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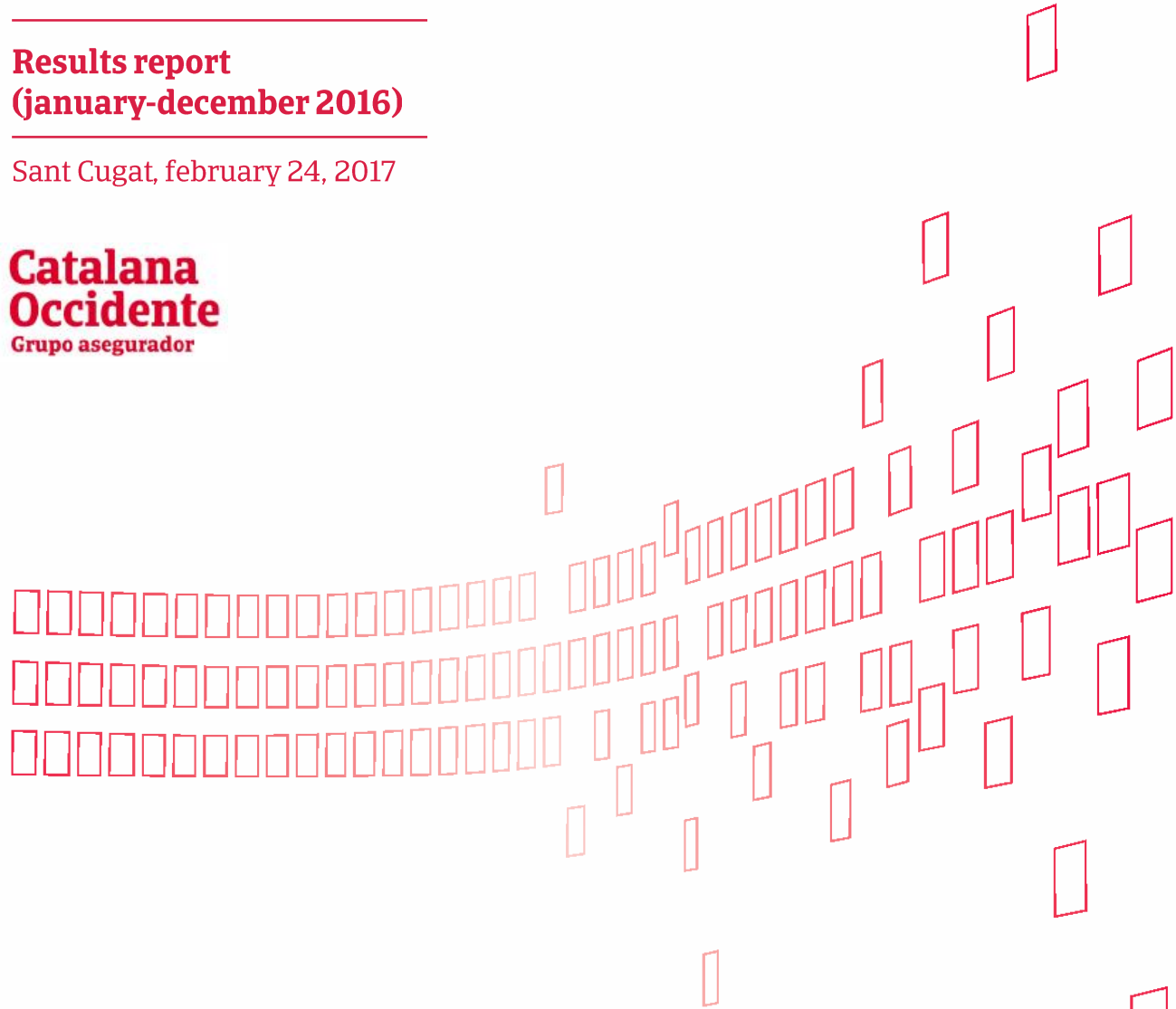
# 2016

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## Results report (january-december 2016)

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Sant Cugat, february 24, 2017



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## Index

- 01** Keys of the period
- 02** Financial results 12M2016
- 03** Financial strength
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Presentation based on the data of the annual report published on 02/23/2017

# 01

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## Keys of the period

## Favorable performance in the key figures

Financial and sectorial figures

- **Economic recovery and interest rates at historic lows**
- **Growing insurance sector**

**+10.3%**  
Attributable result

- Consistency of the income statement
  - Turnover grows at 10.7% and improves trend in non-life
  - Increase of 10.3% on attributable result

Relevant transactions

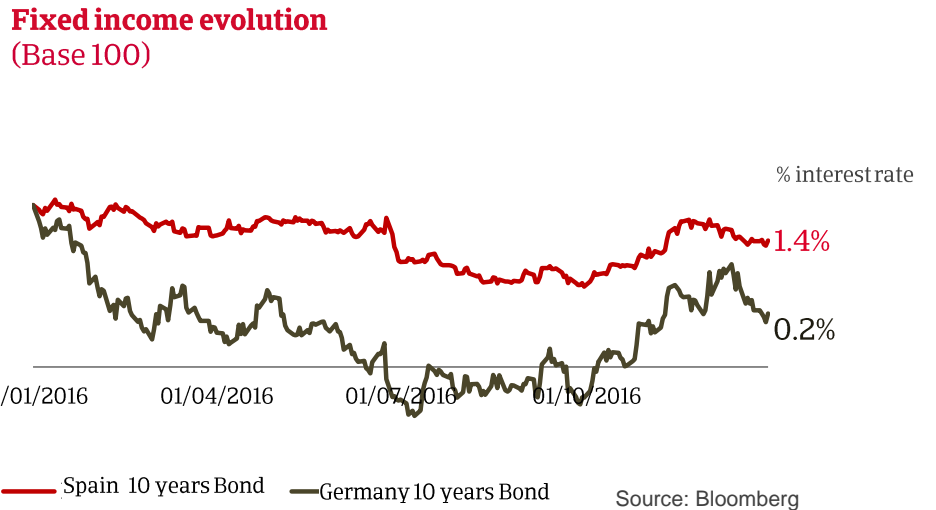
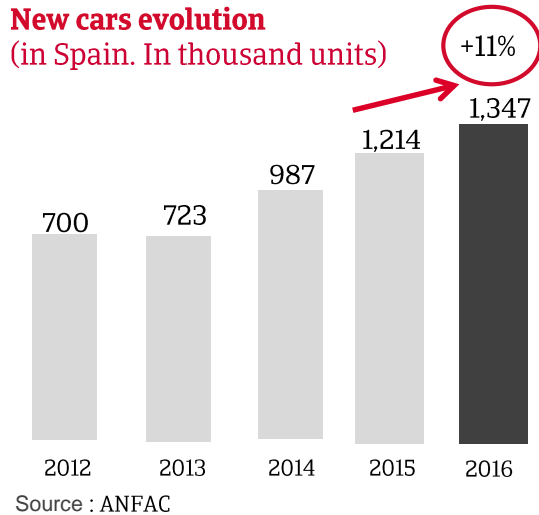
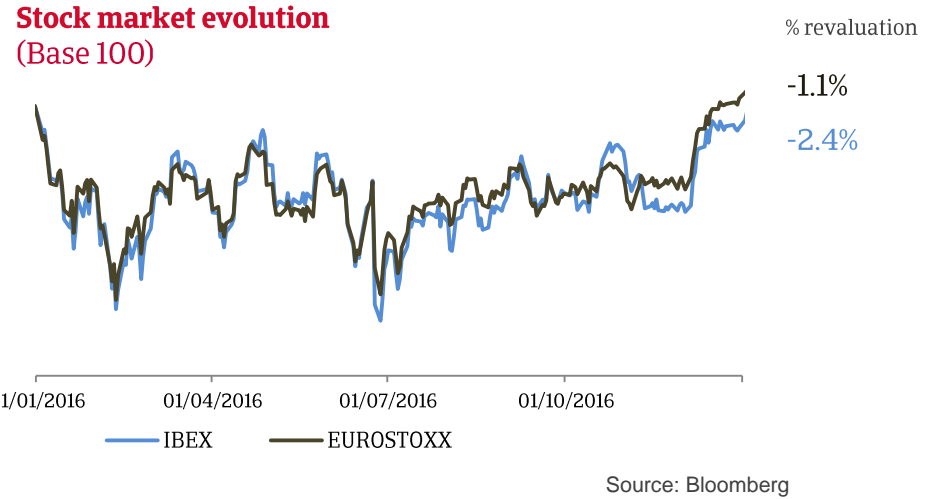
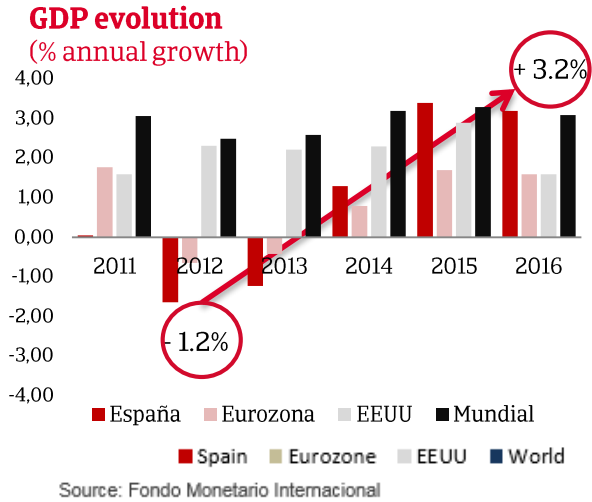
- Fusion ACI /CyC
- Acquisition Grupo Previsora Bilbaína
- Other credit insurance acquisitions

Growing shareholder remuneration

- Increase of 7.5 % on the dividend

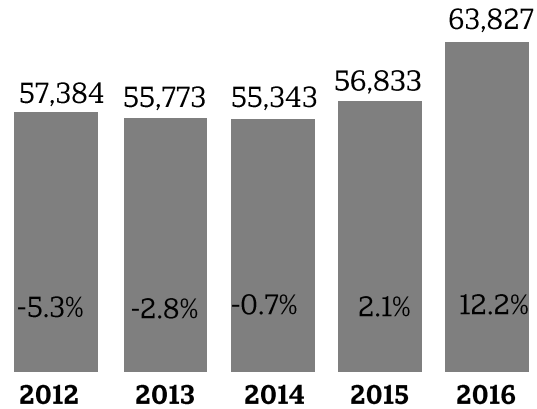


## Macroeconomic environment in Spain improves

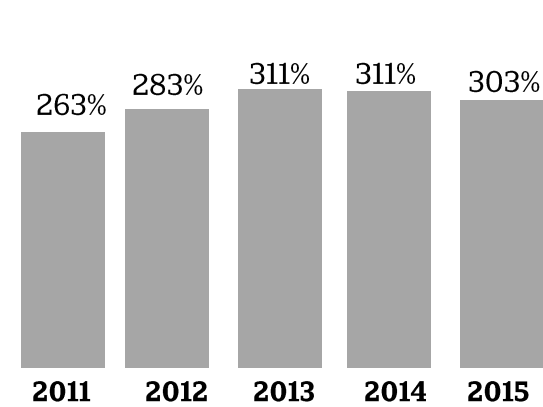


## Favorable development of the insurance sector in Spain

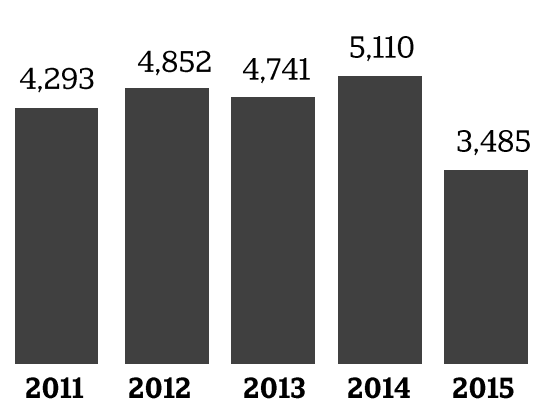
Premiums (M€)



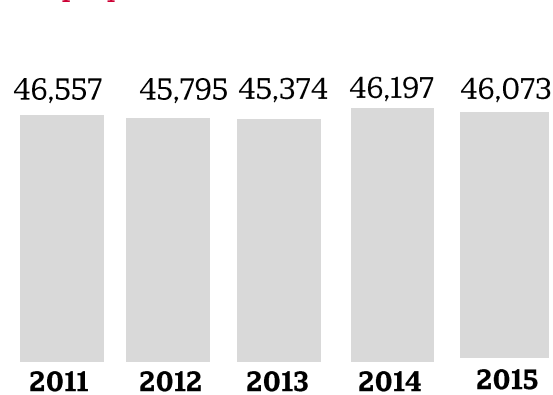
% Solvency I margin



Net income (M€)

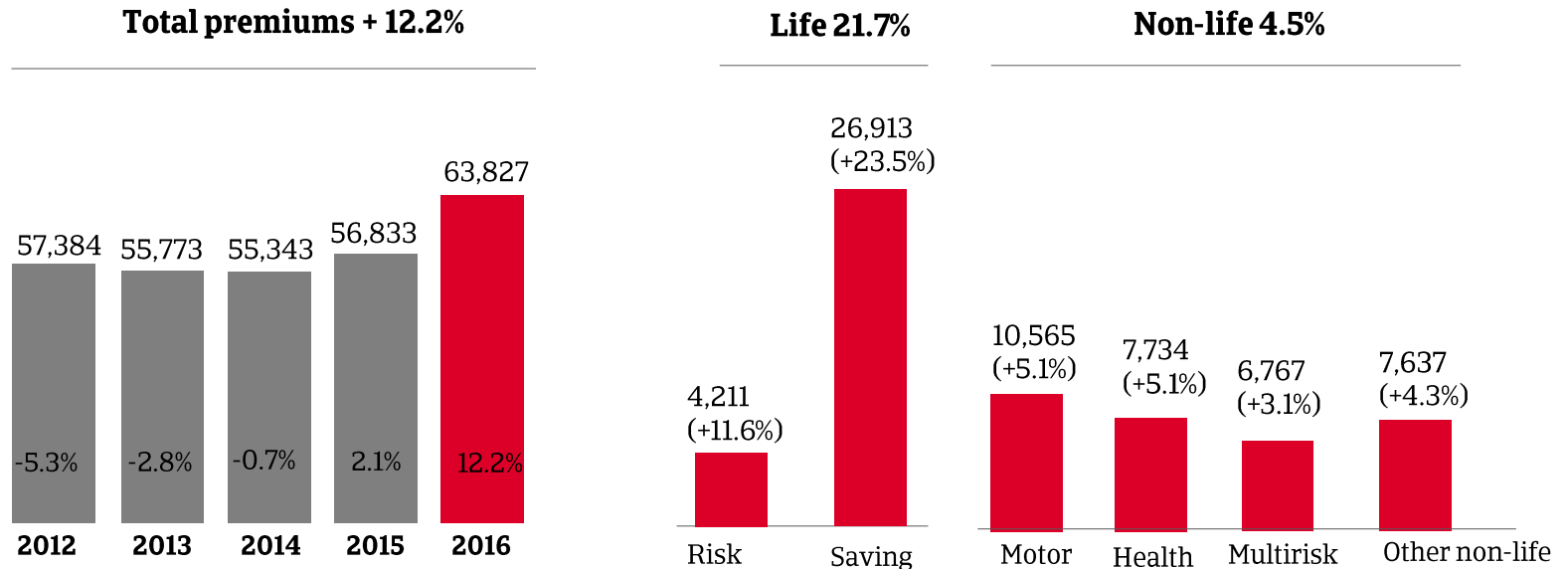


Employees



Source: ICEA.

## Growth of 12% of the turnover of the Spanish insurance sector



Fuente: ICEA.

