



Quarterly Results – 4th quarter 2020

- Total revenues of R\$5.3 billion (+6.6%) in the quarter and R\$20.0 billion (+6.3%) in 2020
- 4.1 million beneficiaries in health and dental group plans, net adds of 137 thousand lives vs. 4Q19 (+4%) and 77 thousand vs. 3Q20 (+2%)
- Health and dental loss ratio of 76.9% (+200 BPS) in 2020: improving trend in the last 12 years
- Gross operating margin of R\$2.6 billion (+18.2%) and adjusted EBITDA of R\$1.2 billion (+35.3%) in 2020
- Net income from continuing operations of R\$797.2 million and total net income of R\$2.3 billion in the year
- Return on average equity (ROAE) from continuing operations of 11.9% in 2020
- Health and dental return on regulatory capital of 22.7% in 2020

Conference Call

February 25, 2021 (Thursday)

Portuguese (with simultaneous translation to English)

10am (Brasília) | 8am (US/EST)

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MESSAGE FROM THE CEO

In a year in which SulAmérica completed **125 years of history**, we faced many challenges, mainly arising from the COVID-19 pandemic. However, at the same time, it was also a **period of growth and transformation** for the Company: we concluded **relevant strategic movements**, launched our **new brand positioning** and presented **solid organic and inorganic growth** trends. Under the new concept of **Integral Health**, in 2020 we were more than ever present offering support and autonomy in every aspect of health – physical, emotional and financial – to our employees and their families, clients and beneficiaries, brokers, providers, suppliers and all stakeholders, increasingly acting as an **Integral Health manager**, with intensive use of technology and innovation and a broader view of our clients.

During the COVID-19 pandemic, we had an **important role** based on our **Coordinated Care strategy**, which proved to be totally accurate, allowing us to **provide access to health** to our beneficiaries during this challenging period. We continued to guarantee high quality assistance, besides having all processes and services fully operational during the period. Ensuring care for all beneficiaries has always been our priority, which we have achieved successfully with an **even stronger partnership** with our **network of providers**, with an increasing volume of joint initiatives. At the same time, as seen throughout the period, one of the year's highlights was the accelerated adoption of **technology, innovation and connected medicine** in healthcare: in-app and WhatsApp screening for COVID-19, significant growth in telemedicine and medical phone orientation, fast track with partner hospitals, in addition to a relevant growth in the use of our **health app**, one of the most downloaded and best evaluated in the market, which has several features and evolves to be an **effective healthcare platform** for our beneficiaries.

In the **Health and Dental** segment, despite the challenges brought by the economic scenario, we had a solid performance in terms of **organic growth**, with **net adds of 48 thousand lives** in group plans in relation to December/2019, as a result of good levels of new sales with a strong partnership with insurance brokers and a high level of customer retention. We also grew inorganically, adding over 90 thousand beneficiaries with the **acquisition of Paraná Clínicas**, an operation that makes us more confident every day in the opportunity of building a **growth platform** in the state of Paraná and the South of Brazil. At the same time, we are aware of other inorganic investments that are aligned with our strategy in the sector's consolidation process. Regarding the medical loss ratio, as expected, in 4Q20 we observed a seasonality different than usual, given the resumption of procedures not carried out during the pandemic, which resulted in a higher level of utilization, especially in December, a month which, historically, has a substantially lower medical loss ratio. Additionally, we observed a progressive growth in the number of COVID-19 cases during the quarter, which, on the other hand, did not cause a significant reduction in the frequency of elective procedures (appointments, exams and non-urgent surgeries) as observed in the second quarter of 2020. During 2020, a longer period that is always more suitable to analyze this indicator, the medical loss ratio was of 76.9%, keeping the consistent trend of improvement shown in recent years. Looking ahead, we remain focused on a **long-term disciplined underwriting process** that shall allow us to continue to **grow with profitability**.

In the **Wealth** segment, we have also seen important progress. **SulAmérica Investimentos**, our asset management arm and one of the largest independent assets in the country with **R\$45.9 billion** in assets under management, continues to benefit from the structural trend of the progressive democratization of access to financial markets and products in Brazil. Simultaneously, we made an important **inorganic move** with the acquisition of a minority stake in **Órama**, one of the main digital investment platforms in the country. In **pension**, our reserves continued to grow and reached R\$9.4 billion. In **life insurance**, we experienced an atypical period, with the voluntary inclusion of coverage of claims related to COVID-19 impacting the segment's profitability. In the full year, the segment was affected by a lower level of sales given the more adverse economic scenario, especially in travel insurance, which has already begun to recover in the last quarter of 2020.

In recent months, it is worth noting the increased attention to **environmental, social and governance (ESG) themes**, coming both from investors and other stakeholders. We firmly believe that having a **solid strategy for integrating ESG aspects** into operations is essential to our continuous sustainable growth. In fact, SulAmérica began its journey of integrating sustainability into its strategy in a structured manner **over 10 years ago** and we have been signatories to commitments such as the **Principles for Responsible Investment (PRI)**, the **Principles for Sustainable Insurance (PSI)** and the **Global Compact**, initiatives supported by the United Nations (UN) for several years now. Furthermore, as part of our strategy to expand access to Integral Health, we are aligned with the UN Sustainable Development Goals (SDGs), especially **SDG 3 – Good Health and Well-Being**.

2020 was once again proof of SulAmérica's **operating strength**. It was also a period of many **achievements** that opened **new paths** for **growth and development**. We will continue to expand our **leadership role** in bringing **transformation and innovation** to the industry, with an increasingly broader offer of quality products and services, operating as an **integrated health manager**.

I am about to finish my term as Chief Executive Officer confident that the Company is on the **right track** and with a **well-defined strategic plan** to continue on its growth trend. I would like to **thank** the commitment of all our **employees**, whose **unique dedication** during this challenging year was of the utmost importance. I am also grateful for the partnership and collaboration of insurance **brokers**, service **providers** - especially all **healthcare professionals** - **suppliers, shareholders** and other stakeholders of the Company who contribute to SulAmérica's continuous development.

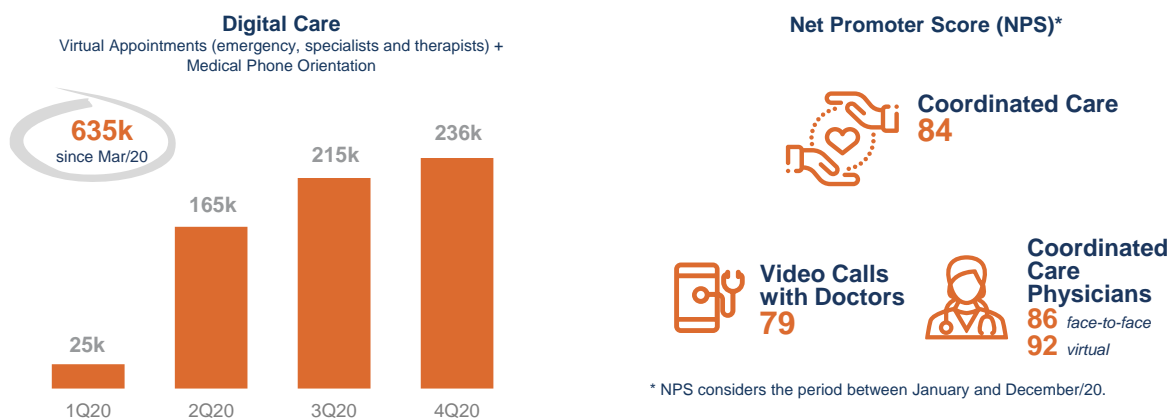
Gabriel Portella
CEO

INTEGRAL HEALTH, TECHNOLOGY AND CONNECTED MEDICINE: INITIATIVES DURING THE NEW CORONAVIRUS PANDEMIC (COVID-19)

2020 ended still under the impact of the new coronavirus pandemic, showing an increase in the number of cases and hospitalizations in the main regions of Brazil. Once again, our **Coordinated Care strategy** was vital for the continuity of care, both related to COVID-19 and other recurring demands, urgent claims and all ongoing treatments.

The use of **digital tools** continues to advance, with a growing number of interactions and **virtual appointments** becoming increasingly part of how our beneficiaries seek healthcare. With our “**Saúde na Tela**” (**Health on Screen**) initiatives, policyholders can have virtual care with on-duty generalist physicians or doctors of over 50 specialties, in addition to therapies with psychologists, nutritionists and other health professionals. Also, services include drug prescriptions and exam requests in a fully **digital way**. In cases of hospitalization or face-to-face assistance after remote evaluation, we also created the **Fast Track**, referring beneficiaries to selected partner hospitals without the need to go through the emergency room. Since the beginning of this health crisis, our priority has been to **ensure high quality care** in a coordinated and efficient manner, which we have achieved with **intensive use of technology**, the launch of **new services** and a **strong partnership** with the **network of medical providers**.

Since the beginning of the pandemic in March/2020, there have been **635 thousand remote appointments**, out of which more than **528 thousand video calls**, with a **high level of satisfaction**, as shown by the excellent NPS (net promoter score) and **high resolution rates (~90% of the video appointments do not need subsequent face-to-face care)**. We strongly believe in the **potential of virtual care** as a way to **access health** with effectiveness and quality and in the growing use of new initiatives to promote high quality care in the center of the Coordinated Care strategy.



Among the new services recently launched in Coordinated Care, it is worth highlighting the pioneer initiative of **Lab In**, the **digital lab**, initially in partnership with **Fleury** and **DASA**, the largest lab groups in the country, which will allow the **integration of patients' medical data**, providing a better understanding of beneficiaries and a more accurate analysis, in addition to **greater monitoring of exams**.

