

Results presentation 9M2024

Grupo Catalana Occidente, S.A.



 **GCO** | 160_{years}

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01 Keys of the period

02 Information 9M2024

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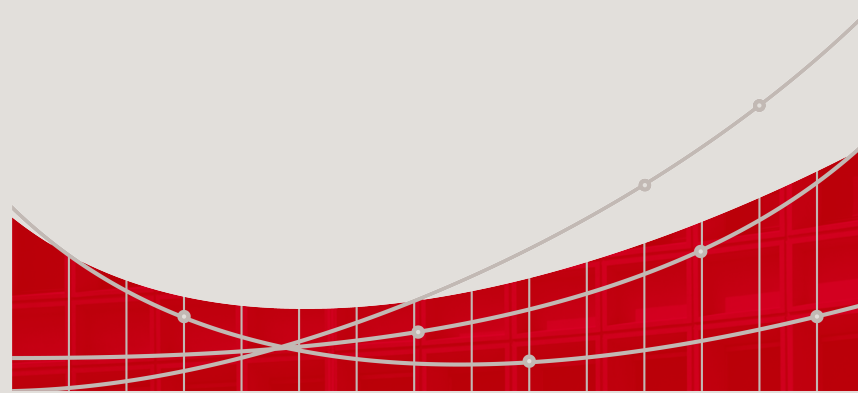
03 Calendar and annexes



@gco_news

Presentation based on data from the 9M2024 report published on 10/31/2024

01.



Keys of the period

9M2024: executive summary

GROWTH

Total turnover and business distribution



4,563.2 M€ +2.9%

- 53.6% Traditional business
- 42.1% Credit insurance business
- 4.3% Funeral business

PROFITABILITY

Consolidated result



574.5 M€ +9.2%

Combined ratio



- 90.5% -2.0 p.p. Traditional business
- 74.3% +3.1 p.p. Credit insurance business

SOLVENCY

Permanent resources at market value

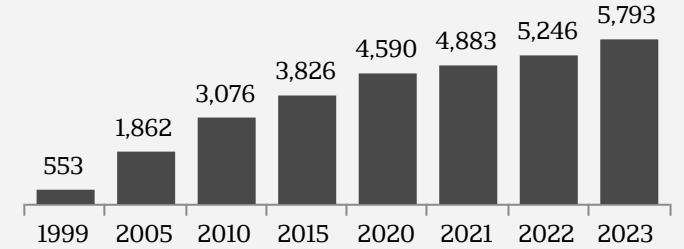
6,500.8 M€



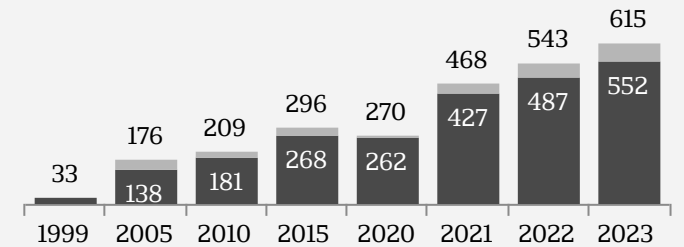
Shareholder remuneration 2023

134.12 M€

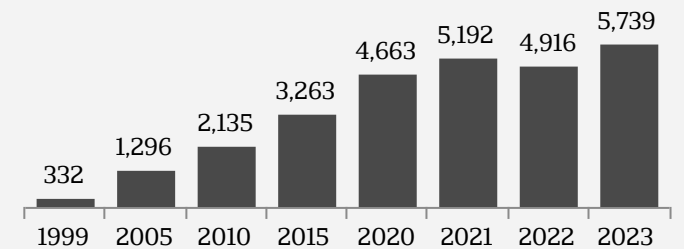
Turnover x10



Results x18



Permanent resources x17



The accompanying information has been prepared in accordance with the accounting standards for insurance contracts (IFRS4).

Global economic environment

Global economy remains resilient despite uneven growth



Global

GDP	+3.5%	22	+3.3%	23	+3.2%	24e
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USA

GDP	+1.9%	22	+2.5%	23	+2.8%	24e
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Eurozone

GDP	+3.4%	22	+0.5%	23	+0.8%	24e
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Latam

GDP	+4.2%	22	+2.2%	23	+2.1%	24e
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Spain

GDP	+5.8%	22	+2.7%	23	+2.9%	24e
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Emerging and developing economies in Asia

GDP	+4.4%	22	+5.7%	23	+5.3%	24e
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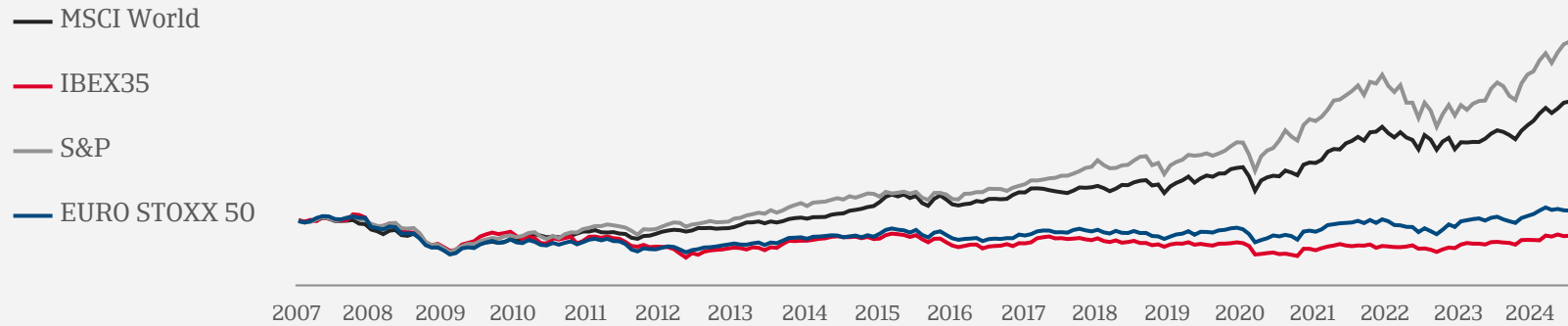