## Favorable performance in the key figures

Financial and sectorial figures

- Economic recovery and interest rates at historic lows
- Growing insurance sector

**+10.3%**  
Attributable result

- **Consistency of the income statement**
  - **Turnover grows at 10.7% and improves trend in non-life**
  - **Increase of 10.3% on attributable result**

Relevant transactions

- Fusion ACI /CyC
- Acquisition Grupo Previsora Bilbaína
- Other credit insurance acquisitions

Growing shareholder remuneration

- Increase of 7.5 % on the dividend

## Grupo Catalana Occidente in 12M2016

+10.7% turnover

(figures in million of euros)

<b>Revenues</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Traditional Business	2,150.8	2,547.3	18.4%
Recurring premiums	1,615.4	2,070.7	28.2%
Single premiums life	535.4	476.6	-11.0%
Credit Insurance Business	1,675.3	1,688.5	0.8%
<b>Turnover</b>	<b>3,826.1</b>	<b>4,235.8</b>	<b>10.7%</b>

**4,235.5 M€**

**+10.7%**  
Turnover

(figures in million of euros)

<b>Results</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Recurring Results Traditional Business	136.5	159.0	16.5%
Recurring Results from Credit Insurance Business	170.4	186.5	9.4%
Non-Recurring Result	-10.8	-21.0	
<b>Consolidated result</b>	<b>296.1</b>	<b>324.5</b>	<b>9.6%</b>
<b>Attributed result</b>	<b>268.1</b>	<b>295.6</b>	<b>10.3%</b>

## Grupo Catalana Occidente in 12M2016

### +10.3% attributable result

(figures in million of euros)

<b>Revenues ex Plus Ultra Seguros</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Traditional Business	1,800.8	1,786.1	-0.8%
Recurring premiums	1,292.1	1,375.7	6.5%
Single premiums life	508.7	411.5	-19.1%
Credit Insurance Business	1,675.3	1,688.5	0.8%
<b>Turnover</b>	<b>3,476.1</b>	<b>3,474.6</b>	<b>0.0%</b>

(figures in million of euros)

<b>Results</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Recurring Results Traditional Business	136.5	159.0	16.5%
Recurring Results from Credit Insurance Business	170.4	186.5	9.4%
Non-Recurring Result	-10.8	-21.0	
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<b>Attributed result</b>	<b>268.1</b>	<b>295.6</b>	<b>10.3%</b>

# 295.6 M€

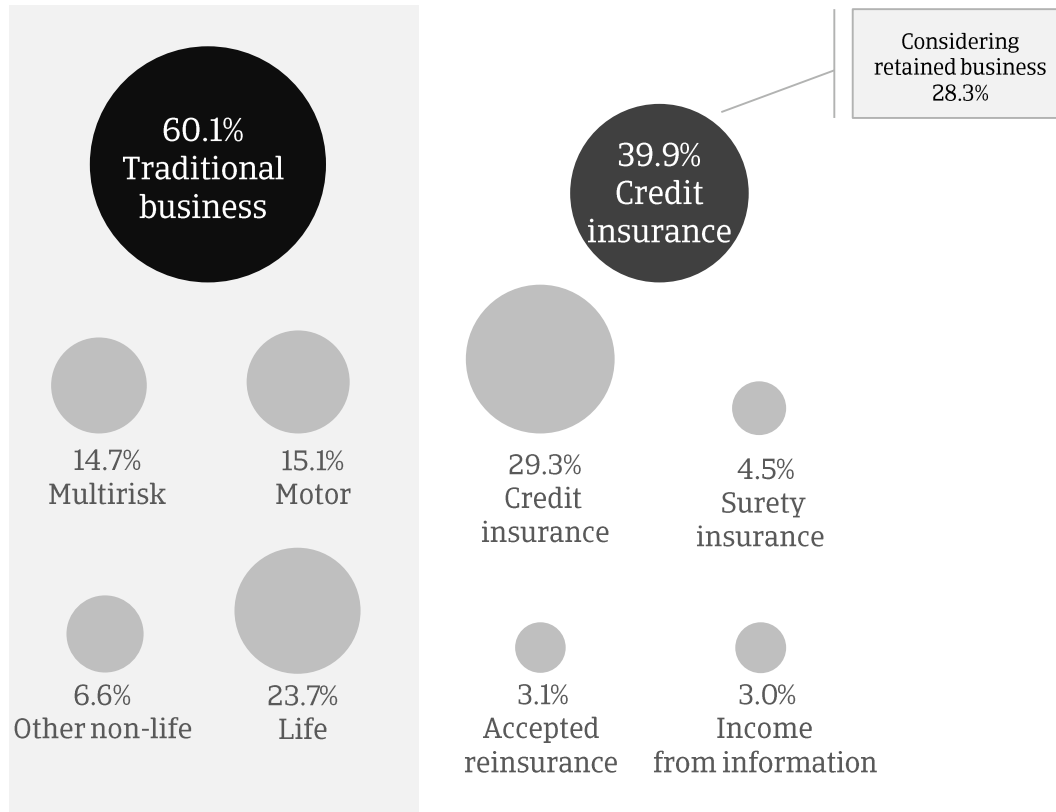
## +10.3%

### Attributable result

# Diversification

## Balanced and complete portfolio

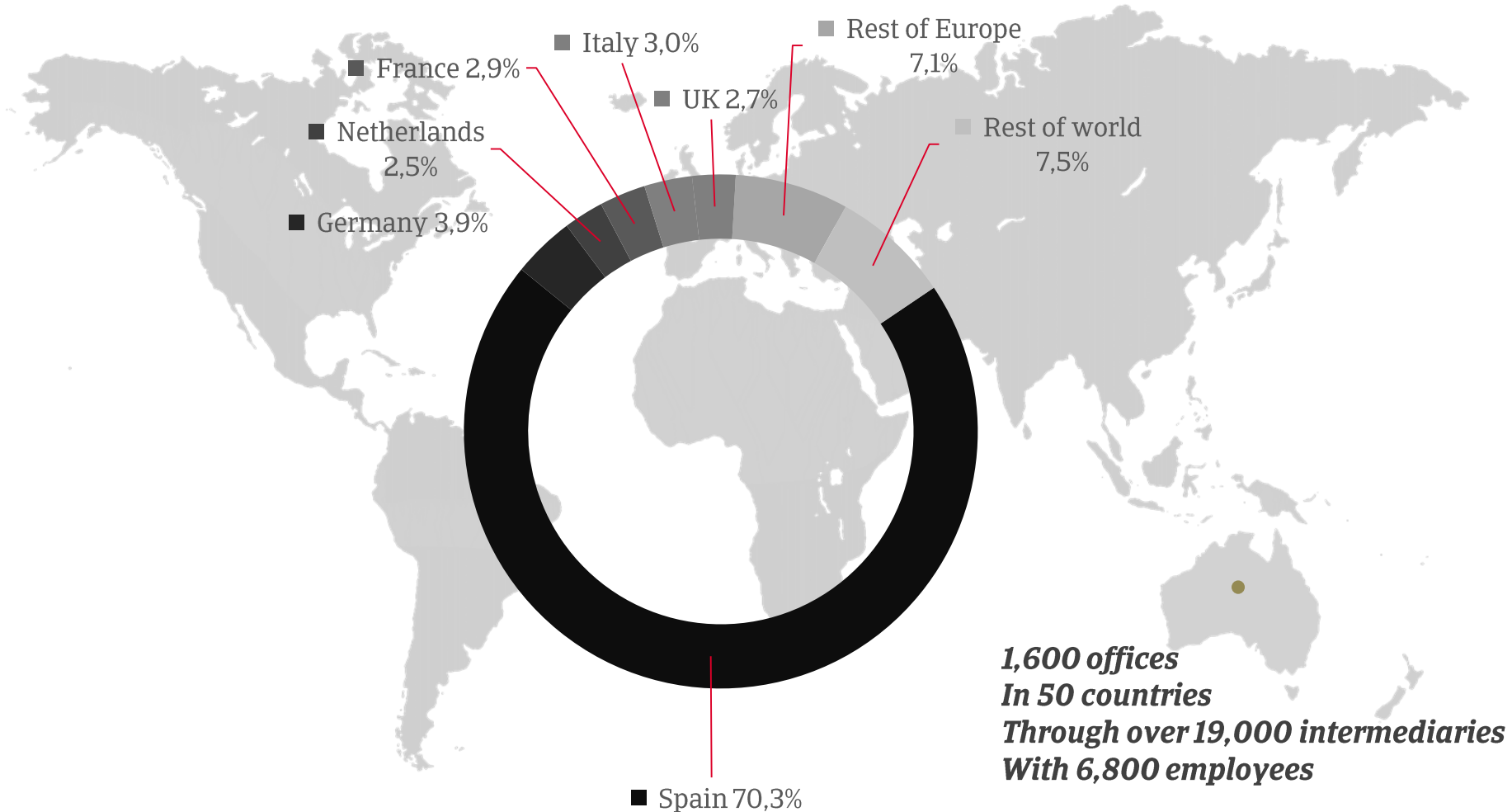
### Business diversification



### Portfolio including all products



## Global presence





## Favorable performance in the key figures

Financial and sectorial figures

- Economic recovery and interest rates at historic lows
- Growing insurance sector

**+10.3%**  
Attributable result

- Consistency of the income statement
  - Turnover grows at 10.7% and improves trend in non-life
  - Increase of 10.3% on attributable result

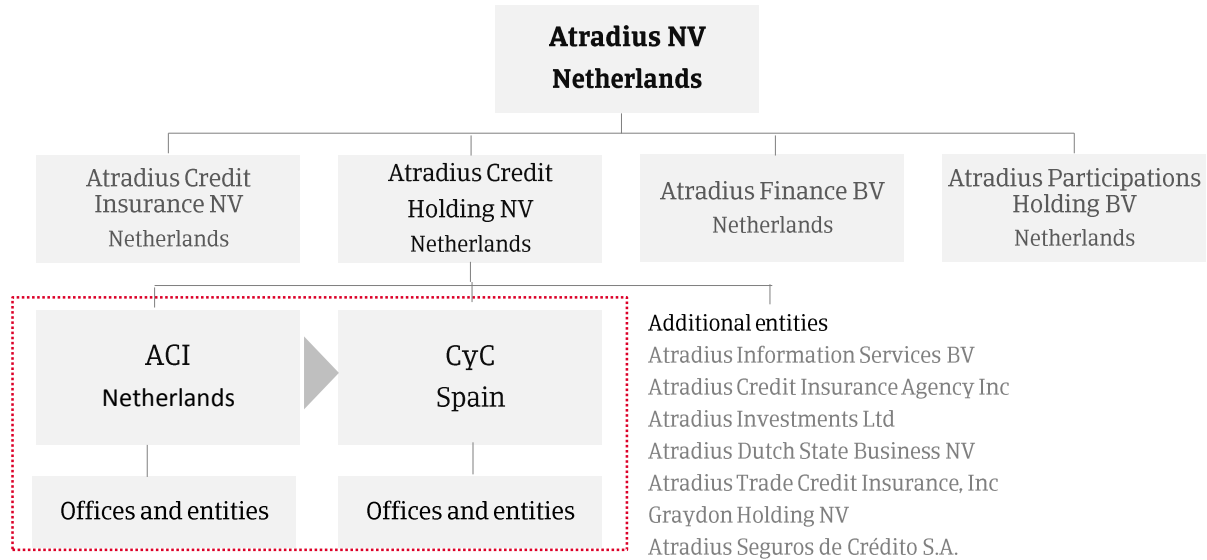
Relevant transactions

- **Fusion ACI /CyC**
- **Acquisition Grupo Previsora Bilbaína**
- **Other credit insurance acquisitions**

Growing shareholder remuneration

- Increase of 7.5 % on the dividend

## Fusion ACI / CyC



### Project Objectives

Reduce complexity in:

- Insurance Operators
- Regulatory regimes
- Corporate Governance Environments

### Keys 2016

- February: merger approval by the only shareholder
- November: approval of the DNB transaction
- December: official registration of the merger in Spain

### Result

- Company name ACyC
- Same trademarks:
  - Atradius
  - Credit and caution
- Same business model
- No impact on financial statements

## Acquisitions Grupo Catalana Occidente

### Acquisition Grupo Previsora Bilbaína

- Acquisition of 100% of Grupo Previsora Bilbaína
- September 2016
- Incorporation of traditional business accounts since October
- Group specialized in funeral insurance and funeral services
  - Insurance business: 43.4 M€ in turnover and 8.8 M€ in net profit
  - Funeral business: penetration of 45% in Vizcaya. 14.0 M€ in turnover and 2.3 in M€ net profit

### Otras adquisiciones Credit insurance

- Graydon
  - Acquisition of 55%, reaching 100%
  - September 2016
  - Company specialized in information services
  - Leader in UK, the Netherlands and Belgium
  - Turnover: 51.5 M€
- And other acquisitions on information services

\*Data for the 2016 financial year

## Favorable performance in the key figures

Financial and sectorial figures

- Economic recovery and interest rates at historic lows
- Growing insurance sector

**+10.3%**  
Attributable result

- Consistency of the income statement
  - Turnover grows at 10.7% and improves trend in non-life
  - Increase of 10.3% on attributable result

Relevant transactions

- Fusion ACI /CyC
- Acquisition Grupo Previsora Bilbaína
- Other credit insurance acquisitions

Growing shareholder remuneration

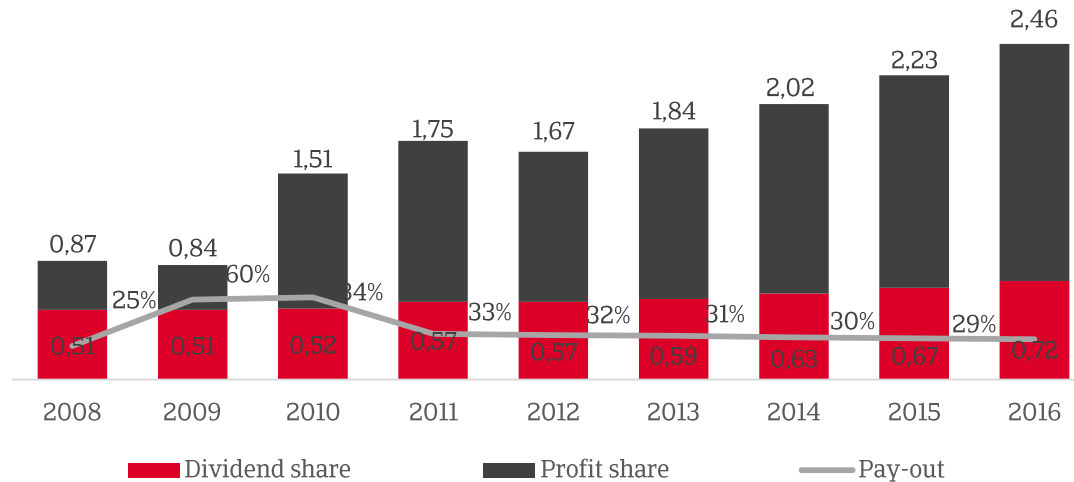
- **Increase of 7.5 % on the dividend**

## Shareprice evolution



<b>Profitability</b>	<b>2002</b>	<b>2004</b>	<b>2006</b>	<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>2015</b>	<b>2016</b>	<b>TACC 02-16</b>
GCO (%)	-7.21	78.5	86.48	-36.67	-18.01	12.22	33.5	-2.84	16.5%
IBEX 35 (%)	-28.11	17.37	31.79	-39.43	-17.43	-4.66	-7.15	-2.00	3.2%
EUROSTOXX Insurance (%)	-51.23	7.89	17.18	-46.58	2.07	32.92	14.12	-5.60	4.2%

## Increase of 7.5 % on the dividend



Jul. 2016 **+7.5%**

Oct. 2016 **+7.5%**

Feb. 2017 **+7.5%**

Abr. 2017 **+7.5%**

Dividends exercise 2016 total  
**86.8M€** Pay-out 29.4%

# 02

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## Financial results 12M2016

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**Traditional business**  
**Traditional business ex Plus Ultra Seguros**  
**Plus Ultra Seguros**  
Credit insurance business

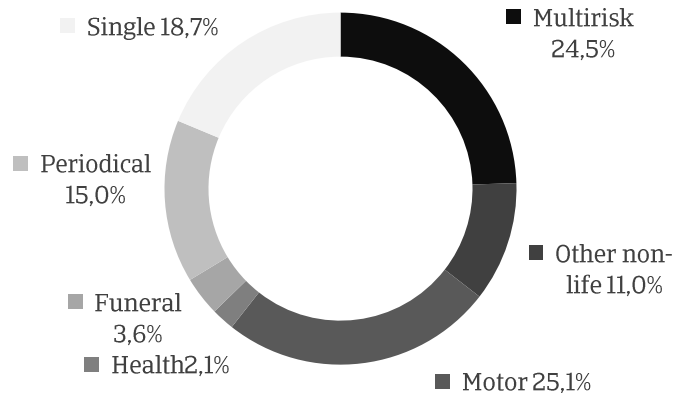


## Traditional business

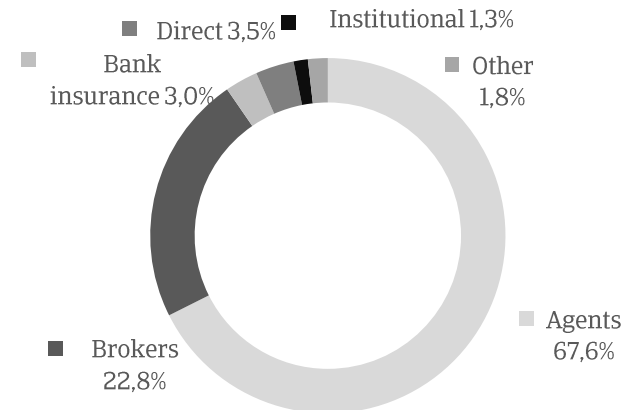
(figures in million of euros)

