




SulAmérica

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ANOS

Quarterly Results – 3rd quarter 2021

- Total revenues of R\$5.2 billion (+3.7%) in the quarter and R\$15.6 billion (+5.8%) year-to-date
- Health and dental revenues of R\$4.9 billion (+5.2%) in 3Q21 and R\$14.4 billion (+6.0%) in 9M21
- Health and dental group plans grew 8.5% (+341 thousand lives)
- Consolidated loss ratio of 84.6% in 3Q21 and 83.7% in 9M21, still reflecting COVID-19 impacts
- Investment income of R\$110.9 million in 3Q21 (+662.4%) and R\$161.4 million in 9M21 (+78.2%)
- Net income of R\$280.3 million in the quarter and R\$363.9 million year-to-date

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Conference Call

November 11, 2021 (Thursday)

Portuguese (with simultaneous translation to English)

9am (Brasília) | 7am (US/EST)

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MESSAGE FROM THE CEO

Despite a still challenging scenario in the third quarter due to the relevant impacts of the second wave of the pandemic coupled with the recovery of elective procedures, we announce the results of the period with optimism, as today we can already observe clear signs that we are close to the end of the pandemic. The acceleration of the vaccination process has been contributing to the reduction of COVID-19 hospitalizations in the Health segment and deaths in the Life portfolio. In this sense, we are optimistic that we are closer to the normalization of our operating performance, going back to our usual levels of return and profitability with more positive numbers and to the long sustainable growth track record, which is known and recognized by the market and our shareholders. At the same time, we should emphasize the positive legacy that we built in the last few months: we maintained a solid growth pace in the number of beneficiaries and clients, we accelerated initiatives in technology and innovation and have an increased focus on operating efficiency, which might bring good results in the future.

On the other hand, in a difficult period full of uncertainties, it is worth highlighting which was, still is and always will be SulAmérica's priority: the Integral Health of our customers in all aspects. In Health and Dental, our priority was to ensure access to high quality assistance, in a strong and close partnership with our referred network of medical providers, which prioritized quality and effective care. In the Life segment, we did not close our eyes to the critical situation that was taking place. Since the beginning of the pandemic, we decided to cover claims associated with COVID-19. Such impacts were significant in our results, which totaled more than R\$2.1 billion since March/20, being R\$1.2 billion in 2021 alone. But we measured no efforts, as our ultimate goal is to improve people's lives in all aspects of Health.

In this journey to offer Integral Health to even more Brazilians, we have been increasing our portfolio of products and our regional reach. To this end, we have been developing new and more affordable solutions in the Health segment, which is the case of *SulAmérica Direto*, our regional product that is becoming a great success and has already more than 40 thousand beneficiaries in 9 cities. Furthermore, we have been improving the *Paraná Clínicas* operation in the South region of the country. Recently, this health operator has concluded the acquisition of a portfolio of approximately 25 thousand beneficiaries in the city of Ponta Grossa, in the state of Paraná, and also has an approved organic expansion plan for 4 new locations, besides other expansion clusters mapped in strategic regions in the Southeast and South of Brazil. Finally, we have new acquisition targets in Health and Dental aiming to expand the successful regional model that balances profitability, quality and access.

To pursue our operating purpose, we have committed ourselves to promote a cultural transformation in the Company. We are very excited to have taken a significant step forward towards our goal: in August, we have officially launched our Inclusion & Diversity program with high engagement levels from our team. The sustainability of the SulAmérica of the future relies on the construction of a plural, inclusive and diverse environment, combined with an ongoing digital transformation process, which is essential to our development and to make us stand out in terms of quality and customer experience.

Certainly, the pandemic has not been an easy period, but it showed we are on the right path. The several challenges gave us opportunities to act even more as an Integral Health manager, accelerating Coordinated Care initiatives – this strategy has already 786 thousand active coordinated beneficiaries and approximately 4 thousand doctors and healthcare professionals participating – expanding assistance and touch points with our beneficiaries through technology and connected medicine. Additionally, we have expanded partnerships with providers, customers and brokers, working together to ensure quality and sustainability for the private healthcare market.

None of this would be possible without our team of more than 4 thousand people who are engaged in this journey. Thank you all for the commitment during these challenging times. More than ever, we are closer to our partners – insurance brokers, providers, suppliers, shareholders and other stakeholders – to seize the opportunities that will come with the end of this crisis and the recovery of the Brazilian economy.

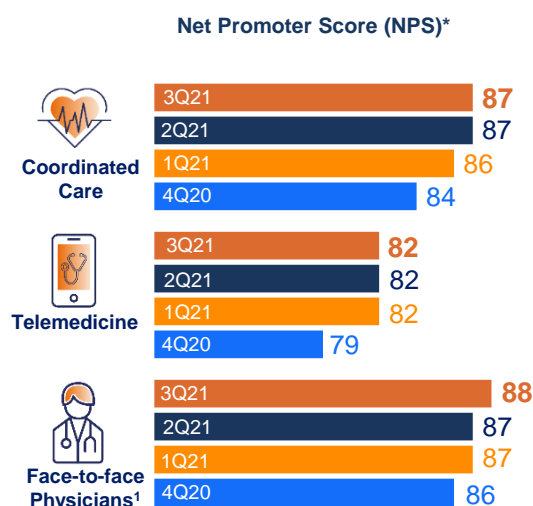
Ricardo Bottas
CEO

COORDINATED CARE, DIGITAL INITIATIVES IN HEALTH AND CONNECTED MEDICINE

Based on our **Coordinated Care** strategy, we have been directing efforts to **expand care** and the **relationship** with our beneficiaries by having a **closer monitoring of their healthcare journey**, in a process that began a few years ago, long before the pandemic. An important part of this process, in addition to an **enhanced partnership** with physicians and healthcare providers, is the **development of digital initiatives** and **connected medicine**, which were accelerated and proved to be essential during the COVID-19 pandemic.

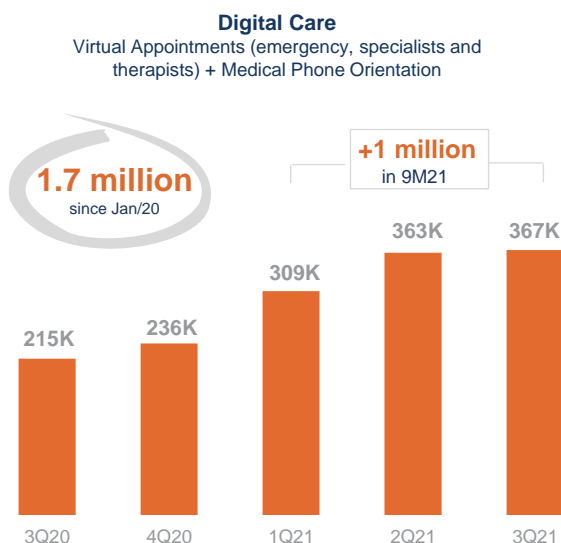
Through our **Health app** and “**Saúde na Tela**” (Health on Screen), we offer virtual appointments with **on-duty physicians** and **specialists** (+50 specialties), as well as therapists, psychologists, nutritionists and other healthcare professionals, besides other important features such as screening for COVID-19, online drug prescriptions, digital reimbursements, full history of utilization, co-payment preview, among others. Going further, in order to deliver **Integral Health** to all our beneficiaries, we were pioneers in offering **telemedicine** services to **Life** and **Pension** clients, an even more relevant feature during pandemic times.

After an exponential growth in the use of **digital tools** since the beginning of the pandemic, reaching **record high** figures of virtual appointments (telemedicine), these numbers **remain at high levels**, indicating that virtual care turn out to be **recurring** and **well-accepted**, becoming part of daily life as beneficiaries embrace a virtual first approach to healthcare access. We reached more than **1 million virtual appointments** in 2021 alone, summing up to **1.7 million** since the beginning of 2020. This continuous growth has been associated with **high resolution rates** (~90% of interactions do not need subsequent face-to-face care) and with **excellent NPS** (net promoter score) figures, further evidence of the quality and effectiveness of digital care.



¹ Coordinated Care physicians.

* NPS considers year-to-date figures in the respective periods.



We have advanced further in this **digital journey**, both by **expanding the monitoring** of coordinated beneficiaries with the use of **advanced analytics**, **optimized search** of the **referred provider network** centered on **performance criteria** and by having tailor-made search results based on the **beneficiaries' behavior**, presenting providers according to their profile.

The partnership with **healthcare providers** has also been **essential** for the **evolution** of these initiatives, in addition to increasingly strengthening the relationship between healthcare sector's partners, enabling innovation, sustainability and access. **Lab IN**, a home service diagnostics project, which allows the **integration of patient's medical data through exam reports**, is already present in **13 cities** in the state of São Paulo and should soon reach new cities and states.

Recently, we also expanded the COVID-19 Fast Track initiative, which evolved to “**PS Fácil**” (Easy ER) now allowing the referral of beneficiaries in need of emergency care in any situation, not limited to COVID-19 as in the original pilot. This feature is already present in **17 cities** in different regions of the country, in partnership with more than **150 providers**.

IMPACTS OF THE COVID-19 PANDEMIC

Throughout the third quarter of 2021, we observed a **consistent reduction** in the number of cases and hospitalizations of COVID-19, confirming a positive evolution in the pandemic in the country, following the important progress of vaccination in recent months.

We continued to cover the medical costs of COVID-19 procedures for **Health** beneficiaries, which amounted to approximately **R\$212 million** this quarter, still a significant volume, but representing a reduction of more than 50% in costs and in the average number of hospitalized beneficiaries compared to 2Q21. Since March/20, the costs associated with the new coronavirus totaled approximately **R\$1.9 billion** in the segment, distributed in doctor visits, exams and hospitalizations. Additionally, the impacts related to COVID-19 were also significant in the **Life** insurance portfolio, totaling around **R\$56 million** in the quarter and **R\$177 million** since the beginning of the pandemic.