United Kingdom

GDP	+4.3%	22	+0.1%	23	+1.1%	24e
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Financial markets

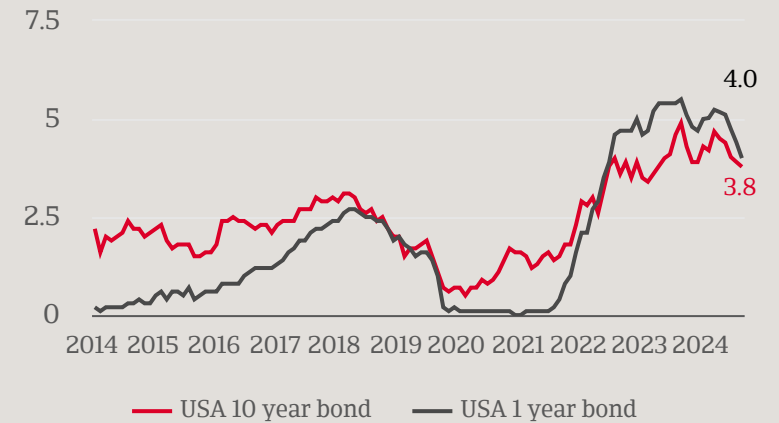
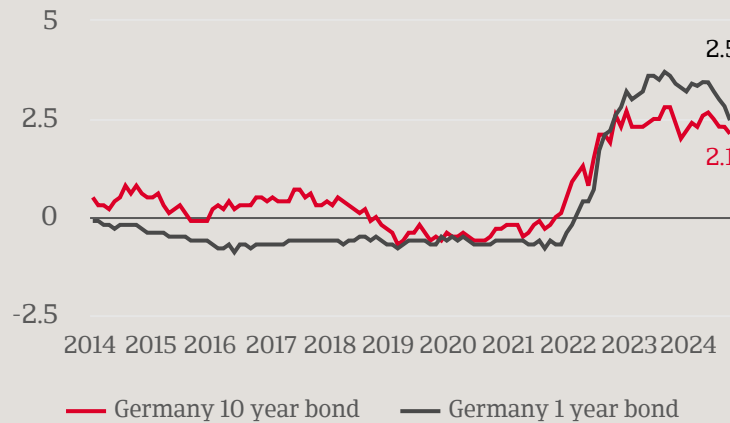
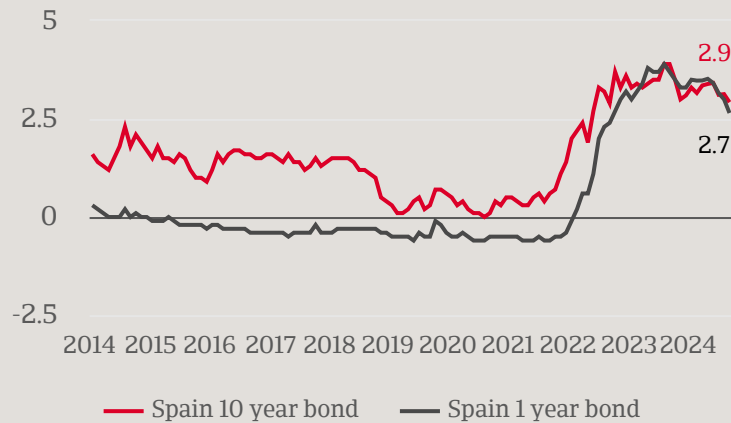
Stock Markets