<b>Traditional business</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<b>Written premiums</b>	<b>1,612.5</b>	<b>1,686.9</b>	<b>1,825.7</b>	<b>2,150.8</b>	<b>2,547.3</b>	<b>18.4%</b>
Premiums ex. single	1,316.6	1,260.7	1,261.0	1,615.4	2,070.7	28.2%
Earned premiums	1,637.7	1,709.6	1,832.0	2,167.1	2,527.7	16.6%

### Business diversification



### Distribution channels

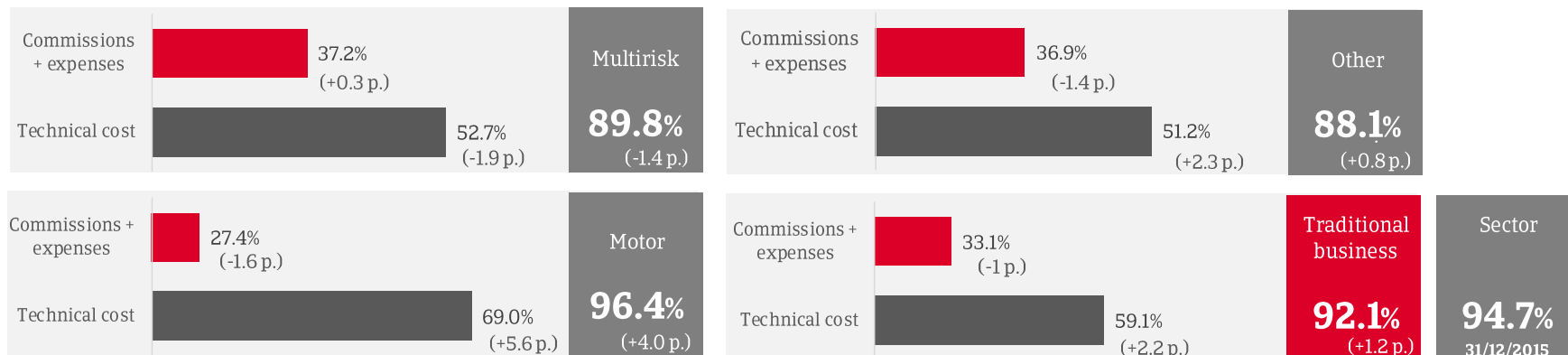


## Traditional business

(figures in million of euros)

<b>Traditional business</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Earned premiums	1,637.7	1,709.6	1,832.0	2,167.1	2,527.7	16.6%
<b>Technical result</b>	<b>139.7</b>	<b>128.2</b>	<b>117.5</b>	<b>126.3</b>	<b>150.7</b>	<b>19.3%</b>
<i>% of earned premiums</i>	8.5%	7.5%	6.4%	5.8%	6.0%	
<b>Financial result</b>	<b>31.7</b>	<b>45.0</b>	<b>54.5</b>	<b>70.1</b>	<b>71.5</b>	<b>2.0%</b>
<i>% of earned premiums</i>	1.9%	2.6%	3.0%	3.2%	2.8%	
Non-technical non-financial result	-12.9	-8.3	-8.2	-11.5	-12.4	
Taxes	-40.7	-42.3	-39.9	-48.4	-50.7	
<b>Recurring result</b>	<b>117.8</b>	<b>122.6</b>	<b>123.9</b>	<b>136.5</b>	<b>159.0</b>	<b>16.5%</b>
<b>Non-recurring result</b>	<b>-11.2</b>	<b>-6.0</b>	<b>-1.9</b>	<b>5.2</b>	<b>5.1</b>	
<b>Total result</b>	<b>106.6</b>	<b>116.6</b>	<b>122.0</b>	<b>141.7</b>	<b>164.1</b>	<b>15.8%</b>

### Combined ratio

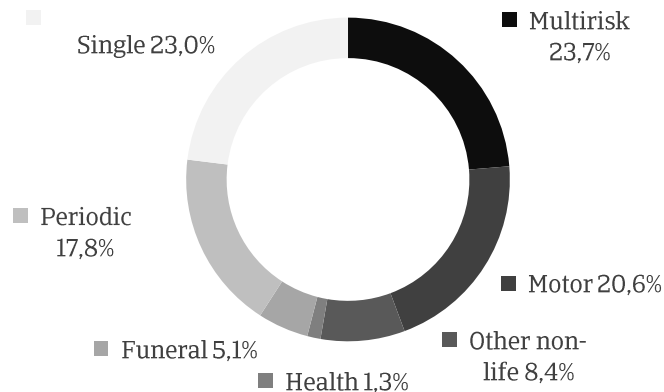


## Traditional business ex Plus Ultra Seguros

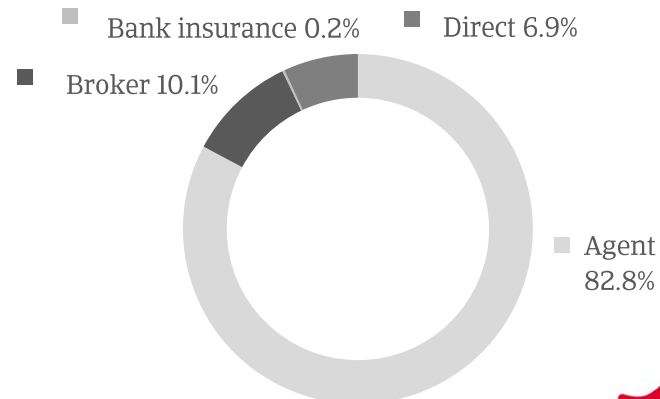
(figures in million of euros)

<b>Traditional business ex Plus Ultra Seguros</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chag 15-16</b>
<i>Multirisk</i>	420.6	410.2	407.0	411.8	423.3	11.5
<i>Motor</i>	357.7	329.9	322.0	334.0	368.2	34.2
<i>Other non-life</i>	151.1	140.1	137.3	140.6	150.2	9.6
<b>Non-life</b>	<b>929.4</b>	<b>880.2</b>	<b>866.3</b>	<b>886.4</b>	<b>941.7</b>	<b>55.3</b>
<i>Health</i>	17.1	17.7	20.3	21.8	23.8	2.0
<i>Funeral</i>	65.5	70.7	74.3	76.9	90.6	13.7
<i>Periodic</i>	307.6	295.1	300.0	307.0	318.5	11.5
<i>Single</i>	292.9	426.2	564.7	508.7	411.5	-97.2
<b>Life</b>	<b>683.1</b>	<b>809.7</b>	<b>959.3</b>	<b>914.4</b>	<b>844.4</b>	<b>-70.0</b>
<b>Written premiums</b>	<b>1,612.5</b>	<b>1,686.9</b>	<b>1,825.7</b>	<b>1,800.8</b>	<b>1,786.1</b>	<b>-14.7</b>
<b>Written premiums ex. single</b>	<b>1,316.6</b>	<b>1,260.7</b>	<b>1,261.0</b>	<b>1,292.1</b>	<b>1,375.7</b>	<b>83.6</b>

### Business diversification



### Distribution channels

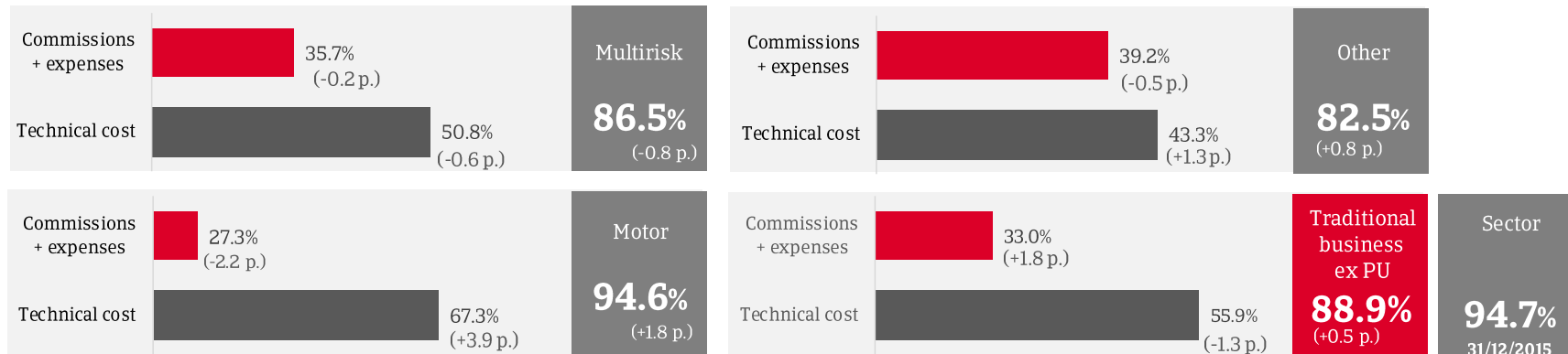


## Traditional business ex Plus Ultra Seguros

(figures in million of euros)

<b>Traditional business ex Plus Ultra Seguros</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Earned premiums	1,636.8	1,705.2	1,832.5	1,793.0	1,765.0	-2.2%
Technical result	125.9	128.2	117.5	119.8	130.2	2.0%
<i>% of earned premiums</i>	<i>7.7%</i>	<i>7.5%</i>	<i>6.4%</i>	<i>6.7%</i>	<i>7.4%</i>	

### Combined ratio

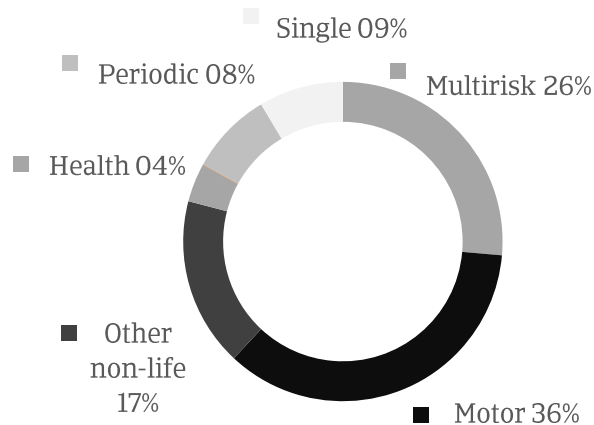


## Plus Ultra Seguros

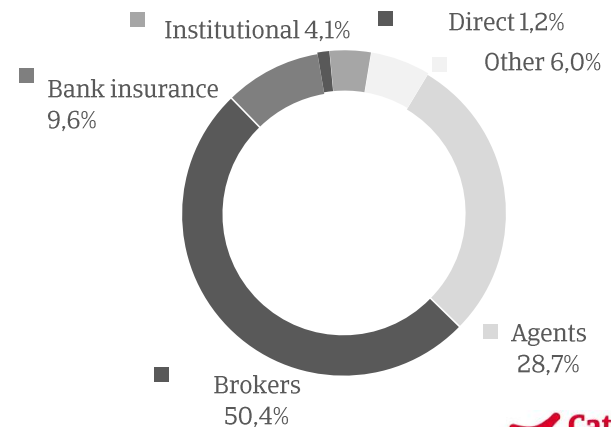
(figures in million of euros)

<b>Plus Ultra Seguros</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<i>Multirisk</i>	261.0	240.0	222.0	208.9	200.8	-3.9%
<i>Motor</i>	299.9	265.7	250.1	259.6	270.8	4.3%
<i>Other non-life</i>	126.8	118.9	121.9	118.5	130.3	10.0%
Non-life	687.7	624.6	594.0	587.0	601.8	2.5%
<i>Health</i>	43.1	38.3	33.6	31.7	29.8	-5.8%
<i>Funeral</i>	0.0	0.0	0.2	0.4	0.5	39.8%
<i>Periodic</i>	73.6	100.2	64.9	61.6	63.9	3.8%
<i>Single</i>	42.8	81.1	88.4	48.5	65.1	34.2%
Life	159.5	219.5	187.1	142.1	159.4	12.2%
<b>Written premiums</b>	<b>847.2</b>	<b>844.1</b>	<b>781.1</b>	<b>729.1</b>	<b>761.2</b>	<b>4.4%</b>
<b>Written premiums ex. single</b>	<b>804.4</b>	<b>763.0</b>	<b>692.7</b>	<b>680.6</b>	<b>696.1</b>	<b>2.3%</b>

### Business diversification



### Distribution channels

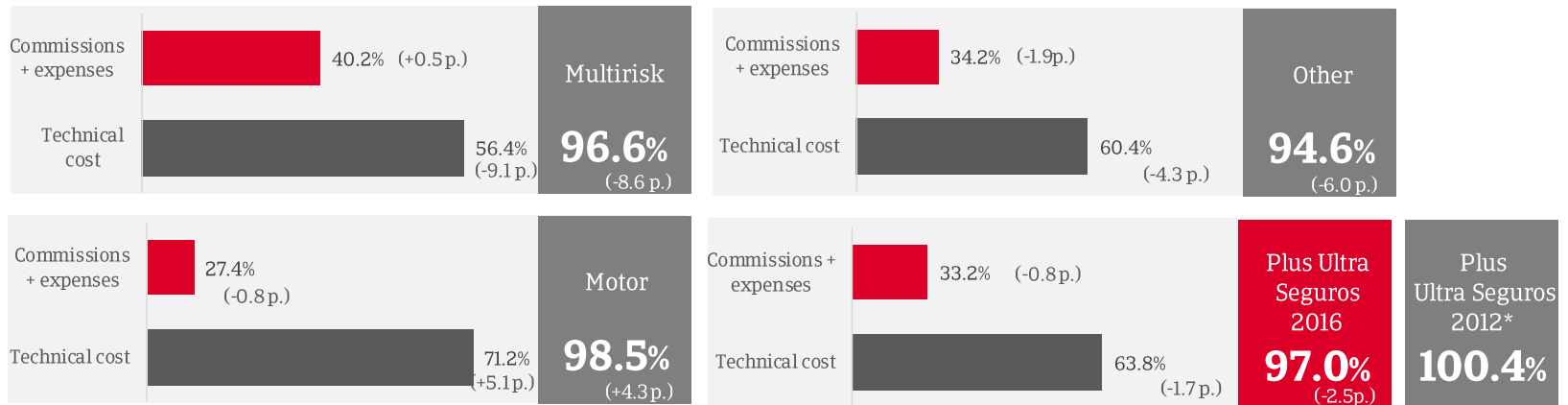


## Plus Ultra Seguros

(figures in million of euros)

<b>Plus Ultra Seguros</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chag. 15-16</b>
Earned premiums	872.8	883.0	805.2	732.9	762.7	4.1%
Technical result	-9.5	11.6	22.2	1.6	20.5	
<i>% of earned premiums</i>	<i>-1.1%</i>	<i>1.3%</i>	<i>2.8%</i>	<i>0.2%</i>	<i>2.7%</i>	