Regarding the dynamics of hospitalized beneficiaries in the **Health** segment, there were 2,286 beneficiaries from SulAmérica hospitalized with confirmation of the new coronavirus in 3Q21, with 974 of them requiring Intensive Care Unit (ICU) care. Since the beginning of the pandemic and until 11/10/2021, 27,435 beneficiaries were hospitalized, with 12,837 of them needing ICU care. Of this total, 25,486 beneficiaries have already recovered and been discharged and, unfortunately, we have registered, 1,943 deaths.

27,435

COVID-19 hospitalizations
(accumulated)

12,837

COVID-19 ICU hosp.
(accumulated)

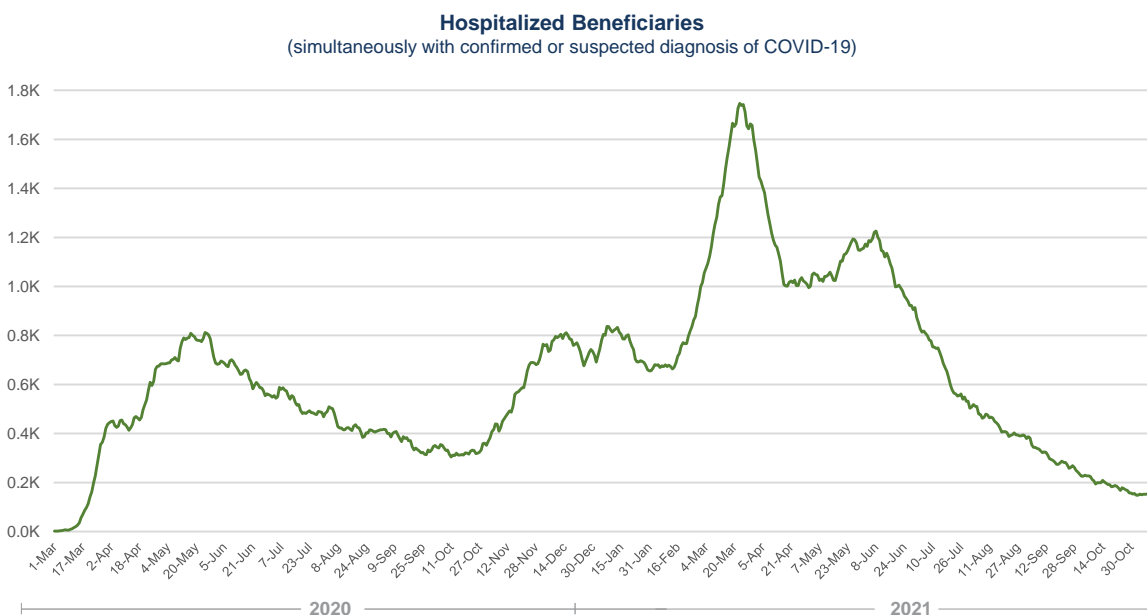
14,598

COVID-19 common bed hosp.
(accumulated)

25,486

COVID-19
recovered beneficiaries

The chart below shows the curve of beneficiaries simultaneously hospitalized since the beginning of the pandemic, presenting a more positive scenario in recent months, with a steady drop in the number of hospitalizations since the end of the second quarter of 2021. The expectation is that this curve shall continue to show a downward trend, with greater control of the pandemic in the coming months, denoting more positive scenarios for the next cycles.

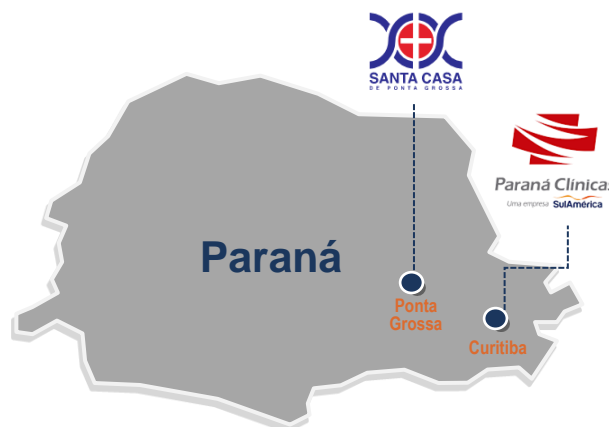


In the **Life** insurance segment, there were approximately 780 deaths related to the new coronavirus in 3Q21, for a total of approximately 3.8 thousand cases since the beginning of the pandemic in March/20. Despite the relevant impact in the third quarter of 2021, as we have seen the evolution of vaccination and the significant downward trend in deaths in the main regions of the country, we expect a more positive scenario for this portfolio in the coming quarters.

EXPANDING THE ADDRESSABLE MARKET: MID-TICKET STRATEGY

In October/21, we took another step in our **mid-ticket expansion** plan with the conclusion, after all the necessary approvals, of the acquisition of **Santa Casa de Ponta Grossa** portfolio, adding more than 25 thousand lives to *Paraná Clínicas* operation from 4Q21 onwards. With this movement, our operator in Paraná now has about 120 thousand beneficiaries in the state. Also, we have the organic expansion of this operation in strategic locations already planned, with details to be announced soon.

Additionally, we continue to move forward with **SulAmérica Direto**, our line of more affordable regional products in partnership with recognized, high-quality medical providers, which reached around **42 thousand beneficiaries** by the end of September/21 in 9 regions and has new launches scheduled for the last months of the year.



With the acquisition of *Santa Casa de Ponta Grossa* and the organic growth presented by *Paraná Clínicas* coupled with *SulAmérica Direto*'s performance, we reached more than **160 thousand lives** in the mid-ticket segment and continue to seek organic and inorganic growth opportunities in strategic regions in this segment.

TECHNOLOGY AND INNOVATION

Continuous investments in **technology** and the development of an **organizational culture** focused on **innovation** are key factors to our **growth strategy**. We evolved in our goal of delivering **efficiency** and better **client experience** in more **innovative** and **digital** ways, proven not only by **excellent NPS scores** in several initiatives, but also through market recognitions. For the **second year in a row**, we were elected **the most innovative company in Insurance and Healthcare Plans** in Brazil by **Valor Inovação**, one of the most relevant innovation awards in the country with 226 participating firms this year.



This achievement was only possible due to our continuous efforts toward our **digital transformation**, driven by the intense work of more than **40 squads¹**, which continue to deliver new tools and solutions. A prominent example is the **home delivery** of **chemotherapy drugs** and **immunobiologicals**, which grew significantly compared to 2Q21. This initiative is another innovative example of **technology** at the service of **Coordinated Care** and **Integral Health**, promoting **agility**, **convenience** and **healthcare access**.



Continuous evolution of digital initiatives



Top-rated Health App

Grade: **4.7** / 5
vs. 4.6 in 2Q21



App accesses
+11.6 million in 3Q21
+40% vs 3Q20



Chemotherapy and Immunobiologicals

+12k
deliveries in 3Q21
vs. 6.5K in 2Q21



Digital Customer Support

85%
of the total

QUALITY AND CLIENT EXPERIENCE

Delivering a **better experience** to our costumers and higher **satisfaction levels** remain as one of our priorities. We continue with **excellent scores** in **Reclame Aqui** in the **Health** and **Dental** segment, showing our **commitment** to the **continuous improvement** of quality and services offered. We also kept excellent scores in the **Life** and **Pension** segments, remaining in first place in the ranking considering the last 6 months.

Health and Dental



Life and Pension



ESG: ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Emotional Health

One of the aspects that we recognize as crucial for improving life quality is **emotional health** and the pandemic placed this relevant issue even more on the spotlight. Brazil is the country with the highest anxiety rate in the world¹ according to a study by the World Health Organization (WHO), with groups in situations of social vulnerability being especially affected.



Thus, when we talk about seeking the Integral Health of our beneficiaries, this is a fundamental theme that we have been addressing in our Coordinated Care strategy, having even a dedicated initiative: the **Única Mente** program, focused on emotional health, which offers professional support to prevent, diagnose and treat diseases such as anxiety, depression, panic syndrome and burnout. This initiative is aligned with **Sustainable Development Goal 3 - Health and Well-Being**, which includes in its goals the prevention, treatment and promotion of mental health.

In this sense, we went further and aligned our next funding operation, our 9th debentures issuance, to an **ESG goal**, making it SulAmérica's **first sustainability-linked bond (SLB)**. In this first debt issuance with a metric linked to a sustainability indicator, we are establishing a target which is linked to **our purpose: increasing the number of people with access to emotional health to 30,000 up to December 31, 2024 and 150,000 up to December 31, 2026**. More details about the issuance can be found in the material fact of the offer available [here](#).

Contributing to society in the fight against COVID-19

The challenges of the pandemic brought up the need to reinforce our role as an **Integral Health manager**, not only **providing care** and **ensuring assistance** to our **beneficiaries**, but also seeking a **positive impact on society**, especially in a period of crisis.

Since the beginning of the pandemic in 2020 and throughout this year, we have been committed to several actions to promote a positive impact for our different stakeholders. We helped our healthcare **network of providers** in adverse periods last year through **anticipated payments**; we kept our **entire workforce** working from **home** offering a special **financial aid**; we made donations that helped the construction of **new hospital beds** for the **public healthcare system (SUS - Sistema Único de Saúde)**, the purchase of **materials and equipments (PPEs)** and the installation of **oxygen production plants**; we offered **emotional support** with free **psychological care** to people affected by the pandemic; and we contributed to the **distribution of food** to the **most vulnerable** population, among other initiatives. Altogether, we contributed with approximately **R\$16 million in donations** to help in the fight against COVID-19.

