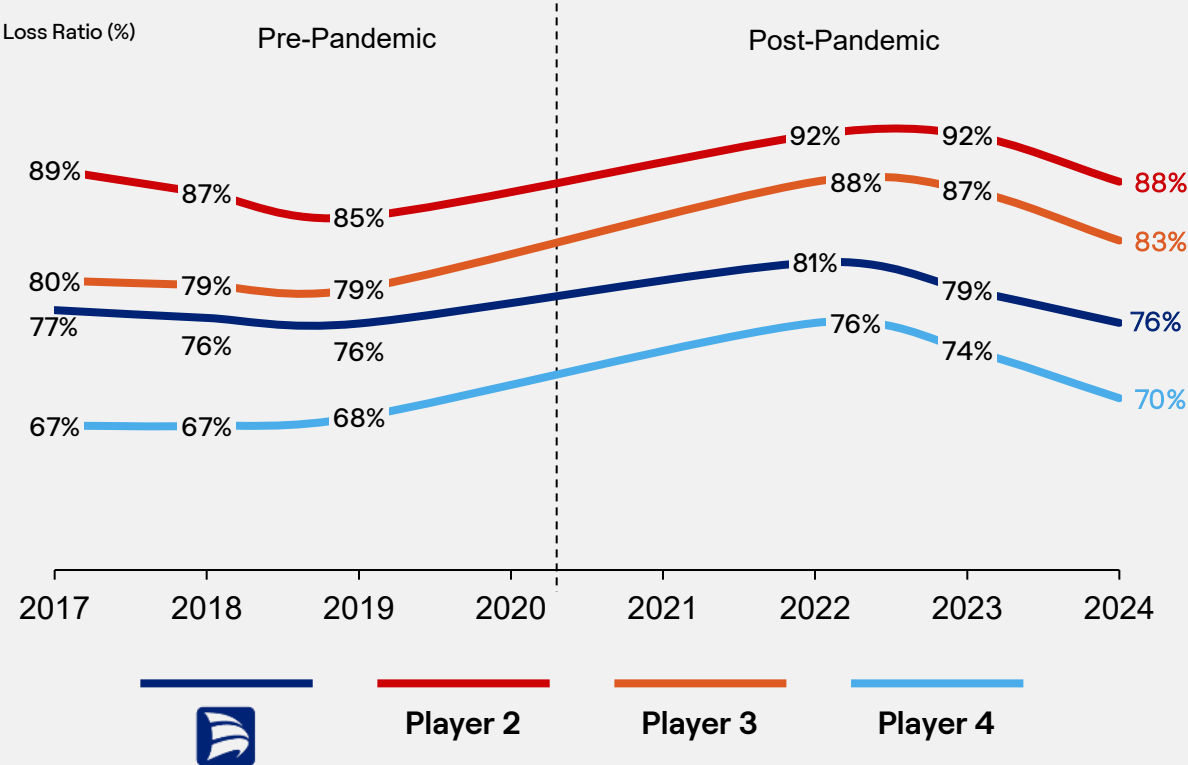
- Wide access to clinics, hospitals and laboratories
- Integration with TMP
- Seu clínico na Hora (your clinician readily available)
- With reimbursement

### Porto Saúde ecosystem



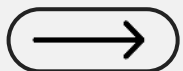


Loss Ratio vs. Major Players



Market Share

	2020		2024
SP Capital City	3.7%	●-----●	7.3%
SP Interior	1.2%	●-----●	2.5%
RJ Capital	0.3%	●-----●	2.0%
RJ Interior	0.2%	●-----●	1.7%
DF	0.4%	●-----●	1.2%
Total	1.6%	●-----●	3.4%

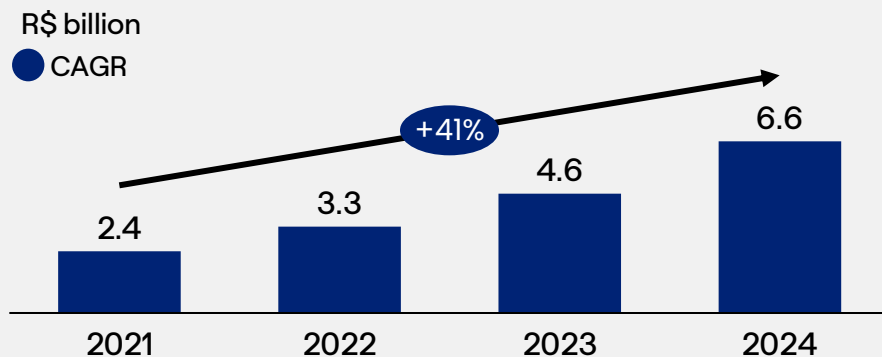


# Vertical Summary

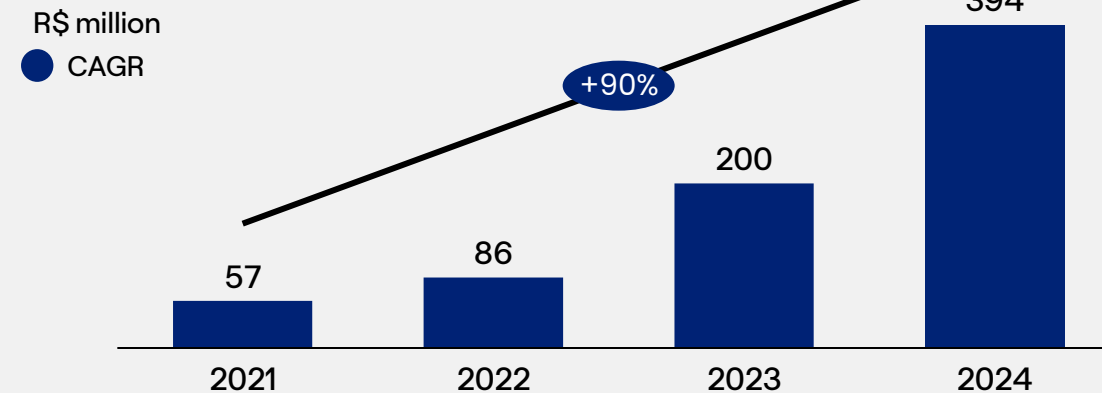


## Total Revenue

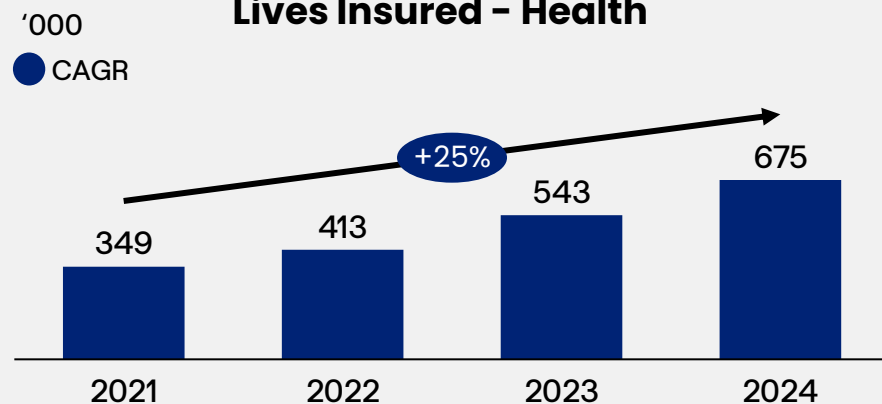
(Retained Premium + Revenues)