### Combined ratio



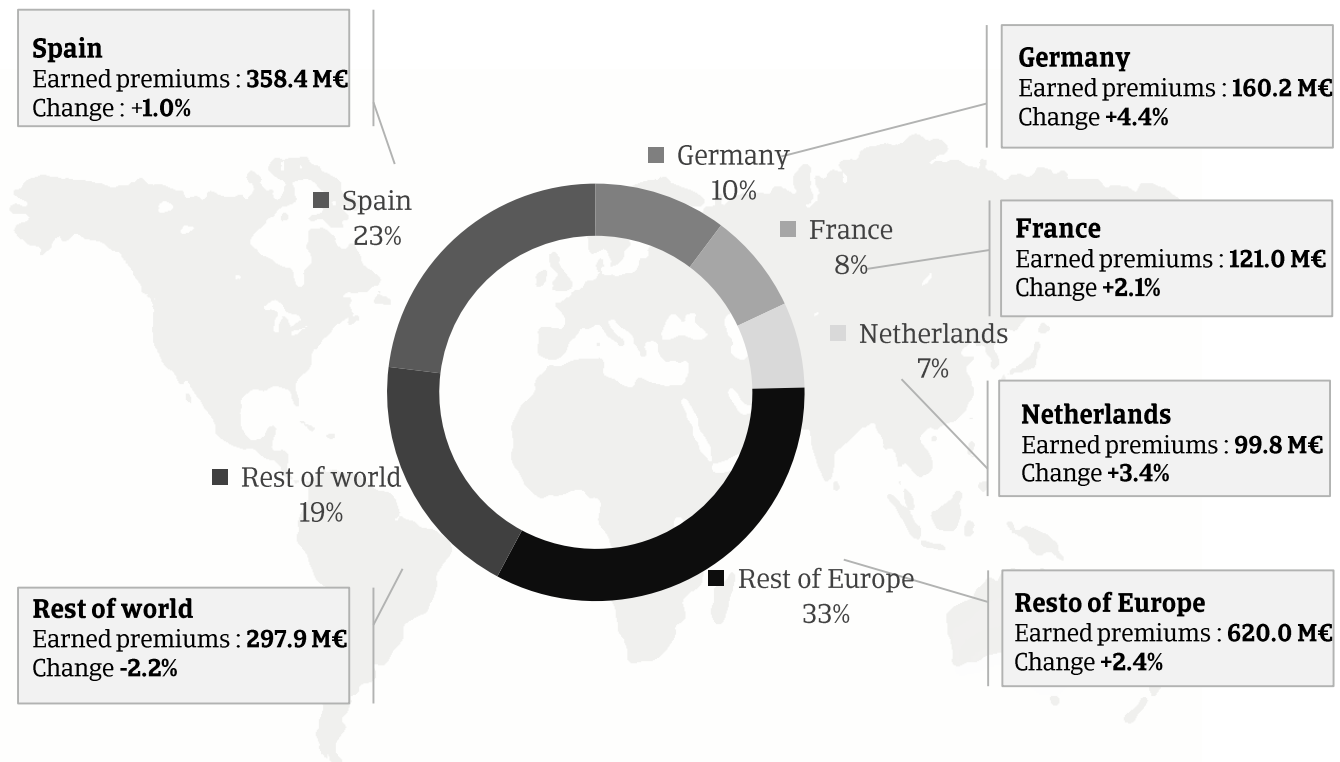
\* 2012: Date of incorporation of Plus Ultra Seguros to Grupo Catalana Occidente

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Traditional business  
Traditional business ex Plus Ultra Seguros  
Plus Ultra Seguros  
**Credit insurance business**

## Credit insurance business

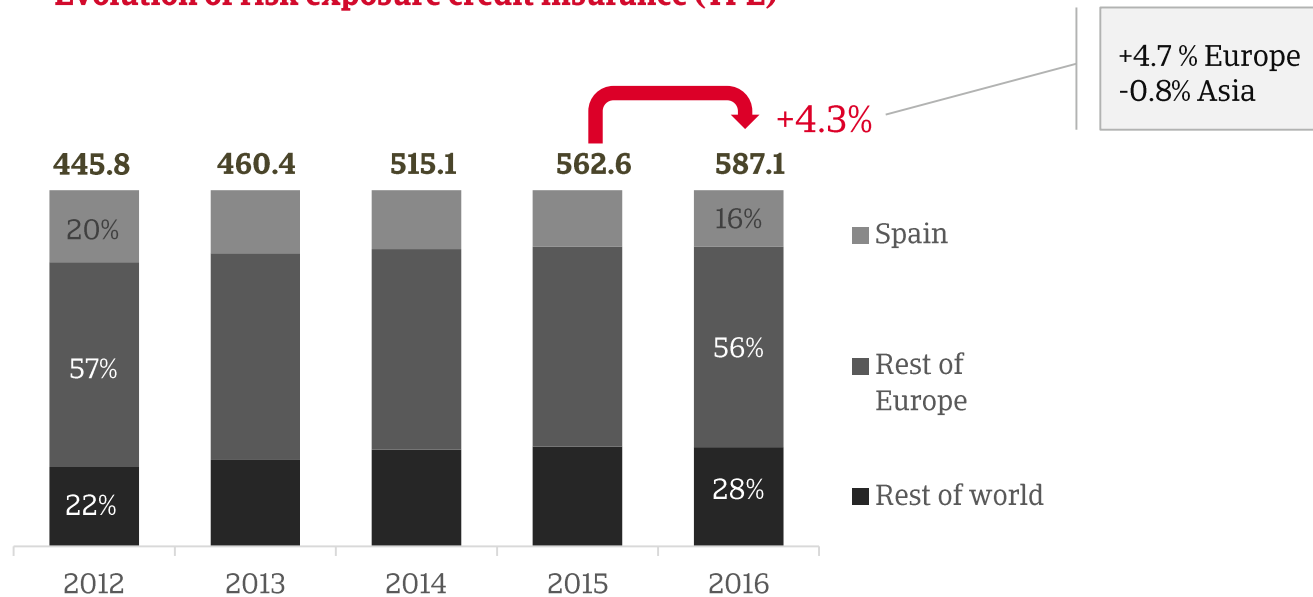
growth in earned premiums 1.4% with 1,557.8 M€





## Credit insurance business growth in TPE in Europe

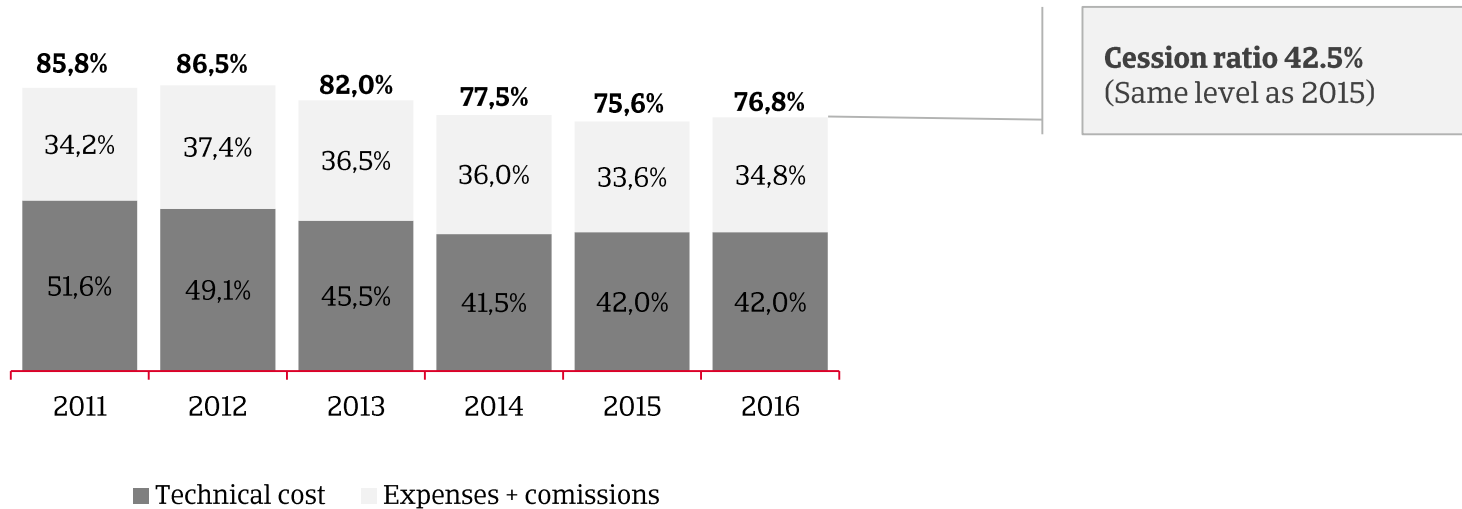
### Evolution of risk exposure credit insurance (TPE)



(miles of million euros)

## Credit insurance business: combined ratio at low levels

### Evolution of the net combined ratio



## Credit insurance business

(figures in million of euros)

<b>Credit insurance business</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
earned premiums	1,439.8	1,412.1	1,457.6	1,536.8	1,557.8	1.4%
Income from information	107.5	110.4	115.3	121.5	127.4	4.9%
<b>Net insurance income</b>	<b>1,547.3</b>	<b>1,522.5</b>	<b>1,572.9</b>	<b>1,658.3</b>	<b>1,685.2</b>	<b>1.6%</b>
Technical result after expenses	213.7	289.5	355.3	343.4	376.8	9.7%
<i>% of insurance income</i>	<i>13.8%</i>	<i>19.0%</i>	<i>22.6%</i>	<i>20.7%</i>	<i>22.4%</i>	
Reinsurance result	-109.6	-131.0	-145.8	-103.0	-140.1	36.0%
<i>% of insurance income</i>	<i>-7.1%</i>	<i>-8.6%</i>	<i>-10.0%</i>	<i>-6.7%</i>	<i>-9.0%</i>	
Technical result after reinsurance	104.1	158.5	209.5	240.4	236.7	-1.5%
<i>% of insurance income</i>	<i>6.7%</i>	<i>10.4%</i>	<i>13.3%</i>	<i>14.5%</i>	<i>14.0%</i>	
Financial result	27.5	13.3	13.7	4.8	14.8	
<i>% of insurance income</i>	<i>1.8%</i>	<i>0.9%</i>	<i>0.9%</i>	<i>0.3%</i>	<i>0.9%</i>	
Complementary activities result	6.6	4.9	4.1	8.0	8.6	7.5%
Corporate tax	-33.6	-47.2	-70.4	-71.1	-64.3	
Adjustments	-0.1	-3.4	-4.6	-11.6	-9.4	
<b>Recurring result</b>	<b>104.5</b>	<b>126.1</b>	<b>152.3</b>	<b>170.4</b>	<b>186.5</b>	<b>9.4%</b>
<b>Non-recurring result</b>	<b>11.8</b>	<b>1.1</b>	<b>-6.0</b>	<b>-15.9</b>	<b>-26.1</b>	
<b>Total result</b>	<b>116.3</b>	<b>127.2</b>	<b>146.3</b>	<b>154.5</b>	<b>160.4</b>	<b>3.8%</b>

## Non recurring result

(figures in million of euros)

<b>Non-recurring result (net of taxes)</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Technical	0.3	-0.2	-0.1	0.0	0.0
Financial	-8.5	4.3	0.3	9.7	5.3
Expenses and other non-recurrent	-3.1	-10.1	-2.2	-4.6	-0.2
<b>Non-recurrent from traditional business</b>	<b>-11.2</b>	<b>-6.0</b>	<b>-1.9</b>	<b>5.2</b>	<b>5.1</b>
Technical	1.6	-0.6	0.6	0.0	0.0
Financial	-0.3	6.9	0.5	1.7	-20.8
<i>Payback</i> consorcio de compensación de seguros	10.5	-5.2	-7.1	0.0	0.0
Expenses and other non-recurrent	0.0	0.0	0.0	-17.6	-5.3
<b>Non-recurring from credit insurance business</b>	<b>11.8</b>	<b>1.1</b>	<b>-6.0</b>	<b>-15.9</b>	<b>-26.1</b>
<b>Non-recurring result net of taxes</b>	<b>0.5</b>	<b>-4.9</b>	<b>8.1</b>	<b>-10.8</b>	<b>-21.0</b>

# 03

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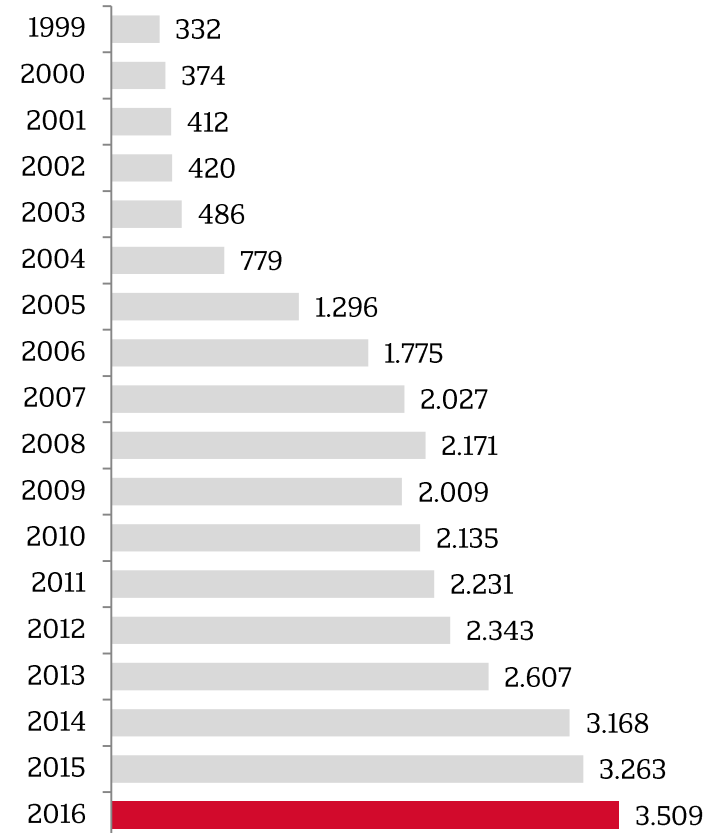
## Financial strength

## Financial strength: increase in long-term capital

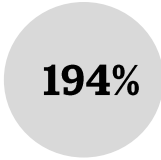



(figures in million of euros)

<b>PERMANENT RESOURCES ON 31/12/15</b>	<b>2,797.7</b>
<b>PERMANENT RESOURCES at market value on 31/12/2015</b>	<b>3,262.5</b>
<b>NET EQUITY ON 31/12/15</b>	<b>2,585.9</b>
(+) Consolidated results	324.5
(+) Dividends paid	-83.0
(+) Variation of valuation adjustments	53.7
(+) Other changes	-46.4
<b>Total movements</b>	<b>248.8</b>
<b>TOTAL NET EQUITY ON 31/12/16</b>	<b>2,834.7</b>
Subordinated debt	204.9
<b>PERMANENT RESOURCES ON 31/12/16</b>	<b>3,039.6</b>
Capital gains not included in balance sheet (real estates)	468.9
<b>PERMANENT RESOURCES at market value</b>	<b>3,508.5</b>

**+7.5%**



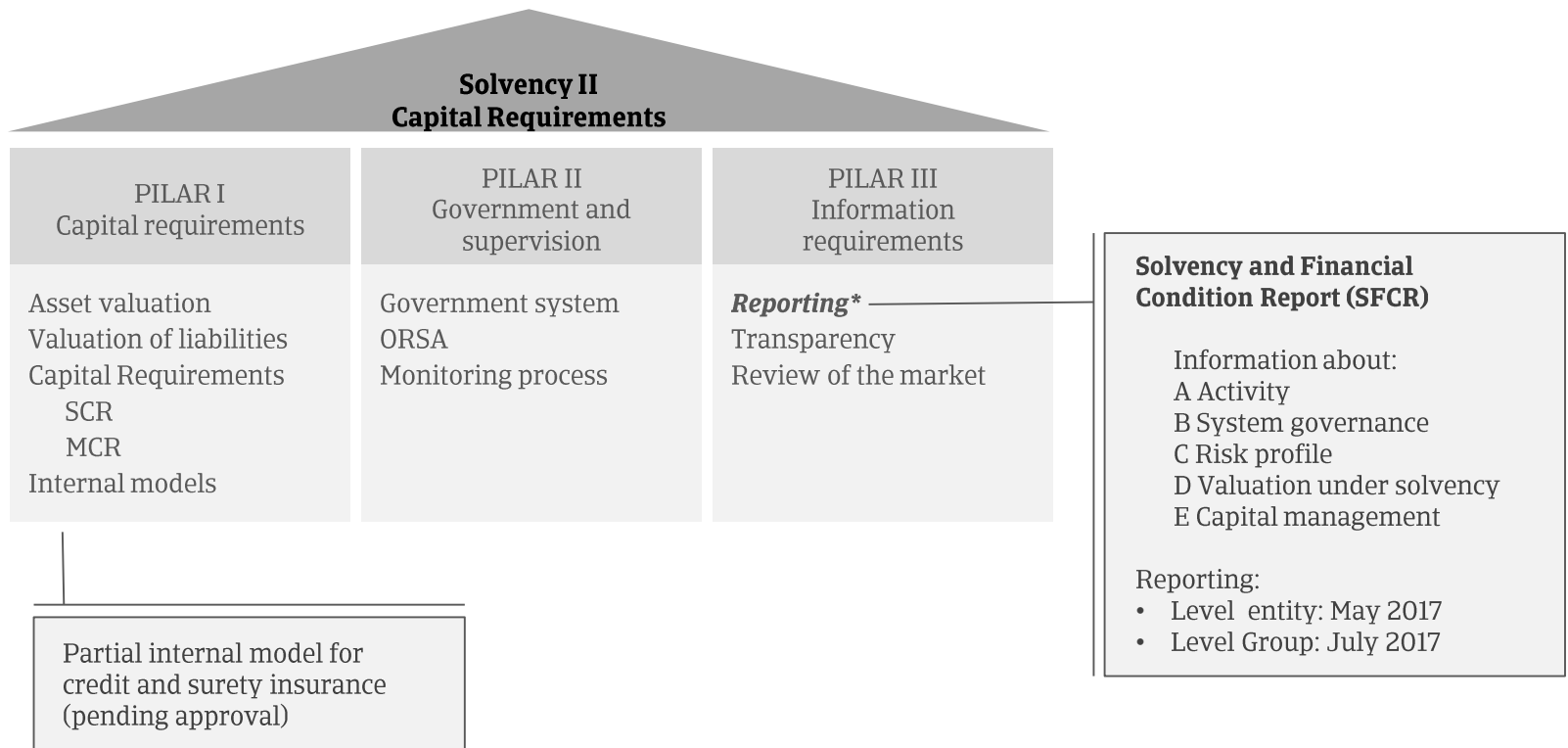
## Solid ratio solvency II with standard formula