¹A study by the World Health Organization ("WHO") indicates that Brazil is the country with the highest rate of anxiety in the world, reaching about 20 million people, which corresponds to 9.3% of the population.

ESG: ENVIRONMENTAL, SOCIAL AND GOVERNANCE (cont.)

Actions against global climate change

Climate emergency is one of the major risks to the stability of the financial system and efforts towards a fair transition to a **low carbon economy** require the participation of the whole society, as proposed in **Sustainable Development Goal 13 – Action against global climate change**.

Aware of our role as investors and confident in the opportunities that the financial sector has in terms of directing resources aiming at an economic recovery supported by best sustainability practices, **SulAmérica Investimentos**, our asset manager, signed, together with Brazilian investors who have R\$873 billion in assets under management (AuM), the Investor Statement in support of resilient and low carbon transition policies, disclosed on November 3, 2021 and coordinated by “**Iniciativa Investidores Pelo Clima**”, an initiative in which we take part.



More information on ESG metrics can be found at our [2020 Annual Report](#), which includes the [ESG Indicators Index](#). Additionally, we have more information at the [Indicators and Ratings](#) section of the IR website and in the [Fundamentals Spreadsheet](#).

ANUÁRIO ÉPOCA 360º 2021: BEST COMPANY IN THE INSURANCE SECTOR

In a survey conducted by *Época Negócios* in partnership with *Fundação Dom Cabral*, we were one of the highlights of *Anuário Época 360º 2021*, being elected as the **best company in the insurance segment** this year. The award evaluates several factors: Financial Performance, Sustainability, Corporate Governance, People, Innovation and Vision of Future.

This year, we saw relevant **evolutions** in the scores of practically all categories, with special mention to **Sustainability**, reaching the **first place** for the sector. Also, we placed among the **top 3 insurance companies** in **Innovation** and **Corporate Governance**.



1. Main Highlights

Financial Highlights (R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Revenues	4,992.3	4,739.5	5.3%	4,923.1	1.4%	14,815.2	13,978.6	6.0%
Health & Dental	4,852.1	4,613.1	5.2%	4,787.5	1.3%	14,437.0	13,614.8	6.0%
Life & Personal Accident	140.2	126.4	10.9%	135.5	3.4%	378.2	364.3	3.8%
Other Insurance Revenues	0.0	0.0	NA	0.0	NA	0.0	-0.5	NA
Other Operating Revenues	252.9	319.7	-20.9%	281.4	-10.1%	826.9	800.5	3.3%
Private Pension	175.9	245.8	-28.4%	177.8	-1.1%	569.0	605.0	-5.9%
Administrative Services Only	20.2	18.5	9.1%	21.5	-6.2%	60.2	53.9	11.6%
Asset Management	14.2	17.3	-18.0%	27.3	-48.1%	55.5	49.7	11.5%
Other Revenues ¹	42.6	38.1	11.8%	54.7	-22.1%	142.2	91.8	54.9%
Total Operating Revenues	5,245.2	5,059.2	3.7%	5,204.4	0.8%	15,642.1	14,779.1	5.8%
Gross Operating Margin	357.2	754.5	-52.7%	281.1	27.1%	1,122.8	2,086.8	-46.2%
EBITDA	-17.5	393.0	NA	15.1	NA	129.9	1,058.9	-87.7%
Adjusted EBITDA²	5.1	447.0	-98.9%	-32.5	NA	118.6	1,166.1	-89.8%
Investment Income	110.9	14.5	662.4%	34.5	221.1%	161.4	90.5	78.2%
Net Income from Continuing Operations	280.3	286.0	-2.0%	29.6	847.3%	363.9	754.6	-51.8%
Net Income from Discontinued Operations	0.0	1,440.8	NA	0.0	NA	0.0	1,550.2	NA
Net Income after non-Controlling Interest	280.3	1,727.1	-83.8%	29.3	855.4%	363.6	2,305.2	-84.2%
ROAE (% last 12 months)	4.8%	35.4%	-3060 BPS	23.9%	-1910 BPS			
Adjusted ROAE ³ (% last 12 months)	4.9%	17.3%	-1240 BPS	5.3%	-40 BPS			
Insurance Information - Earned Premiums (R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Health & Dental	4,884.0	4,661.4	4.8%	4,804.6	1.7%	14,520.2	13,744.0	5.6%
Life & Personal Accident	136.2	112.6	21.0%	134.2	1.5%	390.0	351.2	11.0%
Insurance Information - Retained Claims (R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Health & Dental	-4,104.9	-3,502.9	-17.2%	-4,115.4	0.3%	-12,115.9	-10,405.0	-16.4%
Life & Personal Accident	-139.9	-81.8	-71.1%	-122.3	-14.5%	-359.5	-207.7	-73.1%
Insurance Operational Ratios (%)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Loss Ratio	84.6%	75.1%	-940 BPS	85.8%	130 BPS	83.7%	75.3%	-840 BPS
Health & Dental	84.0%	75.1%	-890 BPS	85.7%	160 BPS	83.4%	75.7%	-770 BPS
Life & Personal Accident	102.1%	72.4%	-2970 BPS	90.6%	-1150 BPS	91.7%	58.7%	-3300 BPS
Acquisition Cost	6.9%	6.9%	0 BPS	7.1%	20 BPS	7.2%	7.1%	-10 BPS
Health & Dental	6.2%	6.4%	20 BPS	6.5%	30 BPS	6.5%	6.5%	0 BPS
Life & Personal Accident	32.1%	29.5%	-260 BPS	30.4%	-170 BPS	31.8%	30.3%	-160 BPS
Combined	102.4%	92.8%	-960 BPS	101.9%	-50 BPS	101.3%	93.8%	-750 BPS
Operating	100.2%	92.5%	-770 BPS	101.2%	100 BPS	100.2%	93.1%	-710 BPS
Consolidated Ratios (% of total operating revenues)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Gross Margin	6.8%	14.9%	-810 BPS	5.4%	140 BPS	7.2%	14.1%	-690 BPS
General & Administrative Expenses	7.8%	7.1%	-70 BPS	5.8%	-190 BPS	7.0%	7.2%	20 BPS
Net Margin from Continuing Operations	5.3%	5.7%	-30 BPS	0.6%	480 BPS	2.3%	5.1%	-280 BPS
Net Margin	5.3%	34.1%	-2880 BPS	0.6%	480 BPS	2.3%	14.2%	-1180 BPS
Operating Highlights	3Q21	3Q20	Δ	2Q21	Δ			
Health & Dental Insured Members (thousand)	4,454	4,125	8.0%	4,340	2.6%			
Health Insured Members	2,504	2,382	5.1%	2,459	1.8%			
Dental Insured Members	1,951	1,743	11.9%	1,881	3.7%			
Insured Lives (thousand)	3,887	3,597	8.1%	3,843	1.2%			
Assets under Management (R\$ billion)	42.1	46.1	-8.6%	44.8	-6.0%			
Private Pension Reserves (R\$ billion)	9.3	8.6	7.4%	9.6	-3.6%			

Among the main highlights in the third quarter of 2021 (3Q21) and year-to-date (9M21), it is worth noting:

- increase of 3.7% in total operating revenues in 3Q21 and 5.8% in 9M21, driven by the health, dental, and life segments;
- health and dental beneficiaries reached 4.5 million, reflecting the expansion of 8.5% in group plans;
- growth of 341 thousand beneficiaries in group portfolios over 3Q20, being 133 thousand in health and 208 thousand in dental;
- increase of 290 thousand insured members in the Life segment, with recovery in revenue growth after challenging impacts from the pandemic continuing in yet another quarter (+10.9%);
- consolidated loss ratio of 84.6% in the quarter, still reflecting the effects from COVID-19, combined with the return to normal frequency levels of elective health procedures;
- gross margin of R\$357.2 million, 27.1% higher than in 2Q21, showing the start of recovery in terms of profitability, mainly following the lower impact of the pandemic on the health segment in 3Q21, which presented reduction of more than 50% in costs related to COVID-19 when compared to 2Q21;
- investment income of R\$110.9 million in the quarter, growth of 662.4% and 221.1% compared to 3Q20 and 2Q21, respectively, mainly reflecting the increases in the basic interest rate (Selic), benefiting the performance of floating rate assets;
- adjusted administrative expense ratio of 7.4% in 3Q21 and 7.1% year-to-date, reflecting the focus on expenses control and operational efficiency gains;

¹Includes saving bonds and other revenues. ²Adjusted EBITDA does not consider extraordinary items in the administrative expenses, as detailed in sections 5 and 11 of this earnings release. ³Adjusted ROAE considers only continuing operations since 3Q20.

1. Main Highlights (cont.)

- i. positive income tax and social contribution (IR/CS) line in 3Q21, explained by the recognition of tax credits in the amount of R\$234.8 million, related to the non-incidence of IR/CS on the monetary adjustment by Selic in cases of undue payments, after a decision of the Federal Supreme Court (STF) in September/21. The decision also had a positive impact of R\$25.2 million in the investment income line; and
- j. net income of R\$280.3 million in 3Q21 and R\$363.9 million in 9M21, mainly following the aforementioned item (i).