Market appreciation 9M2024

- +20.8% S&P
- +16.3% MSCI World
- +10.6% EURO STOXX 50
- +17.6% IBEX35

Interest rates

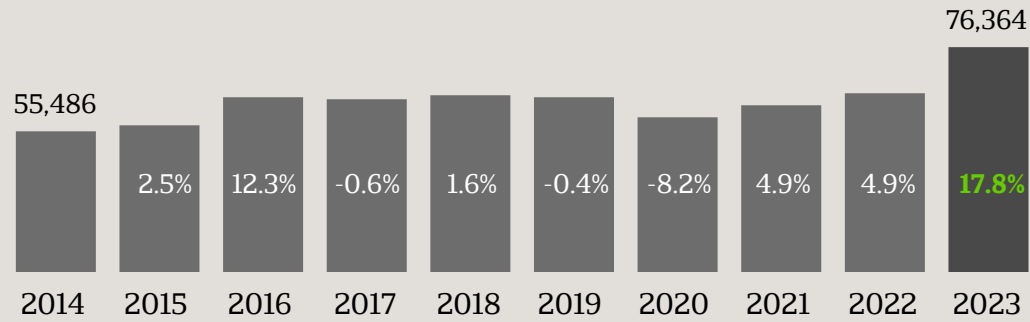


Source: Bloomberg. Updated September 2024

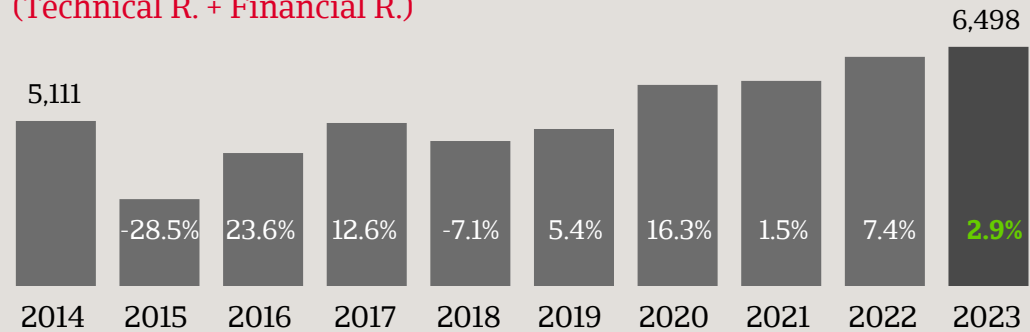
Spanish insurance sector

Insurance sector in Spain decreases by 1.2% in turnover, mainly due to the evolution of Life premiums

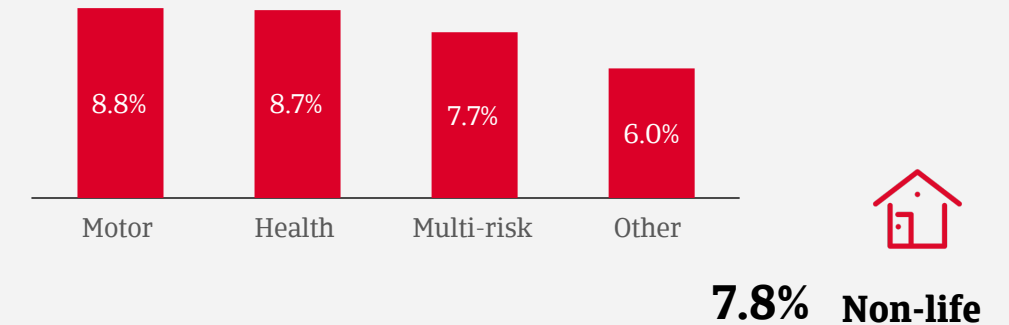
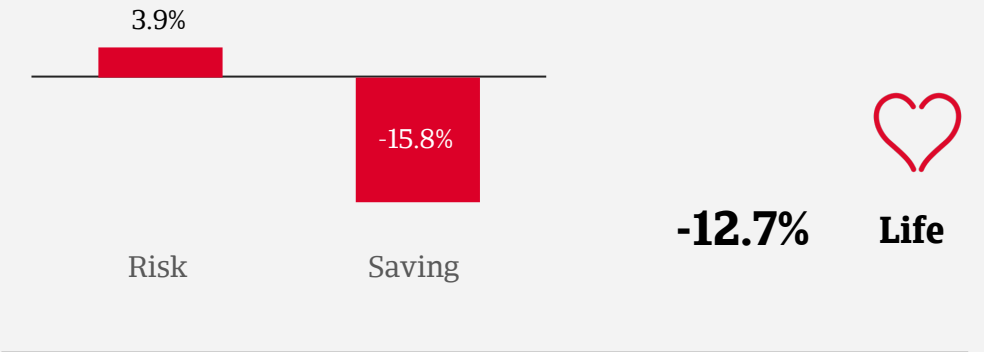
Premiums (M€)



Technical account result (Technical R. + Financial R.)



Insurance sector premiums 9M2024: **-1.2%**



Source: ICEA closing September 2024

GCO in 9M2024

Income (€ million)	9M 2023	9M 2024	% Chg.
Traditional business	2,317.7	2,446.8	5.6%
Recurring premiums	2,087.1	2,222.8	6.5%
Single life premiums	230.6	224.0	-2.9%
Credit insurance business	1,954.9	1,920.0	-1.8%
Insurance turnover	4,272.6	4,366.8	2.2%
Funeral business income*	163.8	196.4	19.9%
Total turnover	4,436.3	4,563.2	2.9%