 <p><b>194%</b></p>	 <p><b>~200%</b></p>	<p>With transitional measures of technical provisions and equity investments</p>	<p>Solid solvency ratio at Group level and in each of the entities of traditional business and credit insurance (Atradius)</p>
 <p><b>177%</b></p>	 <p><b>~185%</b></p>	<p>Without transitional measures of technical provisions</p>	
31/12/2015	31/12/2016*		
	Estimated data		

### Improvement rating entities Group: "A" stable

	AMBest	Moody's
Seguros Catalana Occidente	A stable	
Plus Ultra Seguros	A stable	
Seguros Bilbao	A stable	
Atradius Crédito y Caución	A stable	A3 stable
Atradius Re	A stable	A3 stable

## Solvency II since January 2016





## Investment

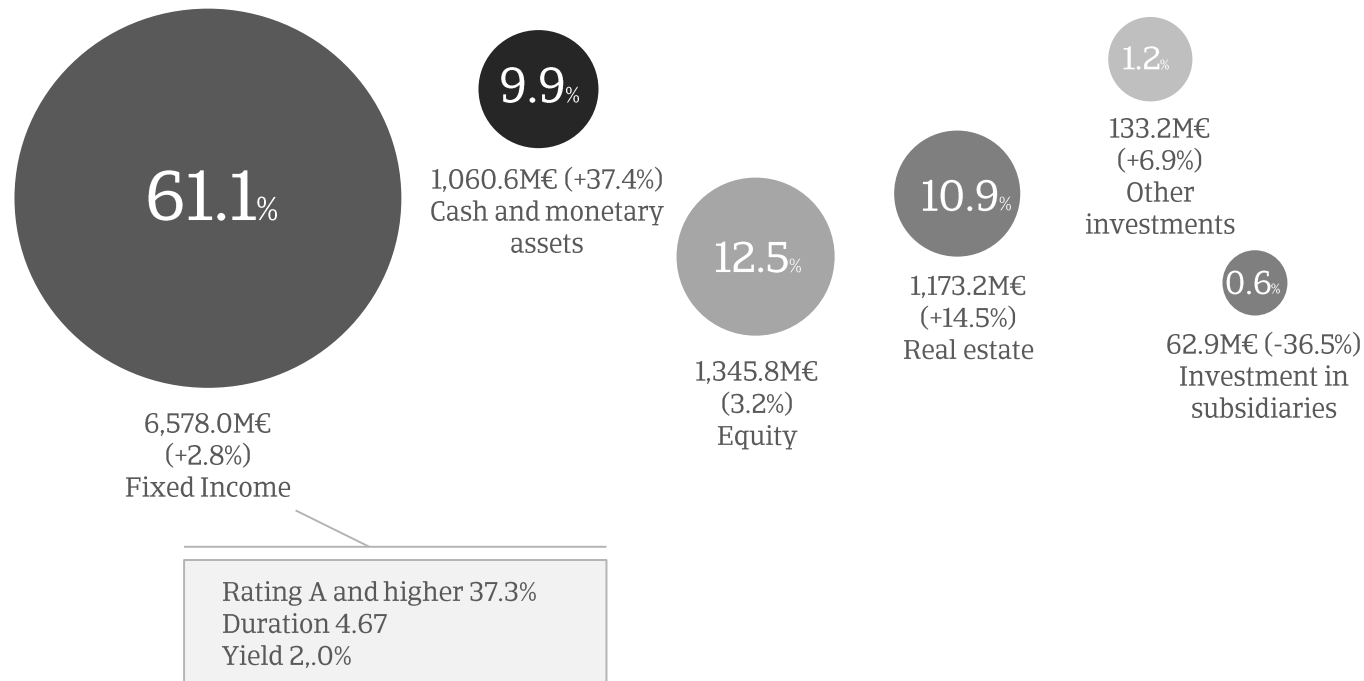
### prudent investment and diversified portfolio

Funds under management (% On investments)

# 11,672.1 M€

(+5.6% on funds

Under management at the end of 2016)



# 04

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## Calendar and annexes

## Calendar

## Analysts and Investors' Relations

Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Dec
	<p>❑</p> <p><b>23 February</b> Results 12M2016 Conference 24/02 12.30 h</p>		<p>❑</p> <p><b>27 April</b> Results 3M2017 Conference: 28/04 at 12.00 h</p>			<p>❑</p> <p><b>27 July</b> Results 6M2017 Conference 16.00 h</p>		<p>❑</p> <p><b>26 October</b> Results 9M2017 Conference 16.00 h</p>		
	<p>❑</p> <p><b>February</b> Dividend Interim 2016</p>		<p>❑</p> <p><b>May</b> Dividend Additional 2016</p>		<p>❑</p> <p><b>July</b> Dividend Interim 2017</p>		<p>❑</p> <p><b>October</b> Dividend Interim 2017</p>			
<p>❑</p> <p><b>January</b> Spain Investor Day BNP Madrid</p>		<p>❑</p> <p><b>March</b> Roadshow JBCapital Frankfurt and Zurich</p>		<p>❑</p> <p><b>May</b> Foro Medcap BME Madrid</p>			<p>❑</p> <p><b>September</b> Iberian Day BBVA London</p>			
	<p>❑</p> <p><b>February</b> B. Santander Foro Iberian Madrid</p>		<p>❑</p> <p><b>March</b> Desayuno D. General Fidentiis Madrid</p>		<p>❑</p> <p><b>May</b> Insurance conference JP Morgan London</p>					

## Analysts and Investors' Relations

### Contact

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Phone : +34935820518

<https://www.grupocatalanaoccidente.com/accionistas-e-inversores>



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## Grupo Catalana Occidente

The Group's business model is based on leadership in protecting and long-term forecasting of families and businesses in Spain and coverage of trade credit risks internationally, chasing, growth, profitability and solvency

### Insurance specialist



- More than 150 years of experience
- Package deal
- sustainable and socially responsible model

### Closeness - global presence



- Distribution intermediaries
- More than 19,000 agents
- More than 6,800 employees
- More than 1,600 offices
- More than 50 countries

### Solid financial structure



- Exchange Traded
- Rating "A"
- Stable and committed shareholders

### Technical rigor



- Excellent RC
- Strict expenditure monitoring
- 1999-2016 : profitable \* 8

## Corporate structure

<b>GRUPO CATALANA OCCIDENTE</b> Sociedad dominante		
Seguros Catalana Occidente	Tecniseguros	GCO Gestión de Activos
Seguros Bilbao	Bilbao Vida	Menéndez Pelayo, SICAV
NorteHispana Seguros	S. Órbita	Catoc SICAV
Plus Ultra Seguros	Bilbao Telemark	Bilbao Hipotecaria
GCO Re	Inversions Catalana Occident	Salerno 94
Previsora Bilbaina Seguros	CO Capital Ag. Valores	Gesiuris
Previsora Bilbaina Vida	Cosalud Servicios	Hercasol SICAV
	GCO Tecnología y Servicios AIE	Previsora Inversores SICAV
	Prepersa, AIE	Pb Cemer 2002
	Azkarán	Arroita 1878
	Agesal	
	GCO Contact Center AIE	
	Asitur Asistencia	
	Calboquer	
	Grupo Funeuskadi	
Atradius Crédito y Caución	Atradius Collections	Grupo Compañía Española Crédito y Caución, S.L.
Atradius Re	Atradius Dutch State Business	Atradius NV
Atradius ATCI	Atradius Information Services	Atradius Participations Holding
Atradius ASC México	Iberinform International	Atradius Finance
Atradius Rus Seguros de Crédito Rusia	Graydon	
Crédito y Caución Seguradora de Crédito e Garantías Brazil		
CLAL Credit Insurance		
SOCIEDADES DE SEGUROS	SOCIEDADES COMPLEMENTARIAS DE SEGUROS	SOCIEDADES DE INVERSIÓN

NEGOCIO TRADICIONAL

NEGOCIO SEGURO DE CRÉDITO

## Magnitudes of the main insurers of the Group

(figures in million of euros)

	%	Activity	Capital	Turnover		% Chg. 15-16	Results		% Chg. 15-16
				2015	2016		2015	2016	
<b>Seguros Catalana Occidente</b>	100%	Life and non-life	657.5	1,156.7	1,124.6	-2.8%	128.8	134.9	4.7%
<b>Plus Ultra Seguros</b>	100%	Life and non-life	357.0	729.2	761.2	4.4%	22.2	23.3	5.0%
<b>Bilbao Seguros</b>	99.7%	Life and non-life	263.8	509.2	526.5	3.4%	39.8	35.4	-11.1%
<b>Nortehispana</b>	99.9%	Funeral	81.2	133.1	132.0	-0.8%	5.5	9.5	72.7%
<b>Previsora Bilbaína Vida</b>	100%	Life	7.1	0.8	0.8	-5.3%	0.2	0.1	
<b>Previsora Bilbaína Seguros</b>	100%	Funeral	65.3	42.0	42.6	1.5%	5.1	4.3	
<b>GCO Re</b>	100%	Reinsurance	11.6	4.8	74.5		0	2.5	
<b>Atradius Crédito y Caución</b>	83.2%	Credit and caution	954.9	1,392.9	1,406.4	1.0%	151.2	162.2	7.3%
<b>Atradius Re</b>	83.2%	Reinsurance	583.9	466.7	474.0	1.6%	16.4	2.1	

## Global presence

Saudi Arabia	Dubai (**)
<b>Europe</b>	
Austria	Vienna
Belgium	Namur Antwerp
Czech Republic	Prague
Denmark	Copenhagen Århus
Finland	Helsinki
France	Paris Bordeaux Compiègne Lille Lyon Marseille Nancy Orléans Rennes Strasbourg Toulouse
Germany	Cologne Berlin Bielefeld Bremen Dortmund, Frankfurt Freiburg Hamburg Hannover Kassel, Munich Nuremberg Stuttgart
Greece	Athens
Hungary	Budapest
Ireland	Dublin
Italy	Rome Milan
Luxembourg	Luxembourg
Netherlands	Amsterdam Maastricht
Norway	Oslo
Poland	Warsaw Krakow Poznan Jelenia Góra
Portugal	Lisbon Porto
Russia	Moscow (***)
Slovakia	Bratislava
Spain	País Vasco, Cataluña, Galicia, Andalucía, Asturias, Cantabria, La Rioja, Murcia, Comunidad Valenciana, Aragón, Castilla la Mancha, Navarra, Extremadura, Madrid, Castilla-Leon, Islas Baleares, Islas Canarias, Ceuta y Melilla.
Sweden	Stockholm
Switzerland	Zurich Lausanne Lugano
Turkey	Istanbul
United Kingdom	Cardiff Belfast Birmingham London Manchester
<b>Middle East</b>	
Israel	Tel Aviv (*)
Lebanon	Beirut (*)
United Arab Emirates	Dubai (**)
Saudi Arabia	Dubai (**)

### Asia

China	Shanghai (***)
Hong Kong	Hong Kong
India	Mumbai (***)
Indonesia	Jakarta (**)
Japan	Tokyo
Malaysia	Kuala Lumpur (**)
Philippines	Manila (**)
Singapore	Singapore
Taiwan	Taipei (**)
Thailand	Bangkok (**)
Vietnam	Hanoi (**)

### Africa

Kenya	Nairobi (*)
South Africa	Johannesburg (*)
Tunisia	Tunis (*)

### Americas

Argentina	Buenos Aires (*)
Brazil	São Paulo
Canada	Almonte (Ontario) Mississauga (Ontario) Duncan (British Columbia)
Chile	Santiago de Chile (*)
Mexico	Mexico City, Guadalajara, Monterrey,
Peru	Lima (*)
USA	Hunt Valley (Maryland) Chicago (Illinois) Los Angeles California New York (New York)

### Oceania

Australia	Sydney Brisbane Melbourne Perth
New Zealand	Wellington

(\*) Asociación y acuerdos colaboración

(\*\*\*) Servicios establecido con partners locales



## Our commitment



The team is the main asset to create value for customers and shareholders and, therefore, the Group reinforces training, work-life balance and communication activities



Grupo Catalana Occidente is committed to a personalized management and advice fully professionalized through intermediaries



The insurance business generates benefits to society by shifting the risks incurred by policyholders, whether businesses or families, mitigating the problems that cause them to unexpected events



The Group aware of its responsibility raises its activities taking into account its commitment to the environment.

## Fundación Jesús Serra

The Group contributes to building a more just, united and developed society, in which prevail values such as initiative, effort, Healthy competition and continuous improvement



## More than insurance...

... participates in **more than 70 projects** in the fields of business, teaching, research, culture, sport and social action



## Income statement

(figures in million of euros)

<b>Cuenta de resultados</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15 -16</b>
Written premiums	3,070.1	3,091.4	3,322.2	3,704.6	4,108.4	10.9%
Premiums earned	3,076.1	3,121.4	3,289.6	3,703.9	4,085.3	10.3%
Income from information	107.5	110.4	115.3	121.5	127.4	4.9%
<b>Net income from insurance</b>	<b>3,183.5</b>	<b>3,231.8</b>	<b>3,404.8</b>	<b>3,825.4</b>	<b>4,212.7</b>	<b>10.1%</b>
Technical cost	1,951.8	1,991.8	2,088.9	2,339.1	2,575.4	10.1%
<i>% of net income</i>	<i>61.3%</i>	<i>61.6%</i>	<i>61.4%</i>	<i>61.1%</i>	<i>61.1%</i>	
Commissions	373.7	365.1	372.9	442.1	508.3	15.0%
<i>% of net income</i>	<i>11.7%</i>	<i>11.3%</i>	<i>11.0%</i>	<i>11.6%</i>	<i>12.1%</i>	
Expenses	597.7	608.5	628.4	698.8	744.8	6.6%
<i>% of net income</i>	<i>18.8%</i>	<i>18.8%</i>	<i>18.5%</i>	<i>18.3%</i>	<i>17.7%</i>	
<b>Technical result</b>	<b>260.4</b>	<b>266.5</b>	<b>314.5</b>	<b>345.4</b>	<b>384.2</b>	<b>11.2%</b>
<i>% of net income</i>	<i>8.2%</i>	<i>8.2%</i>	<i>9.2%</i>	<i>9.0%</i>	<i>9.1%</i>	
Financial result	48.0	73.0	73.9	84.8	62.3	-26.5%
<i>% of net income</i>	<i>1.5%</i>	<i>2.3%</i>	<i>2.2%</i>	<i>2.2%</i>	<i>1.5%</i>	
Result of non-technical non-financial account	-16.8	-22.4	-10.7	-22.8	-22.2	
<i>% of net income</i>	<i>-0.5%</i>	<i>-0.7%</i>	<i>-0.3%</i>	<i>-0.6%</i>	<i>-0.5%</i>	
Result of complementary credit insurance activities	6.6	4.9	4.1	8.0	8.6	7.5%
<i>% of net income</i>	<i>0.2%</i>	<i>0.2%</i>	<i>0.1%</i>	<i>0.2%</i>	<i>0.2%</i>	
<b>Result before tax</b>	<b>298.2</b>	<b>322.0</b>	<b>381.8</b>	<b>415.4</b>	<b>432.8</b>	<b>4.2%</b>
<i>% of net income</i>	<i>9.4%</i>	<i>10.0%</i>	<i>11.2%</i>	<i>10.9%</i>	<i>10.3%</i>	
<b>Consolidated result</b>	<b>222.8</b>	<b>243.9</b>	<b>268.1</b>	<b>296.1</b>	<b>324.5</b>	<b>9.6%</b>
Result attributable to minorities	22.6	22.8	26.0	28.0	28.9	3.2%
<b>Attributed result</b>	<b>200.2</b>	<b>221.1</b>	<b>242.1</b>	<b>268.1</b>	<b>295.6</b>	<b>10.3%</b>
<i>% of net income</i>	<i>6.3%</i>	<i>6.8%</i>	<i>7.1%</i>	<i>7.0%</i>	<i>7.0%</i>	