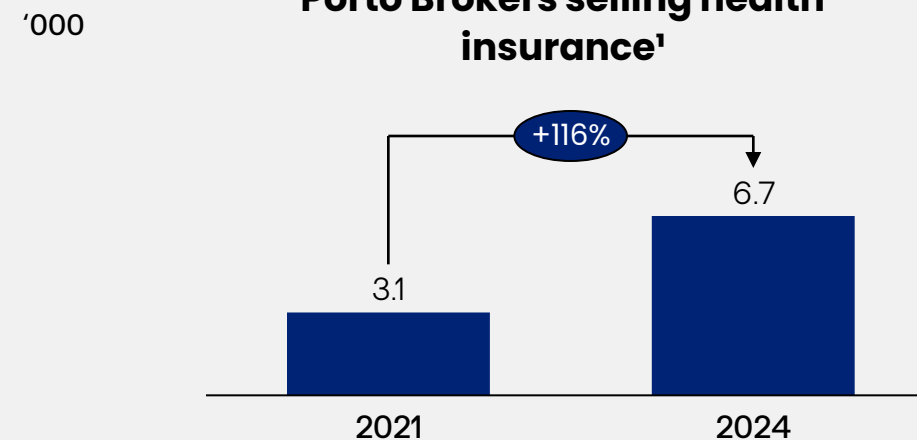
## Net Income



## Lives Insured - Health



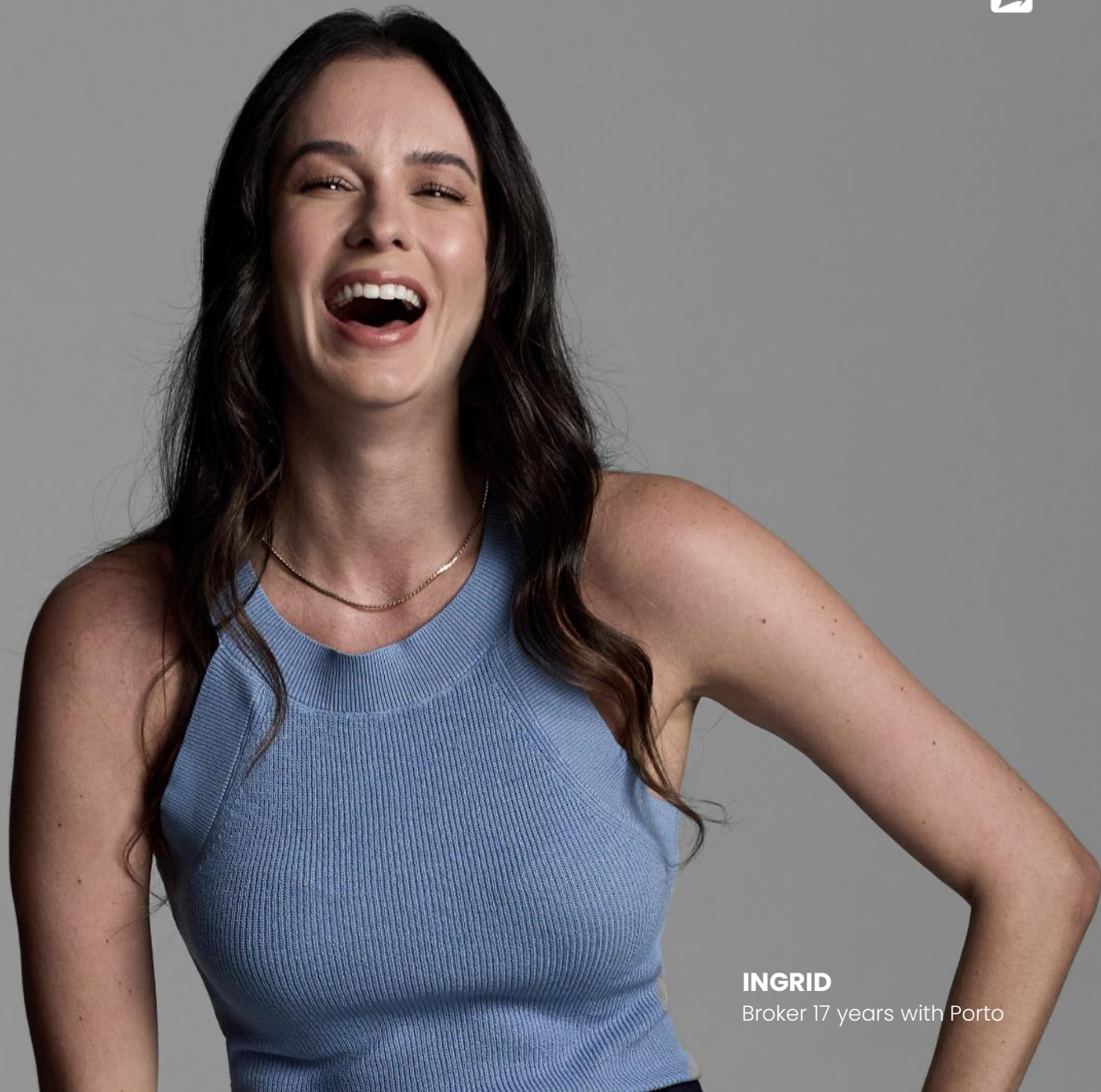
## Porto Brokers selling health insurance<sup>1</sup>



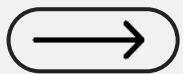
1) Brokers who have sold Health insurance products in the last 12 months.