During the pandemic, we also sought to **help the network of providers, expanding our partnership** in the form of anticipated payments that totaled approximately R\$279 million, helping their cash flow and ensuring quality assistance during this period. We also **contributed to society** with donations totaling R\$10 million, used to deliver new hospital beds to serve patients from SUS (*Sistema Único de Saúde*).

At the same time, SulAmérica continues to **monitor the health of its beneficiaries in relation to COVID-19**. Over the past few months, following the **increase in cases of the new coronavirus** in the main regions of Brazil, there has been an increase in the number of hospitalizations during the last quarter of the year. Since the beginning of the pandemic and until 02/24/2021, 13,637 beneficiaries of the Company have been admitted with confirmation of the new coronavirus, 6,711 of them needing care in the Intensive Care Unit (ICU). Of this total, 12,199 beneficiaries have already recovered and been discharged and, unfortunately, we have recorded 864 deaths.

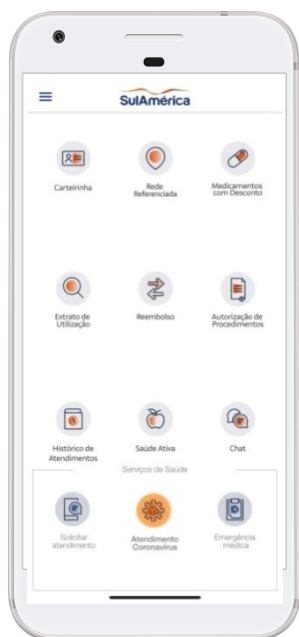
The pandemic, considering the procedures associated with the new coronavirus, **represented a cost of approximately R\$840 million in the year**, including medical appointments, exams and hospitalizations in health insurance (circa R\$810 million), in addition to the claims recorded in the life insurance portfolio.

CLIENT EXPERIENCE, QUALITY AND INNOVATION

Ensure the quality of products and services and the continuous improvement of the customer experience is a top priority for the Company and we have been making recurring investments in this sense. We were granted an important recognition at the 2020 “Reclame Aqui” Award, winning, for the second consecutive year, the award for **Best Service in Healthcare Plans in Brazil** by popular vote. We also have one of the **sector’s best overall scores in the Reclame Aqui index (8.3)**, with outstanding recognition in relation to the market.



Another important aspect in the continuous search for improving customer experience, especially considering the strong adoption of **digital tools** observed in 2020, was the development of new features in the **SulAmérica health app**, which had **several services and improvements launched** during the pandemic, increasing convenience and better user experience. As a result, the app has been more used by beneficiaries coupled with high satisfaction levels.



Coronavirus support



1.4 mm active users
+69% vs 2019



+528k video appointments
since Mar/20



Top-rated app
Grade: 4.3 / 5



Digital Reimbursement
+2.8 mm requests
NPS: 83



Special medicines delivery
NPS: 89



Procedures authorization
+99% vs 2019
NPS: 72



Pioneer in Biometric Facial Recognition

* Data considers the period between January and December/20.

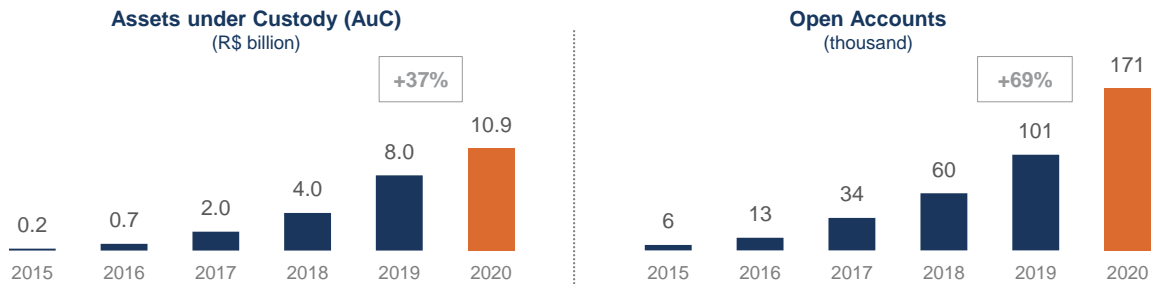
DISTRIBUTION: LEVERAGING THE BROKER CHANNEL

One of the pillars of SulAmérica’s operation is the **strength of distribution** with the capillarity of more than **36 thousand insurance brokers**. In 2020, facing the challenges imposed by the pandemic, we managed to strengthen our channels with more **technology**. In the year, our **Broker Training Program** promoted several training courses, in a **completely digital format**. The program reached more than 54 thousand participations through 2.7 thousand training sessions. In 2020, the Company also launched PRASABER - SulAmérica Business School - a new digital training platform for our brokers. This whole process contributed to a **good performance in new sales**, especially in the second half of 2020, and should continue to generate positive results in 2021.

Also in 2020, we launched the **IndicaSAS referral platform**, creating **synergies** with our **investment in Órama** with great opportunities to leverage the broker channel. The tool, which is easily accessed through SulAmérica Broker Portal, provides **robust training program** and **incentives** for the **referral of Órama to clients**, with every broker being able to be an indicator on the platform. Also, in the specialization process, the broker may seek to become a consultant and, in a next step, with the necessary training and certifications, even become an **independent financial advisor (IFA)**.

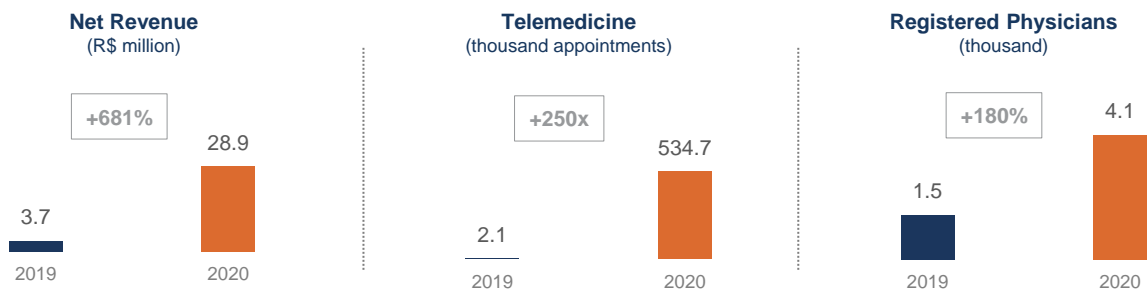
ÓRAMA

In February 2020, we concluded the **minority investment in Órama** to hold a 25% stake in the company, which is one of the **main digital investment platforms** in the country. The transaction reinforced SulAmérica's strategic positioning in this segment, which presents increasing penetration in the Brazilian market and considerable growth potential, and, as commented in the previous section, with a potential to **leverage synergies** with our **broker channel**.



DOCWAY

The Company also holds a majority stake in **Docway**, a healthtech focused on **digital health solutions**, which showed significant growth in 2020, especially in the context of the COVID-19 pandemic, which accelerated the adoption of digital access to health, notably telemedicine.



ESG: ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Our journey in environmental, social and governance (ESG) topics has been going on for several years, now with an even more aligned purpose under the concept of Integral Health.

In January, we were confirmed in the **ICO2**, the **B3 Efficient Carbon Index**, composed by stocks among the 100 most liquid in the B3 stock exchange (part of the IBRX-100), which are transparent in their management of greenhouse gas (GHG). Over the years, we have put in place several initiatives to help reduce the Company's environmental impact and the emission of CO₂. In 2020, we were also included in the **CDP Brazil Climate Resilience Index**.

Additionally, we were included in the **Bloomberg Gender-Equality Index**, which tracks the performance of publicly traded companies committed to support **gender equality**, measured by five principles: female leadership and talent pipeline, equal pay and gender pay parity, inclusive culture, sexual harassment policies and external brand. In 2021, 380 companies from around the world were included. We remain **committed** to a **diverse and inclusive environment** and, in 2020, there was an **increase in the participation of women** in executive positions and in the Company's Board of Directors, to **28%** and **20%**, respectively.

Finally, in February, we were also confirmed in the **2021 S&P Sustainability Yearbook**, which evaluates listed companies around the world regarding their ESG practices. Among more than 7 thousand companies in 61 sectors, to be listed in the Yearbook, companies must score in the top 15% in their respective sector.

More information on relevant ESG metrics can be found in the [index of ESG indicators](#), an integral part of our Annual Report, and also in the [Fundamentals Spreadsheet](#).

Índice CDP Brasil
Resiliência Climática (ICDPR-70)

ICO2 B3



Sustainability Yearbook
Member 2021

S&P Global

1. Main Highlights

The table below considers only continuing operations, excluding the auto and P&C segments for all periods.