## Improving our market position

**Sixth group**

Market in Spain  
with a market  
share of **4.6%**

<b><i>Ranking</i></b>	2015	2016	Market share	% Chg. premiums
VidaCaixa	1	1	14.9%	32.0%
Mapfre	2	2	10.5%	5.1%
Zurich	4	3	8.7%	36.9%
Grupo Mutua Madrileña	3	4	7.4%	9.6%
Allianz	5	5	5.6%	1.6%
Grupo Catalana Occidente	6	6	4.6%	1.4%
AXA	7	7	4.0%	3.0%
Generali	8	8	3.9%	8.4%
BBVA	9	9	3.0%	-7.3%
Grupo Caser	11	10	2.3%	12.2%

## Traditional business

Traditional business	Mutirisk			Motor			Other			Non-life		
	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.
earned premiums	517.3	623.4	20.5%	456.2	622.5	36.5%	204.5	279.3	36.6%	1,178.0	1,525.2	29.5%
% technical cost	54.3%	52.7%	-1.6	63.4%	69.0%	5.6	49.0%	51.2%	2.3	56.9%	59.1%	2.2
% commissions	20.2%	20.5%	0.3	11.3%	11.2%	-0.1	21.3%	21.2%	-0.1	16.9%	16.8%	-0.1
% expenses	16.8%	16.7%	0.0	17.7%	16.2%	-1.5	17.0%	15.7%	-1.3	17.1%	16.3%	-0.9
% combined ratio	91.2%	89.8%	-1.4	92.4%	96.4%	4.0	87.3%	88.1%	0.8	91.0%	92.1%	1.2
Technical result	45.6	63.4		34.6	23.3		26.0	33.1		106.2	119.8	

Traditional Business ex Plus Ultra Seguros	Mutirisk			Motor			Other			Non-life		
	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.
earned premiums	409.5	418.6	2.2%	327.1	354.1	8.3%	141.9	149.4	5.3%	878.5	922.1	5.0%
% technical cost	51.0%	50.8%	-0.2	63.4%	67.3%	3.9	42.0%	43.3%	1.3	54.1%	55.9%	1.8
% commissions	19.5%	19.4%	-0.1	11.5%	11.5%	0.0	21.6%	21.5%	-0.1	16.9%	16.7%	-0.2
% expenses	16.8%	16.3%	-0.5	18.0%	15.8%	-2.2	18.1%	17.7%	-0.4	17.4%	16.3%	-1.1
% combined ratio	87.3%	86.5%	-0.8	92.8%	94.6%	1.8	81.7%	82.5%	0.8	88.4%	88.9%	0.5
Technical result	52.1	56.4		23.5	19.4		26.0	26.1		101.6	101.9	

Plus Ultra Seguros	Mutirisk			Motor			Other			Non-life		
	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.	12M 2015	12M 2016	Chg.
earned premiums	216.1	204.8	-5.2%	254.4	268.4	5.5%	120.0	129.9	8.3%	590.5	603.1	2.1%
% technical cost	65.5%	56.4%	-9.1	66.0%	71.2%	5.1	64.7%	60.4%	-4.3	65.6%	63.8%	-1.7
% commissions	22.6%	22.6%	0.0	10.7%	10.7%	0.0	20.9%	20.9%	0.1	17.1%	16.9%	-0.2
% expenses	17.1%	17.6%	0.5	17.5%	16.7%	-0.8	15.0%	13.3%	-1.8	16.8%	16.2%	-0.6
% combined ratio	105.2%	96.6%	-8.6	94.2%	98.5%	4.3	100.6%	94.6%	-6.0	99.5%	97.0%	-2.5
Technical result	-11.2	6.9		14.8	3.9		-0.7	7.0		2.9	17.8	

## Traditional business. Multirisk

(figures in million of euros)

<b>Key figures</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<b>Written premiums</b>	<b>420.6</b>	<b>410.2</b>	<b>407.0</b>	<b>508.6</b>	<b>624.1</b>	<b>22.7%</b>
<b>Earned Premiums</b>	423.2	414.6	410.0	517.3	623.4	20.5%
Number of claims	393,121	417,407	422,870	613,030	615,260	0.4%
Average cost of claims, €	568.9	514.0	500.3	457.9	533.6	16.5%
<b>Technical provisions</b>	<b>331.9</b>	<b>329.5</b>	<b>331.1</b>	<b>540.1</b>	<b>540.8</b>	<b>0.1%</b>
<i>% Underwriting cost</i>	<i>52.9%</i>	<i>51.7%</i>	<i>51.6%</i>	<i>54.3%</i>	<i>52.7%</i>	<i>-1.6</i>
<i>% Commissions</i>	<i>19.5%</i>	<i>19.2%</i>	<i>19.3%</i>	<i>20.2%</i>	<i>20.5%</i>	<i>0.3</i>
<i>% Expenses</i>	<i>15.6%</i>	<i>16.5%</i>	<i>16.6%</i>	<i>16.8%</i>	<i>16.7%</i>	<i>-0.1</i>
<b>% Combined ratio</b>	<b>87.9%</b>	<b>87.4%</b>	<b>87.5%</b>	<b>91.2%</b>	<b>89.8%</b>	<b>-1.4</b>
						0.0%
<b>Underwriting profit after expenses</b>	<b>51.2</b>	<b>52.1</b>	<b>50.7</b>	<b>45.6</b>	<b>63.4</b>	<b>39.0%</b>
<i>% of earned premiums</i>	<i>12.1%</i>	<i>12.6%</i>	<i>12.4%</i>	<i>8.8%</i>	<i>10.2%</i>	
<b>Financial profit</b>	<b>6.5</b>	<b>7.1</b>	<b>6.2</b>	<b>10.4</b>	<b>14.8</b>	<b>42.3%</b>
<i>% of earned premiums</i>	<i>1.5%</i>	<i>1.7%</i>	<i>1.5%</i>	<i>2.0%</i>	<i>2.4%</i>	
<b>Underwriting-financial profit</b>	<b>57.7</b>	<b>59.2</b>	<b>56.9</b>	<b>56.0</b>	<b>78.2</b>	<b>39.6%</b>
<i>% of earned premiums</i>	<i>13.6%</i>	<i>14.3%</i>	<i>13.9%</i>	<i>10.8%</i>	<i>12.5%</i>	

## Traditional business. Motor

(figures in million of euros)

<b>Key figures</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<b>Written premiums</b>	<b>357.7</b>	<b>326.9</b>	<b>322.0</b>	<b>458.0</b>	<b>639.0</b>	<b>39.5%</b>
<b>Earned Premiums</b>	<b>373.9</b>	<b>339.7</b>	<b>325.0</b>	<b>456.2</b>	<b>622.5</b>	<b>36.5%</b>
Number of claims	213,750	198,567	189,655	523,648	561,605	7.2%
Average cost of claims, €	1,078.0	1,054.3	1,043.6	820.6	890.5	8.5%
<b>Technical provisions</b>	<b>402.8</b>	<b>399.1</b>	<b>402.8</b>	<b>722.3</b>	<b>836.6</b>	<b>15.8%</b>
% Underwriting cost	63.5%	61.6%	60.9%	63.4%	69.0%	5.6
% Commissions	11.9%	11.9%	11.8%	11.3%	11.2%	-0.1
% Expenses	18.0%	19.3%	20.1%	17.7%	16.2%	-1.5
<b>% Combined ratio</b>	<b>93.4%</b>	<b>92.8%</b>	<b>92.8%</b>	<b>92.4%</b>	<b>96.4%</b>	<b>4.0</b>
						0.0%
<b>Underwriting profit after expenses</b>	<b>24.5</b>	<b>24.2</b>	<b>23.7</b>	<b>34.6</b>	<b>23.3</b>	<b>-32.7%</b>
% of earned premiums	6.6%	7.1%	7.3%	7.6%	3.7%	
<b>Financial profit</b>	<b>9.9</b>	<b>10.2</b>	<b>9.0</b>	<b>15.1</b>	<b>20.5</b>	<b>35.8%</b>
% of earned premiums	2.6%	3.0%	2.8%	3.3%	3.3%	
<b>Underwriting-financial profit</b>	<b>34.4</b>	<b>34.4</b>	<b>32.7</b>	<b>49.8</b>	<b>43.7</b>	<b>-12.2%</b>
% of earned premiums	9.2%	10.1%	10.1%	10.9%	7.0%	

## Traditional business. Other

(figures in million of euros)

<b>Key figures</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15 -16</b>
<b>Written premiums</b>	<b>151.1</b>	<b>140.1</b>	<b>137.3</b>	<b>196.3</b>	<b>280.5</b>	<b>42.9%</b>
<b>Earned Premiums</b>	<b>157.7</b>	<b>145.6</b>	<b>139.3</b>	<b>204.5</b>	<b>279.3</b>	<b>36.6%</b>
Number of claims	51,800	50,346	46,590	89,528	86,393	-3.5%
Average cost of claims, €	1,342.9	1,287.9	1,266.8	1,118.7	1,656.8	48.1%
<b>Technical provisions</b>	<b>305.2</b>	<b>291.1</b>	<b>285.1</b>	<b>477.7</b>	<b>403.8</b>	<b>-15.5%</b>
<i>% Underwriting cost</i>	<i>44.1%</i>	<i>44.5%</i>	<i>42.4%</i>	<i>49.0%</i>	<i>51.2%</i>	<i>2.2</i>
<i>% Commissions</i>	<i>21.9%</i>	<i>21.8%</i>	<i>21.5%</i>	<i>21.3%</i>	<i>21.2%</i>	<i>-0.1</i>
<i>% Expenses</i>	<i>16.7%</i>	<i>16.8%</i>	<i>18.4%</i>	<i>17.0%</i>	<i>15.7%</i>	<i>-1.3</i>
<b>% Combined ratio</b>	<b>82.7%</b>	<b>83.1%</b>	<b>82.4%</b>	<b>87.3%</b>	<b>88.1%</b>	<b>0.8</b>
<b>Underwriting profit after expenses</b>	<b>27.3</b>	<b>24.7</b>	<b>24.6</b>	<b>26.0</b>	<b>33.1</b>	<b>27.3%</b>
<i>% of earned premiums</i>	<i>17.3%</i>	<i>17.0%</i>	<i>17.7%</i>	<i>12.7%</i>	<i>11.9%</i>	
<b>Financial profit</b>	<b>5.9</b>	<b>6.0</b>	<b>5.2</b>	<b>8.1</b>	<b>9.4</b>	<b>16.0%</b>
<i>% of earned premiums</i>	<i>3.7%</i>	<i>4.1%</i>	<i>3.7%</i>	<i>4.0%</i>	<i>3.4%</i>	
<b>Underwriting-financial profit</b>	<b>33.2</b>	<b>30.6</b>	<b>29.8</b>	<b>34.1</b>	<b>42.5</b>	<b>24.6%</b>
<i>% of earned premiums</i>	<i>21.1%</i>	<i>21.0%</i>	<i>21.4%</i>	<i>16.7%</i>	<i>15.2%</i>	



## Traditional business. Life

<b>Key figures</b>	(figures in million of euros)					<b>% Chg. 15-16</b>
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	
<b>Life insurance turnover</b>	<b>683.1</b>	<b>809.7</b>	<b>959.3</b>	<b>987.9</b>	<b>1,003.7</b>	<b>1.6%</b>
Periodic	307.6	295.1	300.0	338.2	381.3	12.7%
Health	17.1	17.7	20.3	36.0	53.6	48.9%
Funeral	65.5	70.7	74.3	78.3	92.2	17.8%
Single	292.9	426.2	564.7	535.4	476.6	-11.0%
Contributions to pension plans	37.5	47.3	48.3	54.8	48.9	-10.8%
Net contributions to investment funds	-5.2	-5.6	9.6	8.5	-0.4	
<b>Volume of managed funds</b>	<b>3,970.3</b>	<b>4,278.8</b>	<b>4,208.0</b>	<b>5,230.3</b>	<b>5,538.5</b>	<b>5.9%</b>
<b>Earned Premiums</b>	<b>682.9</b>	<b>809.7</b>	<b>957.6</b>	<b>989.1</b>	<b>1,002.4</b>	<b>1.3%</b>
<b>Underwriting profit after expenses</b>	<b>36.7</b>	<b>27.2</b>	<b>18.5</b>	<b>20.1</b>	<b>30.9</b>	<b>53.7%</b>
<i>% of earned premiums</i>	<i>5.4%</i>	<i>3.4%</i>	<i>1.9%</i>	<i>2.0%</i>	<i>3.1%</i>	
<b>Financial profit</b>	<b>22.9</b>	<b>28.6</b>	<b>37.3</b>	<b>30.3</b>	<b>32.0</b>	<b>5.6%</b>
<i>% of earned premiums</i>	<i>3.4%</i>	<i>3.5%</i>	<i>3.9%</i>	<i>3.1%</i>	<i>3.2%</i>	
<b>Underwriting-financial profit</b>	<b>59.6</b>	<b>55.8</b>	<b>55.7</b>	<b>50.4</b>	<b>62.9</b>	<b>24.8%</b>
<i>% of earned premiums</i>	<i>8.7%</i>	<i>6.9%</i>	<i>5.8%</i>	<i>5.1%</i>	<i>6.3%</i>	

## Credit insurance business - TPE

(figures in million of euros)

<b>Country</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>	<b>% total</b>
Spain and Portugal	90,084	81,486	85,165	89,601	93,437	4.3%	15.9%
Germany	70,266	72,844	77,297	80,398	82,783	3.0%	14.1%
Australia and Asia	65,064	58,725	69,210	79,668	79,013	-0.8%	13.5%
Americas	27,296	45,386	59,491	65,464	71,970	9.9%	12.3%
Eastern Europe	37,004	41,142	45,925	50,805	55,098	8.5%	9.4%
UK	28,760	34,619	40,332	45,782	43,794	-4.3%	7.5%
France	37,426	37,135	39,170	40,917	43,323	5.9%	7.4%
Italy	24,170	23,768	26,929	32,735	37,208	13.7%	6.3%
Nordic and Baltic countries	20,823	21,831	23,261	25,883	26,964	4.2%	4.6%
Netherlands	24,898	22,326	23,152	23,914	25,268	5.7%	4.3%
Belgium and Luxembourg	12,796	13,336	14,229	14,662	15,708	7.1%	2.7%
Rest of the world	7,259	7,795	10,954	12,817	12,538	-2.2%	2.1%
<b>Total</b>	<b>445,846</b>	<b>460,394</b>	<b>515,114</b>	<b>562,644</b>	<b>587,104</b>	<b>4.3%</b>	<b>100%</b>

