

# **BB Seguridade**

Earnings presentation

3Q23

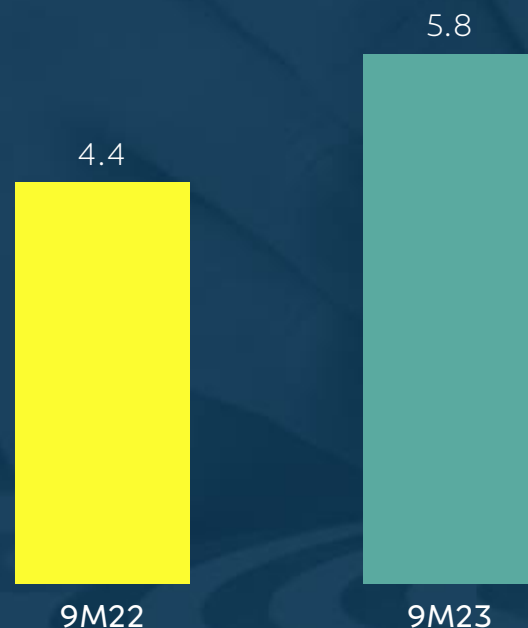
# Highlights

(% YTD)

## Net income

R\$ **5,849** mm (↑ 32%)

R\$ bn



## Insurance

R\$ 13.1 bn in premiums (↑ 12%)

28% loss ratio (↓ 4.7 p.p.)



## Pension plans

R\$ 43.5 bn in contributions (↑ 9%)

R\$ 7.3 bn in net inflows  
(+7x higher than 9M22)



## Premium bonds

R\$ 4.7 bn in collection (↑ 12%)

R\$ 11.1 bn in reserves (↑ 25%)



## Brokerage

R\$ 3.7 bn in brokerage revenues

↑ 11%

# We promote digital with analytical intelligence

Enabled by the investment of **R\$393 mm** in technology (+10.5% on 9M22)

**15%**

of digital participation in the quantity of products sold (+1.2 p.p. YoY)

**+31%**

**Digital sales**  
(ex-credit related insurances)

**+85%**

**Premium bonds**

**+95%**

**Transaction journeys**  
of sales and post-sales

**72%**

of customers using digital channels  
(+2.4 p.p. on Sep/22)



## Digital channels

New transactions, consulting and post-sales of the main insurance and pension plans products in channels that customers want to be served, by voice or text



## App BB

**14.8 mm** access in the insurance area



## WhatsApp

**2.5 mm** interactions about insurance

**R\$ 9.9 billion**

(9M23)

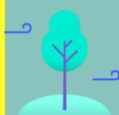
Contributions, portability in and migrations of pension funds boosted by analytical intelligence



Hub – Analytical intelligence platform

# Business diversification

We expanded our portfolio of products and solutions



## Rural insurance



- ◆ **Inclusion** of 13 new agricultural products in crop insurance, totaling **41 covered** from the North to the South of Brazil.

### Industry

BBSE3 +12.3%

Industry (ex-BBSE3) -2.4%

## Credit life insurance



### Market leadership

- ◆ Increased **penetration** in the loan portfolio and improved **operating flows**

### Industry

BBSE3 +39.6%

Industry (ex-BBSE3) -3.6%



## Business insurance

- ◆ **New portfolio** launched with innovative solutions as **delivery** and **home office** coverage, as well as exclusive **benefits**

### Industry

BBSE3 +44.9%

Industry (ex-BBSE3) +20.2%

## Pension plans



### Market leadership

- ◆ Focus on **digital transformation**, digital journeys and customer and sellers **experience improvement**

### Industry

BBSE3 +10.1%

Industry (ex-BBSE3) +5.2%



## Premium bonds



### Market leadership

- ◆ **Launch of DOADIN** – popular and philanthropic premium bond

### Industry

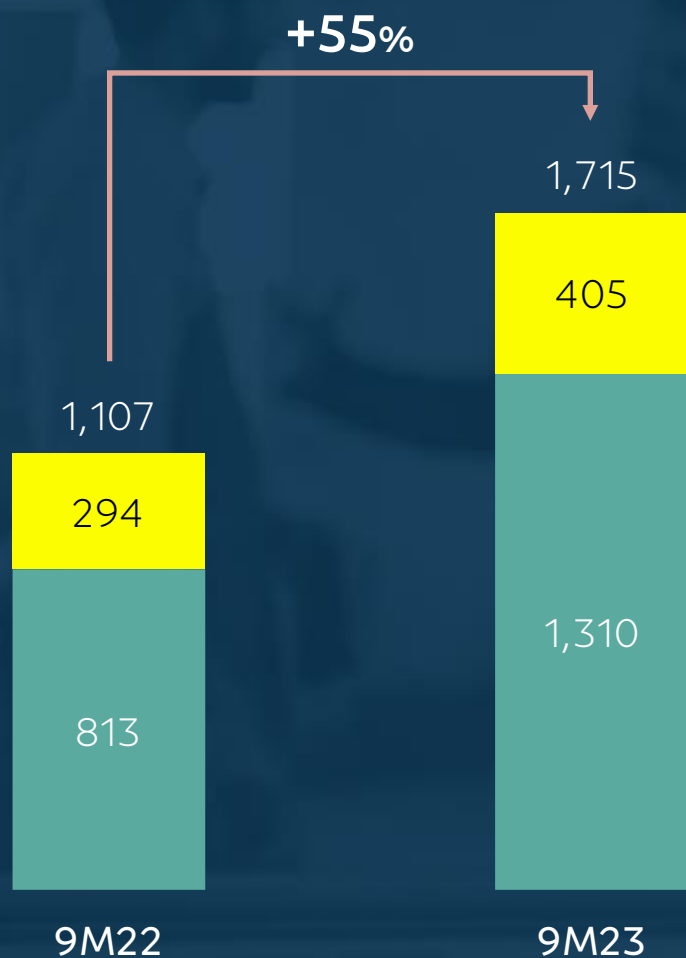
BBSE3 +20.1%

Industry (ex-BBSE3) +4.1%

# Distribution model diversification

Growth of premiums written via partnerships

R\$ mm



■ Partnerships ■ Structured businesses



## Profitability of operations

Roughly **R\$144 mm** of contribution to BB Seguridade earnings in 9M23



## 12 new partners in the quarter

Partnerships with machinery and agriculture inputs sellers and brokerage platforms

# Customer experience

Customer base increase with quality<sup>1</sup>

## Customer base

Expansion in important lines

**+7.7%**  
premium bonds

**+7.0%**  
pension plans

**+1.9%**  
credit life insurance

## Engagement and satisfaction

Relevant improvement of indicators

### NPS

Evolution in the main business lines

3Q22 x 3Q23



Rural

**+7.2 pts**



Premium bonds

**+8.4 pts**



Home

**+9.1 pts**



Term life

**+10.5 pts**



Pension plans

**+14.1 pts**

### Complaints

Relevant improvement



<sup>1</sup>Bancassurance customer base Sep/23 vs. Sep/22.