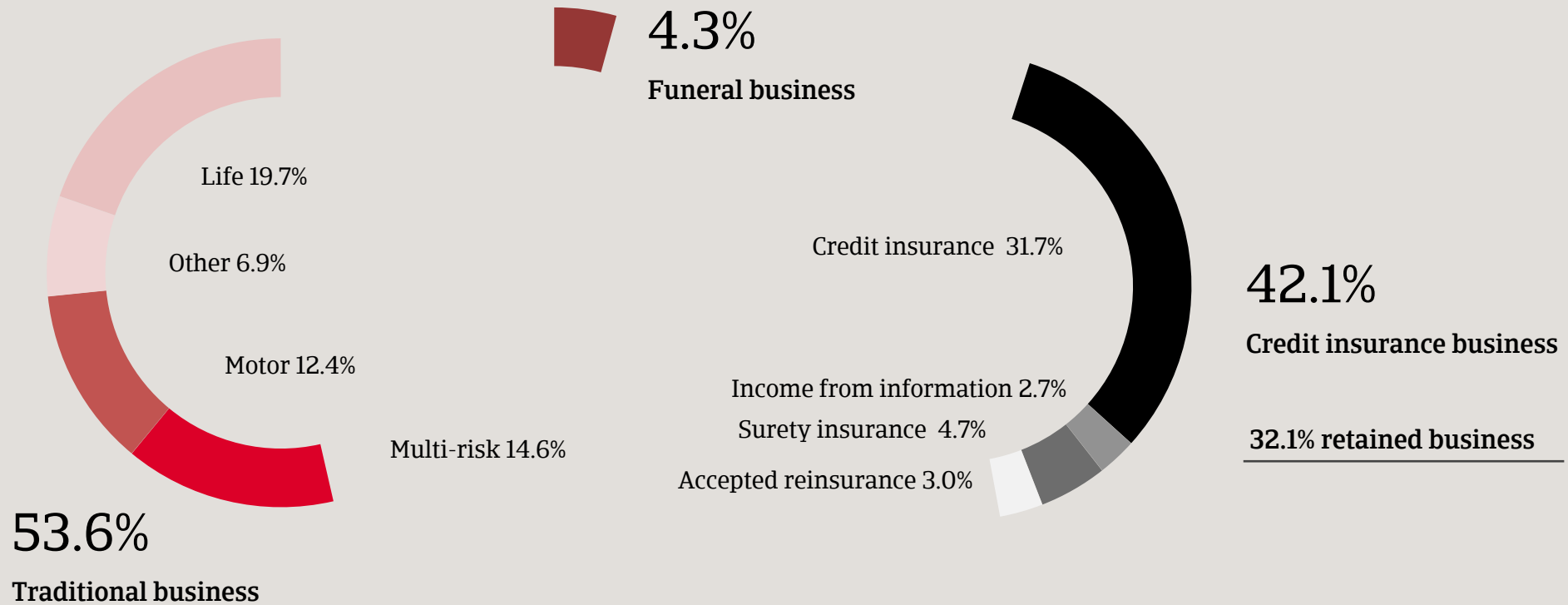
Results (€ million)	9M 2023	9M 2024	% Chg.
Ordinary result of the traditional business	201.3	233.4	16.0%
Ordinary result of the credit insurance business	312.5	329.4	5.4%
Recurring result from funeral business*	9.0	13.7	51.8%
Non-ordinary result	3.1	-2.0	---
Consolidated result	526.0	574.5	9.2%
Attributable result	470.5	518.4	10.2%

*Memora data are included as of February 2023

GCO Diversification 9M2024



Balanced portfolio, complete offer



Global presence 9M2024

5th Largest insurance group in Spain

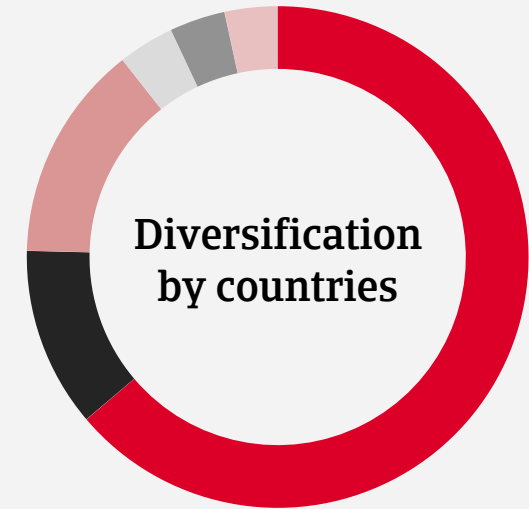
1st Largest funeral business in Iberian Peninsula



2nd Largest credit insurance group in the world

+50 countries


1,368 offices



- 63.8% Spain
- 11.6% Central and Northern Europe
- 14.0% Western Europe
- 3.6% Southern Europe
- 3.6% Asia and rest of the world
- 3.4% The Americas


Sustainability







External sustainability rating


In December 2023, the Group's ESG rating was reviewed, granting it a rating of 16.9 points (low risk of experiencing material financial impacts related to ESG factors). In this way, GCO is among the top 30 companies with the best ESG rating in the insurance sector, which includes more than 300 companies.




Support for main international initiatives









Pillar I
Good government



Pillar II
Sustainable business



Pillar III
Social commitment



Pillar IV
Environmental responsibility



Strengthen sustainability in governance and throughout the Group's value chain

Méndez Álvaro building with LEED Platinum certification

3.23% of GCO premiums aligned with Taxonomy vs 2.74% average in Europe

Expansion of the hybrid teleworking model for NT employees

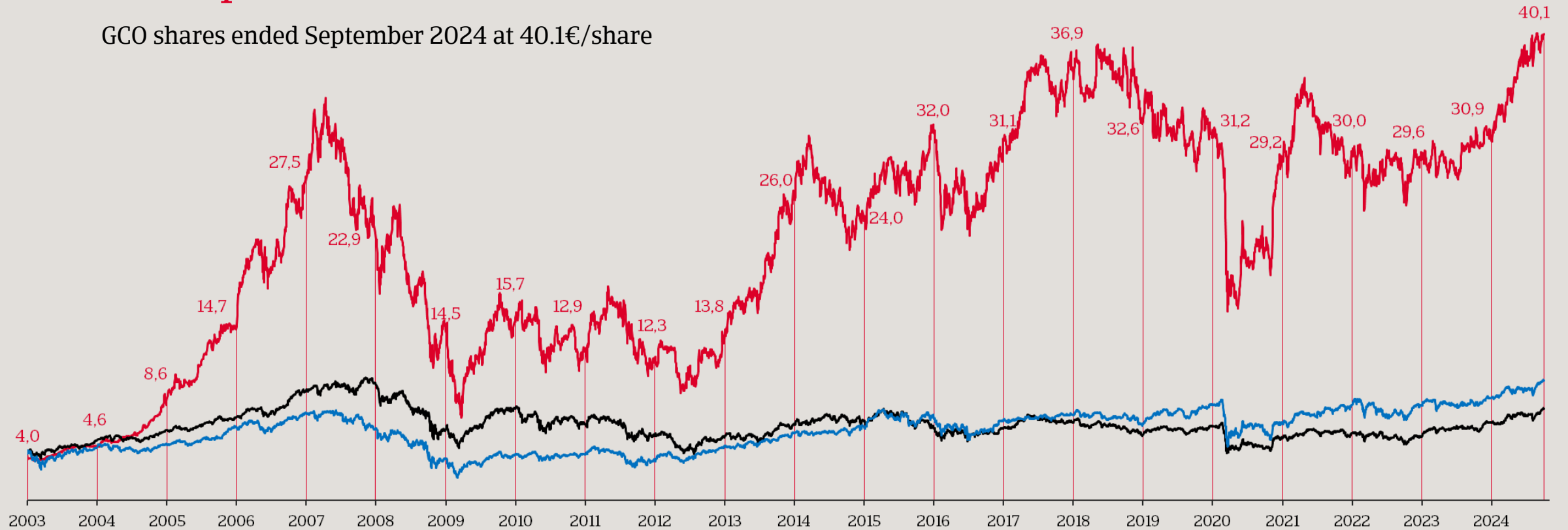
Increase in the budget of the Occident Foundation