Financial Highlights (R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Revenues	4,891.7	4,594.4	6.5%	4,739.5	3.2%	18,870.3	17,812.5	5.9%
Health & Dental	4,761.5	4,482.8	6.2%	4,613.1	3.2%	18,376.3	17,307.8	6.2%
Life & Personal Accident	130.2	121.8	6.9%	126.4	3.0%	494.5	504.9	-2.1%
Other Insurance Revenues	0.0	-10.2	99.5%	0.0	NA	-0.5	-0.2	-125.3%
Other Operating Revenues	361.8	333.5	8.5%	319.7	13.2%	1,162.3	1,027.8	13.1%
Private Pension	284.4	248.9	14.3%	245.8	15.7%	889.4	794.2	12.0%
Administrative Services Only	19.2	15.9	20.9%	18.5	3.8%	73.1	61.7	18.6%
Asset Management	17.7	38.3	-53.7%	17.3	2.3%	67.4	88.3	-23.6%
Other Revenues ¹	40.6	30.5	33.2%	38.1	6.4%	132.4	83.7	58.2%
Total Operating Revenues	5,253.6	4,927.9	6.6%	5,059.2	3.8%	20,032.6	18,840.3	6.3%
Gross Operating Margin	524.3	832.0	-37.0%	754.5	-30.5%	2,611.1	2,209.5	18.2%
EBITDA	27.1	449.1	-94.0%	393.0	-93.1%	1,086.0	934.0	16.3%
Adjusted EBITDA²	75.4	435.7	-82.7%	447.0	-83.1%	1,241.5	917.5	35.3%
Investment Income	33.0	108.0	-69.4%	14.5	127.1%	123.6	461.7	-73.2%
Net Income from Continuing Operations	42.6	427.8	-90.0%	286.0	-85.1%	797.2	1,034.7	-23.0%
Net Income from Discontinued Operations	0.0	25.1	NA	1,440.8	NA	1,550.2	146.9	955.3%
Net Income after non-Controlling Interest	42.7	452.9	-90.6%	1,727.1	-97.5%	2,347.8	1,182.6	98.5%
ROAE (% last 12 months)	30.8%	17.6%	1320 BPS	35.4%	-460 BPS			
Recurring ROAE ³ (% last 12 months)	11.9%	17.6%	-570 BPS	17.3%	-540 BPS			
Insurance Information - Earned Premiums (R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Health & Dental	4,804.5	4,554.0	5.5%	4,661.4	3.1%	18,548.5	17,449.4	6.3%
Life & Personal Accident	119.8	176.9	-32.3%	112.6	6.4%	471.0	559.0	-15.7%
Insurance Information - Retained Claims (R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Health & Dental	-3,852.4	-3,385.8	-13.8%	-3,502.9	-10.0%	-14,257.3	-13,765.6	-3.6%
Life & Personal Accident	-61.7	-65.7	6.1%	-81.8	24.6%	-269.4	-258.8	-4.1%
Insurance Operational Ratios (%)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Loss Ratio	79.5%	72.9%	-660 BPS	75.1%	-430 BPS	76.4%	77.8%	150 BPS
Health & Dental	80.2%	74.3%	-580 BPS	75.1%	-500 BPS	76.9%	78.9%	200 BPS
Life & Personal Accident	51.3%	36.6%	-1460 BPS	72.4%	2110 BPS	56.8%	45.6%	-1130 BPS
Acquisition Cost	7.3%	7.0%	-30 BPS	6.9%	-40 BPS	7.2%	7.0%	-20 BPS
Health & Dental	6.7%	6.5%	-30 BPS	6.4%	-40 BPS	6.6%	6.3%	-30 BPS
Life & Personal Accident	29.4%	19.5%	-990 BPS	29.5%	10 BPS	30.1%	26.4%	-370 BPS
Combined	101.3%	92.2%	-910 BPS	92.8%	-850 BPS	95.7%	96.2%	50 BPS
Operating	100.7%	89.9%	-1080 BPS	92.5%	-820 BPS	95.1%	93.6%	-140 BPS
Consolidated Ratios (% of total operating revenues)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Gross Margin	10.0%	16.9%	-690 BPS	14.9%	-490 BPS	13.0%	11.7%	130 BPS
General & Administrative Expenses	10.1%	8.2%	-190 BPS	7.1%	-300 BPS	8.0%	7.2%	-80 BPS
Net Margin from Continuing Operations	0.8%	8.7%	-790 BPS	5.7%	-480 BPS	4.0%	5.5%	-150 BPS
Net Margin	0.8%	7.9%	-710 BPS	34.1%	-3330 BPS	10.9%	5.3%	560 BPS
Operating Highlights	4Q20	4Q19	Δ	3Q20	Δ			
Health & Dental Insured Members (thousand)	4,199	4,071	3.2%	4,125	1.8%			
Health Insured Members	2,402	2,280	5.3%	2,382	0.8%			
Dental Insured Members	1,798	1,791	0.4%	1,743	3.2%			
Insured Lives (thousand)	3,703	3,541	4.6%	3,597	2.9%			
Assets under Management (R\$ billion)	45.9	46.0	-0.4%	46.1	-0.5%			
Private Pension Reserves (R\$ billion)	9.4	8.0	17.2%	8.6	9.4%			

Among the main highlights in the 4th quarter of 2020 (4Q20) and full year of 2020, it is worth noting:

- total operating revenues expansion of 6.6% in the quarter, reaching R\$5.3 billion, propelled by the health and dental and private pension segments and by the recovery of life and personal accident revenues. In 2020, revenues totaled R\$20.0 billion, an increase of 6.3% in relation to the previous year;
- 4.1 million beneficiaries in health and dental group plans, growth of 3.5% or 137 thousand lives in relation to the 4Q19, including approximately 90 thousand lives from *Paraná Clínicas* acquired in September/2020;
- organic growth of 48 thousand beneficiaries (+1.2%) in health and dental group plans in relation to 4Q19, being 41 thousand in health and 7 thousand in dental;
- consolidated loss ratio of 76.4%, gain of 150 BPS in comparison to 2019;
- gross operating margin of R\$2.6 billion in 2020, growth of 18.2% in relation to 2019, mainly following the increase in revenues and the loss ratio performance. Adjusted EBITDA² presented the same growth trend, reaching R\$1.2 billion in the full year (+35.3% year-over-year);
- invested assets in proprietary portfolio yielded 191.3% of the CDI (benchmark rate) in 4Q20, reflecting a greater allocation in equity assets and the relative recovery of floating rate assets, partially offsetting the impact of a lower benchmark average interest rate (Selic) in the period;
- net income from continuing operations reached R\$797.2 million in the year, decrease of 23.0%, mainly due to the lower contribution from the investment income, strongly impacted by the decline in the Selic rate in 2020; and
- reported net income of R\$2.3 billion in the year, considering the sale of auto and P&C operations in 3Q20.

¹ Includes saving bonds and other revenues. ² Adjusted EBITDA does not consider extraordinary items in the administrative expenses, as detailed in sections 5 and 9 of this earnings release. ³ Recurring ROAE considers only continuing operations since 3Q20.

2. Health and Dental, and Administrative Services Only (ASO)

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Revenues	4,799.8	4,508.8	6.5%	4,648.0	3.3%	18,521.7	17,386.3	6.5%
Insurance	4,761.5	4,482.8	6.2%	4,613.1	3.2%	18,376.3	17,307.8	6.2%
Group	4,162.4	3,920.2	6.2%	4,062.0	2.5%	16,101.5	15,065.8	6.9%
Corporate/Affinity	2,627.7	2,491.8	5.5%	2,586.4	1.6%	10,185.7	9,594.4	6.2%
SME	1,432.8	1,334.2	7.4%	1,384.4	3.5%	5,537.5	5,159.1	7.3%
Dental	101.9	94.2	8.2%	91.2	11.7%	378.4	312.4	21.1%
Individual Health	599.2	562.6	6.5%	551.1	8.7%	2,274.8	2,242.0	1.5%
Administrative Services Only	19.2	15.9	20.9%	18.5	3.8%	73.1	61.7	18.6%
Other Operating Revenues	19.1	10.1	88.8%	16.4	16.2%	72.3	16.9	328.9%
Changes in Technical Reserves	-3.3	14.6	NA	-6.2	47.6%	-31.3	-34.2	8.6%
Insurance	-3.3	14.6	NA	-6.2	47.6%	-31.3	-34.2	8.6%
Operating Expenses	-4,319.0	-3,795.5	-13.8%	-3,900.5	-10.7%	-16,007.1	-15,329.5	-4.4%
Insurance	-4,314.9	-3,789.2	-13.9%	-3,897.1	-10.7%	-15,990.0	-15,309.2	-4.4%
Administrative Services Only	-4.1	-6.3	34.7%	-3.4	-19.3%	-17.1	-20.4	16.0%
Gross Margin	477.6	727.9	-34.4%	741.3	-35.6%	2,483.3	2,022.6	22.8%
Insurance	443.4	708.2	-37.4%	709.8	-37.5%	2,355.0	1,964.4	19.9%
Administrative Services Only	15.1	9.6	57.1%	15.1	0.2%	56.0	41.3	35.6%
Other	19.1	10.1	88.8%	16.4	16.2%	72.3	16.9	328.9%
Loss Ratio	80.2%	74.3%	-580 BPS	75.1%	-500 BPS	76.9%	78.9%	200 BPS
Acquisition Cost	6.7%	6.5%	-30 BPS	6.4%	-40 BPS	6.6%	6.3%	-30 BPS

Health and Dental Insurance

Operating revenues for the health and dental segment totaled R\$4.8 billion in 4Q20 and R\$18.5 billion in the full year, with both periods presenting growth of 6.5% in relation to the same periods of 2019. All group portfolios presented a positive performance in the quarter, following the continuous growth observed throughout the year, notably the dental portfolio (+21.1% in the year and +8.2% in 4Q20) and SME – small and medium-sized enterprises – (+7.3% in the year and +7.4% in 4Q20), while the corporate/affinity portfolio also showed a positive growth trend (+6.2% in the year and +5.5% in the quarter). It is worth mentioning that the results from *Paraná Clínicas* began to be accrued in the P&L statement as of this quarter.