# Customer experience

Response to calamities



## Customer service

24-hours dedicated channel for priority service

**22,050 customers served**

## BB Seguros customers<sup>1</sup>

impacted by the disaster in São Paulo coast and by the cyclone in Southern Brazil



## Assistance

Flexible assistance  
(3x the contractual limit for emergency services, coverage beyond the contractual)

**6,515 customers served**



## Communication

Proactive contact via WhatsApp\* and voice

**80% of customers reached by communication**



## Claims

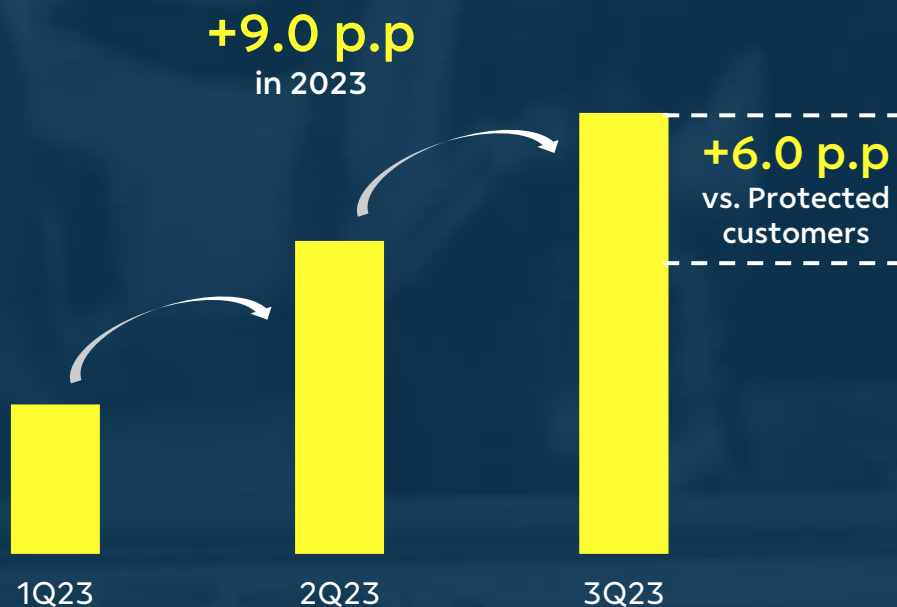
Reducing bureaucracy in assessing and paying claims