# PORTO BANK



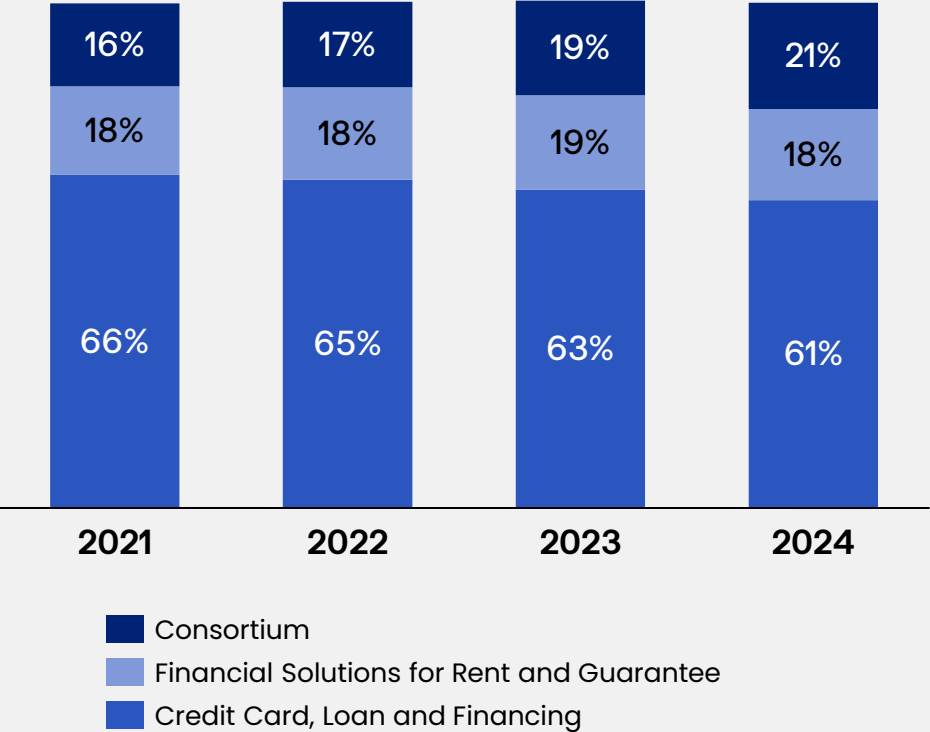
**INGRID**  
Broker 17 years with Porto



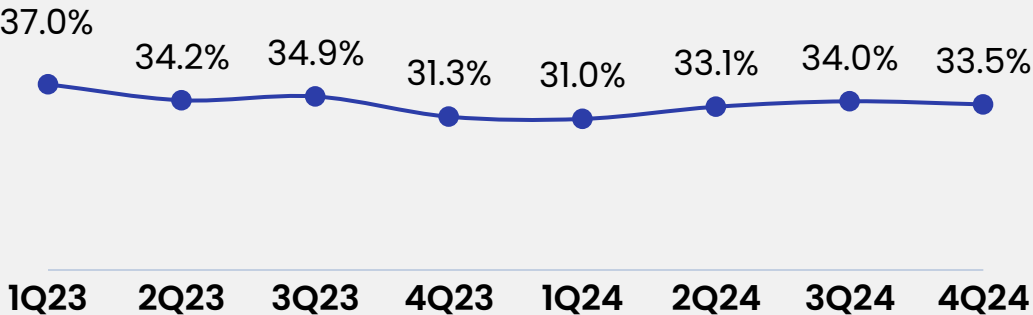
# Vertical's Financial Indicators



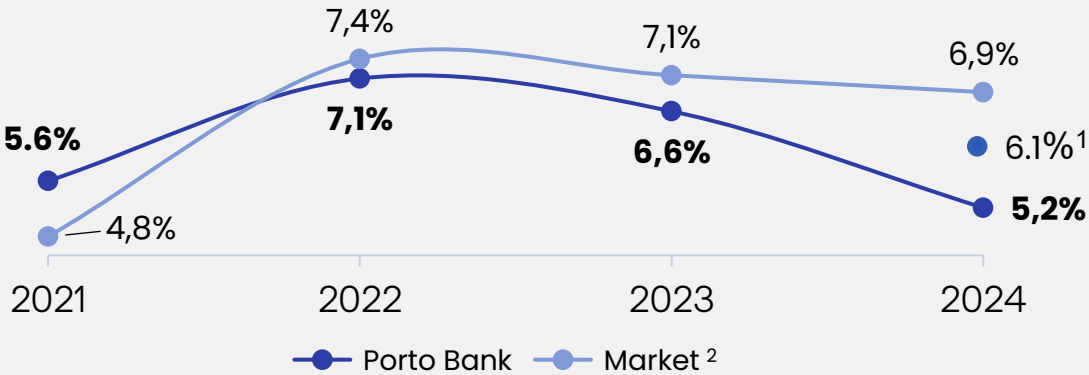
Revenue Distribution (%)



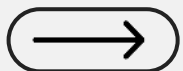
Efficiency Ratio



Default Ratio

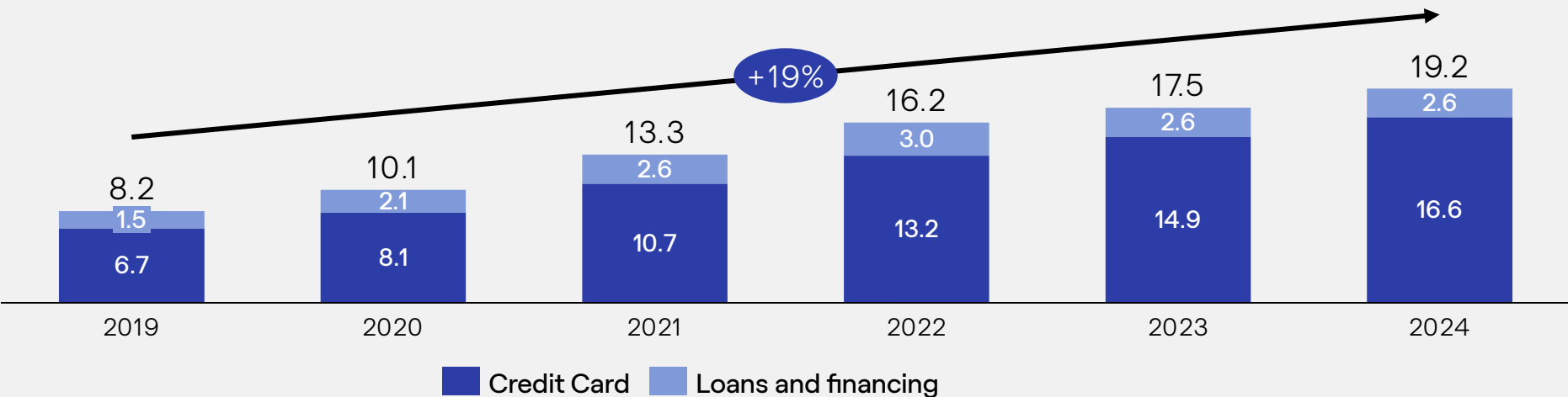


(1) Disregarding the sale of the portfolio, the ratio would be 6.1%. / (2) Source: Bacen, weighted by the company's comparable portfolio.



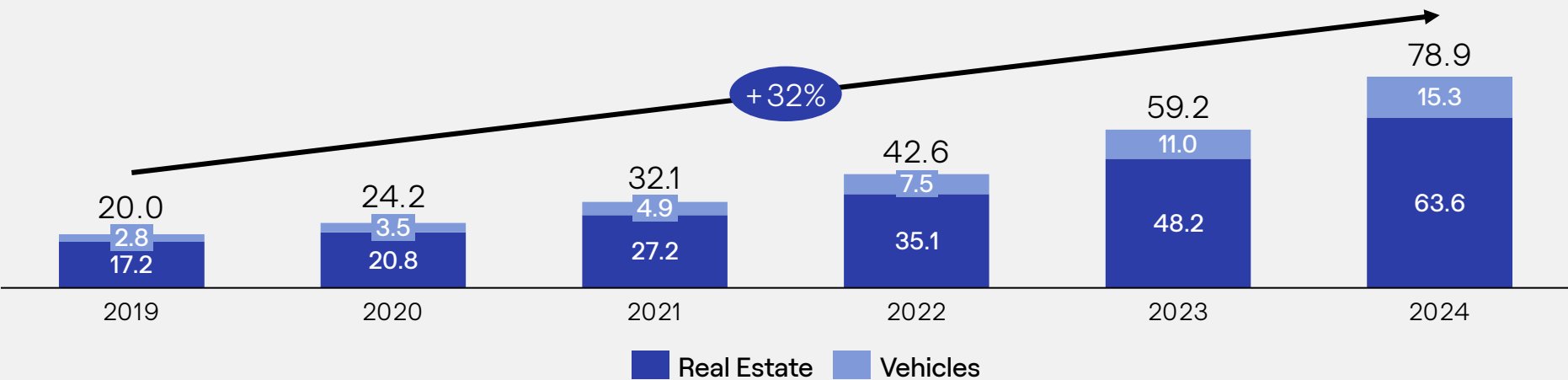
**Loan portfolio** (R\$ billion)