It is important to highlight that the suspended price increases, voluntarily applied by SulAmérica for the SME, affinity and individual portfolios for 90 days in May/2020, and by the National Supplementary Health Agency (ANS) rule for all portfolios for 120 days starting from September/2020, were booked in revenues for 4Q20 and 2020. It is also noteworthy that, for corporate plans over 29 lives, the price hike could be collected during this period if the client company agreed to it, which occurred in most cases. The amount of price hikes accrued and with suspended collection, spontaneously or as determined by ANS, totaled R\$391.9 million in the quarter and R\$528.3 million in the full year, registered in the accounts receivable, for the effective collection in 12 installments between January and December/2021, in accordance to ANS guidelines.

The Company continues to monitor the delinquency ratios since the beginning of the pandemic, which remain within historical levels. Conservatively, in relation to the portion of the price increases recognized in revenues but not collected, there was an increase in the provisioning criteria for doubtful accounts (PDA), with an impact of R\$33 million.

The Company's commercial strategy continues to present a positive performance and, despite the more challenging economic scenario due to the COVID-19 pandemic, we were able to record important organic growth in terms of beneficiaries. In addition, the Company remains focused on developing its products, allowing greater access to health with a higher regional reach, including the offer of more affordable options, as is the case with the "Direto" line, which is already available in 6 cities and has new launches expected in 2021. The flexibility and quality of products coupled with the expansion of the mid-ticket strategy are important for the continuous gains in market share, as has been the Company's track record in recent years. According to the most recent data released by ANS, in the last twelve months ended in September/2020, the Company held 10.7% of the total private healthcare market revenue, with an increase of 10 BPS in relation to the same period of last year, being the third largest player in the segment.

The latest data released also by ANS for insured lives in the sector show that, as of December/2020, the private healthcare system recorded a total of 47.6 million beneficiaries in health plans and 27.1 million in dental plans, presenting growth both in health (+1.2%) and dental (+4.7%), in relation to December/2019. SulAmérica maintained a consistent performance in its membership, as shown in the following numbers:

2. Health and Dental, and Administrative Services Only (ASO) (cont.)

(Thousand members)	4Q20	4Q19	Δ	3Q20	Δ
Group Health	2,267	2,137	6.1%	2,245	1.0%
Corporate/Affinity Health	1,287	1,196	7.6%	1,274	1.0%
SME Health	531	528	0.6%	513	3.5%
Administrative Services Only	450	412	9.1%	459	-2.0%
Dental	1,798	1,791	0.4%	1,743	3.2%
Dental	1,770	1,767	0.2%	1,715	3.2%
Administrative Services Only	28	24	16.5%	28	-1.1%
Group Total	4,065	3,928	3.5%	3,988	1.9%
Individual Health	134	143	-6.2%	137	-1.7%
Total	4,199	4,071	3.2%	4,125	1.8%

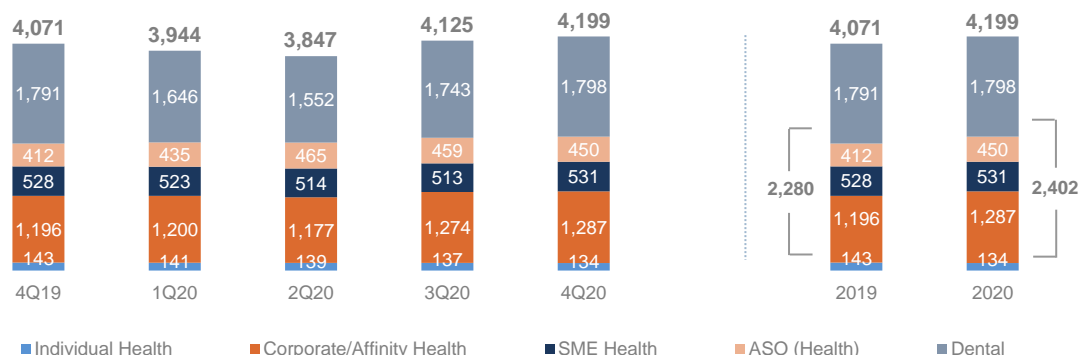
Health and dental group plans reached nearly 4.1 million beneficiaries, growth of 3.5% or 137 thousand net adds in relation to December/2019, including the lives of *Paraná Clínicas* in health, acquired in 3Q20. In terms of organic growth, ex-acquisitions, health group plans posted a positive performance in yet another quarter, with net adds of 48 thousand beneficiaries in comparison to 4Q19 (+1.2%) and of 77 thousand beneficiaries vs. 3Q20 (+1.9%).

In the health segment, the corporate/affinity portfolio presented growth of 7.6% in relation to the 4Q19, including *Paraná Clínicas* beneficiaries incorporated in 3Q20. Organic growth in the portfolio reached +13 thousand lives (+1.0%) in relation to 3Q20. Notably, the SME portfolio presented recovery, posting net adds of +18 thousand beneficiaries (+3.5%) in relation to 3Q20 and of +3 thousand net lives (+0.6%) in comparison to the 4Q19. The Company ended 2020 with organic growth in all group plans portfolios, reflecting an improvement in new client enrollments, combined with a high level of customer retention, showing the resilience of the portfolio and the strength of SulAmérica's brand, with attractive products and capacity to present solid growth in different scenarios.

The dental portfolio reached 1.8 million beneficiaries in 2020, with an increase of +55 thousand insured members (+3.2%) in relation to 3Q20 and +7 thousand members (+0.4%) in relation to December/2019. The performance was mainly propelled by improved sales in the retail segment after the period of greater social distancing measures, particularly in 2Q20, as well as the implementation of dental plans for health beneficiaries in the affinity portfolio in 3Q20.

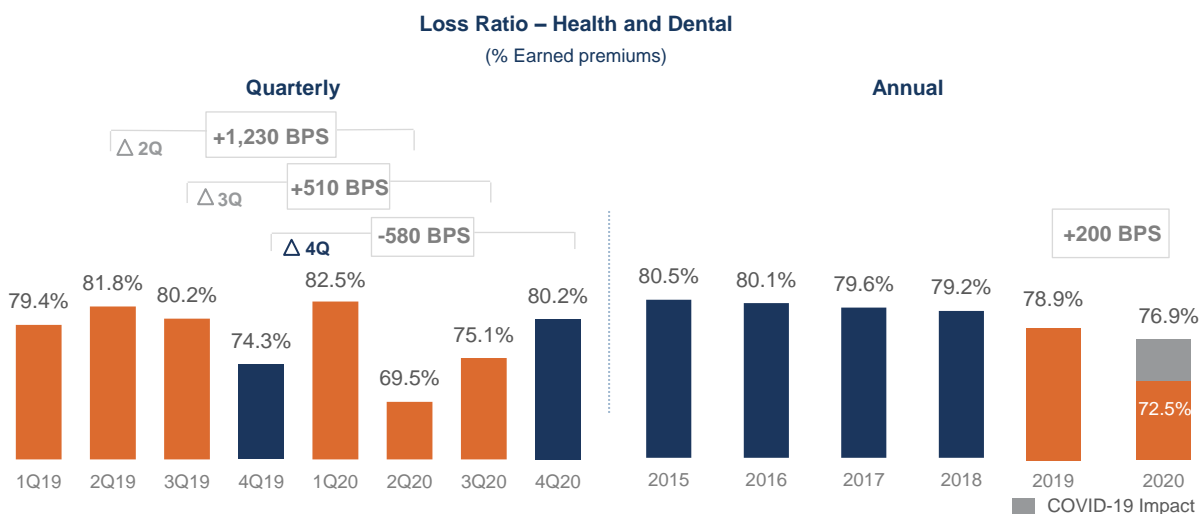
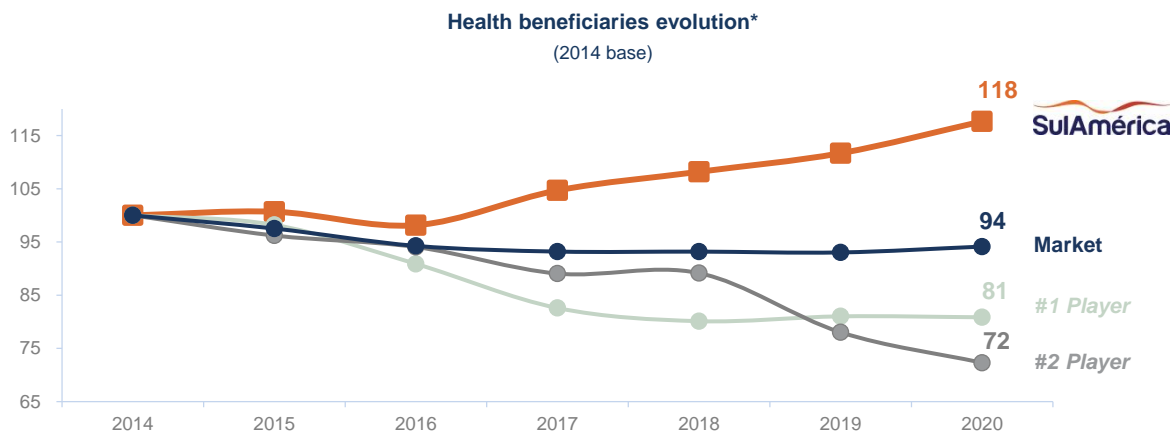
Portfolio of Beneficiaries

(Thousand)



2. Health and Dental, and Administrative Services Only (ASO) (cont.)

The positive results in terms of organic growth are also evident when looking at a longer period, as shown in the graph below, demonstrating the positive performance of SulAmérica in relation to the market and its main peers.



