

Conference Call 2Q20



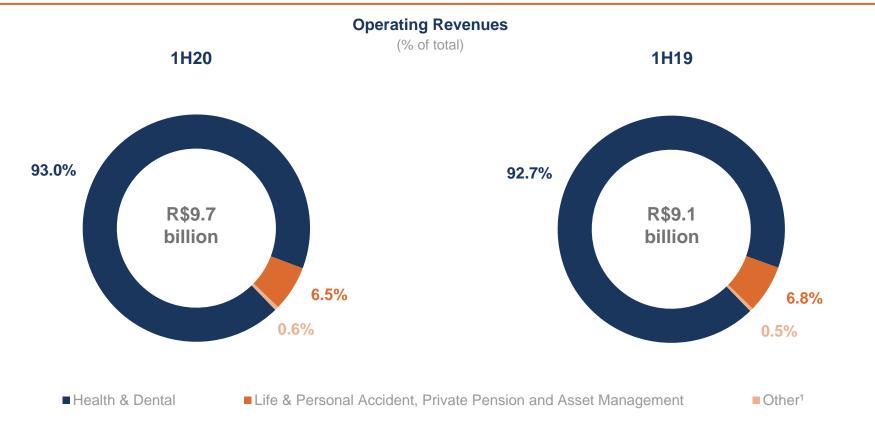
Revenues | 2Q20 / 1H20



(R\$ million)	2Q20	2Q19		Δ	1Q20		Δ	1H20	1H19		Δ
Health & Dental	4,467.3	4,205.8	1	6.2%	4,534.4	1	-1.5%	9,001.7	8,379.4	1	7.4%
Life & Personal Accident	121.1	130.9	1	-7.5%	116.9	1	3.6%	237.9	249.7	1	-4.7%
Private Pension	153.5	173.4	1	-11.5%	205.7	1	-25.4%	359.2	336.2	1	6.8%
Health ASO Plans	18.2	15.1	1	21.0%	17.2	1	6.1%	35.4	30.1	1	17.7%
Asset Management	15.4	19.8	1	-22.3%	17.1	1	-9.9%	32.4	33.2	1	-2.4%
Other Revenues ¹	17.8	21.6		-17.8%	35.4	1	-49.8%	53.1	40.9	1	29.9%
Total	4,793.2	4,566.6	1	5.0%	4,926.6	Ŷ	-2.7%	9,719.8	9,069.5	↑	7.2%

Revenue Breakdown | 1H20





Highlights | 2Q20 / 1H20



(R\$ million)	2Q20	2Q19	Δ	1Q20	Δ	1H20	1H19	Δ
Operating Revenues	4,793.2	4,566.6	5.0%	4,926.6	-2.7%	9,719.8	9,069.5	7.2%
Loss Ratio (%)	69.1%	80.8%	1170 BPS	81.6%	↑ 1250 BPS	75.4%	79.7%	↑ 430 BPS
Operating Gross Margin ⁽¹⁾ (%)	19.5%	9.2%	1030 BPS	8.1%	1140 BPS	13.7%	9.7%	↑ 400 BPS
General & Administrative Expenses ⁽¹⁾ (%)	7.9%	6.9%	-100 BPS	6.7%	-130 BPS	7.3%	6.9%	-40 BPS
Investment Income	69.9	114.6	-39.1%	6.1	♣ NA	76.0	245.9	-69.1%
Combined Ratio	89.1%	98.6%	↑ 950 BPS	99.4%	↑ 1030 BPS	94.3%	97.9%	↑ 370 BPS
Operating Ratio	87.6%	96.0%	↑ 840 BPS	99.2%	1160 BPS	93.4%	95.1%	170 BPS
Net Income from Continuing Operations	398.7	217.4	83.4%	70.0	4 69.8%	468.6	402.9	16.3%
Net Income from Discontinued Operations	99.7	43.1	131.4%	9.7	1 929.1%	109.4	81.0	35.1%
Net Income	498.3	260.8	1 91.0%	79.8	\$ 524.3%	578.1	484.3	19.4%
ROAE ⁽²⁾ (%)	17.9%	17.6%	↑ 30 BPS	15.3%	↑ 260 BPS			