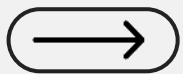
● CAGR



**Consortium Credit Portfolio** (R\$ billion)

● CAGR





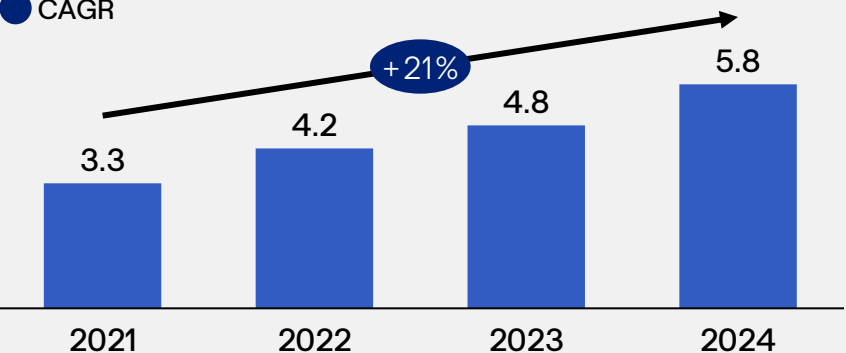
# Vertical Summary



Total Revenue

R\$ billion

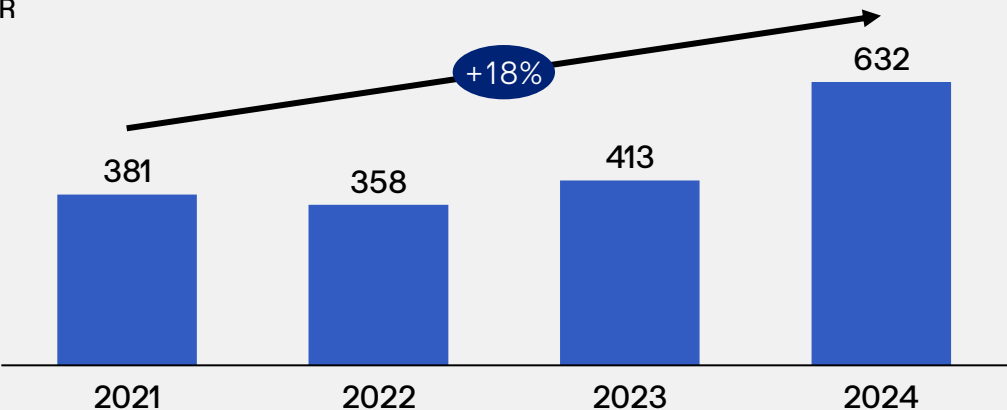
● CAGR



Net Income

thousands

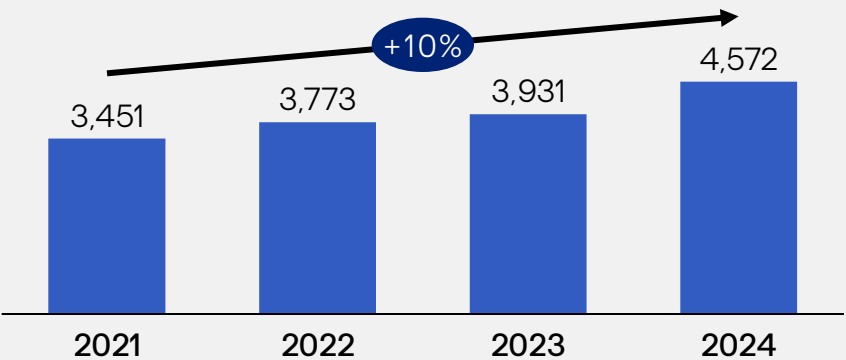
● CAGR



Total Items

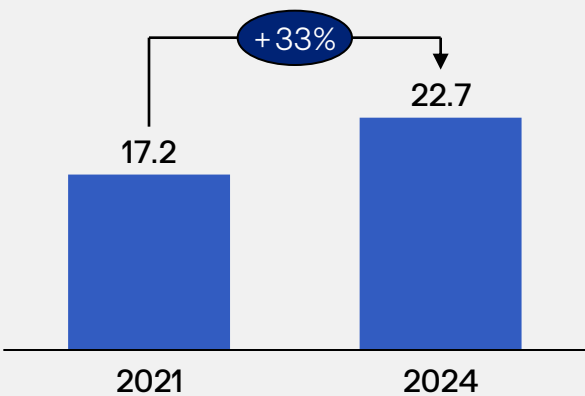
thousands

● CAGR

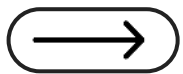


Brokers selling Bank products<sup>1</sup>

thousands

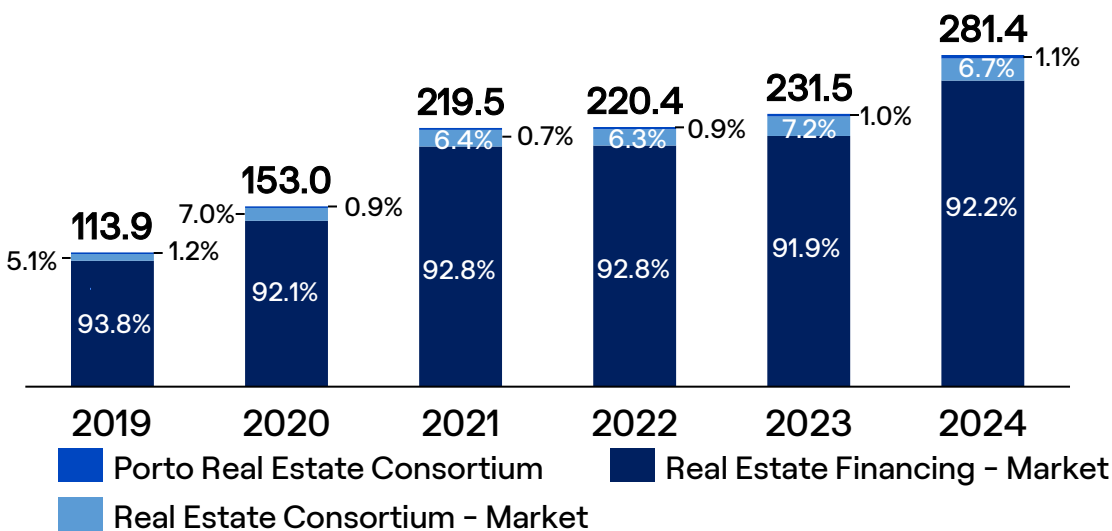
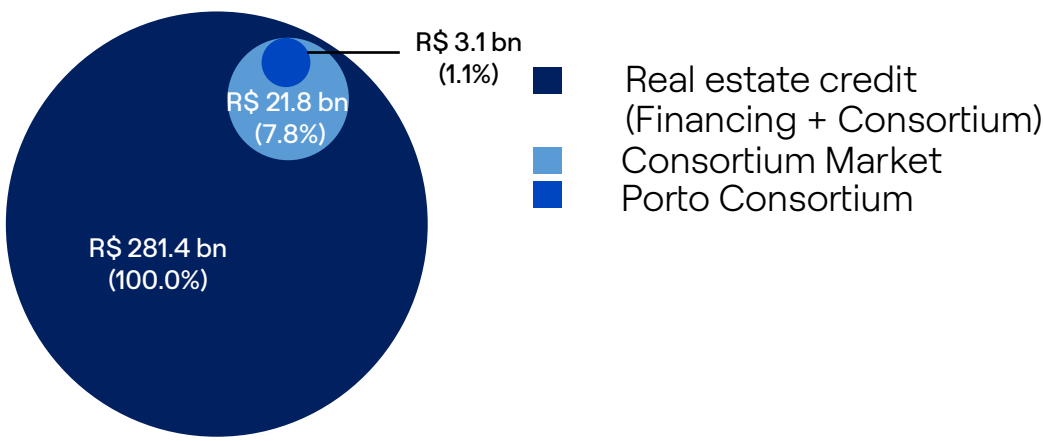


(1) Number of brokers selling Bank products such as Consortium, E&F, Landlord Protection and Capitalization, except for Credit Card in the last 12 months.