**1,311 claims noticed**

# Relationship program

Segmentation by level of protection

## Evolution of Overprotected NPS



**+400k accesses**

until October



Launching to all customers

Launch activities

209

71

131



Aug/23

Sep/23

Oct/23

in thousand



**3%** buy a product  
on the same day of access



**Monthly benefits**  
to stimulate engagement

Boosting through  
**automatic communications**

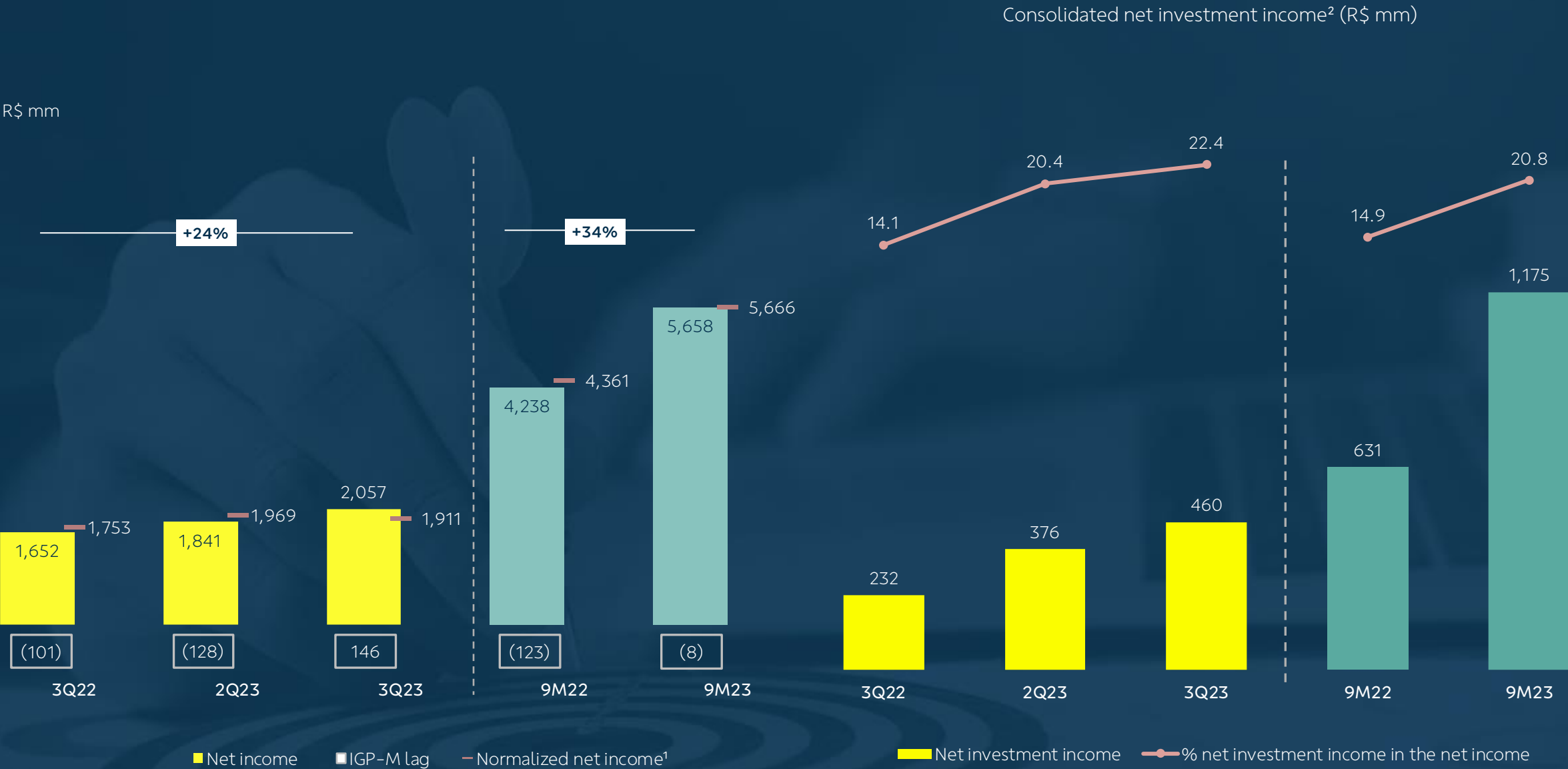




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# **Our numbers**

# Managerial net income evolution<sup>3</sup>

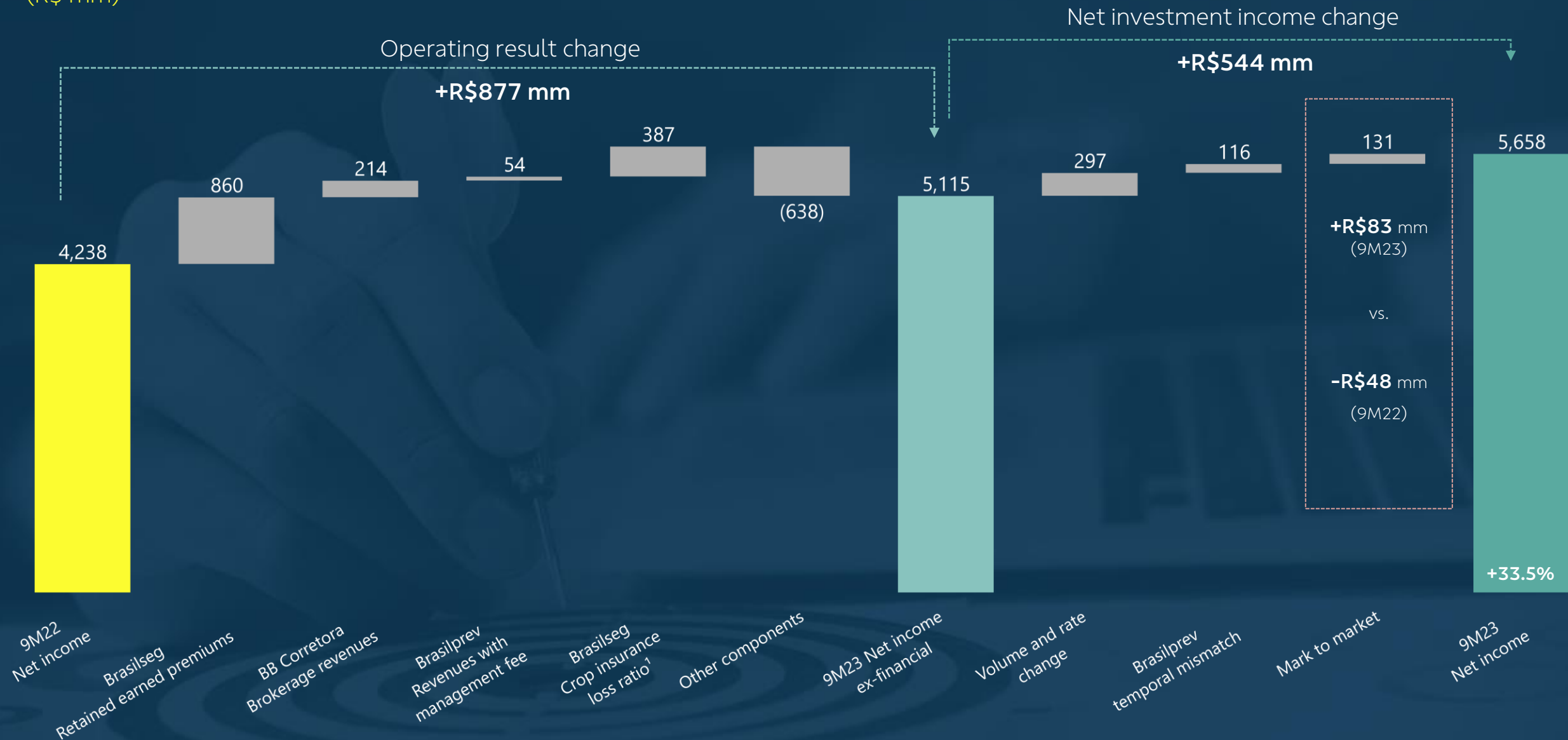


1 – Adjustment of the one-month lag in the IGP-M accrual on liabilities  
3- Does not consider the adoption of IFRS 17