100% renewable electricity in Spain in the insurance business

Solar panel installation project

Share price evolution

GCO shares ended September 2024 at 40.1€/share



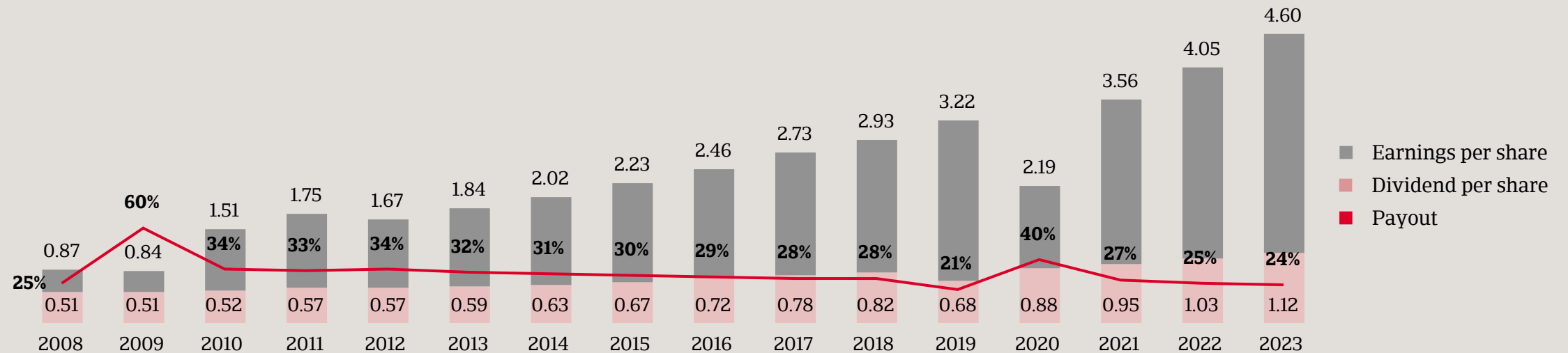
Profitability (YTD)	9M2023	9M2024	CAGR* 12M02 -9M24
GCO	3.21%	29.77%	11.03%
IBEX 35	14.57%	17.57%	3.00%
EuroStoxx Insurance	2.58%	16.73%	4.22%

*Compound annual growth rate

8.67% increase in dividends from 2023 results

7.48% increase in the July and October 2024 dividends

The historical behaviour of dividend distribution demonstrates the Group's clear commitment to shareholder remuneration.



Jul. 2023

23.11 M€

Oct. 2023

23.11 M€

Feb. 2024

23.11 M€

May. 2024

64.80 M€**Fiscal year 2023 Dividends****€134.12 M**

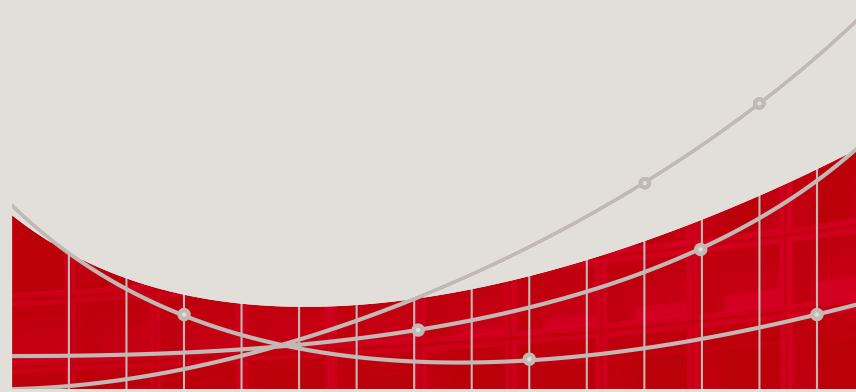
Jul. 2024

24.84 M€

Oct. 2024

24.84 M€

02.



Information 9M2024

Income statement

Traditional business

Credit insurance business

Funeral business

Capital, investments and solvency

Traditional business

+5.6% 2,446.8 M€

Written premiums

90.5% -2.0 p.p.