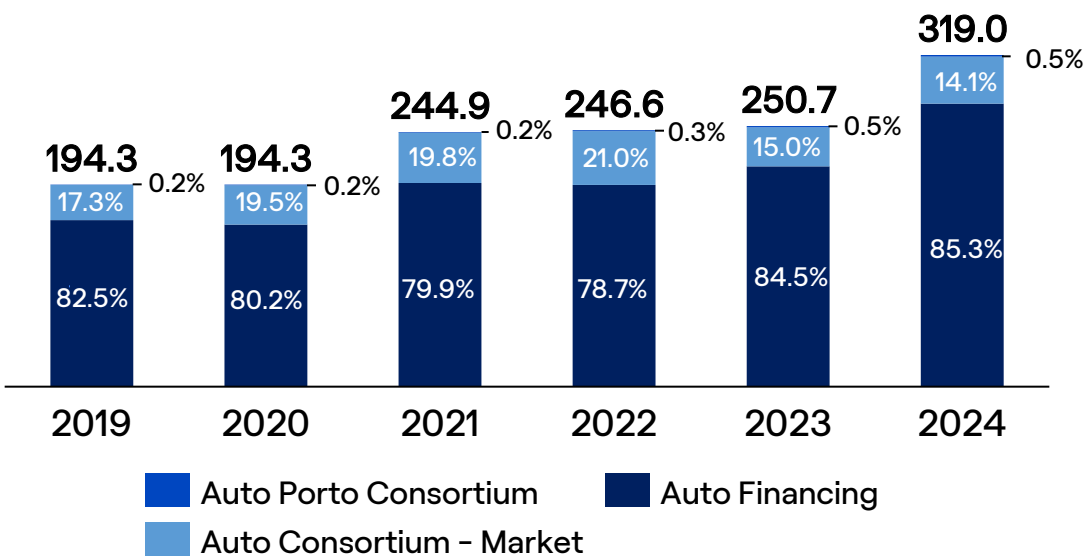
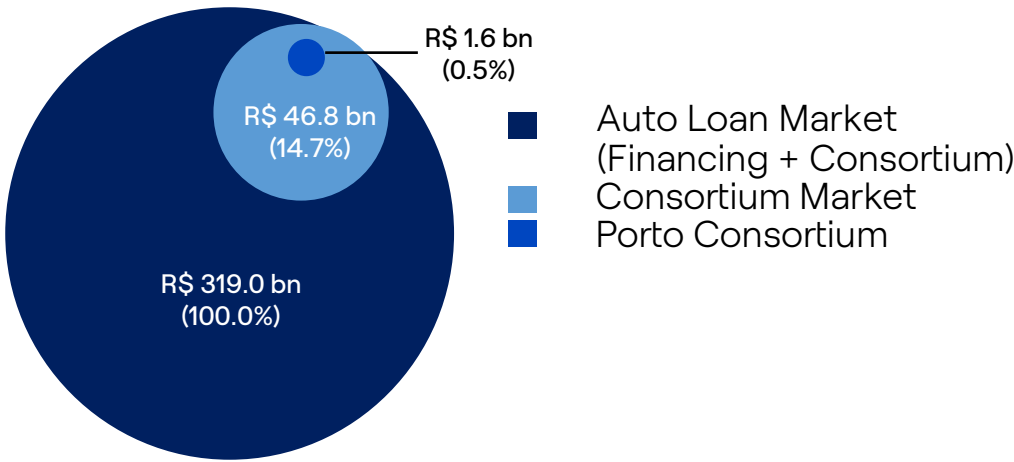
Real Estate

(Credit Available – R\$ billion)



Automobile

(Credit Available – R\$ billion)





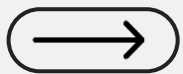


# PORTO SERVIÇO



**MARCELO**

First Responder, Car  
10 years with Porto



# Vertical Summary



R\$ 2.5 bn  
Revenues

R\$ 204.6 bn  
Net Income

22.5%  
ROAE



Auto

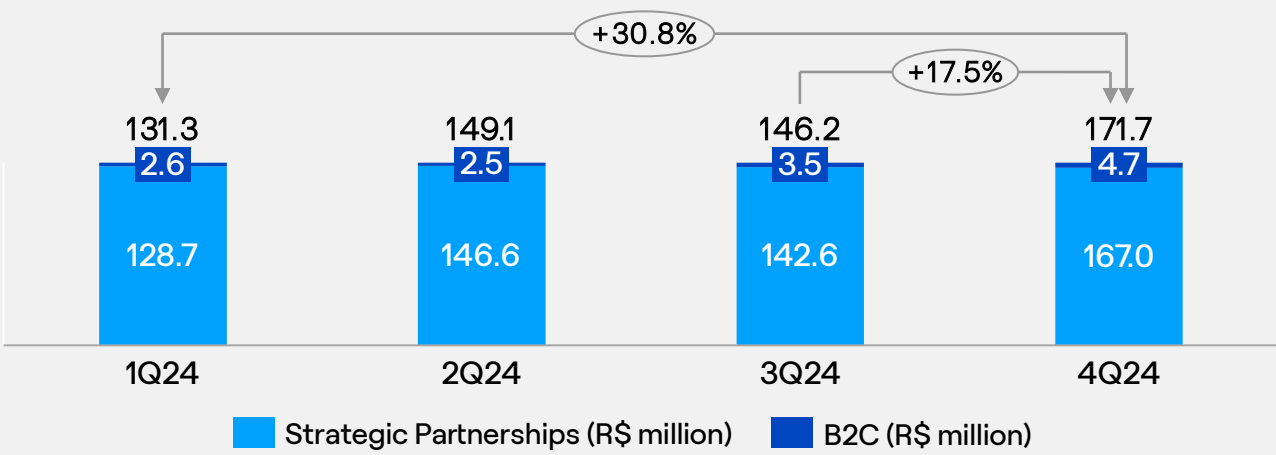
2.7 bn  
services



Homeowner and  
Commercial

2.4 bn  
services

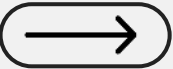
Evolution of Strategic Partnerships and B2C - 2024