2. Health & Dental

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Revenues	4,887.7	4,648.0	5.2%	4,840.0	1.0%	14,565.5	13,721.9	6.1%
Insurance	4,852.1	4,613.1	5.2%	4,787.5	1.3%	14,437.0	13,614.8	6.0%
Group	4,316.4	4,062.0	6.3%	4,221.4	2.3%	12,760.5	11,939.2	6.9%
Corporate/Affinity	2,674.5	2,586.4	3.4%	2,601.1	2.8%	7,898.1	7,558.0	4.5%
SME	1,537.8	1,384.4	11.1%	1,517.2	1.4%	4,555.9	4,104.7	11.0%
Dental	104.2	91.2	14.2%	103.0	1.1%	306.5	276.5	10.9%
Individual Health	535.7	551.1	-2.8%	566.1	-5.4%	1,676.6	1,675.6	0.1%
Administrative Services Only	20.2	18.5	9.1%	21.5	-6.2%	60.2	53.9	11.6%
Other Operating Revenues	15.4	16.4	-6.3%	31.0	-50.3%	68.3	53.2	28.4%
Changes in Technical Reserves	-6.2	-6.2	1.2%	-17.8	65.3%	-35.4	-28.0	-26.4%
Insurance	-6.2	-6.2	1.2%	-17.8	65.3%	-35.4	-28.0	-26.4%
Operating Expenses	-4,512.3	-3,900.5	-15.7%	-4,543.1	0.7%	-13,409.4	-11,688.2	-14.7%
Insurance	-4,508.7	-3,897.1	-15.7%	-4,540.0	0.7%	-13,399.3	-11,675.1	-14.8%
Administrative Services Only	-3.6	-3.4	-4.4%	-3.1	-14.6%	-10.1	-13.0	22.8%
Gross Margin	369.2	741.3	-50.2%	279.1	32.3%	1,120.7	2,005.7	-44.1%
Insurance	337.2	709.8	-52.5%	229.8	46.7%	1,002.3	1,911.6	-47.6%
Administrative Services Only	16.6	15.1	10.2%	18.4	-9.7%	50.1	40.9	22.5%
Other	15.4	16.4	-6.3%	31.0	-50.3%	68.3	53.2	28.4%
Loss Ratio	84.0%	75.1%	-890 BPS	85.7%	160 BPS	83.4%	75.7%	-770 BPS
Acquisition Cost	6.2%	6.4%	20 BPS	6.5%	30 BPS	6.5%	6.5%	0 BPS

Operating revenues for the health and dental segment grew 5.2% in 3Q21 and 6.1% year-to-date vs. the same periods in 2020, driven by the performance of all group portfolios, mainly in dental (+14.2% vs. 3Q20 and +10.9% vs. 9M20) and small and medium-sized enterprises - SME (+11.1% vs. 3Q20 and +11.0% vs. 9M20), in addition to the growth presented in the corporate/affinity portfolio (+3.4% vs. 3Q20 and 4.5% vs. 9M20).

The positive performance of the group portfolios more than offset the effects of the negative price readjustment of individual health plans established by the National Supplementary Health Agency (ANS), which began to impact revenues as of this quarter and amounted to a revenue reduction of R\$25 million until September/21. It is worth mentioning that this negative readjustment is applied only to individual plans, with price increase negotiations of group plans continuing in their regular course of business.

In relation to the price readjustments suspended in 2020, voluntarily by the Company or by determination of ANS, collection continues throughout 2021, with no relevant changes in delinquency levels. The amounts pending collection totaled around R\$104 million at the end of 3Q21, and do not impact the analysis of operating revenues in 2021, since the amounts had already been booked last year.

The growth in membership and the performance in revenues from group portfolios throughout 2021, even with the challenging scenario related to the pandemic, proves SulAmérica's focus on its growth strategy, with efforts directed towards both organic and inorganic expansion.

In line with this performance, the Company continues to gain market share. According to the latest ANS statistics for sector revenues, the company ranks 2nd in the market with a market share of 10.8% in the last twelve months ending in June/21. Below are the most recent figures for health and dental beneficiaries reflecting the observed growth over the periods:

2. Health & Dental (cont.)

(Thousand beneficiaries)	3Q21	3Q20	Δ	2Q21	Δ
Group Health	2,378	2,245	5.9%	2,330	2.0%
Corporate/Affinity Health	1,354	1,273	6.3%	1,325	2.2%
SME Health	563	513	9.8%	550	2.4%
Administrative Services Only	461	459	0.5%	456	1.2%
Dental	1,951	1,743	11.9%	1,881	3.7%
Dental	1,923	1,715	12.1%	1,851	3.9%
Administrative Services Only	28	28	-0.9%	30	-6.8%
Group Total	4,328	3,988	8.5%	4,211	2.8%
Individual Health	126	137	-8.3%	129	-2.1%
Total	4,454	4,125	8.0%	4,340	2.6%

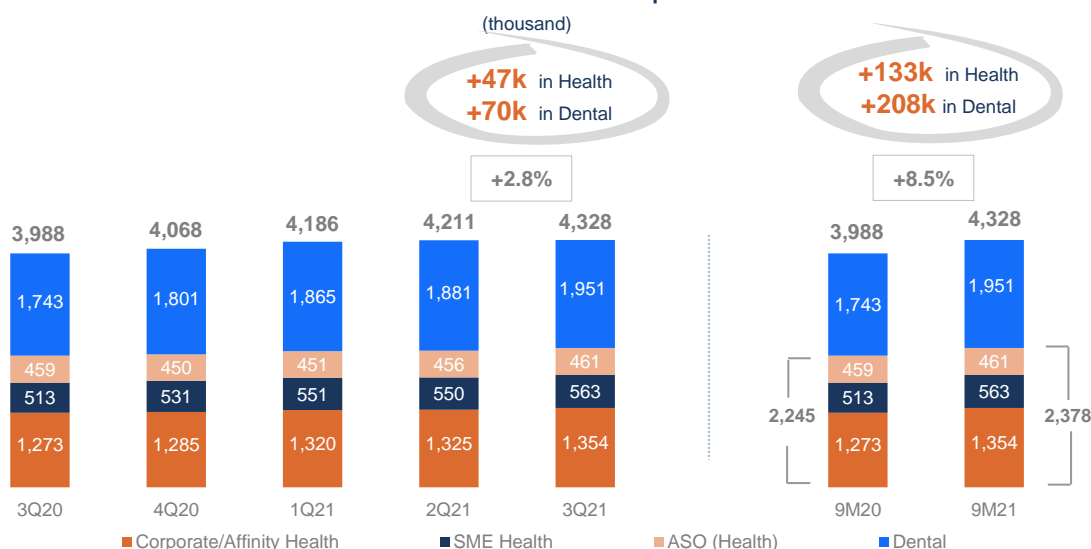
The portfolio of health and dental group plans reached 4.3 million beneficiaries, growth of 8.5% or 341 thousand lives in relation to the same period of the previous year, a purely organic expansion since both periods already consider the acquisition of *Paraná Clínicas*, concluded in September/20. In comparison with 2Q21, the increase was of 2.8% or 117 thousand lives. It is worth pointing out that the portfolio acquired from *Santa Casa Ponta Grossa* was incorporated only in the beginning of October/21 and its 25 thousand lives will be considered from 4Q21 onwards.

Analyzing the health segment on a standalone basis, the highlight was the expansion of 6.3% in the corporate/affinity portfolio (+80 thousand lives) in comparison with 3Q20, sustaining a solid pace of growth, which can also be evidenced by net additions of 29 thousand lives (+2.2%) in relation to 2Q21. The SME portfolio also showed a significant growth in the period, with net adds of 50 thousand lives (+9.8%) in relation to 3Q20 and 13 thousand lives (+2.4%) vs. 2Q21, maintaining the positive dynamic observed in recent quarters.

The dental segment had an excellent performance in the period, reaching 1.9 million beneficiaries in 3Q21, with net adds of 208 thousand beneficiaries (+12.1%) in comparison with the same period of the previous year, reflecting positive sales and retention movement in the segment, in addition to the continued evolution of cross-selling with the health portfolio, thus maintaining the positive performance trend of recent cycles.

The positive evolution observed in the number of SulAmérica's beneficiaries over the years, in different scenarios and even in the most adverse environments, demonstrates its capacity to grow and take advantage of market opportunities, which brings confidence that the Company should continue with a consistent performance in the coming cycles, boosted by the strength of its brand and the quality of its products and services, which are offered in partnership with an excellent network of providers. Added to this is the expansion of its product portfolio – including more affordable options such as *SulAmérica Direto* – and of regions served, the essential partnership with brokers, and a solid strategy for attracting and retaining customers to continue on a path of growth and market share gains.