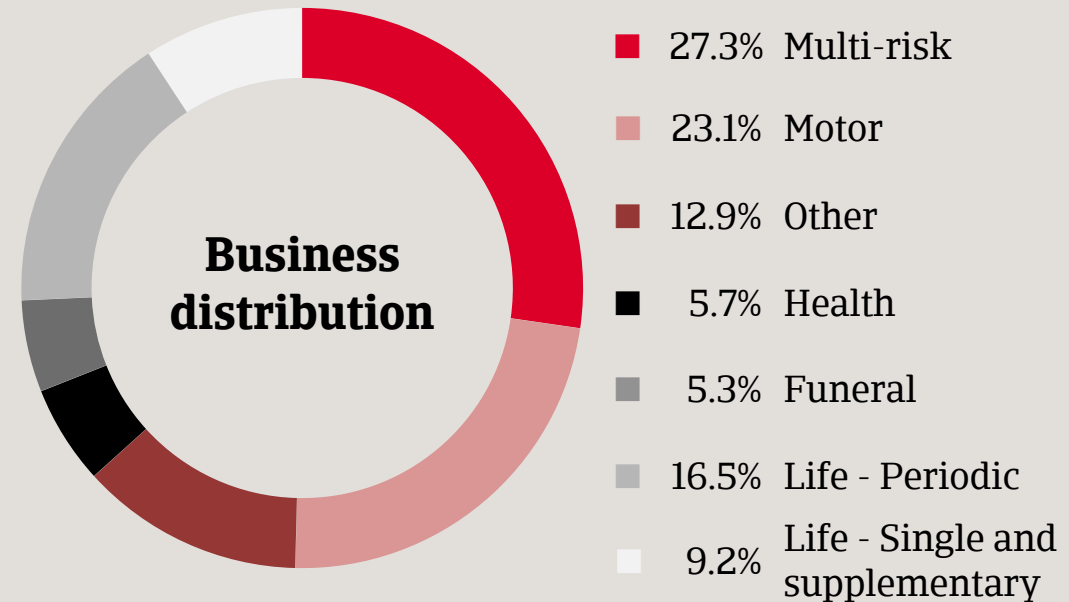
Combined ratio

+22.5% 227.7 M€

Technical result

+16.0% 233.4 M€

Ordinary result



Positive evolution of recurring written premiums with a growth of 6.5%. The increase of 9.0% in motor and 7.5% in other items stands out.

Traditional business. Multi-risk



Written premiums

+7.5%

Combined ratio

+88.3%

Multi-risk (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Written premiums	621.2	667.7	7.5%	827.5
<i>% Technical cost</i>	<i>60.1%</i>	<i>56.2%</i>	<i>-3.9 p.p.</i>	<i>60.3%</i>
<i>% Commissions</i>	<i>21.6%</i>	<i>22.3%</i>	<i>0.7 p.p.</i>	<i>21.7%</i>
<i>% Expenses</i>	<i>11.2%</i>	<i>9.8%</i>	<i>-1.4 p.p.</i>	<i>11.1%</i>
% Combined ratio	92.9%	88.3%	-4.6 p.p.	93.1%
Technical result after expenses	42.1	73.8	75.5%	55.3
<i>% on earned premiums</i>	<i>7.1%</i>	<i>11.7%</i>		<i>6.9%</i>
Earned premiums	590.8	631.8	6.9%	797.7

Stand-alone quarter combined ratio

	1Q23	2Q23	3Q23	4Q23	1Q24	2Q24	3Q24
Multi-risk	92.2%	92.0%	94.4%	93.6%	88.5%	86.5%	89.8%

Traditional business. Motor



Written premiums

+9.0%

Combined ratio

+95.9%

Motor (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Written premiums	518.9	565.4	9.0%	690.8
<i>% Technical cost</i>	<i>72.6%</i>	<i>74.8%</i>	<i>2.2 p.p.</i>	<i>72.7%</i>
<i>% Commissions</i>	<i>11.9%</i>	<i>12.2%</i>	<i>0.3 p.p.</i>	<i>11.9%</i>
<i>% Expenses</i>	<i>11.7%</i>	<i>8.9%</i>	<i>-2.8 p.p.</i>	<i>11.7%</i>
% Combined ratio	96.2%	95.9%	-0.3 p.p.	96.3%
Technical result after expenses	19.1	22.0	14.9%	24.8
<i>% on earned premiums</i>	<i>3.8%</i>	<i>4.1%</i>		<i>3.7%</i>
Earned premiums	502.8	532.9	6.0%	677.2

Stand-alone quarter combined ratio

	1Q23	2Q23	3Q23	4Q23	1Q24	2Q24	3Q24
Motor	93.4%	97.2%	97.9%	96.7%	94.6%	95.9%	97.1%

Traditional business. Other



Written premiums

+7.3%

Combined ratio

+85.5%

Other (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Written premiums	294.3	315.7	7.3%	390.1
<i>% Technical cost</i>	<i>50.9%</i>	<i>52.2%</i>	<i>1.3 p.p.</i>	<i>50.3%</i>
<i>% Commissions</i>	<i>22.6%</i>	<i>23.2%</i>	<i>0.7 p.p.</i>	<i>22.9%</i>
<i>% Expenses</i>	<i>11.5%</i>	<i>10.1%</i>	<i>-1.4 p.p.</i>	<i>11.8%</i>
% Combined ratio	85.0%	85.5%	0.5 p.p.	85.0%
Technical result after expenses	41.5	43.5	4.8%	56.2
<i>% on earned premiums</i>	<i>15.0%</i>	<i>14.5%</i>		<i>15.0%</i>
Earned premiums	276.4	299.4	8.3%	374.9

Stand-alone quarter combined ratio

	1Q23	2Q23	3Q23	4Q23	1Q24	2Q24	3Q24
Other	87.4%	82.4%	85.2%	85.0%	85.4%	86.5%	84.6%