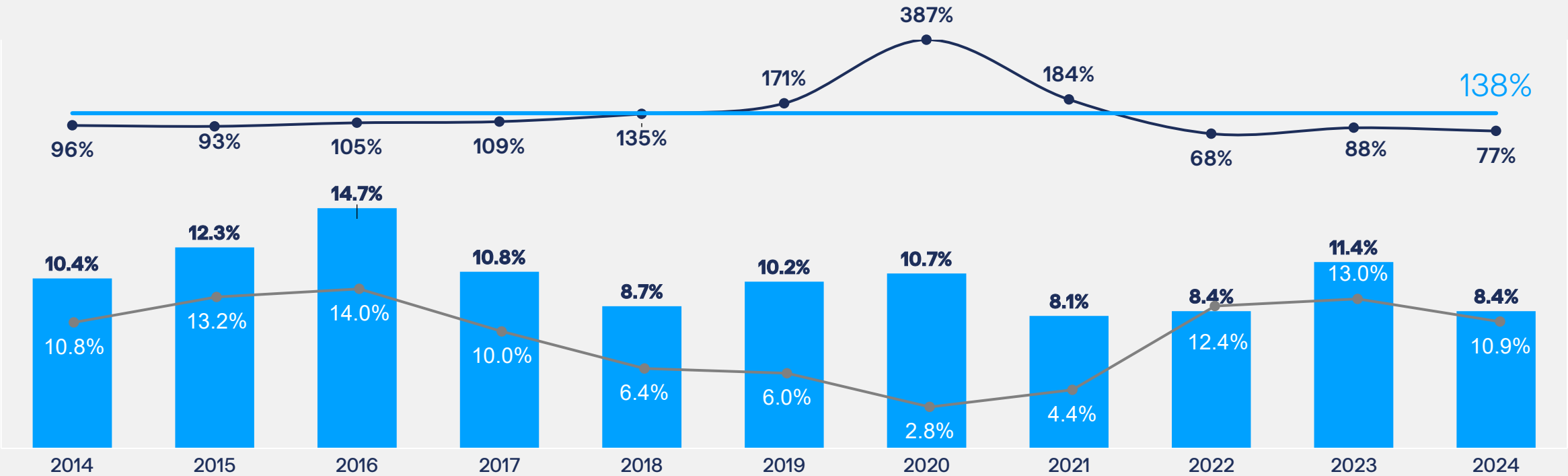
Source: Balance Sheet 2024



# FINANCIAL RESULT



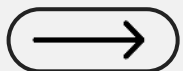
Historical Nominal Profitability



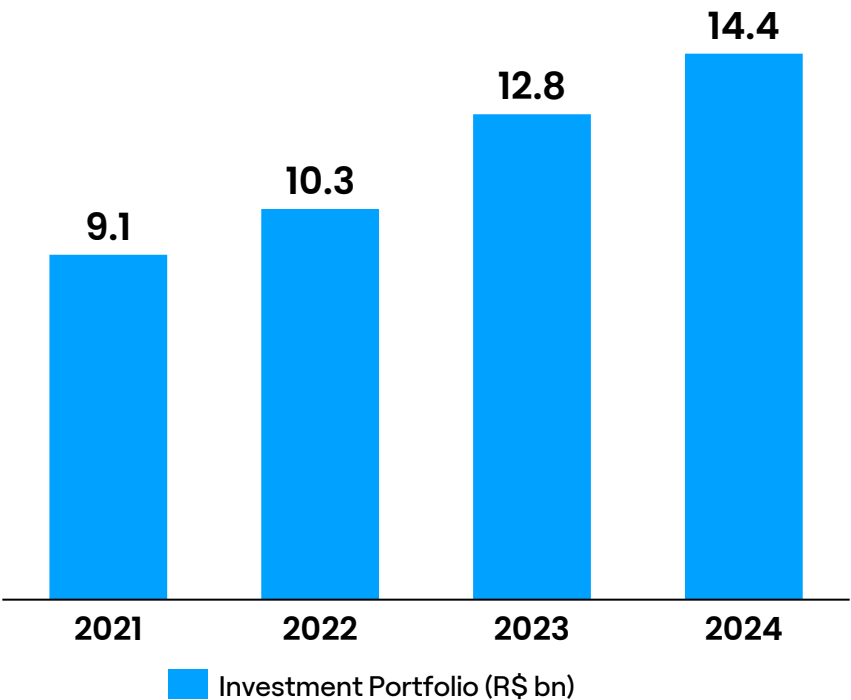
IPCA:	6.4%	10.7%	6.3%	2.9%	3.7%	4.3%	4.5%	10.1%	5.8%	4.6%	4.8%
Real Return:	3.8%	1.5%	7.9%	7.6%	4.8%	5.7%	5.9%	-1.8%	2.5%	6.6%	3.4%

■ Nominal Profitability %    ● CDI %    — Average CDI    — CDI

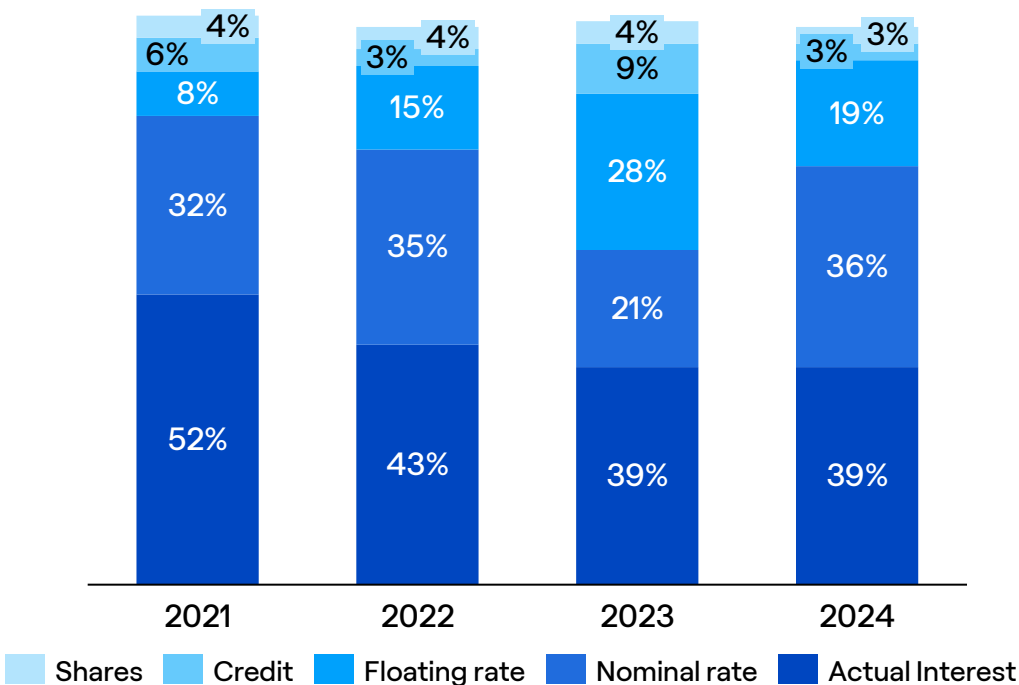
1) Result generated on funds invested by the Company to mitigate the mismatch between assets and liabilities (ALM) of Traditional Pension operations (product whose sale was discontinued), Credit Operations (Porto Bank) and Capitalization (PortoCap).



Investment Portfolio  
(ex-pension plan)

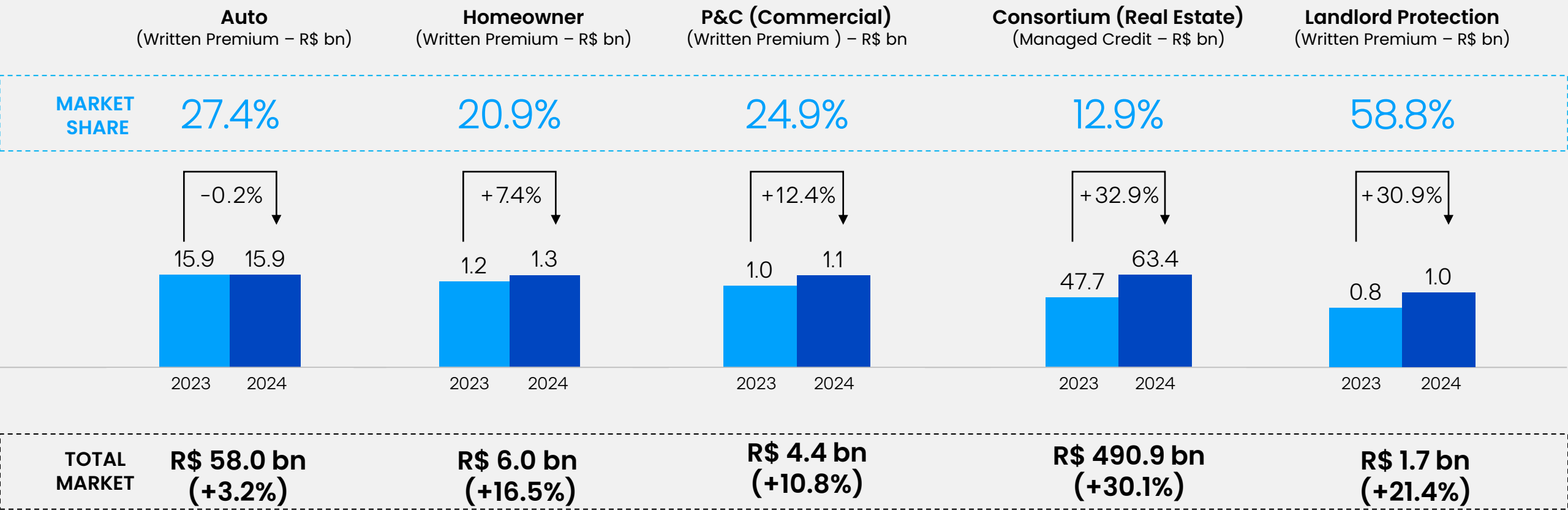


Breakdown of the Investment Portfolio (%)