2 – Net of taxes considering the effective tax rate of each company

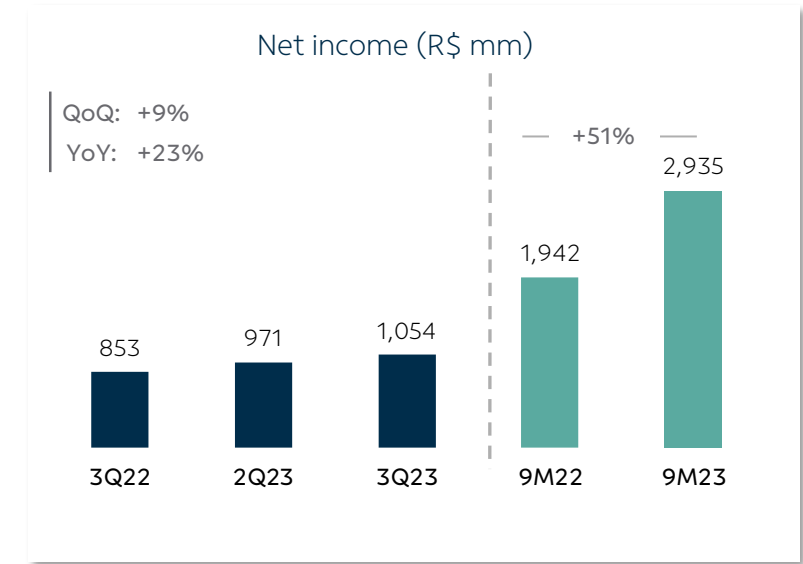
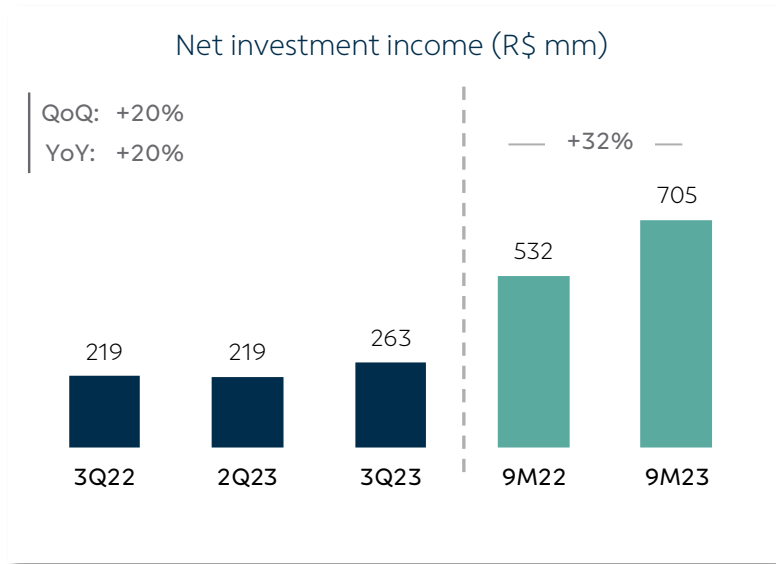
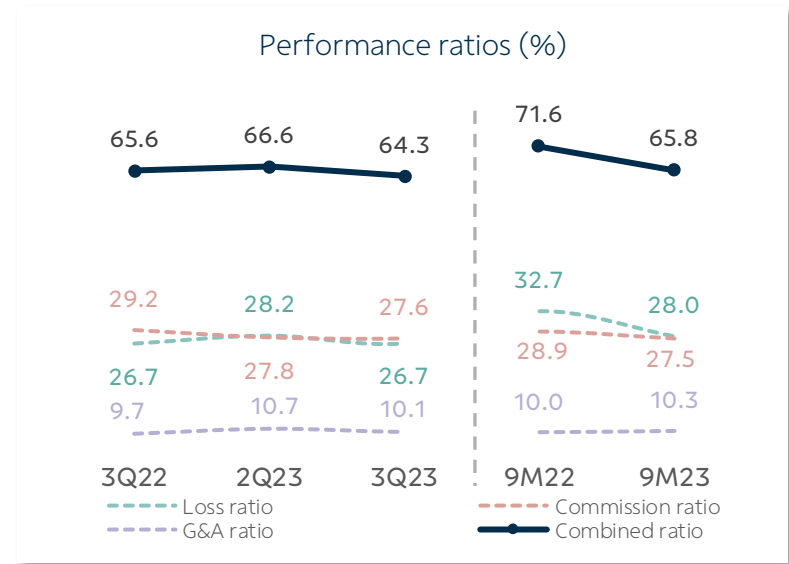
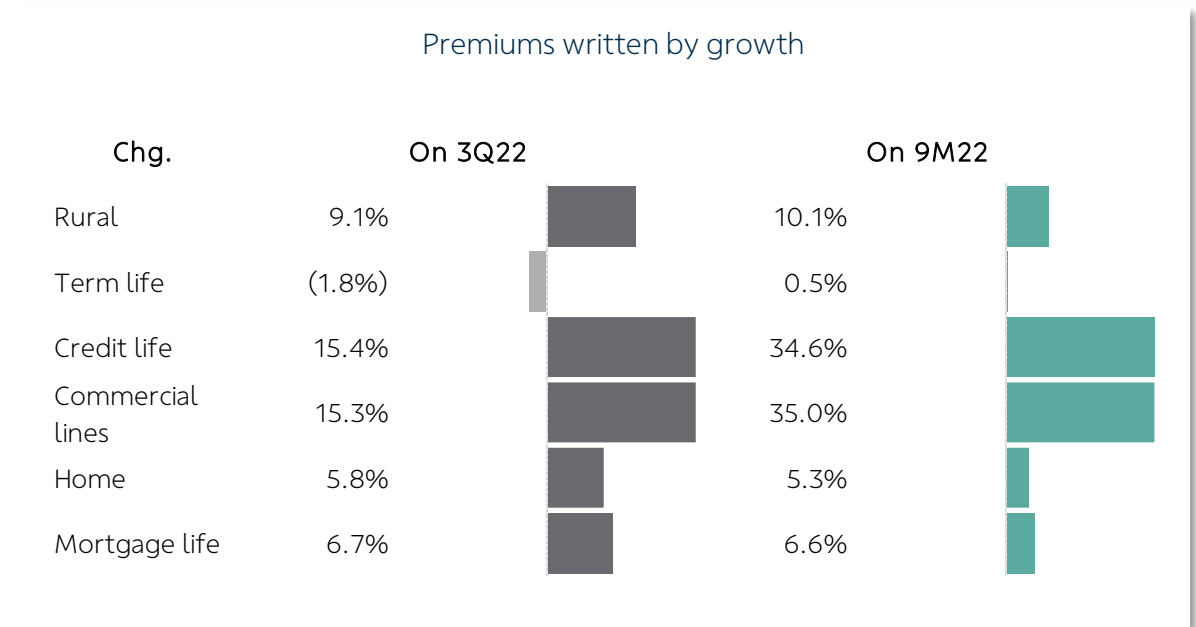
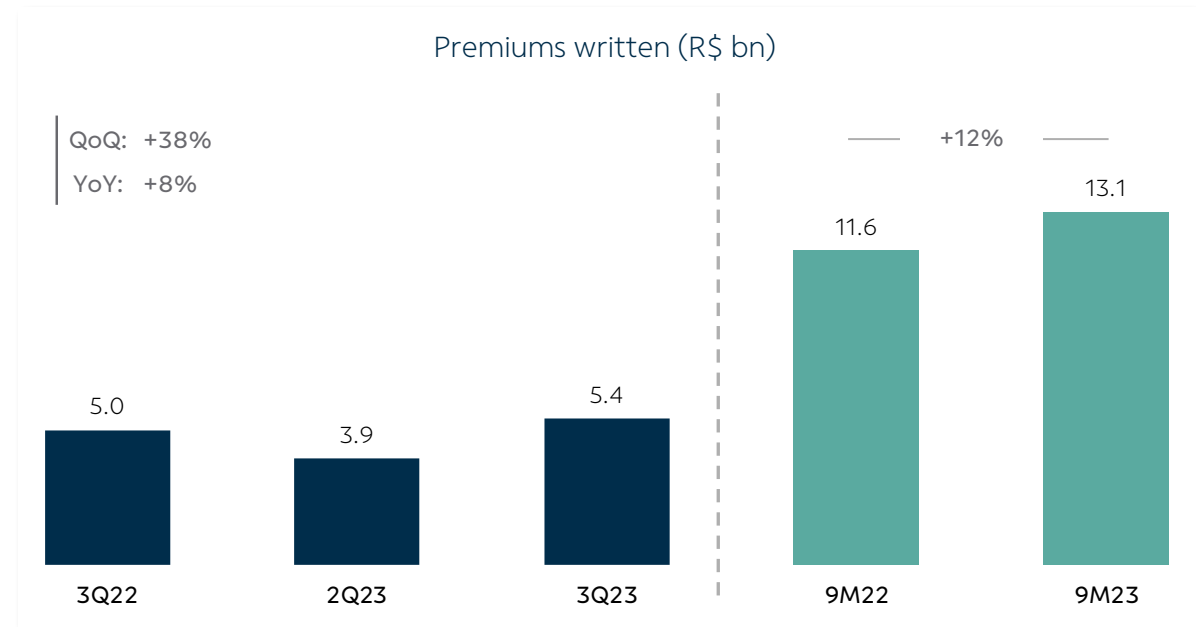
# Net income main components