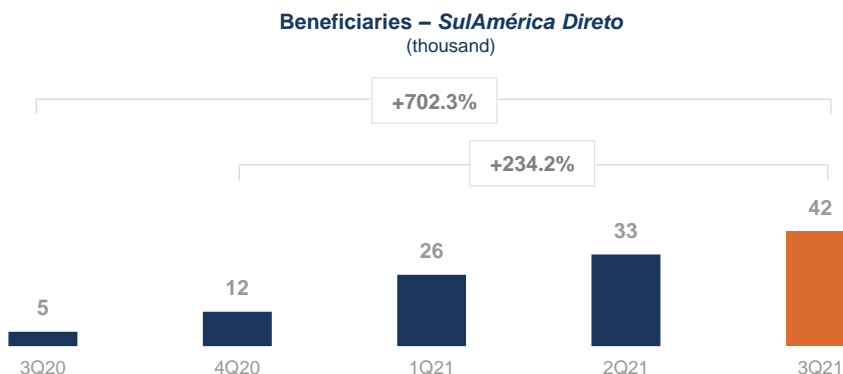
Portfolio of Beneficiaries in Group Plans¹



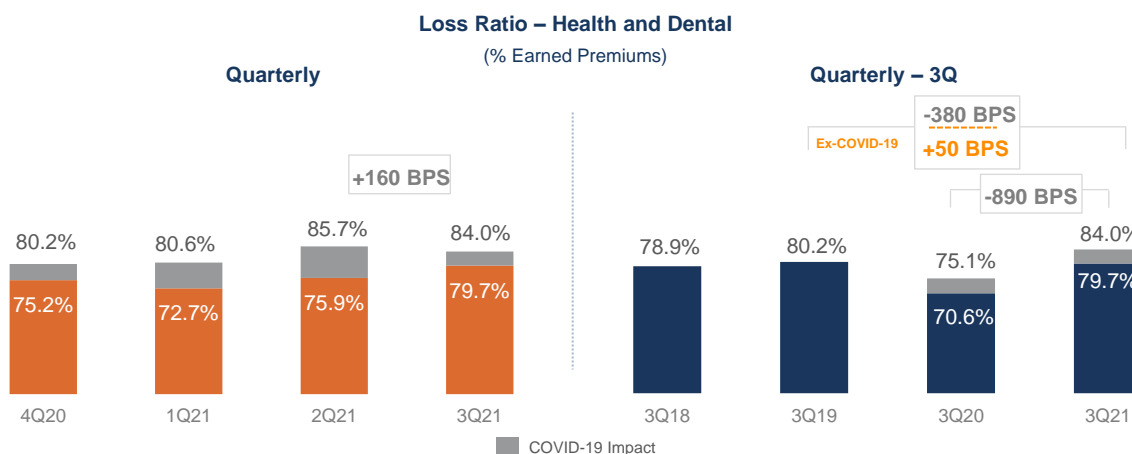
¹ Does not include the portfolio of *Santa Casa de Ponta Grossa*, whose acquisition was concluded in October/21.

2. Health & Dental (cont.)

The growth in beneficiaries seen in the quarter has also been driven by the expansion in the product portfolio, especially with the consolidation of *SulAmérica Direto*, which has been showing its growth potential in the different strategic regions where it has already been launched. In partnership with important providers in each location, *Direto* is present in 9 regions and new launches are planned for the upcoming months. At the end of September/21, this portfolio reached around 42 thousand lives, maintaining an accelerated growth pace over the last 12 months.



The evolution of *Direto* reflects the commitment to expand in the so-called mid-ticket segment, one of the important fronts of the Company's growth strategy. In addition to organic growth in this niche, SulAmérica has directed more efforts to acquisition opportunities. In early October/21, we concluded the purchase of the *Santa Casa de Ponta Grossa* portfolio, adding more than 25 thousand lives to the *Paraná Clinicas* operation in the state of Paraná, to be incorporated from 4Q21 onwards, further strengthening the expansion plan designed for this operation and leveraging the growth potential in the South region of the country.



Medical loss ratio was 84.0%, 160 BPS better in relation to 2Q21, marking the beginning of a recovery for the indicator, mainly following the improvement in the COVID-19 pandemic, which should continue in the coming periods. This positive evolution in relation to the previous quarter was reflected in the segment's gross margin, which expanded around 32% when compared to 2Q21.

On the other hand, it is worth noting that 3Q21 results still consider relevant costs related to COVID-19, which amounted to about R\$212 million in the period. Combined with a normalization of the frequency of elective procedures, the indicator is running above its historical levels, 890 BPS worse in comparison with 3Q20, which, it is worth remembering, was benefited by social distancing measures imposed in that period.

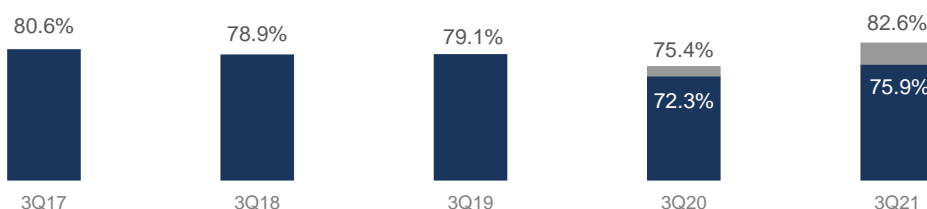
For better comparability, analyzing the indicator in 3Q19, without pandemic effects, and excluding the costs associated with COVID-19 in 3Q21, we observe the segment's loss ratio close to regular levels, as seen in the chart above.

2. Health & Dental (cont.)

It is worth mentioning that the number of cases and hospitalizations related to the new coronavirus has been dropping significantly since the end of 2Q21, with COVID-19 procedures costs reducing more than 50% in relation to 2Q21, a trend that, following the vaccination progress and improvement of the pandemic situation, should continue in the next quarters.

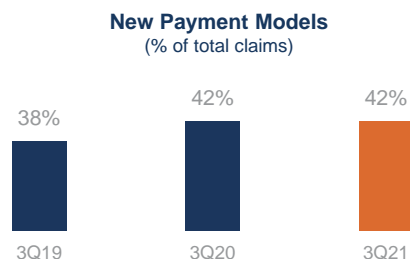
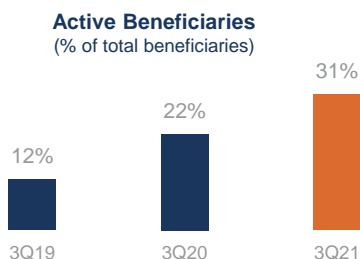
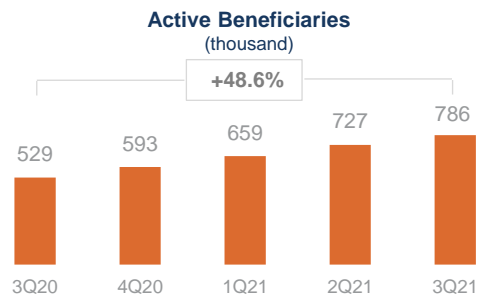
In the last 12 months ending September/21, analyzing a longer period as is always more appropriate to smooth out short-term variations, medical loss ratio was 82.6%, impacted mainly by the relevant costs associated with the pandemic. Excluding the impacts arising from COVID-19, the indicator would have been 75.9%, on the other hand, also reflecting effects from the change in frequencies of other claims during this period. With the progressive normalization of seasonality and frequencies in the portfolio, the reduction of costs related to COVID-19 and the resumption of elective procedures, the indicator in the trailing 12-month period should also gradually return to historical levels.

Loss Ratio – Health and Dental
Trailing 12 Months
(% Earned Premiums)



The positive path in terms of claims control, which is a characteristic of the Company's solid results in recent years, is also evident during the pandemic, even with the higher volume of costs due to an atypical scenario, demonstrating the commitment to the sustainability of the indicator, but guaranteeing adequate assistance and quality healthcare to the beneficiaries. The results achieved were only possible due to the continuous focus on the various initiatives of claims management and health management, disciplined underwriting, in addition to the expanded partnership with the network of providers, contributing, among others, to the evolution in new compensation models, which today represent 42% of the total claims. In this context, the Coordinated Care strategy, which has an essential role in the prevention, care and tracking of the beneficiaries' journey, has also been accelerated. At the end of September/21, there were 786 thousand active coordinated beneficiaries – 31% of the total health membership – and more than 4 thousand doctors and healthcare professionals included in the strategy.

Coordinated Care



2. Health & Dental (cont.)

Health Administrative Services Only (ASO)

In the quarter, revenues from ASO plans were approximately 9% higher compared to 3Q20, with the same trend observed in 9M21, which presented growth of 11.6% when compared to 9M20. The gross margin continued on the positive trend presented in the last quarter, with increases of 10.2% and 22.5% when compared to the same periods of last year. The number of beneficiaries in 3Q21 reached 489 thousand, a slight growth when compared with 2Q21 and 3Q20, with net adds of 3 thousand lives and 2 thousand lives, respectively.

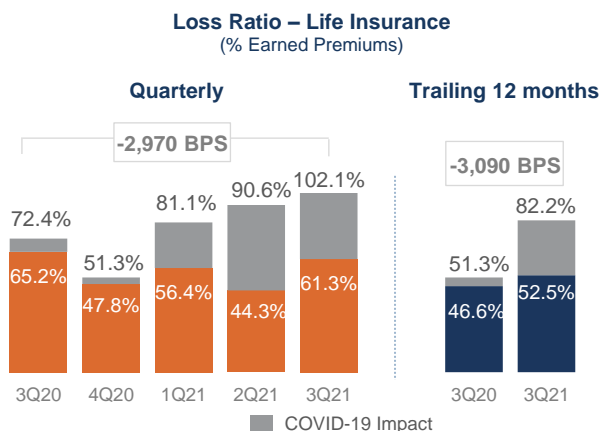
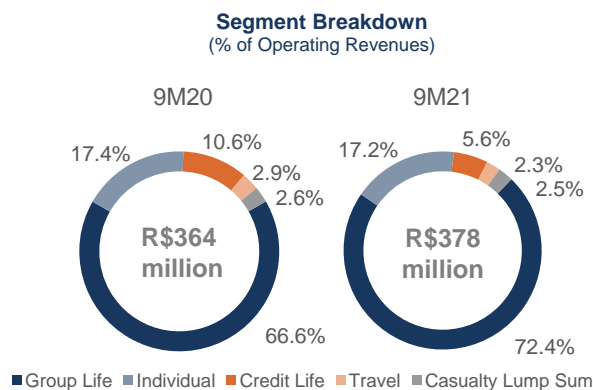
3. Life and Private Pension