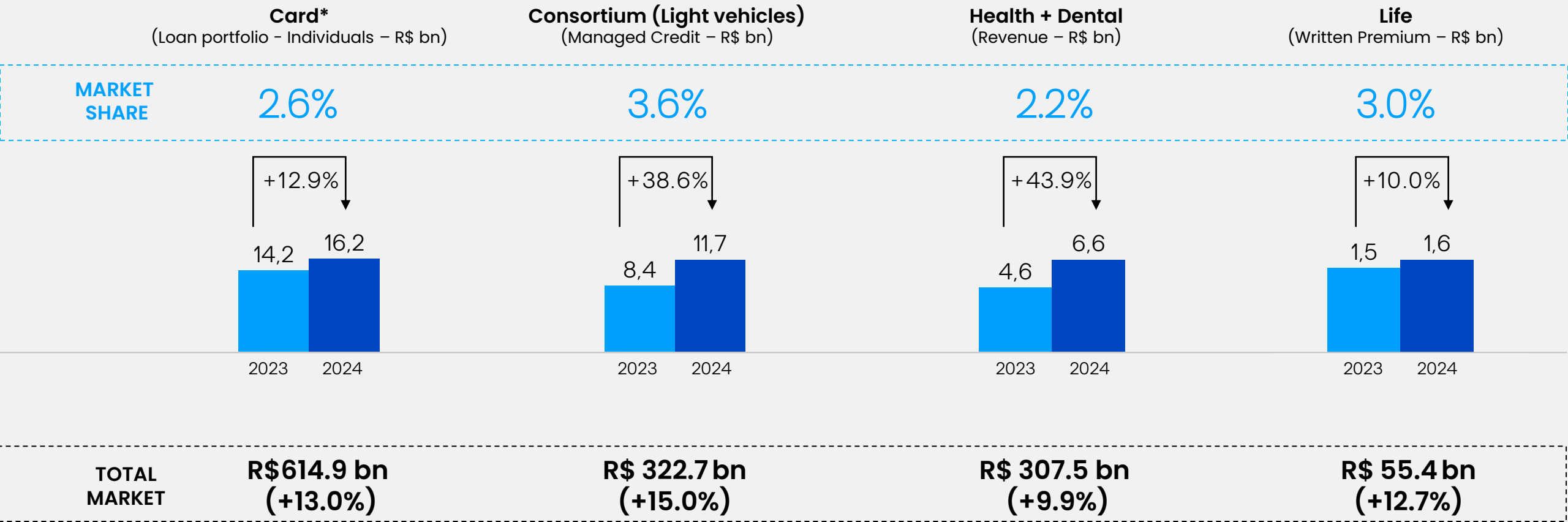
Porto is the leader in some segments



Source: Susep and Bacen



Porto has been gaining market share in other markets.



Source: Susep, Bacen, and ANS



# PROJECTIONS FOR THE YEAR 2025



We revised our projections for 2025

## Porto Seguro

	Range	Review
Vertical Earned Premium Change (vs. 2024)	+2 to +5%	<b>Held</b>
Vertical Loss Ratio	51 to 55%	<b>Held</b>
Vertical G&A Ratio	10.3 to 11.2%	<b>Held</b>

## PortoBank

	Range	Review
Total Vertical Revenue Change (vs. 2024)	+14% to +22%	+20% to +28%
Credit Losses (R\$ B)	-1.9 to -2.3	-2,0 a -2,3
Efficiency Ratio	32.5 to 35%	32 to 34%

## Porto Saúde

	Range	Review
Vertical Earned Premium Change (vs. 2024)	+25% to +40%	<b>Held</b>
Vertical Loss Ratio	75 to 80%	73% to 78%
Vertical G&A Ratio	4.5 to 5.5%	<b>Held</b>

## Porto Serviço

	Range	Review
Total Vertical Revenue (R\$ B)	2.5 to 2.8	<b>Held</b>
Vertical G&A Ratio	8.0 to 9.0%	<b>Held</b>

## Porto

	Range	Review
Financial Result (R\$ B)	1.2 to 1.4	<b>Held</b>
Effective rate	30 to 34%	28 % to 32%

The Company clarifies that the projections disclosed reflect Management's expectations regarding the Company's business and therefore do not represent a promise of performance or result. The realization of these expectations will depend on several factors, many of them external to the Company, and actual results may differ from the projections presented.

The projections will be monitored and reviewed by the Company, pursuant to the applicable regulations.





# CORPORATE GOVERNANCE



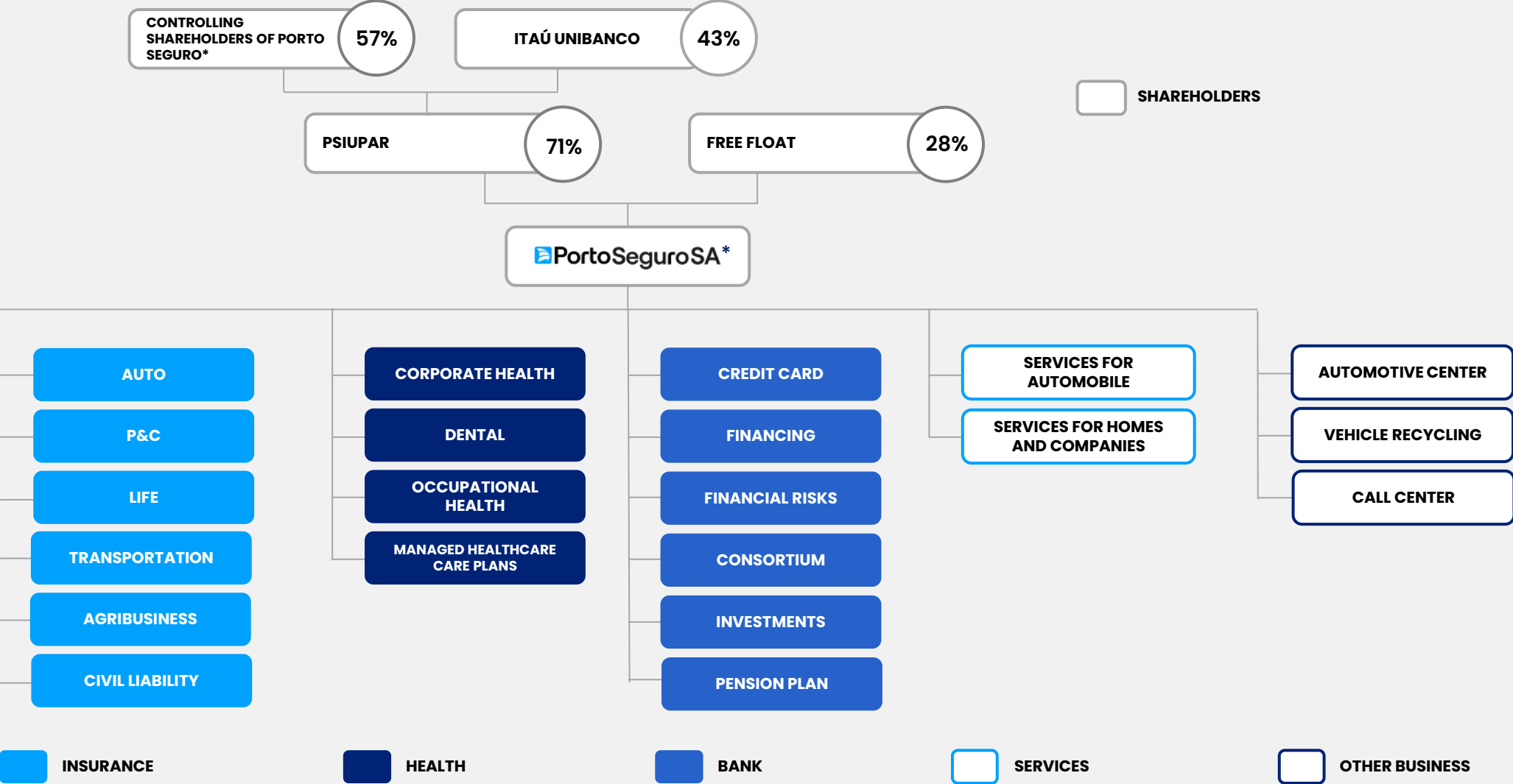
# Organizational Structure of Businesses