Traditional business. Life



Periodic premiums

+3.3%

Combined ratio for funeral

+75.2%

Combined ratio for health

+88.2%

Life (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Life Insurance Turnover	883.4	898.0	1.7%	1,156.2
<i>Health</i>	<i>137.6</i>	<i>139.5</i>	<i>1.3%</i>	<i>151.3</i>
<i>Funeral</i>	<i>119.0</i>	<i>130.5</i>	<i>9.7%</i>	<i>160.9</i>
<i>Periodic premiums</i>	<i>396.1</i>	<i>404.1</i>	<i>2.0%</i>	<i>520.8</i>
Single premiums	230.6	224.0	-2.9%	323.3
Contributions to pension plans	29.7	33.9	14.3%	48.7
<i>Net contributions to investment funds</i>	<i>-7.9</i>	<i>-3.8</i>	<i>52.3%</i>	<i>-10.1</i>
Technical result after expenses	83.3	88.5	6.2%	109.4
% on earned premiums	9.8%	10.3%		9.4%
Technical - financial result	143.7	150.7	4.8%	185.3
% on earned premiums	16.9%	17.5%		16.0%
Earned premiums	852.0	861.3	1.1%	1,160.8
Combined Health Ratio	88.9%	88.2%	-0.7 p.p.	87.0%
Combined Funeral Ratio	74.6%	75.2%	0.6 p.p.	77.1%

Traditional business

Traditional business (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Written premiums	2,317.7	2,446.8	5.6%	3,064.6
Life insurance premiums, ex. single	2,087.1	2,222.8	6.5%	2,741.3
Technical result after expenses	186.0	227.7	22.5%	245.8
<i>% on earned premiums</i>	8.4%	9.8%		8.2%
Financial result	88.7	91.1	2.7%	109.8
<i>% on earned premiums</i>	4.0%	3.9%		3.6%
Non-technical result	-15.5	-24.3	-56.8%	-24.7
Corporate tax	-57.9	-61.1	-5.6%	-69.7
Ordinary result	201.3	233.4	16.0%	261.1
Non-ordinary result	-3.4	6.7	---	-22.5
Total result	197.9	240.1	21.3%	238.6
Earned premiums Non-Life	1,370.0	1,464.1	6.9%	1,849.9

Combined ratio

Commissions + expenses  28.3% (-1.3 p.p.)

Technical cost  62.1% (-0.7 p.p.)

Traditional
business

90.5%
(-2.0 p.p.)

Credit insurance business

-1.0% 1,709.0 M€

Earned premiums

74.3% +3.1 p.p.

Gross combined ratio

-11.4% 470.9 M€

Technical result

+5.4% 329.4 M€

Ordinary result



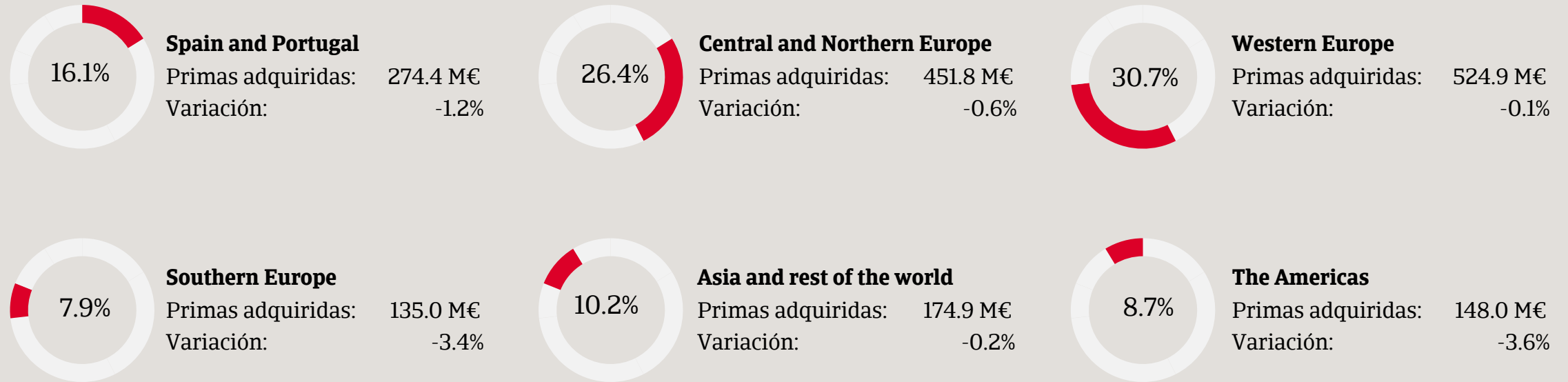
- 77.8% Credit insurance
- 6.6% Surety insurance
- 8.4% Reinsurance accepted
- 6.6% Income from information
- 0.6% Income from complementary activities

The inflow of claims continues to be below the pre-pandemic period. However, we maintain the prudent level of provisions from previous years.