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Revenues	316.1	372.6	-15.2%	313.4	0.9%	947.5	971.1	-2.4%
Insurance	140.2	126.4	10.9%	135.5	3.4%	378.2	364.3	3.8%
Private Pension	175.9	245.8	-28.4%	177.8	-1.1%	569.0	605.0	-5.9%
Other Operating Revenues	0.0	0.4	-90.8%	0.1	-63.4%	0.3	1.8	-84.4%
Changes in Technical Res	-140.8	-222.9	36.8%	-148.5	5.2%	-452.9	-525.7	13.8%
Insurance	-4.3	-15.6	72.3%	-2.2	-93.1%	9.1	-20.7	NA
Private Pension	-136.5	-207.3	34.2%	-146.2	6.7%	-462.0	-504.9	8.5%
Operating Expenses	-227.1	-159.1	-42.8%	-209.1	-8.6%	-609.8	-427.3	-42.7%
Insurance	-195.3	-120.6	-61.9%	-171.4	-14.0%	-512.8	-337.4	-52.0%
Private Pension	-31.9	-38.4	17.1%	-37.7	15.5%	-96.9	-89.9	-7.8%
Gross Margin	-51.8	-9.4	-451.9%	-44.1	-17.5%	-115.1	18.1	NA
Insurance	-59.4	-9.8	-505.3%	-38.1	-56.0%	-125.5	6.2	NA
Private Pension	7.6	0.0	NA	-6.1	NA	10.1	10.1	-0.3%
Other	0.0	0.4	-90.8%	0.1	-63.4%	0.3	1.8	-84.4%
Loss Ratio	102.1%	72.4%	-2970 BPS	90.6%	-1150 BPS	91.7%	58.7%	-3300 BPS
Acquisition Cost	32.1%	29.5%	-260 BPS	30.4%	-170 BPS	31.8%	30.3%	-160 BPS

Life Insurance

Life insurance operating revenues totaled R\$140.2 million in 3Q21, expansion of 10.9% over 3Q20, maintaining the recovery trend already seen in 2Q21. One of the highlights was the continued resumption of growth in travel insurance, which should continue to benefit from the gradual return of domestic and international travels, following the progress of vaccination and the reduction of travel restrictions.

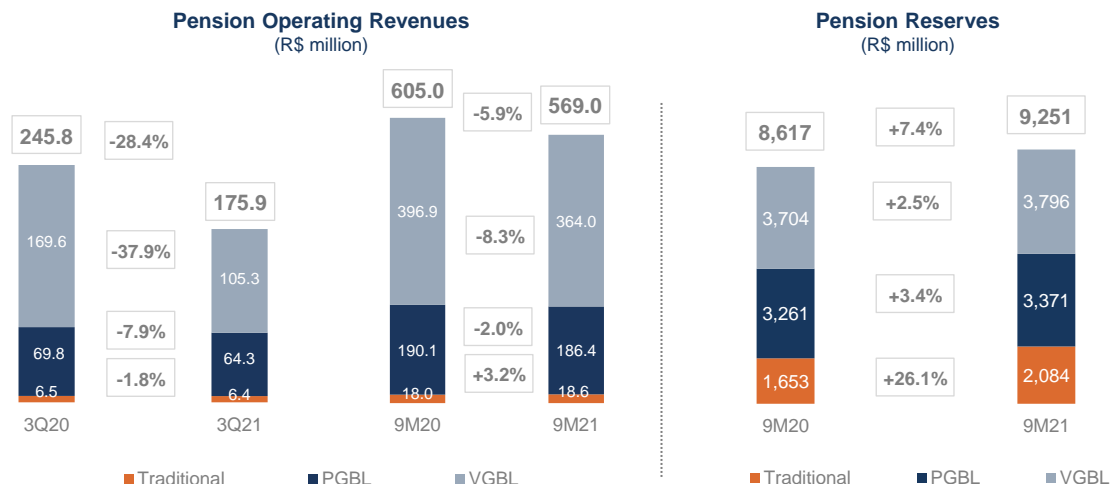
On the other hand, loss ratio in 3Q21 registered an increase of 2,970 BPS in relation to the same quarter of the previous year, justified, mainly, by the coverage of deaths related to the new coronavirus, which still remained at high levels and totaled R\$56 million in the period. Following the drop in the number of deaths observed in the last few months with the improvement in the pandemic situation, a reduction in such impacts is expected and, consequently, an improvement in the segment's profitability. In the 12-month period ended in September/21, the loss ratio was 82.2%. Excluding the costs related to COVID-19, which totaled about R\$152 million – which are subject to potential underreporting – in the last 12 months, the loss ratio would have been 52.5%.



3. Life and Private Pension (cont.)

Private Pension

At the end of September 2021, pension plan reserves totaled R\$9.3 billion, an increase of 7.4% when compared to the same period of the previous year, mainly reflecting the profitability of the pension funds balances in the period. The segment's operating revenues were R\$175.9 million in 3Q21 and R\$569.0 million in 9M21, decreases compared to the same periods of 2020, mainly following the lower contribution in the main products of the segment.

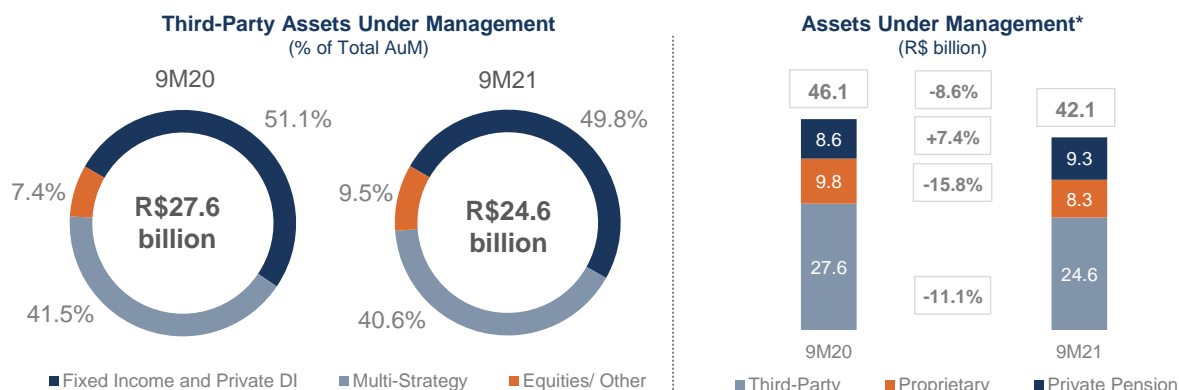


4. Asset Management

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Revenues	14.2	17.3	-18.0%	27.3	-48.1%	55.5	49.7	11.5%
Management Fee	15.1	17.2	-11.9%	13.7	10.6%	42.6	48.1	-11.5%
Performance Fee	-0.9	0.2	NA	13.7	NA	12.9	1.7	678.9%
Operating Expenses	-1.6	-1.5	-8.7%	-1.5	-9.9%	-4.4	-4.6	3.3%
Gross Margin	12.6	15.8	-20.5%	25.9	-51.3%	51.0	45.1	13.1%

SulAmérica Investimentos, the Company's asset manager, ended 3Q21 with R\$42.1 billion in assets under management, a reduction of 8.6% compared to the previous year, mainly due to the partial withdrawal of assets related to the auto and other P&C operations divested in July/20, which have been considered third-party assets since 3Q20. Year-to-date operating revenues totaled R\$55.5 million, growth of 11.5% when compared to 9M20, mainly driven by the increase in performance fees following the higher profitability of the variable income funds in 2Q21, more than offsetting the reduction in revenues from management fees, also observed in 3Q21.

The allocation of third-party assets is still concentrated in fixed income funds (49.8%) and multi-strategy funds (40.6%), but it is worth noting the increase in the allocation in equity funds, which reached 9.5% of the portfolio.



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

5. Administrative Expenses

The table below considers only continuing operations, excluding the auto and P&C segments in 3Q20 and 9M20.

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Personnel Expenses	-178.7	-161.9	-10.4%	-168.7	-6.0%	-545.4	-490.3	-11.2%
Third-Party Services	-101.6	-108.9	6.6%	-106.8	4.8%	-308.7	-313.1	1.4%
Buildings and Maintenance	-45.7	-40.3	-13.5%	-47.1	2.9%	-140.9	-114.4	-23.2%
Advertising and Marketing	-29.2	-13.6	-115.3%	-9.6	-203.9%	-44.5	-30.8	-44.5%
Other Administrative Expenses	-8.2	-9.7	15.0%	-17.8	53.7%	-35.1	-44.3	20.8%
Profit Sharing	-16.3	-13.3	-22.3%	-17.1	4.7%	-54.9	-39.7	-38.3%
Tax Expenses	-27.3	-9.4	-191.0%	62.6	NA	29.2	-31.7	NA
Total	-407.1	-357.0	-14.0%	-304.4	-33.8%	-1,100.3	-1,064.3	-3.4%
G&A Expenses Ratio (% operating revenues)	7.8%	7.1%	-70 BPS	5.8%	-190 BPS	7.0%	7.2%	20 BPS
G&A Expenses Ratio ex-extraordinary items	7.4%	6.6%	-80 BPS	6.7%	-70 BPS	7.1%	6.7%	-40 BPS

The administrative expenses (G&A) ratio – measured by the ratio of total administrative expenses to total operating revenues – reached 7.0% in 9M21, gain of 20 BPS when compared to the same period of the previous year, while in the third quarter, the G&A ratio was 7.8%, an increase of 70 BPS in comparison to 3Q20.

In 3Q21, the main drivers for the increase in the ratio were: (i) higher headcount compared to 3Q20 due to the internalization of certain operational processes, with positive counterpart in third-party services; and (ii) advertising campaigns related to the new brand positioning and launches in the mid-ticket segment, with an impact of R\$22 million, which should not repeat in the same magnitude. Also, it should be noted that in 3Q21 there were interest on shareholders' equity (IoC or JCP) payments in the Company's subsidiaries, resulting in an increase in expenses with indirect taxes (PIS/Cofins) in the period, affecting the comparison with 3Q20.