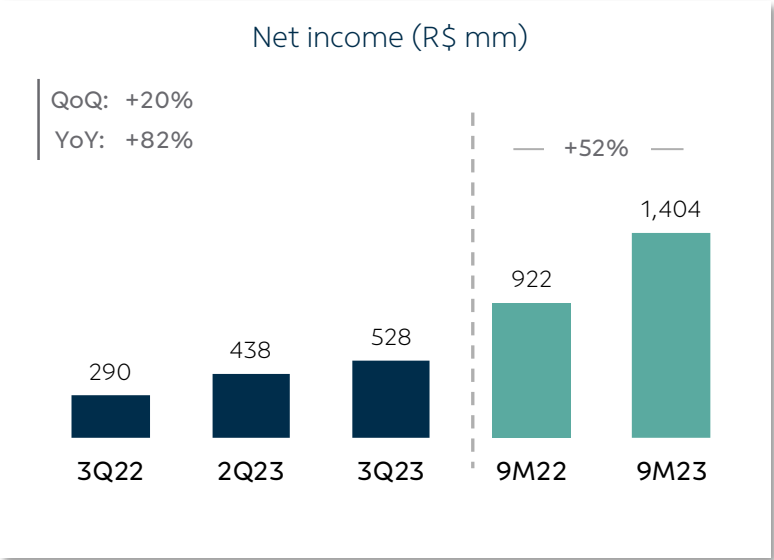
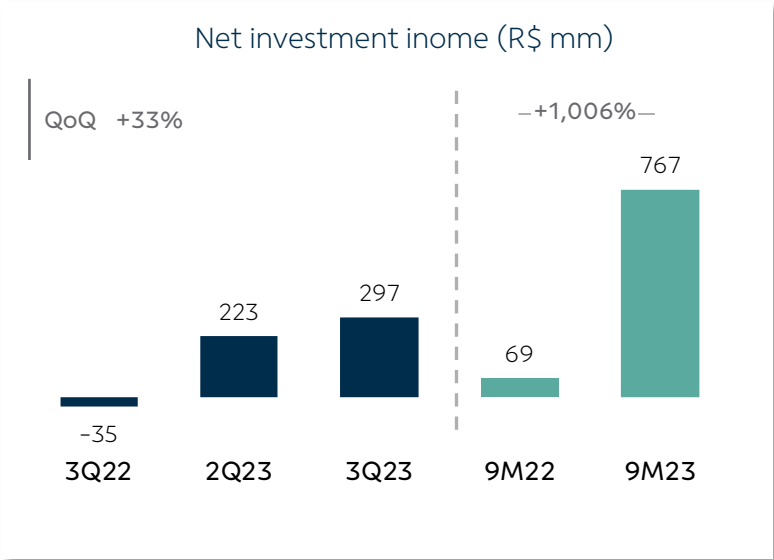
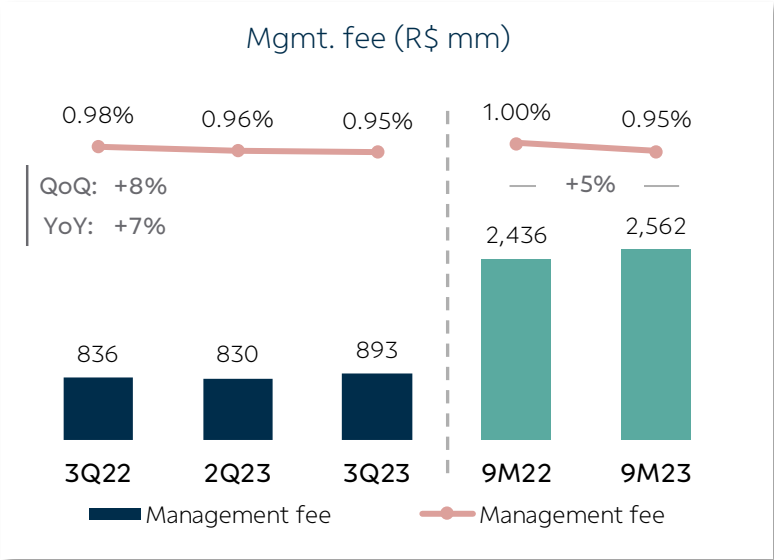
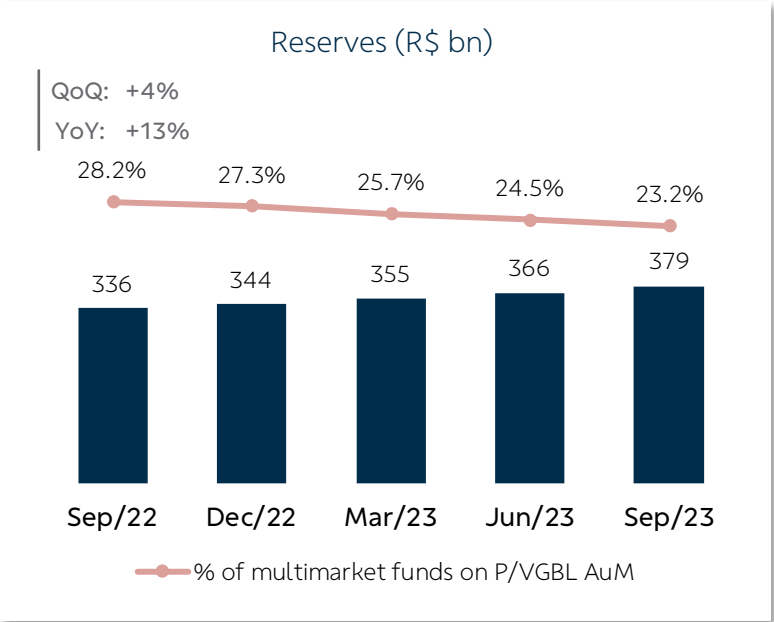
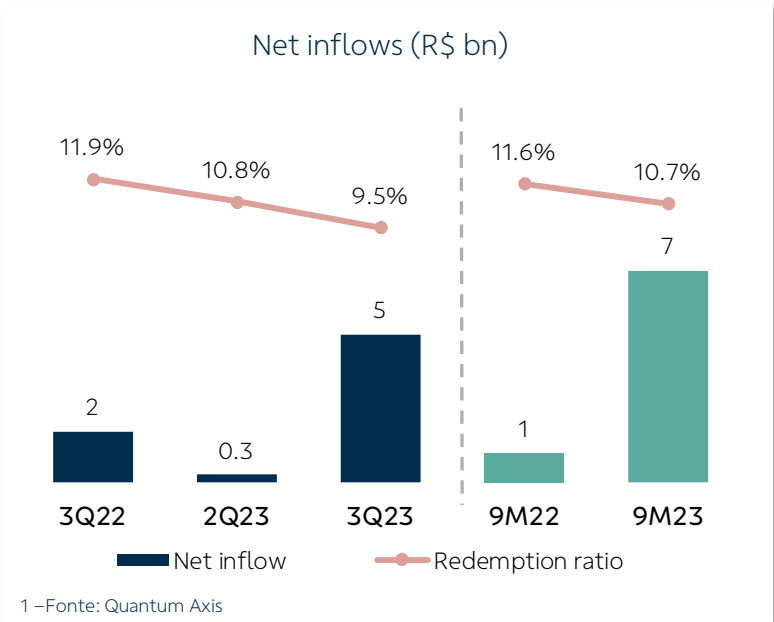
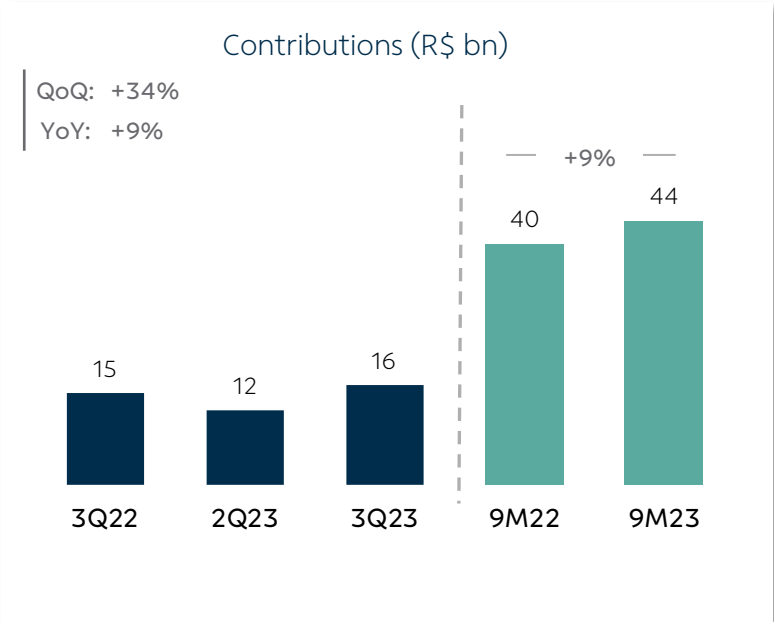
(R\$ mm)