The loss ratio in 2020 reached 76.9%, improving 200 BPS in relation to the previous year, which is the best result in more than 10 years for this ratio, explained by the continuous initiatives in claims management and also in health and wellness, boosting long-term results. This year, the ratio was also impacted by a lower frequency of claims during 2Q20 and 3Q20, given the social distancing guidelines and the orientation to lower exposure to hospital environments given the context of the COVID-19 pandemic. Since June/2020, the frequency of procedures began a gradual process of returning to normal levels, including the resumption of procedures that were postponed in the peak of the social distancing period (April and May/2020), with a progressive increase since then, reaching levels closer to normality in 4Q20.

Simultaneously, we observed an increase in the number of hospitalizations related to COVID-19 during 4Q20, which, this time, did not cause a significant reduction in the frequency of elective procedures (consultations, exams and non-urgent surgeries) as had been seen in the first wave of the pandemic. In addition, in line with expectations, considering this atypical seasonality in 2Q20 (+1,230 BPS) and 3Q20 (+510 BPS) and the continuous process of resumption of procedures, this month of December, which in a typical year has a substantially lower frequency of claims than other months, was above the historical average. This combination of atypical seasonality for the fourth quarter plus an increase in COVID-19 cases led to a loss ratio of 80.2% in the quarter, 580 BPS worse when compared to 4Q19.

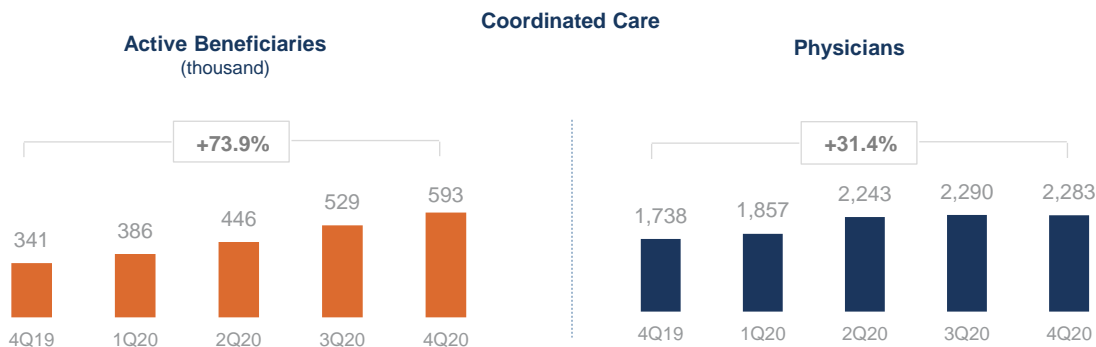
It is worth noting that, considering the full year, the impact of claims related to COVID-19 was of approximately R\$810 million, which represents an effect of 440 BPS in the loss ratio for 2020.

2. Health and Dental, and Administrative Services Only (ASO) (cont.)

Despite short-term variations, the atypical seasonality throughout the year and the positive result when looking at 2020 figures, which led to one of the best loss ratio in the historical series, the Company remains focused on the long-term control of this indicator, based on a disciplined underwriting strategy and in management initiatives that allow sustainable and profitable growth, also passing through efficiency gains and results obtained with its claims control, health management and Coordinated Care initiatives and operational leverage to its prices.

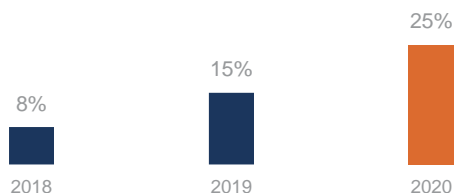
Additionally, one of the greatest highlights of 2020 was the acceleration of the Coordinated Care strategy, which proved to be essential for better monitoring beneficiaries and understanding their health journey, offering a better experience, better use of healthcare resources and greater alignment of interests among all partners of the private healthcare market. The digital initiatives within the Coordinated Care strategy expanded their scope and presented significant growth and adoption by beneficiaries and physicians. We totaled 635 thousand remote appointments since the beginning of the pandemic in March/2020, including virtual appointments with on-call doctors, specialists and therapists, as well as medical phone orientation. In 4Q20, there were close to 236 thousand remote interactions, an increase of over 42% compared to 2Q20.

At the end of 4Q20, there were 593 thousand active beneficiaries being monitored by Coordinated Care, fully tracking their journey, already representing approximately 25% of total health beneficiaries, while there was an increase of 31% in the number of physicians in Coordinated Care in the past twelve months.

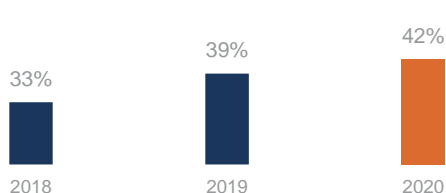


Consistent evolutions over the years in management and Coordinated Care initiatives have allowed an increasingly closer monitoring of beneficiaries while we have also advanced in new payment models, such as bundles, packages, global daily rates, sourcing of special materials, among others. These initiatives bring greater alignment and predictability to the entire private healthcare sector.

Active Beneficiaries in Coordinated Care
(% of total beneficiaries)



New Payment Models
(% of total claims)



Health Administrative Services Only (ASO)

Revenues from ASO plans totaled R\$19.2 million in the quarter and R\$73.1 million in the year, growth of 20.9% and 18.6% respectively. With a lower level of operating expenses in the period, the segment presented an increase of around 57% in the gross margin in the quarter and 35.6% in 2020. The good performance was also observed in the number of beneficiaries, with net adds of 41 thousand members in relation to 2019, out of which 37 thousand in health plans.

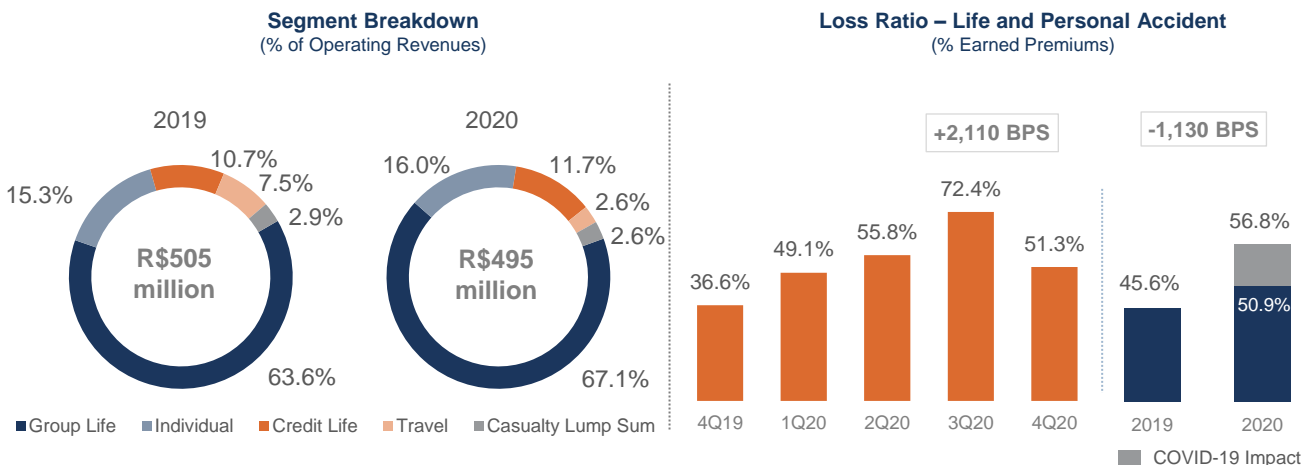
3. Life and Personal Accident Insurance and Private Pension

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Revenues	414.7	371.8	11.5%	372.6	11.3%	1,385.7	1,301.1	6.5%
Insurance	130.2	121.8	6.9%	126.4	3.0%	494.5	504.9	-2.1%
Private Pension	284.4	248.9	14.3%	245.8	15.7%	889.4	794.2	12.0%
Other Operating Revenues	0.1	1.1	-92.0%	0.4	-76.1%	1.9	2.1	-9.6%
Changes in Technical Reserves	-259.9	-176.8	-47.0%	-222.9	-16.6%	-785.6	-630.5	-24.6%
Insurance	-13.8	49.3	NA	-15.6	11.3%	-34.6	38.2	NA
Private Pension	-246.1	-226.1	-8.8%	-207.3	-18.7%	-751.0	-668.7	-12.3%
Operating Expenses	-139.7	-127.9	-9.3%	-159.1	12.2%	-567.0	-561.7	-0.9%
Insurance	-103.3	-100.1	-3.2%	-120.6	14.4%	-440.6	-440.6	0.0%
Private Pension	-36.5	-27.8	-31.3%	-38.4	5.1%	-126.4	-121.1	-4.4%
Gross Margin	15.1	67.2	-77.6%	-9.4	NA	33.1	108.9	-69.6%
Insurance	13.1	71.0	-81.5%	-9.8	NA	19.3	102.5	-81.2%
Private Pension	1.8	-5.0	NA	0.0	NA	12.0	4.3	175.8%
Other	0.1	1.1	-92.0%	0.4	-76.1%	1.9	2.1	-9.6%
Loss Ratio	51.3%	36.6%	-1460 BPS	72.4%	2110 BPS	56.8%	45.6%	-1130 BPS
Acquisition Cost	29.4%	19.5%	-990 BPS	29.5%	10 BPS	30.1%	26.4%	-370 BPS

Life and Personal Accident Insurance

After a few quarters impacted by the more challenging scenario with the COVID-19 pandemic pressuring sales, the segment's operating revenues presented an important recovery. In 4Q20, there was an increase of 6.9% in relation to 4Q19 and of 3.0% in relation to 3Q20, totaling R\$130.2 million, mainly following the group and credit life portfolios. It is important to highlight that travel insurance, which suffered a more relevant impact due to travel restrictions in the context of the pandemic, also began to present an increase in revenues in relation to 3Q20. In the full year, life insurance revenues totaled R\$494.5 million, a reduction of 2.1% in relation to 2019.