Expenses related with the transition service agreement (TSA) provided to Allianz Group regarding temporary support to the auto and P&C operations, which have a positive counterpart in other operating revenues and are considered extraordinary expenses, totaled approximately R\$19 million in 3Q21 and R\$23 million in 3Q20. It is worth mentioning that in 9M21, in addition to these TSA expenses, the following are also considered as extraordinary items: (i) the positive reversal of R\$65 million in provisions related to the collection of ANS fees in 2Q21; and (ii) one-off expenses associated with the sale of the auto and P&C segments, which totaled R\$45 million in 9M20.

Excluding the effect of these extraordinary items, G&A expenses ratio would have been of 7.4% in 3Q21 and 7.1% in 9M21, both controlled levels, a result of the continuous focus on operating efficiency gains even in the face of relevant investments in projects and strategic initiatives related to innovation, mid-ticket expansion and Coordinated Care, which are essential for the Company's growth and differentiation.

6. Investment Income

The tables below consider only continuing operations, excluding the auto and P&C segments in 3Q20 and 9M20.

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Investment Income ex-Private Pension	109.8	17.9	512.8%	71.3	53.9%	200.0	92.9	115.3%
Return on Investment Portfolio	127.8	40.1	218.8%	95.2	34.3%	279.0	148.9	87.3%
Debt Service Cost	-32.4	-21.1	-54.1%	-23.6	-37.7%	-72.0	-67.7	-6.4%
Other Investment Income	14.4	-1.1	NA	-0.3	NA	-7.0	11.7	NA
Investment Income from Private Pension	1.1	-3.4	NA	-36.8	NA	-38.6	-2.4	NA
Return on Investment Portfolio of Private Pension	-36.2	190.8	NA	273.7	NA	320.0	165.5	93.4%
Change in Liabilities of Private Pension	37.4	-194.2	NA	-310.5	NA	-358.6	-167.8	-113.7%
Total Investment Income	110.9	14.5	662.4%	34.5	221.1%	161.4	90.5	78.2%
Balance								
(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ			
Balance Excluding Private Pension	8,664.2	10,049.4	-13.8%	8,883.0	-2.5%			
Private Pension Operations Balance	9,250.8	8,617.0	7.4%	9,596.5	-3.6%			
Total Balance	17,915.0	18,666.4	-4.0%	18,479.5	-3.1%			

Net investment income was of R\$110.9 million in 3Q21, an increase of 662.4% compared to the same period in 2020, and 221.1% when compared to 2Q21, reflecting the improvement in the return on investment portfolio line, mainly driven by the performance of inflation-linked and floating rate assets, positively impacted by the recent increases in the basic interest rate (Selic), more than offsetting losses in equities.

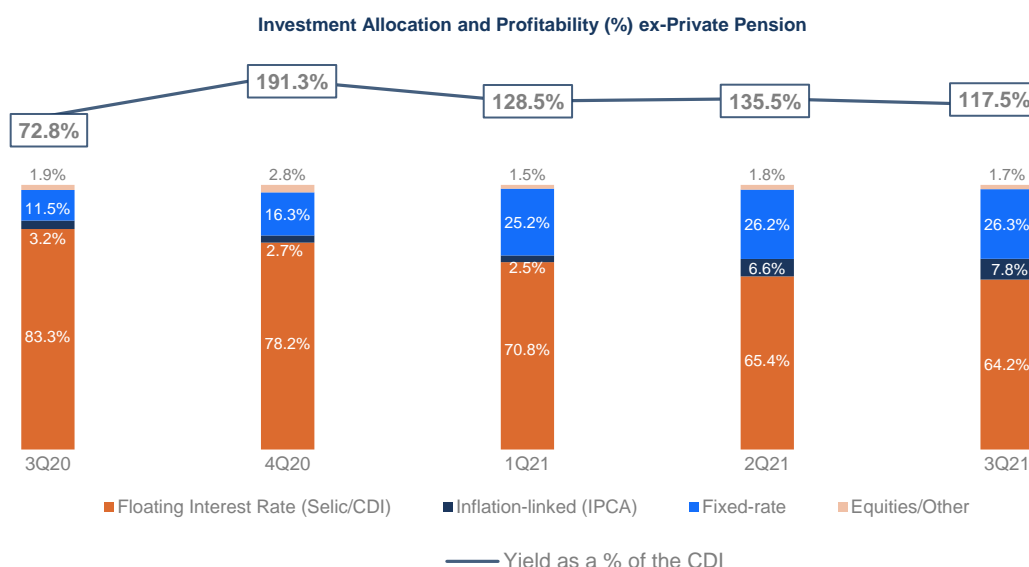
It is worth noting that the other investment income line was benefited in R\$25.2 million, due to the Federal Supreme Court (STF) decision regarding the non-incidence of income tax and social contribution on the monetary adjustment by Selic on taxes unduly paid. More details in section 7 of this earnings release.

6. Investment Income (cont.)

The return of proprietary assets yielded 117.5% of the CDI in 3Q21, following the good performance observed, compared to 72.8% in the same period of the previous year, which had been negatively impacted by one-off mark-to-market of Brazilian government bonds (LFTs) due to low demand for Selic-indexed assets in that period.

In 9M21, net investment income grew 78.2% when compared to the same period of the previous year, influenced mainly by the improve in returns on the investment portfolio. It is worth noting that this line should continue to benefit from the rise in the Selic rate, contributing positively to investment income results for the next periods.

The Company has 64.2% of its proprietary assets (ex-private pension) allocated in assets indexed to Selic/CDI, 26.3% in fixed-rated securities, 7.8% in inflation-linked assets (IPCA) and 1.7% in equities and other assets. Approximately 86.8% of investments (ex-PGBL and VGBL) are allocated in fixed income bonds AAA-rated or sovereign (Brazilian government bonds).



7. Other Items of the Result

Income Tax and Social Contribution

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Income Tax and Social Contribution	-11.5	-94.7	-87.9%	17.1	NA	-54.5	-319.1	-82.9%
Tax credits (IBRACON Letter nº 9/21)	234.8	-	NA	-	NA	234.8	-	NA
Income Tax and Social Contribution	223.3	-94.7	NA	17.1	NA	180.2	-319.1	NA

In 3Q21, the income tax and social contribution (IR/CS) line had a positive impact of R\$234.8 million, due to the recognition of tax credits related to the non-incidence of income taxes (IR/CS) on the monetary adjustment by Selic in cases of undue payments after a decision of the Federal Supreme Court (STF), under general repercussion. In this context, the economic benefit was recognized in 3Q21 results, according to the Company's best estimate, as the chances of a favorable outcome are probable, in line with the recommendation of external auditors and IBRACON Letter nº9/21. For more details, please see note 10, part of the quarterly financial statements (ITR).

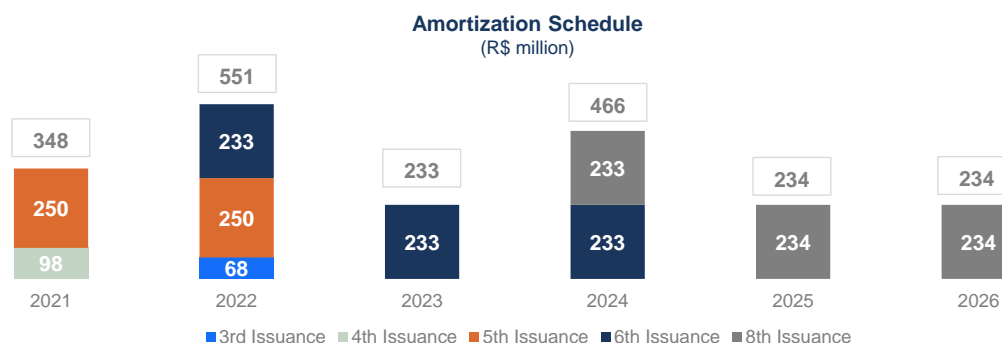
8. Debt

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ
Gross Debt	2,096.7	2,189.9	-4.3%	2,079.8	0.8%
Short-term Debt	681.3	833.1	-18.2%	664.6	2.5%
Long-term Debt	1,415.4	1,356.7	4.3%	1,415.2	0.0%
Gross Debt / Shareholders' Equity	25.4%	25.4%	0 BPS	25.9%	50 BPS

* Includes financial leasing operations

At the end of September/21, the Company's gross debt position was of R\$2.1 billion, a reduction of 4.3% in comparison to the same period of the previous year, with an indebtedness level, measured by the gross debt / shareholders' equity ratio, of 25.4%.

In 3Q21, the Company's gross debt balance was distributed as follows: 32% in short-term and 68% in long-term debt. The chart below shows the amortization schedule for the next periods.



On October 26, 2021, the Company's 9th debenture issuance was announced to the market, in the amount of R\$1.5 billion, still pending settlement, aimed at strengthening liquidity and maintaining capital structure levels in the coming years. It is worth noting that this will be SulAmérica's first sustainability-linked bond (SLB), which has an ESG target linked to emotional health, aligned with the Company's Integral Health purpose.

9. Return on Equity

The table below presents the adjusted return on average equity (ROAE) in the last 12-months, excluding in 3Q20: (i) the effect of discontinued operations, which basically represents the net gain with the sale of the auto and P&C operations and (ii) dividends and interest on shareholders' equity declared previously to the period.

Additionally, the Company has been displaying the return related to the Health and Dental business unit, which accounted for approximately 93% of total revenues in 3Q21, considering the managerial net income and the regulatory capital (solvency margin) for companies in the segment, according to ANS requirements, as shown in the table below, to better represent the intrinsic profitability of the Company's main operating segment, as well as to isolate excess capital effects. It is worth remembering that, as commented in the Health and Dental section of this document, there were relevant effects on the profitability of both periods due to the different dynamics of the pandemic in 2020 and 2021, which also impacted the Company's consolidated return.