## Credit insurance business - TPE

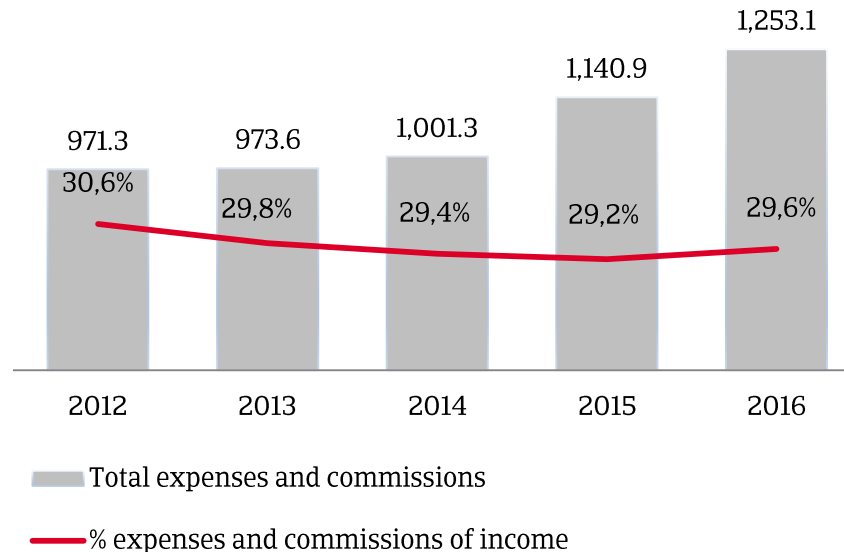
(figures in million of euros)

<b>Industrial sector</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>	<b>% s/ total</b>
Chemicals	50,957	55,912	67,007	69,797	70,510	1.0%	12.0%
Electronics	49,339	56,283	63,915	74,538	78,593	5.4%	13.4%
Durable consumer goods	48,642	50,468	56,347	60,940	65,324	7.2%	11.1%
Metals	54,037	50,907	56,286	59,888	58,855	-1.7%	10.0%
Food	40,476	42,564	48,188	52,056	55,640	6.9%	9.5%
Transport	35,248	38,366	43,705	50,612	53,434	5.6%	9.1%
Construction	35,287	33,459	37,238	41,147	43,133	4.8%	7.3%
Machinery	30,065	29,390	31,629	33,902	34,734	2.5%	5.9%
Agriculture	22,146	22,808	25,932	28,327	30,907	9.1%	5.3%
Construction materials	20,250	20,030	21,981	24,425	25,387	3.9%	4.3%
Services	20,974	21,386	21,180	24,113	25,276	4.8%	4.3%
Textiles	16,101	16,261	17,722	19,065	19,855	4.1%	3.4%
Paper	10,871	10,805	12,275	12,747	13,590	6.6%	2.3%
Finance	11,453	11,755	11,711	11,088	11,867	7.0%	2.0%
<b>Total</b>	<b>445,846</b>	<b>460,394</b>	<b>515,114</b>	<b>562,644</b>	<b>587,104</b>	<b>4.3%</b>	<b>100%</b>

## Expenses and commissions

(figures in million of euros)

Expenses and commissions	2012	2013	2014	2015	2016	% Chg. 15-16
Traditional business	238.6	238.9	240.9	286.8	338.9	18.2%
Credit insurance business	361.1	360.4	388.6	389.3	400.9	3.0%
Non-recurring expenses	-2.1	9.2	-1.1	22.7	5.0	
<b>Total expenses</b>	<b>597.6</b>	<b>608.5</b>	<b>628.4</b>	<b>698.8</b>	<b>744.8</b>	<b>6.6%</b>
<b>Commissions</b>	<b>373.7</b>	<b>365.1</b>	<b>372.9</b>	<b>442.1</b>	<b>508.3</b>	<b>15.0%</b>
<b>Total expenses and commissions</b>	<b>971.3</b>	<b>973.6</b>	<b>1,001.3</b>	<b>1,140.9</b>	<b>1,253.1</b>	<b>9.8%</b>
<b>% expenses and commissions of income</b>	<b>30.6%</b>	<b>29.8%</b>	<b>29.4%</b>	<b>29.2%</b>	<b>29.6%</b>	



## Financial results

(figures in million of euros)

<b>Financial result</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
Financial income net of expenses	160.7	160.7	164.9	176.2	212.5	223.3	5.1%
Exchange differences	0.8	-0.7	-0.4	-0.1	0.1	0.1	
Subsidiary companies	0.4	6.3	17.8	18.9	4.9	0.3	
Interests applied to life	-130.6	-134.6	-138.3	-140.5	-147.4	-152.2	3.3%
<b>Recurring financial results from traditional business</b>	<b>31.3</b>	<b>31.7</b>	<b>44.0</b>	<b>54.5</b>	<b>70.1</b>	<b>71.5</b>	<b>2.0%</b>
<i>% of earned premiums</i>	<i>1.9%</i>	<i>1.9%</i>	<i>2.6%</i>	<i>3.0%</i>	<i>3.2%</i>	<i>2.8%</i>	
Financial income net of expenses	29.9	23.1	17.3	16.0	17.4	17.9	2.9%
Exchange differences	0.9	3.5	-2.7	-1.2	-0.4	8.0	
Subsidiary companies	8.7	8.0	5.8	7.2	0.9	4.6	
Interests of subordinated debt	-7.1	-7.1	-7.1	-8.3	-13.1	-15.7	19.6%
<b>Recurring financial results from credit insurance</b>	<b>32.4</b>	<b>27.5</b>	<b>13.3</b>	<b>13.7</b>	<b>4.8</b>	<b>14.8</b>	
<i>% of net income from insurance</i>	<i>2.2%</i>	<i>1.8%</i>	<i>0.9%</i>	<i>0.9%</i>	<i>0.3%</i>	<i>0.9%</i>	
Intra-group interest adjustment	0.0	0.0	0.0	0.0	-12.4	-8.5	
<b>Adjusted recurring financial results from credit insurance</b>	<b>32.4</b>	<b>27.5</b>	<b>13.3</b>	<b>13.7</b>	<b>-7.6</b>	<b>6.3</b>	
<b>Recurring financial results</b>	<b>63.7</b>	<b>59.2</b>	<b>57.3</b>	<b>68.2</b>	<b>62.5</b>	<b>77.8</b>	<b>24.5%</b>
<i>Resultado Financiero No Recurrente Negocio Tradicional</i>	<i>2.0%</i>	<i>1.9%</i>	<i>1.8%</i>	<i>2.0%</i>	<i>1.6%</i>	<i>1.8%</i>	
<b>Resultado Financiero No Recurrente Negocio Seguro Crédito</b>	<b>-5.6</b>	<b>-11.2</b>	<b>15.7</b>	<b>5.7</b>	<b>22.3</b>	<b>-15.5</b>	
<b>% of total Group Income</b>	<b>58.1</b>	<b>48.0</b>	<b>73.0</b>	<b>73.9</b>	<b>84.8</b>	<b>62.3</b>	<b>26.5%</b>

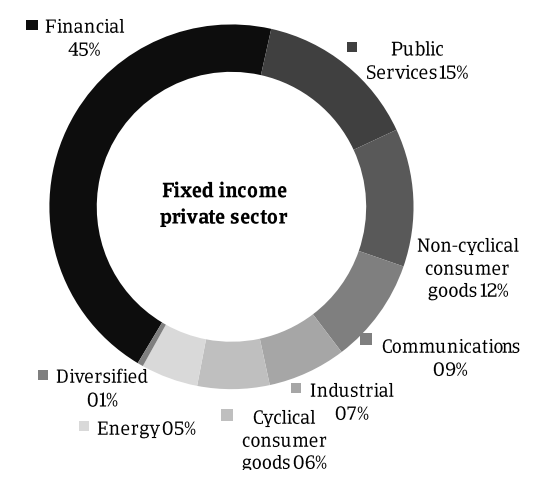
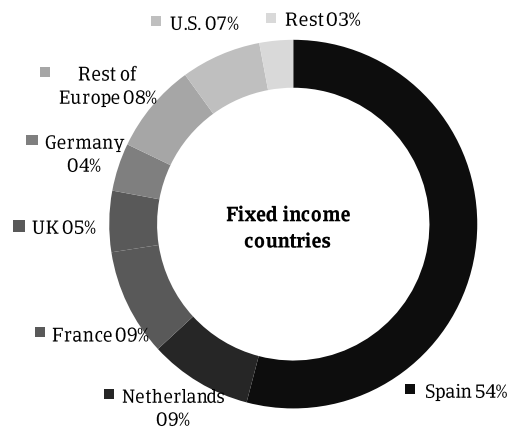
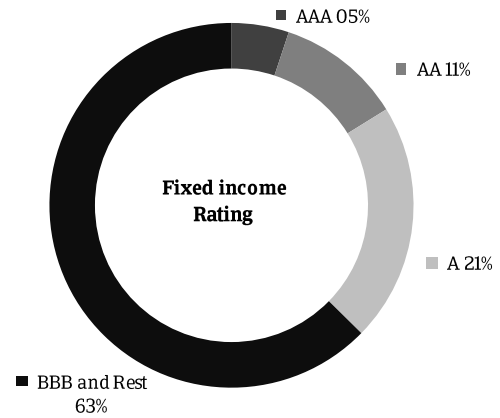
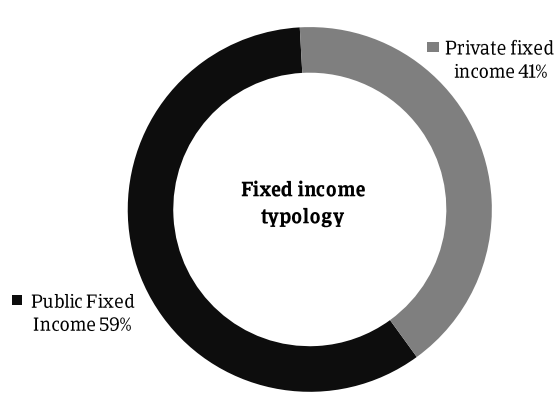
## Investment

(figures in million of euros)

<b>Investments and funds under management</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>	<b>% s/inv. R.Cia.</b>
Real estate	1,030.0	977.4	943.3	1,024.4	1,173.2	14.5%	10.9%
Fixed Income	3,724.2	4,114.9	4,906.4	6,396.3	6,578.0	2.8%	61.1%
Equity instruments	521.7	754.3	927.0	1,304.3	1,345.8	3.2%	12.5%
Deposits with credit institutions	540.5	600.5	593.9	464.4	412.6	-11.2%	3.8%
Other investments	136.0	137.7	141.0	124.6	133.2	6.9%	1.2%
Cash and monetary assets	815.7	679.1	789.7	772.2	1,060.6	37.4%	9.9%
Investment in subsidiaries	338.0	362.6	373.5	99.0	62.9	-36.5%	0.6%
<b>Total entity risk investments</b>	<b>7,106.2</b>	<b>7,626.5</b>	<b>8,674.9</b>	<b>10,185.2</b>	<b>10,766.3</b>	<b>5.7%</b>	<b>100.0%</b>
Investments by policyholders	262.7	281.1	294.8	315.7	332.5	5.3%	
Pension plans and mutual funds	449.4	474.3	511.1	554.9	573.2	3.3%	
<b>Total policy holders risk investments</b>	<b>712.1</b>	<b>755.4</b>	<b>805.9</b>	<b>870.6</b>	<b>905.7</b>	<b>4.0%</b>	
<b>Investments and funds under management</b>	<b>7,818.3</b>	<b>8,381.9</b>	<b>9,480.8</b>	<b>11,055.8</b>	<b>11,672.1</b>	<b>5.6%</b>	

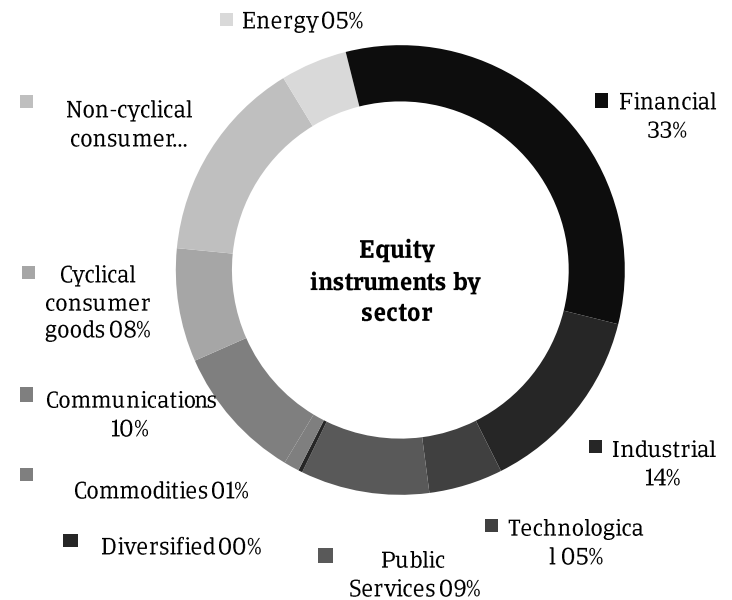
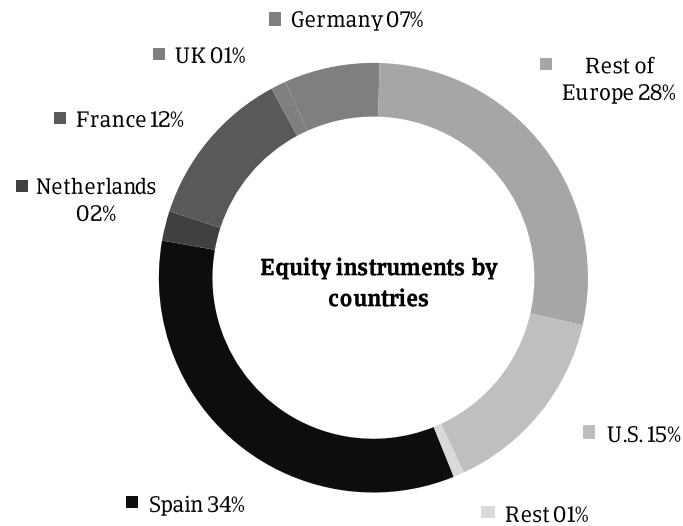
# Investment

## High quality fixed income portfolio



## Investment

### Equity 12.5 %





## Balance sheet

(figures in million of euros)

<b>Assets</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<b>Intangible assets and property</b>	<b>881.3</b>	<b>883.3</b>	<b>876.6</b>	<b>1,100.8</b>	<b>1,213.1</b>	<b>10.2%</b>
<b>Investments</b>	<b>6,573.7</b>	<b>7,163.3</b>	<b>8,258.3</b>	<b>9,763.0</b>	<b>10,332.0</b>	<b>5.8%</b>
Property investment	224.6	226.5	223.3	278.7	398.0	42.8%
Financial investments	5,969.2	6,503.8	7,448.5	8,874.5	8,897.3	0.3%
Cash and short-term assets	379.9	433.0	586.5	609.7	1,036.6	70.0%
<b>Reinsurance share in technical provisions</b>	<b>988.5</b>	<b>895.2</b>	<b>889.4</b>	<b>1,002.1</b>	<b>895.1</b>	<b>-10.7%</b>
<b>Other assets</b>	<b>1,285.7</b>	<b>1,159.6</b>	<b>1,192.2</b>	<b>1,430.1</b>	<b>1,467.2</b>	<b>2.6%</b>
Deferred tax assets	127.5	115.9	127.2	96.1	91.1	-5.2%
Credits	786.1	703.2	702.2	873.0	900.4	3.1%
Other assets	372.1	340.5	362.8	461.1	475.8	3.2%
<b>Total assets</b>	<b>9,729.2</b>	<b>10,101.4</b>	<b>11,216.5</b>	<b>13,296.0</b>	<b>13,907.5</b>	<b>4.6%</b>
<b>Liabilities and equity</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>% Chg. 15-16</b>
<b>Long-term capital</b>	<b>1,795.3</b>	<b>2,100.3</b>	<b>2,685.7</b>	<b>2,797.7</b>	<b>3,039.6</b>	<b>8.6%</b>
<b>Equity</b>	<b>1,676.5</b>	<b>1,980.8</b>	<b>2,437.6</b>	<b>2,585.8</b>	<b>2,834.7</b>	<b>9.6%</b>
Parent company	1,433.4	1,723.8	2,167.1	2,299.7	2,533.6	10.2%
Minority interests	243.1	257.1	270.5	286.1	301.1	5.2%
<b>Subordinated liabilities</b>	<b>118.8</b>	<b>119.5</b>	<b>248.1</b>	<b>211.8</b>	<b>204.9</b>	<b>-3.2%</b>
<b>Technical provisions</b>	<b>6,844.3</b>	<b>6,905.5</b>	<b>7,235.0</b>	<b>9,074.3</b>	<b>9,351.0</b>	<b>3.0%</b>
<b>Other liabilities</b>	<b>1,089.6</b>	<b>1,095.6</b>	<b>1,295.8</b>	<b>1,424.0</b>	<b>1,516.8</b>	<b>6.5%</b>
Other provisions	158.2	153.0	148.0	161.1	186.4	15.7%
Deposits received for transferred reinsurance	68.3	62.1	60.4	82.3	59.2	-28.1%
Deferred tax liabilities	179.2	222.3	320.3	328.9	340.3	3.5%
Liabilities	480.1	457.6	524.6	574.3	623.0	8.5%
Other liabilities	203.8	200.6	242.5	277.3	308.0	11.1%
<b>Total liabilities and equity</b>	<b>9,729.2</b>	<b>10,101.4</b>	<b>11,216.5</b>	<b>13,296.0</b>	<b>13,907.5</b>	<b>4.6%</b>