The segment's loss ratio was of 51.3% in 4Q20, still impacted by the coverage of claims to COVID-19, which had been included voluntarily in the life product since the beginning of the pandemic, but already at lower level compared to 3Q20. The impacts of these claims totaled approximately R\$17 million in 4Q20 and R\$36 million in 2020, for a total of 861 events related to COVID-19. Considering the full year, these claims represented an impact of 590 BPS, already net of reinsurance.

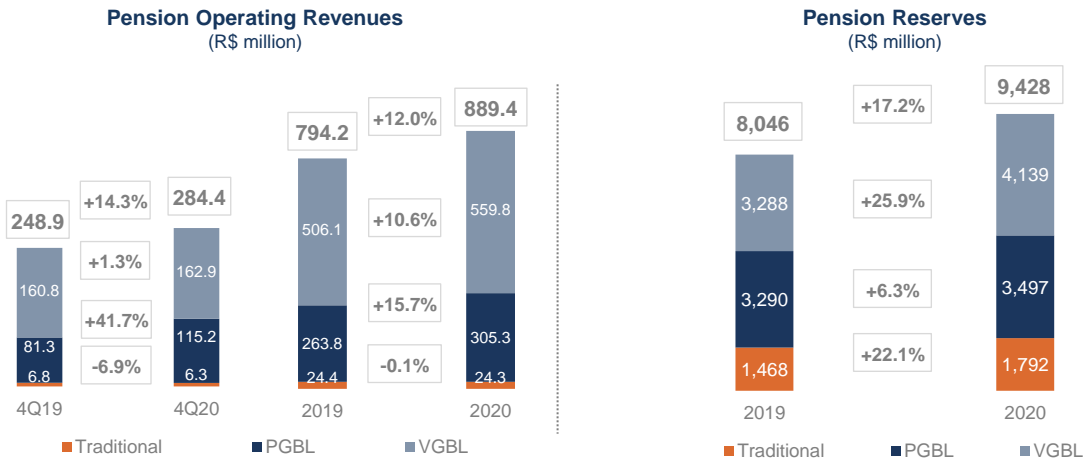


Private Pension

Pension reserves ended 2020 totaling R\$9.4 billion, an expansion of 17.2% in relation to December/2019, mainly driven by a positive balance of net portability (transfers) throughout the year, especially in the VGBL product.

In 4Q20, private pension operating revenues increased 14.3% in relation to the same quarter of the previous year, totaling R\$284.4 million, this time following a higher revenue in the PGBL product (+41.7%). Considering the full year, the performance was also positive, with growth of 12.0% compared to 2019, reflecting the increase in revenues in the PGBL (+15.7%) and VGBL (+10.6%) products.

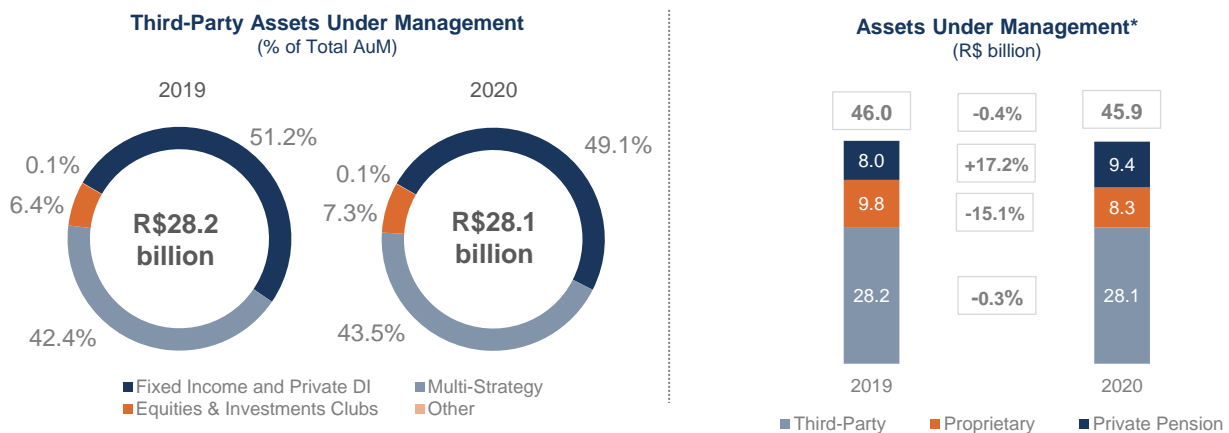
3. Life and Personal Accident Insurance and Private Pension (cont.)



4. Asset Management

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Revenues	17.7	38.3	-53.7%	17.3	2.3%	67.4	88.3	-23.6%
Management Fee	14.9	14.8	0.7%	17.2	-13.2%	63.0	58.2	8.3%
Performance Fee	2.8	23.5	-88.0%	0.2	NA	4.5	30.2	-85.2%
Operating Expenses	-1.4	-1.2	-16.8%	-1.5	7.0%	-6.0	-4.9	-22.1%
Gross Margin	16.3	37.1	-56.0%	15.8	3.1%	61.5	83.4	-26.3%

SulAmérica Investimentos, the Company's asset management arm, ended 2020 with a total of R\$45.9 billion in assets under management. The segment's revenues totaled R\$17.7 million in the quarter and R\$67.4 million in the year, with both periods presenting a reduction in comparison to the previous year, which is explained by lower performance fees, considering a decline in the funds' performance in relation to 2019, since 2020 was impacted by the effects of the COVID-19 pandemic on capital markets. On the other hand, management fees presented growth of 8.3% in the year, following the gradual movement towards more sophisticated products in a lower interest rate environment.



*The total reported third-party assets under management include investment funds and portfolios that are managed or administered by SulAmérica DTVM S.A.

The allocation of third-party assets ended the year was concentrated in fixed income (+49.1%) and multi-strategy funds (+43.5%), with equity funds also gaining share and reaching 7.3% of total allocation. It is important to emphasize that, since 3Q20, proprietary assets do not include resources related to the divested auto and P&C segments, which became third-party assets, in the amount of R\$2.4 billion.

5. Administrative Expenses

The table below considers only continuing operations, excluding the auto and P&C segments for all periods.

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Personnel Expenses	-214.7	-185.4	-15.8%	-161.9	-32.6%	-705.0	-664.5	-6.1%
Third-Party Services	-130.1	-93.7	-38.9%	-108.9	-19.5%	-443.2	-283.3	-56.4%
Buildings and Maintenance	-46.6	-35.1	-32.7%	-40.3	-15.7%	-161.0	-123.5	-30.3%
Other Administrative Expenses	-82.5	-56.4	-46.2%	-23.3	-254.5%	-157.6	-139.1	-13.3%
Profit Sharing	-31.3	-34.0	8.2%	-13.3	-135.2%	-71.0	-94.6	25.0%
Tax Expenses	-23.9	0.5	NA	-9.4	-154.3%	-55.6	-50.3	-10.6%
Total	-529.0	-404.2	-30.9%	-357.0	-48.2%	-1,593.3	-1,355.3	-17.6%
G&A Expenses Ratio (% operating revenues)	10.1%	8.2%	-190 BPS	7.1%	-300 BPS	8.0%	7.2%	-80 BPS
G&A Expenses Ratio ex-extraordinary items	9.1%	8.5%	-60 BPS	6.6%	-250 BPS	7.4%	7.3%	-10 BPS

In 4Q20, the administrative expenses ratio (measured by the ratio of total administrative expenses to total operating revenues) reached 10.1%, an increase of 190 BPS in relation to 4Q19, impacted by a few specific items in the comparison between the periods:

- (i) positive reversal of non-operating PIS of approximately R\$37 million in the tax expenses line which benefited 4Q19, but did not repeat in 4Q20;
- (ii) expenses related to a transition service agreement (TSA) provided to Allianz Group regarding temporary support to the auto and P&C operations, in the amount of R\$21 million, mostly allocated in the third-party services line, which has a positive counterpart on the other operating revenues line, both expected to occur until June/2022;
- (iii) advertising expenses related to the new brand positioning campaign launch, with an impact of R\$14 million in the other administrative expenses line; and
- (iv) R\$14 million in expenses with contingent liabilities related to the reassessment of labor claims from previous years in the personnel line.

Excluding these effects, the administrative expenses ratio would have been 9.1% in the quarter and 7.4% in 2020. For the full year, expenses associated with the sale of the auto and P&C segment recorded during the period are also excluded, in the total amount of R\$45 million, as already previously disclosed.

It is worth mentioning that the G&A expenses line also includes investments associated with the Company's main expansion strategies, which this year presented an acceleration of investments in technology and innovation in line with the Coordinated Care strategy, to provide quality service to all beneficiaries in a challenging period due to the COVID-19 pandemic. In 2020, the projects for the development of the Company totaled around R\$188 million in expenses, growth of 54% over the approximately R\$122 million recorded in 2019.