⁽¹⁾ Calculated as ratio of total operating revenues

ROAE = Net Income (last 12 months) / Average Shareholders' Equity

Highlights | 1H20 Consolidated Results



Income Statement

(Summary)

(R\$ million)	Continuing Operations	Discontinued Operations ¹	Total
Total Revenues	9,719.8	1,505.2	11,225.0
Operating Expenses	-8,062.9	-1,323.2	-9,386.1
Operating Gross Margin	1,332.4	355.0	1,687.3
Administrative Expenses	-707.3	-228.3	-935.7
Investment Income	76.0	48.6	124.6
Net Income	468.6	109.4	578.1

Balance Sheet

(Summary)

	Continuing	Discontinued	
(R\$ million)	Operations	Operations ¹	Total
Assets	24,932.3	3,548.8	28,481.1
Liabilities	18,348.3	2,640.7	20,989.0
Shareholders' Equity	6,584.0	908.1	7,492.1

Health & Dental – Coordinated Care



Initiatives during the COVID-19 pandemic supported by the **Coordinated Care** strategy



Health & Dental





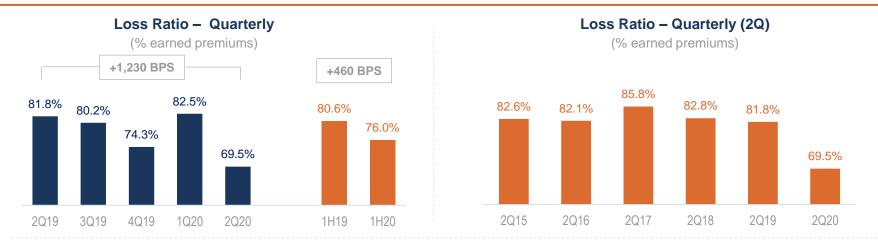


(thousand)