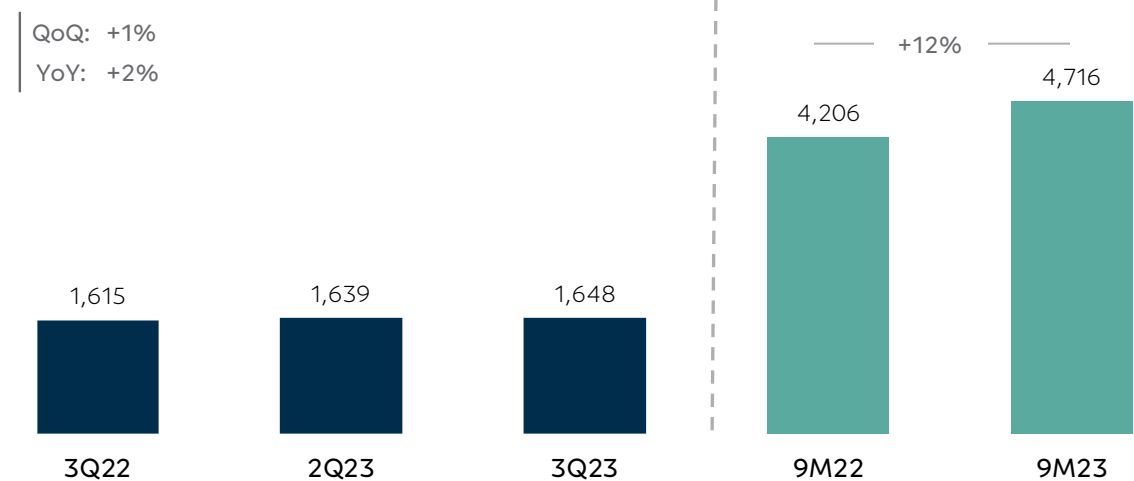
1 –Change in retained claims considering the loss ratio reported in 9M22