6. Investment Income

The tables below consider only continuing operations, excluding the auto and P&C segments for all periods.

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Investment Income ex-Private Pension	50.1	100.3	-50.0%	17.9	179.9%	143.0	435.8	-67.2%
Return on Investment Portfolio	87.2	136.0	-35.9%	40.1	117.6%	236.2	577.7	-59.1%
Debt Service Cost	-19.9	-29.9	33.4%	-21.1	5.4%	-87.6	-127.8	31.5%
Other Investment Income	-17.2	-5.8	-196.4%	-1.1	NA	-5.6	-14.0	60.4%
Investment Income from Private Pension	-17.1	7.7	NA	-3.4	-408.8%	-19.5	25.9	NA
Return on Investment Portfolio of Private Pension	322.4	218.7	47.4%	190.8	69.0%	487.8	700.4	-30.3%
Change in Liabilities of Private Pension	-339.5	-211.1	-60.8%	-194.2	-74.9%	-507.3	-674.5	24.8%
Total Investment Income	33.0	108.0	-69.4%	14.5	126.9%	123.6	461.7	-73.2%

Balance

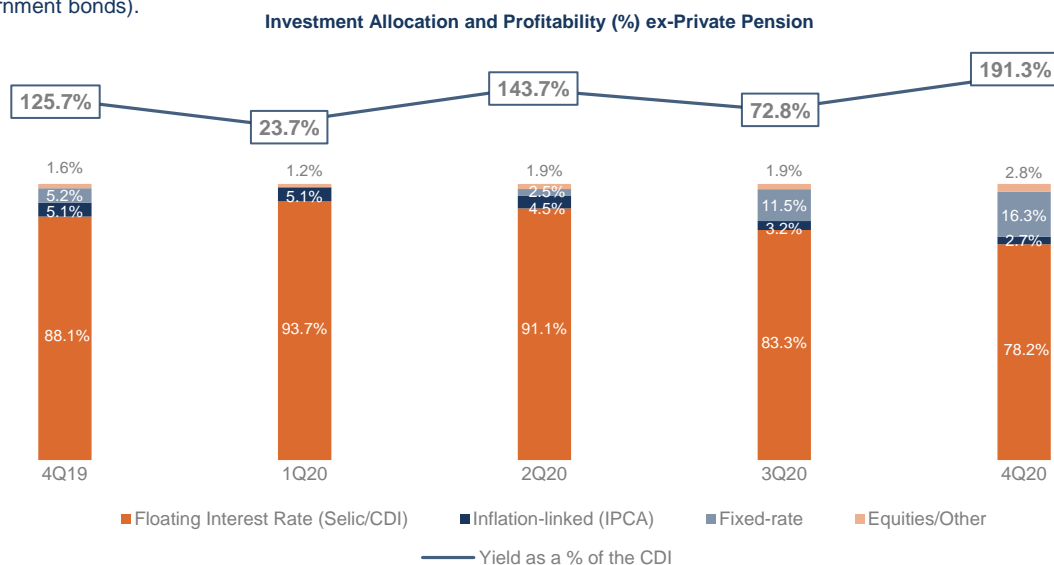
(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ
Balance Excluding Private Pension	8,591.8	8,617.3	-0.3%	10,049.4	-14.5%
Private Pension Operations Balance	9,427.6	8,045.6	17.2%	8,617.0	9.4%
Total Balance	18,019.4	16,662.9	8.1%	18,666.4	-3.5%

Total investment income reached R\$33.0 million in the quarter and R\$123.6 million in 2020, presenting reductions of 69.4% and 73.2%, respectively, in relation to the same periods in 2019, mainly following a lower return on the investment portfolio. The worse performance of this line, as already observed during the year, is mostly explained by a lower average Selic rate over the last 12 months. This decrease, on the other hand, has a positive effect on the debt service cost line, which improved by 33.4% in the quarter and 31.5% in the year, given that the Company's debt service is largely indexed to the CDI.

6. Investment Income (cont.)

The performance of the proprietary portfolio – insurance float (ex-private pension) – was of 191.3% of the CDI rate in 4Q20, compared to 72.8% in 3Q20 and 125.7% in 4Q19, reflecting the greater allocation and profitability of variable income assets and the partial recovery of floating interest rate funds in December, after one-off mark-to-market of Brazilian government bonds (LFTs) observed in 3Q20.

The Company holds 78.2% of its proprietary assets (ex-pension plan) allocated in assets indexed to Selic/CDI, 16.3% in fixed-rate securities, 2.7% in inflation-linked assets (IPCA) and 2.8% in equities and other assets. Approximately 88.9% of investments (ex-PGBL and VGBL) are allocated in fixed income bonds AAA-rated or sovereign risk securities (Brazilian government bonds).



7. Return on Equity

The table below presents the calculation of the return on average equity (ROAE) in the last 12 months, considering, in addition to the accounting ROAE usually disclosed, also the recurring ROAE (continuing operations) adjusted for the effect of discontinued operations in 3Q20, which essentially represent the net gain with the sale of the auto and P&C operations, recognized in that quarter.

(R\$ million)	4Q20	4Q19	Δ
Average Shareholders' Equity (last 12 months)	7,625.7	6,717.6	13.5%
Net Income (last 12 months)	2,347.8	1,182.6	98.5%
Return on Average Equity (ROAE)	30.8%	17.6%	1320 BPS
Adjusted Net Income (last 12 months)	906.8	1,182.6	-23.3%
Recurring ROAE*	11.9%	17.6%	-570 BPS

*Excluding the result from discontinued operations in 3Q20.

Additionally, considering the new composition of SulAmérica's results, the Company begins to display the return on regulatory capital for the health and dental segment, which accounted for approximately 92% of total revenues in 2020, calculated considering the managerial net income and the regulatory capital (solvency margin) for the companies of the segment, according to ANS requirements, as presented below:

(R\$ million)	4Q20	4Q19	Δ
Regulatory Capital (Solvency Margin)	4,118.5	3,961.1	4.0%
Net Income - Health and Dental (last 12 months)	933.9	987.0	-5.4%
Return on regulatory capital	22.7%	24.9%	-220 BPS

8. Summary Income Statement

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Operating Revenue	5,253.6	4,927.9	6.6%	5,059.2	3.8%	20,032.6	18,840.3	6.3%
Insurance	4,891.7	4,594.4	6.5%	4,739.5	3.2%	18,870.3	17,812.5	5.9%
Private Pension	284.4	248.9	14.3%	245.8	15.7%	889.4	794.2	12.0%
Saving Bonds	0.1	18.9	-99.5%	0.1	-22.1%	14.8	64.8	-77.1%
ASO	19.2	15.9	20.9%	18.5	3.8%	73.1	61.7	18.6%
Asset Management	17.7	38.3	-53.7%	17.3	2.2%	67.4	88.3	-23.7%
Other	40.5	11.6	249.9%	38.0	6.5%	117.5	18.8	524.7%
Changes in Premium Technical Reserves	-263.2	-162.1	-62.3%	-229.1	-14.8%	-816.8	-664.7	-22.9%
Insurance	-17.1	64.0	NA	-21.8	21.6%	-65.8	4.0	NA
Private Pension	-246.1	-226.1	-8.8%	-207.3	-18.7%	-751.0	-668.7	-12.3%
Operating Expenses	-4,466.1	-3,933.8	-13.5%	-4,075.6	-9.6%	-16,604.6	-15,966.0	-4.0%
Insurance	-4,425.8	-3,889.5	-13.8%	-4,027.1	-9.9%	-16,447.1	-15,786.4	-4.2%
Claims	-3,916.2	-3,447.4	-13.6%	-3,587.5	-9.2%	-14,529.2	-14,024.1	-3.6%
Acquisition Costs	-359.2	-328.8	-9.3%	-330.4	-8.7%	-1,361.6	-1,253.3	-8.6%
Other	-150.4	-113.4	-32.7%	-109.2	-37.7%	-556.3	-509.1	-9.3%
Private pension	-36.5	-27.8	-31.3%	-42.9	14.9%	-130.9	-121.1	-8.0%
Benefits and Redemptions Expenses	-23.0	-19.5	-17.6%	-26.9	14.6%	-79.0	-81.9	3.5%
Acquisition Costs	-9.4	-8.8	-6.5%	-9.1	-3.6%	-35.7	-35.6	-0.4%
Other	-4.1	0.6	NA	-6.9	40.3%	-16.1	-3.7	-339.4%
Saving Bonds	1.5	-9.0	NA	-0.7	NA	-3.7	-33.2	88.8%
ASO	-3.9	-6.3	37.1%	-3.4	-15.0%	-17.0	-20.4	16.6%
Asset Management	-1.4	-1.2	-16.7%	-1.5	7.0%	-6.0	-4.9	-22.1%
Operating Gross Margin	524.3	832.0	-37.0%	754.5	-30.5%	2,611.1	2,209.5	18.2%
General and Administrative Expenses	-529.0	-404.2	-30.9%	-357.0	-48.2%	-1,593.3	-1,355.3	-17.6%
Net Investment Income	33.0	108.0	-69.4%	14.5	127.1%	123.6	461.7	-73.2%
Equity Interest Income	-2.1	0.0	NA	-3.1	33.0%	-9.0	2.0	NA
Other Equity Income / Expenses	2.1	0.2	944.1%	-28.2	NA	-30.3	1.3	NA
Income before tax and social contribution	28.4	536.0	-94.7%	380.7	-92.5%	1,102.1	1,319.3	-16.5%
Income Tax and Social Contribution	14.2	-108.3	NA	94.7	NA	-304.9	-284.6	-7.1%
Net Income from Continuing Operations	42.6	427.8	-90.0%	286.0	-85.1%	797.2	1,034.7	-23.0%
Net Income from Discontinued Operations	0.0	25.1	NA	1,440.8	NA	1,550.2	146.9	955.3%
Attributable to Non-Controlling Shareholders	0.1	0.1	-39.8%	0.2	-76.1%	0.4	1.0	-61.8%
Net Income After Non-Controlling Interests	42.7	452.9	-90.6%	1,727.1	-97.5%	2,347.8	1,182.6	98.5%