The Company offers a wide range of products and services through its 4 business verticals: Insurance, Health, Bank and Services

\*Controlled by Jayme Brasil Garfinkel\*

(Dec'24)





Board of Directors composed of seven members, with two appointed by the Garfinkel Family, two appointed by Itaú Unibanco, and two independent members.

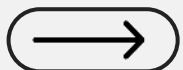
Name	Current Position at Porto	External or Previous Position
Bruno Campos Garfinkel	Chairman of the Board of Directors	He has 20 years of experience in Porto’s operations and joined the Board 7 years ago
Andre Luis Teixeira Rodrigues	Vice-President of the Board of Directors	Retail Bank Coordinating Executive Director of Itaú Unibanco Group
Roberto de Souza Santos	Board Member	He was the CEO of Porto.
Paula Magalhães Cardoso Neves	Board Member	She was CEO of Redecard and Banco Carrefour CSF
Patrícia Muratori Calfat	Independent Board Member	Regional Director of YouTube Latam
Lie Uema do Carmo	Independent Board Member	Lawyer and Partner at Uema do Carmo and Professor at FGV Direito SP
Célia Kochen Parnes	Independent Board Member	Business Administrator and Advisor to the OSESP Foundation and the Fundação Bienal



Name	Current Position at Porto	History with Porto
Paulo Sérgio Kakinoff	CEO Porto Group	Member of the Board of Directors of Porto since 2020 and CEO since 2024.
Celso Damadi	CFO Porto Group	Working at Porto since 2005 and CFO since 2020
Lene Araújo de Lima	CEO Porto Serviço	Working at Porto since 1994 and CEO of Porto Serviços since 2023.
José Rivaldo Leite da Silva	CEO Porto Seguro	Working at Porto since 1996 and CEO of Porto Seguro since 2022.
Marcos Roberto Loução	CEO Porto Bank	Working at Porto since 2008 and CEO of Porto Bank since 2021.
Sami Foguel	CEO Porto Saúde	Working at Porto and CEO Porto Saúde since 2021
Luiz Augusto Arruda	VP – Marketing, Clients, Data, and Sales	Working at Porto since 2020 and Marketing and Commercial VP since 2022
Domingos de Toledo Piza Falavina	Investor Relations Officer	Working at Porto and IRO since 2023
Adriana Pereira Carvalho Simões	Chief Legal Officer	Working at Porto since 1996 e CLO since 2020
Marcos Rogerio Sirelli	CTO Porto Group	Working at Porto since 2011 and CTO since 2017
Patricia Quirico Coimbra	Chief Human Resources Officer	Working at Porto and CHRO since 2024
Patricia Chacon Jimenez	Insurance COO	Working at Porto and Insurance COO since 2023
Emilio Bentancourt	Chief Governance Officer	Working at Porto since 2014 and CGO since 2024



# SUSTAINABILITY



# ESG – Environmental, Social and Governance Factors



**We recently had significant highlights related to our ESG agenda, such as our entry into the Corporate Sustainability Index (ISE) of B3.**

## Porto joins the ISE Portfolio



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.

## Porto Institute



In 2023, by means of Porto Institute, a non-profit institution focused on educational and assistance projects in the Campos Eliseos region, we offered 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 and psycho-pedagogical support along with pediatric and ophthalmological initiatives), in addition to more than 10 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.

## Renova



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.



## Porto’s Sustainability Strategy and the evolution of our ESG indicators.

### Sustainability in Porto’s Strategy

In 2024, Porto advanced in sustainability governance with the creation of the 2025–2030 Strategic Sustainability Plan, integrating sustainability into the business strategy and decision-making at the highest levels of the organization.

Among the milestones was the creation of the Sustainability Committee, with internal and external members specializing in Sustainability and Diversity and Inclusion. The Sustainability and Diversity Committee was also set up, made up of nine directors, aiming to ensure engagement and transversal alignment of Porto’s verticals.

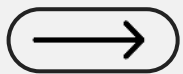
### B3’s Carbon Efficient Index

In 2024, for another year, Porto was included in B3’s Carbon Efficient Index (ICO2–B3), which brings together companies with the lowest carbon emission coefficients. The inclusion reflects the recognition of Porto’s commitment to the strategy of reducing greenhouse gas (GHG) emissions.

This recognition strengthens the company’s position in the market, highlighting its contribution to the transition to a low-carbon economy.

## Main social and environmental indicators

		2019	2020	2021	2022	2023	2024
Environmental	Absolute water consumption (thousands of m³)	89.8	26.1	27.6	62.9	59.7	79.0
	Absolute energy consumption (million kWh)	33.2	17.6	19.3	26.8	27.2	29.3
	Total waste (organic + recyclable) generated (tons)	760	213	302	430	463	666
Diversity	Number of women in leadership	445	436	470	520	550	560
	Number of women on the team	6,673	6,637	6,695	6,915	6,693	6,861
	Number of black people in leadership	225	239	279	269	296	310
	Number of black people on the team	4,614	4,886	5,017	4,647	4,552	4,797
Volunteer work	Number of volunteers	847	728	611	705	817	815
Porto Seguro Institute	Number of students in the Young Apprentices Pre-training course (Graduates)	109	110	217	117	376	443
	Active Young Apprentices	45	53	77	83	106	226
	Number of children assisted by the Ação Educa Program	189	176	200	239	246	242
Associação Campos	Number of open neighborhood cleaning and maintenance protocols	1,126	470	483	598	649	177
Elíseos + Gentil	Resolvability of protocols with public agencies	84%	68%	83%	79%	81%	83%



**Diversity and Inclusion Program with the following Groups:**



Gender  
Equity



Ethnic-racial



LGBTQIA+



Disabled  
people



Intergenerational



**Institutional journey dedicated to the personal and professional development of women.**

Lidera focuses on Porto's over seven thousand female employees across the country, stressing the commitment to appreciation, inclusion, and sociocultural transformation from the inside out.



**Florescer**

**A day that provides actions aimed at the development, self-knowledge, belonging and strengthening of the identity of each person with disabilities.**

Currently, Porto has over 500 people with disabilities among its employees.



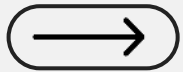
**Afro  
Horizontes**

**Afro Horizontes was designed and created based on specific challenges and needs brought by the black employees themselves.**

Porto currently has over 4 thousand black employees.







Premiums



**Brand Finance**

2<sup>nd</sup> strongest brand in the Country

**Top of Mind**

for the 11<sup>th</sup> consecutive year in the Insurance category

**Estadão Top Brands**

1<sup>st</sup> place insurance companies  
Top 5 best performance

**Best of ESG**

In the Financial Services category

**GPTW**

3<sup>rd</sup> consecutive year among the Top 10 Companies to Work for by GPTW

**Interbrand**

16<sup>th</sup> most valuable brand in the country by Interbrand