Health & Dental





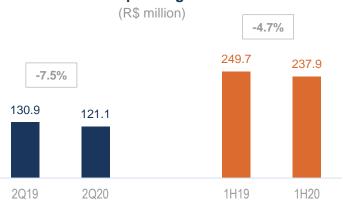




Life & Personal Accident



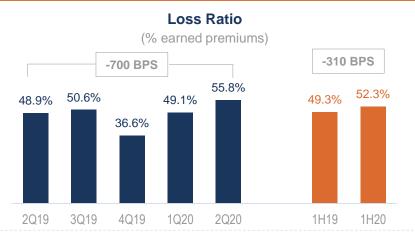




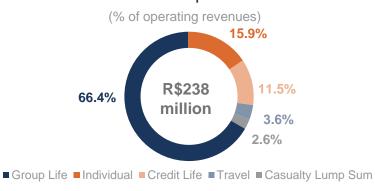
Gross Margin



(1) Does not consider Other Revenues from the Life segment

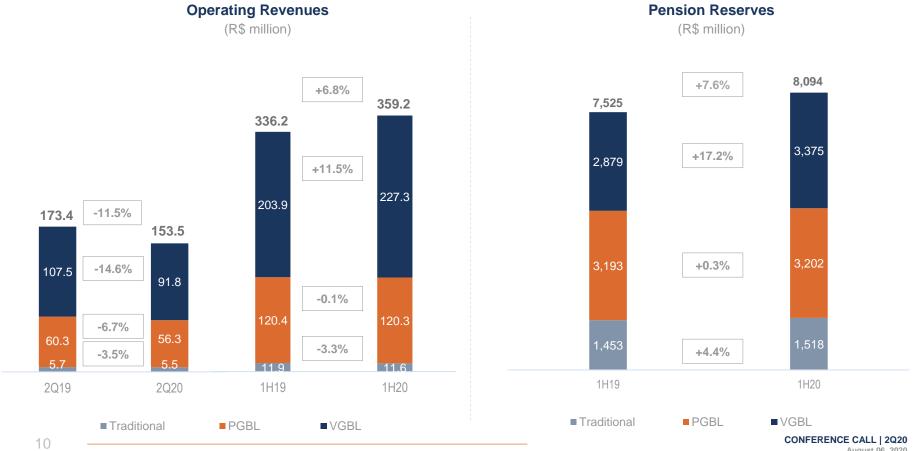


Portfolio | 1H20



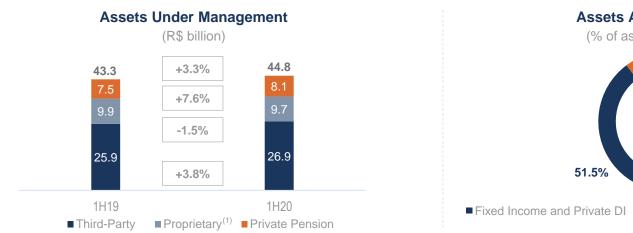
Private Pension

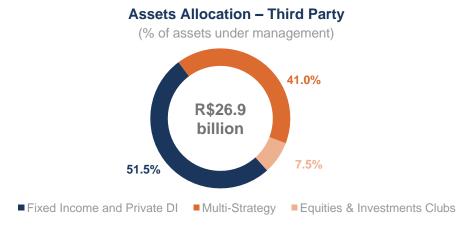


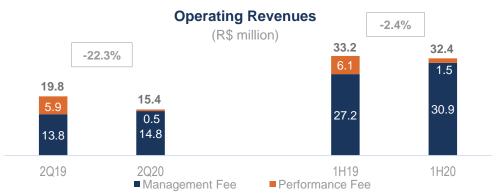


Asset Management



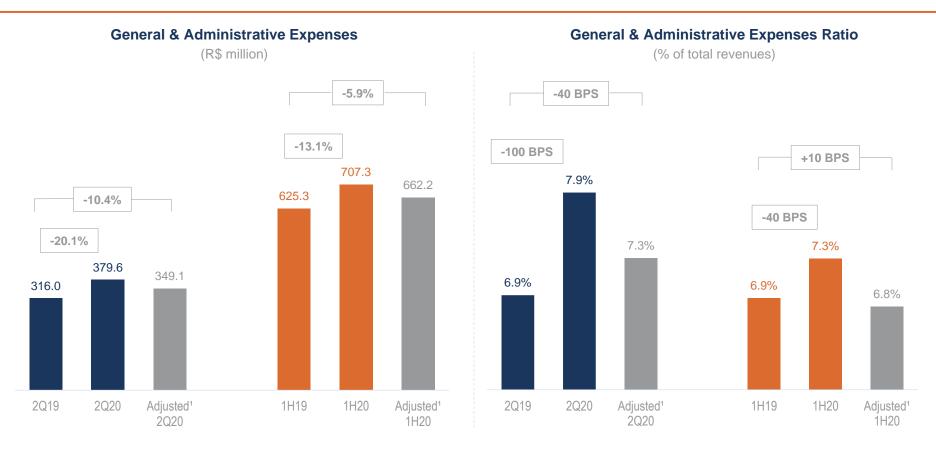






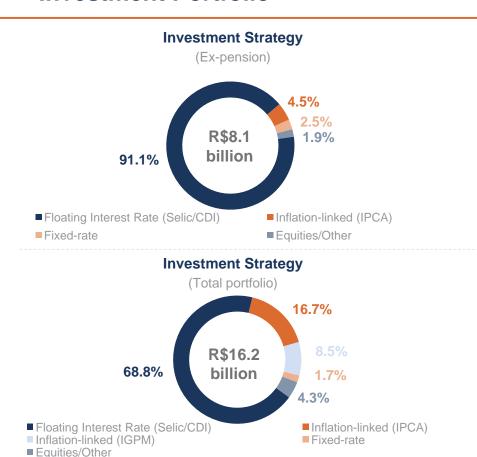
General & Administrative Expenses





Investment Portfolio











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