9. EBITDA Conciliation

(R\$ million)	4Q20	4Q19	Δ	3Q20	Δ	2020	2019	Δ
Net Income - Continuing Operations	42.6	427.8	-90.0%	286.0	-85.1%	797.2	1,034.7	-23.0%
Income Tax and Social Contribution	-14.2	108.3	NA	94.7	NA	304.9	284.6	7.1%
Net Investment Income	-33.0	-108.0	69.4%	-14.5	-127.1%	-123.6	-461.7	73.2%
Depreciation and Amortization	31.7	21.1	50.6%	26.9	18.2%	107.5	76.5	40.6%
EBITDA - Continuing Operations	27.1	449.1	-94.0%	393.0	-93.1%	1,086.0	934.0	16.3%
Equity Interest Income	2.1	0.0	NA	3.1	-33.0%	9.0	-2.0	NA
Other Equity Income / Expenses	-2.1	-0.2	-944.1%	28.2	NA	30.3	-1.3	NA
Extraordinary items in Administrative Expenses	48.3	-13.2	NA	22.7	112.8%	116.1	-13.2	NA
Adjusted EBITDA - Continuing Operations	75.4	435.7	-82.7%	447.0	-83.1%	1,241.5	917.5	35.3%

10. Summary Income Statement – pro forma (including discontinued operations)

(R\$ million)	2020	2019	Δ
Operating Revenue	21,538.1	22,325.5	-3.5%
Insurance	20,362.9	21,259.6	-4.2%
Private Pension	889.4	794.2	12.0%
Saving Bonds	14.8	64.8	-77.1%
ASO	73.1	61.7	18.6%
Asset Management	67.4	88.3	-23.6%
Other	130.4	56.8	129.4%
Changes in Premium Technical Reserves	-643.9	-599.8	-7.3%
Insurance	107.1	68.9	55.6%
Private Pension	-751.0	-668.7	-12.3%
Operating Expenses	-17,928.1	-18,938.0	5.3%
Insurance	-17,770.5	-18,758.4	5.3%
Claims	-15,453.6	-16,162.3	4.4%
Acquisition Costs	-1,736.9	-2,026.2	14.3%
Other	-580.0	-569.9	-1.8%
Private pension	-130.8	-121.1	-8.0%
Benefits and Redemptions Expenses	-79.0	-81.9	3.5%
Acquisition Costs	-35.7	-35.6	-0.4%
Other	-16.1	-3.7	-339.3%
Saving Bonds	-3.7	-33.2	88.8%
ASO	-17.0	-20.4	16.4%
Asset Management	-6.0	-4.9	-22.1%
Operating Gross Margin	2,966.1	2,787.6	6.4%
General and Administrative Expenses	-1,822.0	-1,857.6	1.9%
Net Investment Income	172.2	615.1	-72.0%
Equity Interest Income	-9.0	2.0	NA
Other Equity Income / (Expenses)	-26.5	8.9	NA
Income before tax and social contribution	1,280.9	1,556.0	-17.7%
Income Tax and Social Contribution	-374.2	-374.4	0.0%
Net Income	906.6	1,181.6	-23.3%
Result from the sale of assets available for sale	1,440.8	-	NA
Attributable to Non-Controlling Shareholders	0.4	1.0	-62.4%
Net Income After Non-Controlling Interests	2,347.8	1,182.6	98.5%

11. Summary Balance Sheet

ASSETS			
(R\$ million)	2020	2019	Δ
Current Assets	18,990.3	20,270.4	-6.3%
Cash, cash equivalents and marketable securities	16,793.0	16,970.1	-1.0%
Receivables	1,597.9	2,287.2	-30.1%
Taxes	178.2	154.8	15.1%
Reinsurance assets	46.4	26.8	73.3%
Salvages for sale	0.2	68.7	-99.8%
Deferred acquisition costs	339.6	712.7	-52.4%
Other	35.1	50.1	-29.9%
Non-current assets	8,878.8	8,142.1	9.0%
Marketable securities	1,315.3	1,351.0	-2.6%
Receivables	1,591.6	1,308.2	21.7%
Judicial deposits	2,795.3	2,854.4	-2.1%
Reinsurance assets	7.6	7.6	0.2%
Deferred acquisition costs	706.7	704.2	0.4%
Taxes	1,257.8	1,145.1	9.8%
Other	6.3	14.6	-57.3%
Leasing assets	164.1	163.4	0.5%
Investments, property and equipment, and intangible assets	1,034.1	593.7	74.2%
Total Assets	27,869.1	28,412.5	-1.9%

LIABILITIES			
(R\$ million)	2020	2019	Δ
Current Liabilities	8,411.6	10,376.4	-18.9%
Accounts payable	1,117.1	2,254.2	-50.4%
Loans and financing	579.1	178.0	225.3%
Insurance and reinsurance liabilities	343.1	395.6	-13.3%
Technical reserves - Insurance	6,215.4	7,439.5	-16.5%
Judicial provisions	131.5	80.7	63.0%
Other	25.2	28.4	-11.1%
Non-current Liabilities	11,353.8	10,888.3	4.3%
Accounts payable	232.5	235.4	-1.2%
Loans and financing	1,010.5	1,572.3	-35.7%
Technical reserves - Insurance	7,766.2	6,790.4	14.4%
Judicial provisions	2,344.2	2,284.5	2.6%
Other	0.3	5.7	-93.9%
Shareholders' Equity	8,103.8	7,147.7	13.4%
Total Liabilities and Shareholders' Equity	27,869.1	28,412.5	-1.9%

12. Analyst Coverage

Firm	Analyst	Phone
Bank of America	Giovanna Rosa	+55 (11) 2188-4588
Brasil Plural	Eduardo Nishio	+55 (11) 3206-8240
BTG Pactual	Samuel Alves	+55 (11) 3383-2450
Citi	Jörg Friedemann	+55 (11) 4009-7228
Credit Suisse	Mauricio Cepeda	+55 (11) 3701-6307
Eleven Financial	Mariana Ferraz	+55 (11) 4302-3340
JP Morgan	Guilherme Grespan	+55 (11) 4950-3058
Safra	Ricardo Boiati	+55 (11) 3175-8987
Santander	Henrique Navarro	+55 (11) 3012-5756
UBS	Vinicius Ribeiro	+55 (11) 3513-6562
XP Investimentos	Marcel Campos	+55 (11) 3526-1472

13. Glossary

Operating revenues: this account is comprised of (i) sum of net insurance retained premiums; (ii) contributions, management fees and other private pension revenues; (iii) collection revenues net of changes in technical provisions and other deductions; (iv) management fees and other revenues from Health Administrative Services Only (ASO) plans; (v) management and performance fees from the asset management operation; (vi) other revenues not directly linked to the operation. All operating revenues are presented net of direct taxes (ISS, PIS and Cofins).

Operating expenses: this account is comprised of (i) insurance expenses (claims, acquisition costs and other insurance expenses); (ii) private pension expenses (benefits and redemptions, acquisition costs and other operating expenses); (iii) savings bonds expenses (acquisition costs and other expenses); (iv) general expenses related to ASO plans, excluding payable events already deducted from revenues; (v) general expenses related to the asset management operation; (vi) other expenses not directly linked to the operations.

Operating gross margin: this account is comprised of operating revenues net of operating expenses and changes in insurance and private pension technical provisions.

EBITDA: this account is comprised of the net income for the period plus income and social contribution taxes, net investment income (financial revenues net of financial expenses) and depreciation and amortization.

Adjusted EBITDA: this account is comprised by the EBITDA plus equity interest income, other equity income/expenses and, occasionally, other extraordinary items for the period.

Insurance Operational Ratios

Loss ratio: is the ratio between retained claims and earned premiums.

Acquisition cost ratio: the ratio between insurance acquisition costs and earned premiums.

Combined ratio: equals the sum of the loss ratio, acquisition cost ratio, other insurance operating revenues and expenses ratio, insurance tax expenses ratio and insurance gross margin ratio, which are calculated over earned premiums, and the division of general and administrative expenses by retained premiums.

Operating ratio: equals the difference between the combined ratio and the investment income ratio, which is calculated over retained premiums.

Other data can be found in the fundamentals spreadsheet, available at the Investor Relations website (www.sulamerica.com.br/ir).

Other Consolidated Ratios

Operating gross margin: the ratio between operating gross margin and total operating revenues.

General and administrative expenses ratio: the ratio between general and administrative expenses and total operating revenues.

Net margin: the ratio between net income and total operating revenues.

Return on average equity (ROAE): considers net income in the last twelve months and average shareholders' equity in the period.

Some percentages and other figures included in this performance report have been rounded to ease the presentation and therefore may present small differences in the tables and notes of quarterly information. Additionally, for the same reason, the totals in certain tables may not reflect the arithmetic sum of the previous values. Consolidated net income and ROAE figures consider results for the Company net of non-controlling interest.