## Risk strategy

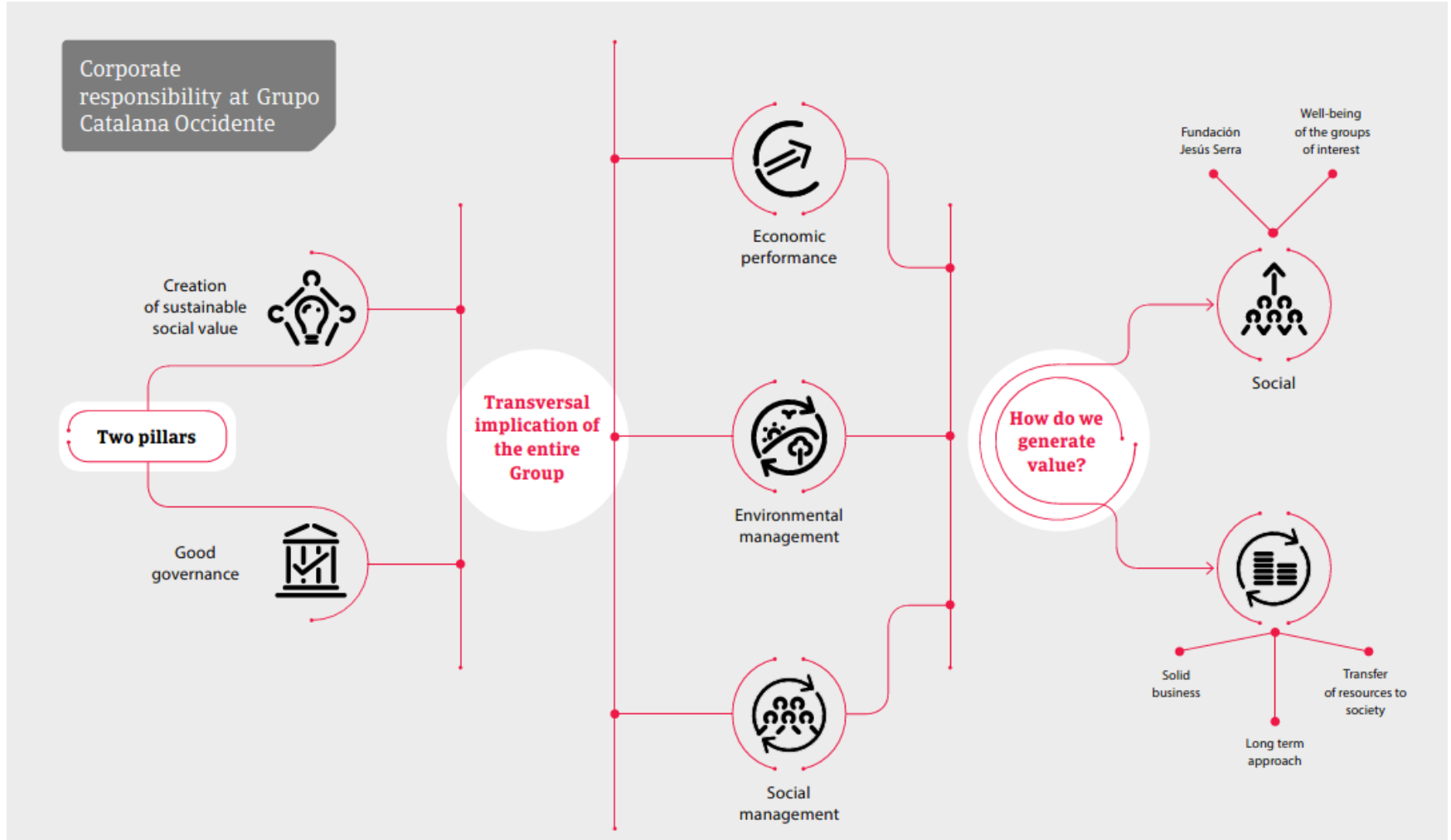
Grupo Catalana Occidente defines its risk strategy as the level of risk it is willing to take to achieve the targets set in its strategic plan and annual guidelines.

Within the risk strategy, the following concepts are identified:

<b>Risk profile</b>	Risk assumed measured in terms of capital required.
<b>Risk appetite</b>	Maximum risk that the entity is willing to accept in order to achieve its objectives.
<b>Risk tolerance</b>	First level of disaggregation of the risk appetite depending on the business, type of risk and individual entity.
<b>Risk limits</b>	Operating limits established to comply with risk tolerance.
<b>Alert indicators</b>	In addition, the Group has implemented a series of early alert indicators that work as a base for both monitoring risks and complying with the risk appetite approved by the Board of Directors.

## Risk map

Risk map	Description	Management	Mitigation
Subscription risk Non-Life	Control of subscription and claims through strict control of the combined ratio and the default risk in the credit area, also supported by reinsurance policies.	Subscription and reserve policies. Reinsurance policy. Manual and technical regulations for subscription.	Reinsurance and strict control of the combined ratio.
Subscription risk for life, health and funeral.	Control of subscription, claims and value of the portfolio, also supported by reinsurance policies.	Subscription and reserve policies. Reinsurance policy. Manual and technical regulations for subscription.	Reinsurance and strict control of the subscription of risks.
Market risk	Detailed analysis of asset-liability matching (ALM), as well as sensitivity analysis of future scenarios.	Investment policy. Management based on the principle of prudence.	Asset management based on the principle of prudence. *Control of the different types of portfolio and the management objectives of each one. *Liability commitments to cover. *Type of investments considered appropriate for investment. *Credit diversification and rating limits to maintain
Counterparty risk	Control of credit rating of the principal financial counterparties and rating of the reinsurance table. Monitoring of exposure from commercial credit risk with agents and the age of the debt.	Reinsurance policy. Investment policy.	Reinsurance with counterparties with good credit rating. Diversified investment portfolio with high rating.
Operational risk	Control of the inherent risk and residual risk through the implementation of preventive controls and mitigation in the case of an event.	Contingency plans. Data quality and safety policy. <i>Code of Ethics</i> . Procedure in cases of irregularities and fraud (report channel).	Implementation of an efficient internal control system.
Liquidity risk	Control of company liquidity and obligations.	Investment policy.	Low debt ratio
Strategic risk	Controlled by the Board of Directors and the steering committee through the strategic plan and the guidelines of the Group.	Strategic Plan and Medium-Term Plan.	Continuous surveillance of the regulatory frameworks allowing the entity to adopt best practices and the most efficient and rigorous criteria for implementation.
Regulatory non-compliance risk	Guidance and control for regulatory compliance and evaluation of the impact of any changes in the legal environment.	<i>Code of Conduct</i> . Regulatory compliance policy.	Frequent contact with rating agencies.
Reputational risk	Continuous improvement of customer service and the image of the Group and of the risks that may have an impact on the Group.	Procedure in the case of irregularities. <i>Code of Conduct</i> . <i>Code of Ethics</i> . Skill and honour policy.	Implementation of an efficient internal control system.



## Skateholders

### Specific commitments with the groups of inter-



#### Employees

Equal opportunities, fair pay and permanent training.



#### Customers

Develop competitive products, personal advice and service excellence.



#### Shareholders and investors

Offer an attractive return on investment by carrying out prudent risk management, transparency of information and development a long term strategy.



#### Distributors / intermediaries

Continued support for professional development, equal remuneration and treatment, providing trust and security.



#### Associates and suppliers

Objectivity, impartiality, transparency and equal treatment.



#### Society

Proactive cooperation with entities in the insurance sector and other associations. Make a charitable contribution through Fundación Jesús Serra.



#### Environment

Encourage awareness and respect for the environment.

## Glosary

<b>Technical result</b>	Result of the insurance activities	<b>Technical result</b> = Income from insurance – Technical cost – Commissions - Expenses
<b>Reinsurance result</b>	Result from transferring business to the reinsurer or accepting business from other entities.	<b>Reinsurance result</b> = Reinsurance accepted result + Reinsurance granted result
<b>Financial result</b>	Result from financial investments	<b>Financial result</b> = Income from financial assets (coupons, dividends, profits) - financial expenses (commissions and other expenses) + result of subsidiary companies - accrued interests from debts - interests paid to the policyholders of life insurances
<b>Technical/financial result</b>	Result of the insurance activities including the financial result. This result has been specially relevant in life insurances.	<b>Technical/financial result</b> = Technical result + Financial result
<b>Result of non-technical non-financial account</b>	Income and expenses that cannot be assigned to technical or financial results.	<b>Result of non-technical/non-financial account</b> = Income - expenses that cannot be assigned to technical or financial results.
<b>Result of complementary credit insurance activities</b>	Result of activities that cannot be assigned to the specific insurance business. The following activities can be observed: <ul style="list-style-type: none"> <li>· Information services</li> <li>· Debt collection</li> <li>· Management of exports of the Dutch government.</li> </ul>	<b>Result of complementary credit insurance activities</b> = income - expenses
<b>Recurring result</b>	Result from the usual operating activity	<b>Recurring result</b> = technical/financial result + result from non-technical account - taxes, all from the usual operating activity
<b>Non-recurring result</b>	Extraordinary or atypical movements which can detract from the analysis of the income statement. They are classified by their nature (technical, expenses and financial) and by business type (traditional business and credit insurance)	<b>Non-recurring result</b> = technical/financial result + result from non-technical account - taxes, all from extraordinary or atypical movements.
<b>Turnover</b>	The turnover is the trade volume of the Group.  It includes premiums generated by the Group in each of the business lines and income from services related to the credit insurance.	<b>Turnover</b> = Invoiced premiums + Income from information  <b>Invoiced premiums</b> = written premiums of direct insurance + accepted reinsurance premiums

## Glossary

<b>Funds under management</b>	Amount of financial and property assets managed by the Group	<p><b>Managed funds</b> = Financial assets and property assets, risk to entity + Financial assets and property assets, risk to policyholders + managed pension funds</p> <p><b>Managed funds</b> = fixed income + variable income + real estate + deposits with credit institutions + cash + investee companies</p>
<b>Financial strength</b>	Shows the debt and solvency situation. It is measured using the debt ratio, the interest coverage ratio and the rating.	<p><b>Debt ratio</b> = net equity + debt / debt</p> <p><b>Interest coverage ratio</b> = result before tax/interests</p>
<b>Technical cost</b>	Direct costs from claims cover. See claims.	<b>Technical cost</b> = total claims - claims borne by reinsurers + reinsurance cost + increase in technical provisions
<b>Dividend yield</b>	Dividend yield show the relationship between the dividends paid over the year and the share value at year-end closure. Measure used to value the shares of an entity	<b>Dividend yield</b> = dividend paid per share over the year / share value at year-end closure
<b>Modified durations</b>	Sensitivity of assets value to movements in interest rates.	<b>Modified durations</b> = Represents an approximation to the value of the percentage change in the value of financial assets for each percentage point (100 basis points) of variation in interest rates.
<b>Expenses</b>	General expenses include the costs to manage the business excluding those attributable to claims.	<b>Expenses</b> = staff costs + commercial expenses + services and other expenses (allowances, training, awards, material and other office expenses, rentals, external services, etc.)
<b>Retention level</b>	Measures customer expectations to continue with the entity Scale from less than 1 year to more than 5 years	<b>Retention level</b> = How long do you expect to remain as customer of our entity?
<b>Satisfaction level</b>	Measures the overall satisfaction of customers with the entity Scale of 1 to 10	<p><b>Overall satisfaction level</b> = (Satisfied – unsatisfied) / respondents</p> <p>Satisfied customers are those that provided an answer from 7 to 10</p> <p>Unsatisfied customers are those that provided an answer from 1 to 4</p>

## Glossary

<b>Dividend yield</b>	Dividend yield show the relationship between the dividends paid over the year and the share value at year-end closure. Measure used to value the shares of an entity	<b>Dividend yield</b> = dividend paid per share over the year / share value at year-end closure
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<b>Satisfaction level</b>	Measures the overall satisfaction of customers with the entity Scale of 1 to 10	<b>Overall satisfaction level</b> = (Satisfied – unsatisfied) / respondents Satisfied customers are those that provided an answer from 7 to 10 Unsatisfied customers are those that provided an answer from 1 to 4
<b>Pay out</b>	Ratio that indicates the part of the result distributed to the investors via dividends	<b>Pay out</b> = dividend distributed during the year / attributed result
<b>Price Earnings Ratio PER</b>	The price-earning ratio or PER measures the relationship between the price or value of the entity and the results. Its value expresses what the market pays for each monetary unit of results. It is representative of the entity's capacity to generate results.	<b>PER</b> = Market price of the share / attributed result per share
<b>Ex. single premiums</b>	Total premiums without considering the non-periodic premiums of the Life business	<b>Ex. single premiums</b> = Premiums invoiced - single premiums of the life business
<b>Technical provisions</b>	Amount of the obligations assumed that are derived from the insurance and reinsurance contracts.	
<b>Combined ratio</b>	Indicator that measures the technical profitability of the Non-Life insurances.	<b>Net combined ratio</b> = ((Claims + increase in technical provisions) + Commissions + Expenses) / Income per insurance
<b>Net combined ratio</b>	Indicator that measures the technical profitability of the Non-Life insurances net of the reinsurance effect.	<b>Net combined ratio</b> = ((Claims - claims covered by the reinsured party + reinsurance cost + technical provision increase) + Commissions + Expenses) / (Income per insurance - Earned premiums transferred to reinsurance)



## Glossary

<b>Net expenses ratio</b>	Ratio that reflects the part of the income per premium dedicated to expenses net of the reinsurance effect	<b>Expenses ratio</b> = (Expenses - commission of the transferred reinsurance) / (Income per insurance - Earned premiums transferred to reinsurance)
<b>Claims ratio</b>	Business indicator, consisting of the proportion between claims and earned premiums.	<b>Claims ratio</b> = ((Claims + increase in technical provisions) / Income per insurance)
<b>Net claims ratio</b>	Business indicator, consisting of the proportion between claims and earned premiums net of the reinsurance effect.	<b>Net claims ratio</b> = ((Claims - claims covered by the reinsured party + technical provision increase) + Commissions + Expenses) / (Income per insurance - Earned premiums transferred to reinsurance)
<b>Permanent resources</b>	Resources assimilable to own funds.	<b>Permanent resources</b> = Net equity + Subordinate debt
<b>Permanent resources at market value</b>	Resources assimilable to own funds at market value	<b>Permanent resources at market value</b> = Net equity + Subordinate debt + capital gain not included in balance
<b>Resources transferred to society</b>	Amount that the Group returns to the principal groups of interest.	<b>Resources transferred to society</b> = claims paid + taxes + commissions + personnel expenses + dividends
<b>Return On Equity ROE</b>	Financial profitability or return rate Measures the capital performance	<b>ROE</b> = Attributed result / Net attributed equity
<b>Claims</b>	See technical cost Economic evaluation of claims.	<b>Claims</b> = Payment for claims + Variation of the provision for services
<b>Total Potential Exposure TPE</b>	This is the potential exposure to risk, also "cumulative risk". Term of credit insurance business	<b>TPE</b> = the sum of the credit limits subscribed by the Group in each "buyer"

## Disclaimer

This presentation includes oral and written “forward-looking statements” with respect to certain plans and current goals and expectations relating to the Company’s future financial condition, performance and results. These forward-looking statements represent a simple forecast whose formulation does not represent a guarantee with respect to the future performance of the Company. By their nature, all forward-looking statements involve risk and uncertainty because they relate to future events and circumstances which may be beyond the Company’s control such as general economic conditions, performance of financial markets, the frequency and severity of insured loss events, mortality and morbidity levels and trends, persistency levels, interest rate levels, currency exchange rates, general competitive factors, changes in laws and regulations, changes in the policies of governments or regulatory authorities.

The Company undertakes no obligation to update the forward-looking statements made in this presentation or any other forward-looking statements.

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# Thank you

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