# Brasilseg

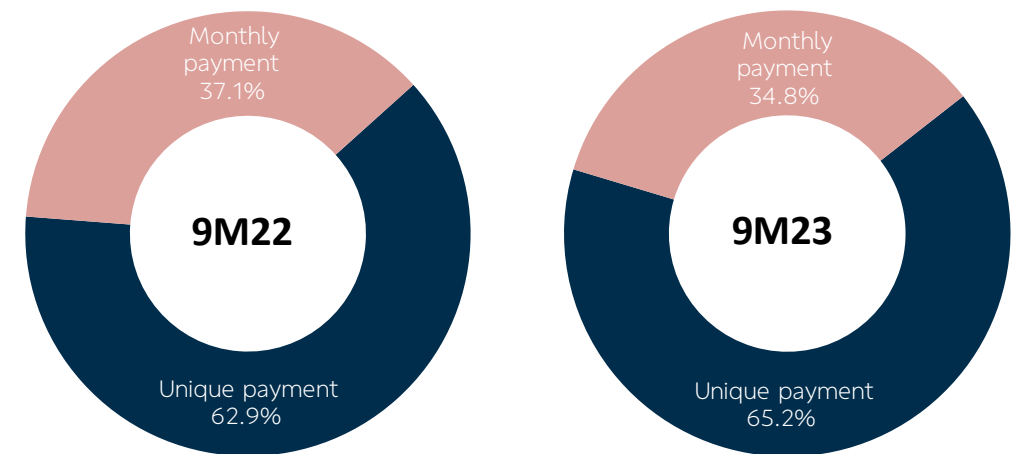




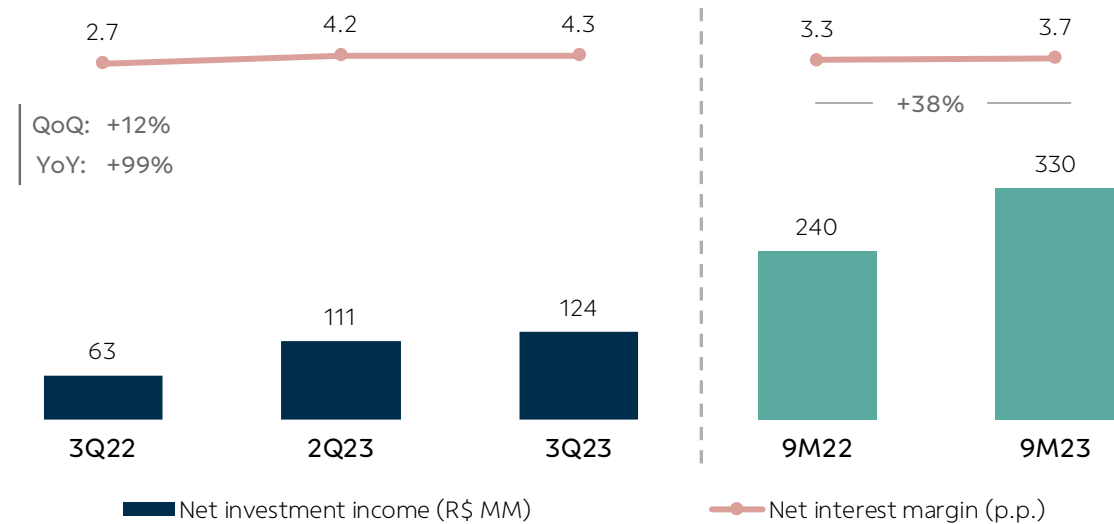
Collections (R\$ mm)



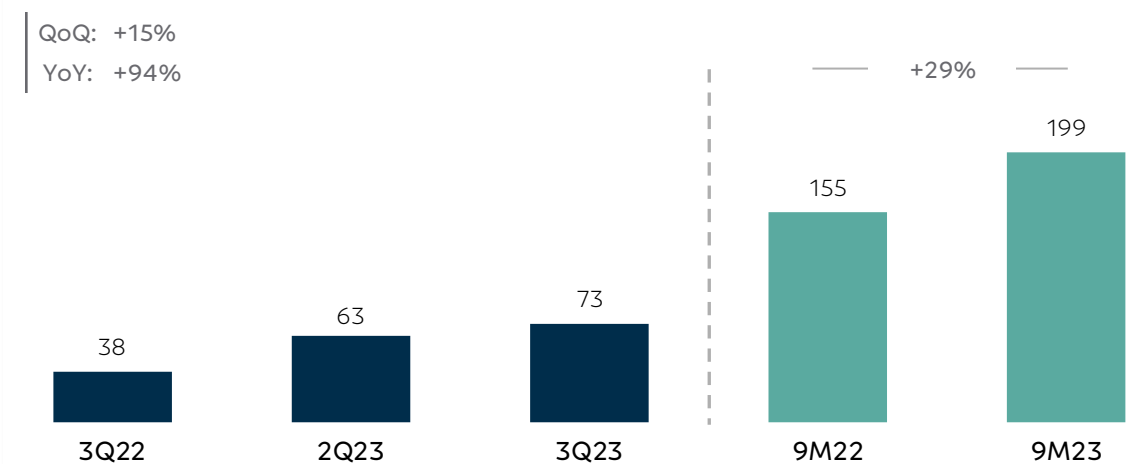
Collections breakdown



Net investment income



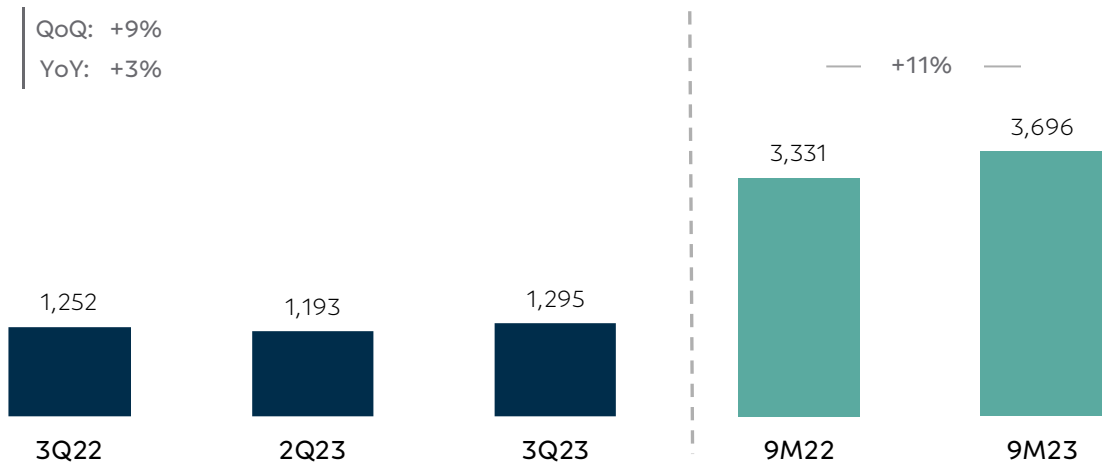
Net income (R\$ mm)