Consolidated ROAE (R\$ million)	3Q21	3Q20	Δ
Average Shareholders' Equity (last 12 months)	8,271.7	7,621.8	8.5%
Adjusted Net Income (last 12 months)	406.5	1,317.1	-69.1%
Adjusted ROAE*	4.9%	17.3%	-1240 BPS

* Excluding the result from discontinued operations in 3Q20.

Health and Dental ROE (R\$ million)	3Q21	3Q20	Δ
Regulatory Capital (Solvency Margin)	4,129.5	4,080.3	1.2%
Net Income - Health and Dental (last 12 months)	600.0	1,247.0	-51.9%
Return on regulatory capital	14.5%	30.6%	-1600 BPS

10. Summary Income Statement

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Operating Revenue	5,245.2	5,059.2	3.7%	5,204.4	0.8%	15,642.1	14,779.1	5.8%
Insurance	4,992.3	4,739.5	5.3%	4,923.1	1.4%	14,815.2	13,978.6	6.0%
Private Pension	175.9	245.8	-28.4%	177.8	-1.1%	569.0	605.0	-5.9%
Saving Bonds	0.3	0.1	90.8%	0.2	21.4%	0.8	14.7	-94.2%
ASO	20.2	18.5	9.1%	21.5	-6.2%	60.2	53.9	11.6%
Asset Management	14.2	17.3	-18.0%	27.3	-48.1%	55.5	49.7	11.5%
Other	42.4	38.0	11.6%	54.5	-22.2%	141.4	77.1	83.5%
Changes in Premium Technical Reserves	-147.0	-229.1	35.9%	-166.2	11.6%	-488.3	-553.7	11.8%
Insurance	-10.5	-21.8	52.0%	-20.0	47.6%	-26.3	-48.7	46.1%
Private Pension	-136.5	-207.3	34.2%	-146.2	6.7%	-462.0	-504.9	8.5%
Operating Expenses	-4,741.0	-4,075.6	-16.3%	-4,757.1	0.3%	-14,031.0	-12,138.5	-15.6%
Insurance	-4,703.4	-4,027.1	-16.8%	-4,714.1	0.2%	-13,918.3	-12,021.3	-15.8%
Claims	-4,246.2	-3,587.5	-18.4%	-4,239.9	-0.1%	-12,479.2	-10,613.1	-17.6%
Acquisition Costs	-346.1	-330.4	-4.7%	-352.8	1.9%	-1,068.1	-1,002.4	-6.6%
Other	-111.1	-109.2	-1.7%	-121.4	8.4%	-371.0	-405.9	8.6%
Private pension	-31.9	-42.9	25.7%	-37.7	15.5%	-96.9	-94.4	-2.7%
Benefits and Redemptions Expenses	-17.9	-26.9	33.5%	-24.0	25.5%	-55.9	-56.0	0.3%
Acquisition Costs	-9.4	-9.1	-3.6%	-9.2	-2.5%	-27.6	-26.4	-4.9%
Other	-4.6	-6.9	33.4%	-4.5	-1.3%	-13.4	-12.0	-12.0%
Saving Bonds	-0.5	-0.7	26.7%	-0.7	23.5%	-1.4	-5.2	73.9%
ASO	-3.6	-3.4	-4.5%	-3.1	-14.2%	-10.1	-13.1	22.8%
Asset Management	-1.6	-1.5	-8.6%	-1.5	-9.8%	-4.4	-4.6	3.3%
Operating Gross Margin	357.2	754.5	-52.7%	281.1	27.1%	1,122.8	2,086.8	-46.2%
General and Administrative Expenses	-407.1	-357.0	-14.0%	-304.4	-33.8%	-1,100.3	-1,064.3	-3.4%
Net Investment Income	110.9	14.5	662.4%	34.5	221.1%	161.4	90.5	78.2%
Equity Interest Income	-2.6	-3.1	15.8%	-4.3	40.1%	-10.6	-6.9	-53.1%
Other Equity Income / Expenses	-1.3	-28.2	95.3%	5.6	NA	10.4	-32.4	NA
Income before tax and social contribution	57.0	380.7	-85.0%	12.5	355.9%	183.6	1,073.7	-82.9%
Income Tax and Social Contribution	223.3	-94.7	NA	17.1	NA	180.2	-319.1	NA
Net Income from Continuing Operations	280.3	286.0	-2.0%	29.6	847.3%	363.9	754.6	-51.8%
Net Income from Discontinued Operations	0.0	1,440.8	NA	0.0	NA	0.0	1,550.2	NA
Attributable to Non-Controlling Shareholders	0.1	0.2	-77.8%	-0.2	NA	-0.3	0.3	NA
Net Income After Non-Controlling Interests	280.3	1,727.1	-83.8%	29.3	855.4%	363.6	2,305.2	-84.2%

11. EBITDA Conciliation

(R\$ million)	3Q21	3Q20	Δ	2Q21	Δ	9M21	9M20	Δ
Net Income - Continuing Operations	280.3	286.0	-2.0%	29.6	847.3%	363.9	754.6	-51.8%
Income Tax and Social Contribution	-223.3	94.7	NA	-17.1	NA	-180.2	319.1	NA
Net Investment Income	-110.9	-14.5	-662.4%	-34.5	-221.1%	-161.4	-90.5	-78.2%
Depreciation and Amortization	36.4	26.9	35.4%	37.1	-2.0%	107.7	75.8	42.1%
EBITDA - Continuing Operations	-17.5	393.0	NA	15.1	NA	129.9	1,058.9	-87.7%
Equity Interest Income	2.6	3.1	-15.8%	4.3	-40.1%	10.6	6.9	53.1%
Other Equity Income / Expenses	1.3	28.2	-95.3%	-5.6	NA	-10.4	32.4	NA
Extraordinary items in Administrative Expenses	18.7	22.7	-17.6%	-46.3	NA	-11.5	67.8	NA
Adjusted EBITDA - Continuing Operations	5.1	447.0	-98.9%	-32.5	NA	118.6	1,166.1	-89.8%

12. Summary Balance Sheet

ASSETS			
(R\$ million)	9M21	2020	Δ
Current Assets	18,563.2	18,990.3	-2.2%
Cash, cash equivalents and marketable securities	16,463.3	16,793.0	-2.0%
Receivables	1,333.8	1,597.9	-16.5%
Taxes	285.1	178.2	60.0%
Reinsurance assets	67.3	46.4	44.9%
Deferred acquisition costs	374.7	339.6	10.3%
Other	39.0	35.3	10.6%
Non-current assets	9,148.1	8,878.8	3.0%
Marketable securities	1,506.2	1,315.3	14.5%
Receivables	1,627.6	1,591.6	2.3%
Judicial deposits	2,268.7	2,795.3	-18.8%
Reinsurance assets	8.9	7.6	17.0%
Deferred acquisition costs	804.2	706.7	13.8%
Taxes	1,710.4	1,257.8	36.0%
Other	8.0	6.3	27.5%
Leasing assets	142.9	164.1	-12.9%
Investments, property and equipment, and intangible assets	1,071.2	1,034.1	3.6%
Total Assets	27,711.3	27,869.1	-0.6%
LIABILITIES			
(R\$ million)	9M21	2020	Δ
Current Liabilities	8,468.3	8,411.6	0.7%
Accounts payable	1,027.6	1,117.1	-8.0%
Loans and financing	681.3	579.1	17.6%
Insurance and reinsurance liabilities	297.3	343.1	-13.4%
Technical reserves - Insurance	6,273.3	6,215.4	0.9%
Judicial provisions	168.4	131.5	28.0%
Other	20.4	25.2	-19.1%
Non-current Liabilities	10,983.4	11,353.8	-3.3%
Accounts payable	188.0	232.5	-19.2%
Loans and financing	1,415.4	1,010.5	40.1%
Technical reserves - Insurance	7,600.5	7,766.2	-2.1%
Judicial provisions	1,779.3	2,344.2	-24.1%
Other	0.3	0.3	-13.3%
Shareholders' Equity	8,259.6	8,103.8	1.9%
Total Liabilities and Shareholders' Equity	27,711.3	27,869.1	-0.6%

13. Analyst Coverage

Firm	Analyst	Sector of Coverage	Phone
Bank of America	Mario Pierry	Insurance/Financials	+1 (646) 743 0047
BTG Pactual	Samuel Alves	Healthcare	+55 (11) 3383-2450
Citi	Gabriel Gusan	Insurance/Financials	+55 (11) 4009-5206
Credit Suisse	Mauricio Cepeda	Healthcare	+55 (11) 3701-6307
Eleven Financial	Mariana Ferraz	Healthcare	+55 (11) 4302-3340
Genial	Eduardo Nishio	Healthcare	+55 (11) 3206-8240
Inter	Matheus Amaral	Insurance/Financials	+55 (11) 3014-1086
JP Morgan	Guilherme Grespan	Insurance/Financials	+55 (11) 4950-3058
Safra	Ricardo Boiati	Healthcare	+55 (11) 3175-8987
Santander	Henrique Navarro	Insurance/Financials	+55 (11) 3012-5756
UBS	Vinicius Ribeiro	Healthcare	+55 (11) 3513-6562
XP Investimentos	Vitor Pini	Insurance/Financials	-

14. 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.

Solvency Margin: consists of the minimum capital required by the National Supplementary Health Agency (ANS) to determine the solvency of health insurers and operators, in relation to their respective adjusted minimum equity.

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.