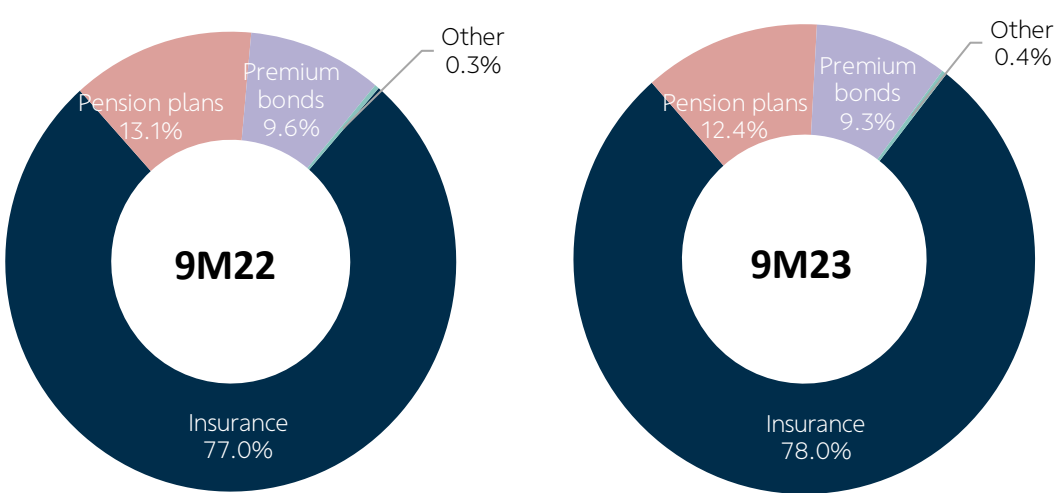


# BB Corretora

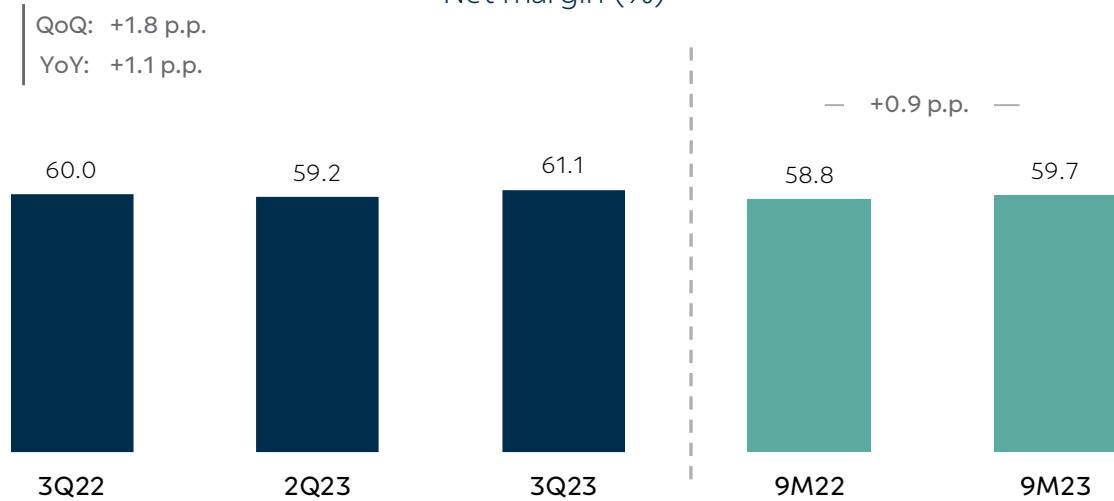
Brokerage revenue (R\$ mm)



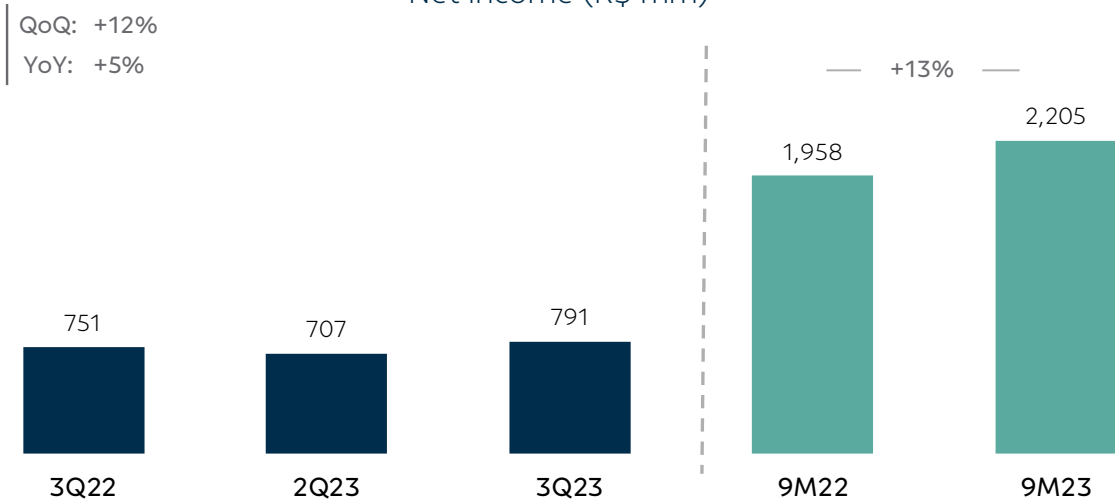
Brokerage revenue breakdown



Net margin (%)



Net income (R\$ mm)

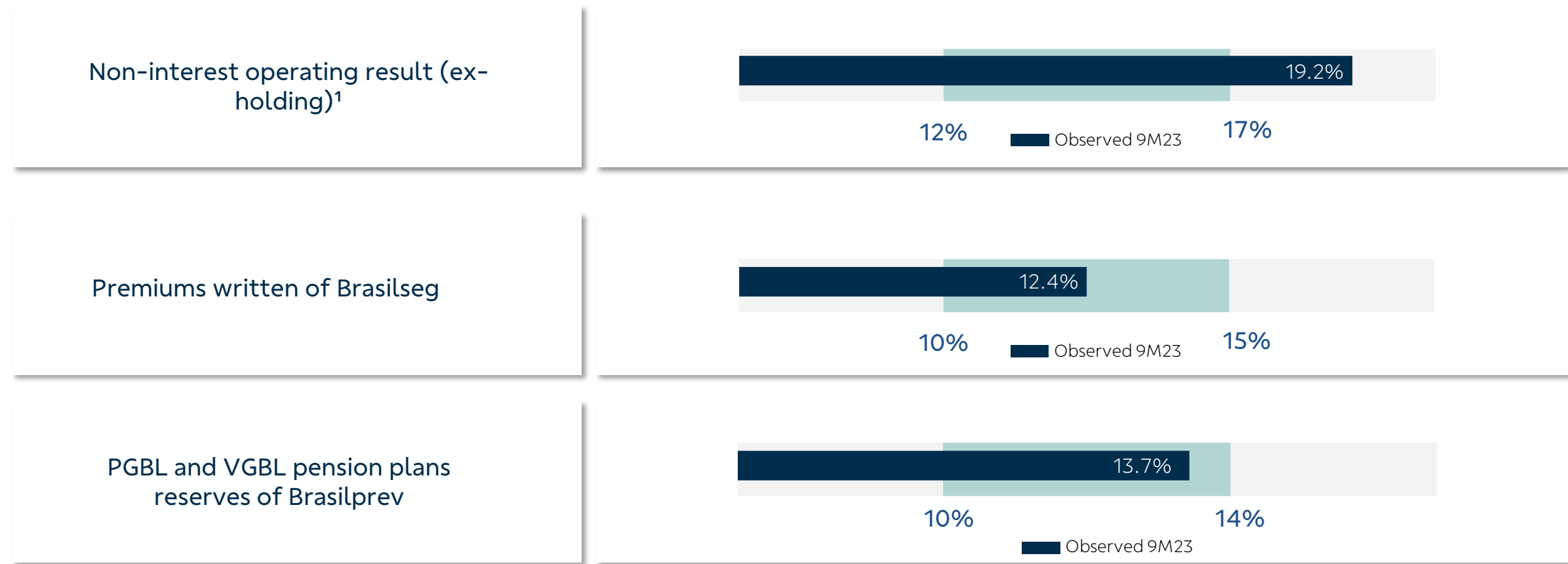




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# Guidance

# Guidance 2023



1 – Sum of the adjusted non-interest operating results before income taxes of Brasilseg, Brasilprev, Brasilcap, Brasil dental and BB Corretora, weighted by the equity stake of BB Seguridade in each company.



**BB SEGUROS**

## Contacts

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