Credit insurance business

1,709.0 M€ -1.0%

Earned premiums

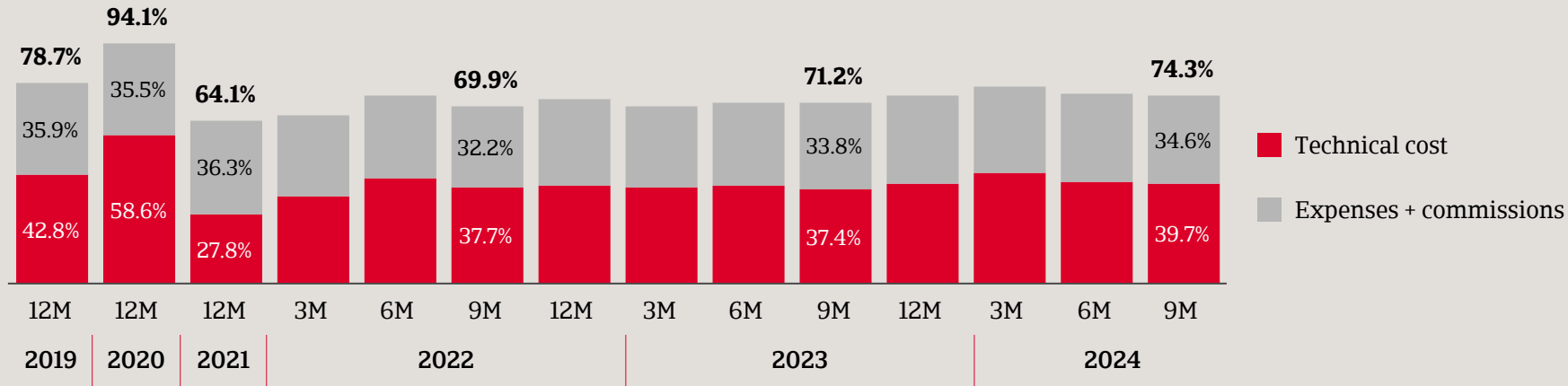


1,830.8 M€ -0.7%

Earned premiums and information services

Credit insurance business

Evolution of the gross combined ratio

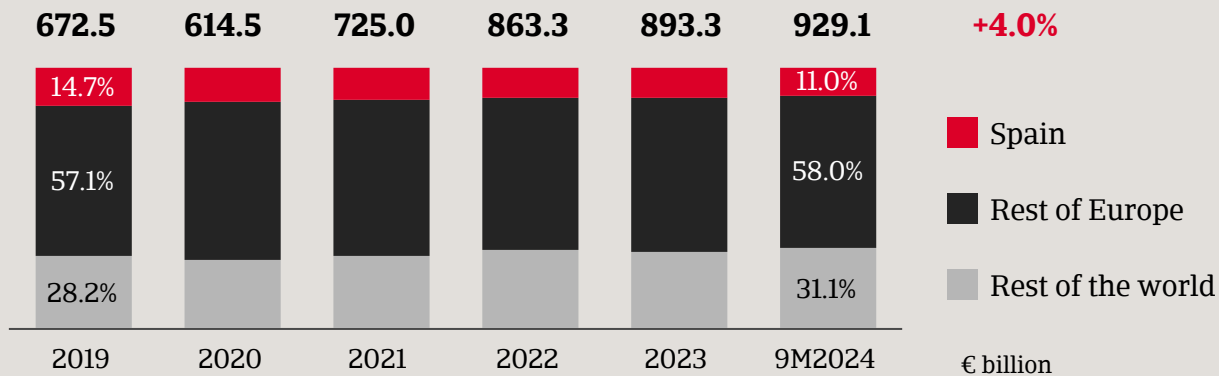


Combined gross ratio

74.3%

(+3.1) p.p.


Evolution of risk exposure (TPE)



Credit insurance business

Credit insurance business (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Earned premiums	1,725.9	1,709.0	-1.0%	2,278.5
Income from information	118.1	121.8	3.1%	143.8
Total income	1,844.0	1,830.8	-0.7%	2,422.3
Technical result after expenses	531.5	470.9	-11.4%	626.4
<i>% of income</i>	<i>28.8%</i>	<i>25.7%</i>		<i>25.9%</i>
Reinsurance result	-174.6	-121.4	30.5%	-212.5
Reinsurance cession ratio	37%	35%		37%
Net technical result	356.9	349.5	-2.1%	413.9
<i>% of income</i>	<i>19.4%</i>	<i>19.1%</i>		<i>17.1%</i>
Financial result	43.6	79.0	81.1%	59.4
<i>% of income</i>	<i>2.4%</i>	<i>4.3%</i>		<i>2.5%</i>
Result from complementary activities	16.0	11.5	-28.2%	16.7
Corporate tax	-99.9	-106.7		-117.7
Adjustments	-4.1	-3.8		-6.7
Ordinary result	312.5	329.4	5.4%	365.6
Non-ordinary result	7.8	-6.4		0.1
Total business result	320.3	323.0	0.8%	365.7

Funeral business

 On February 9, 2023, GCO acquired 100% of the Grupo Mémora from the Ontario Teachers' Pension Plan (OTPP).

Funeral business (€ million)	9M 2023	9M 2024	% Chg.	12M 2023*
Income	163.8	196.4	19.9%	227.0
EBITDA	39.5	47.0	19.0%	54.2
EBITDA margin	24.1%	23.9%	-0.2 p.p.	23.9%
Amortization	15.6	17.2	10.1%	21.3
Technical result after expenses	23.9	29.8	24.8%	32.9
Financial result	-12.3	-12.7	-3.2%	-16.3
Result before taxes	11.5	17.1	48.0%	16.6
Corporate taxes	2.5	3.3	34.2%	3.0
Ordinary result	9.0	13.7	51.8%	13.6
Non-ordinary result	-1.4	-2.3	-66.5%	-2.4
Total result	7.7	11.4	49.1%	11.1

In 9M2023 funeral business includes Asistea data and it also incorporates eight months of Mémora.

* It includes Mémora's data from February 2023.

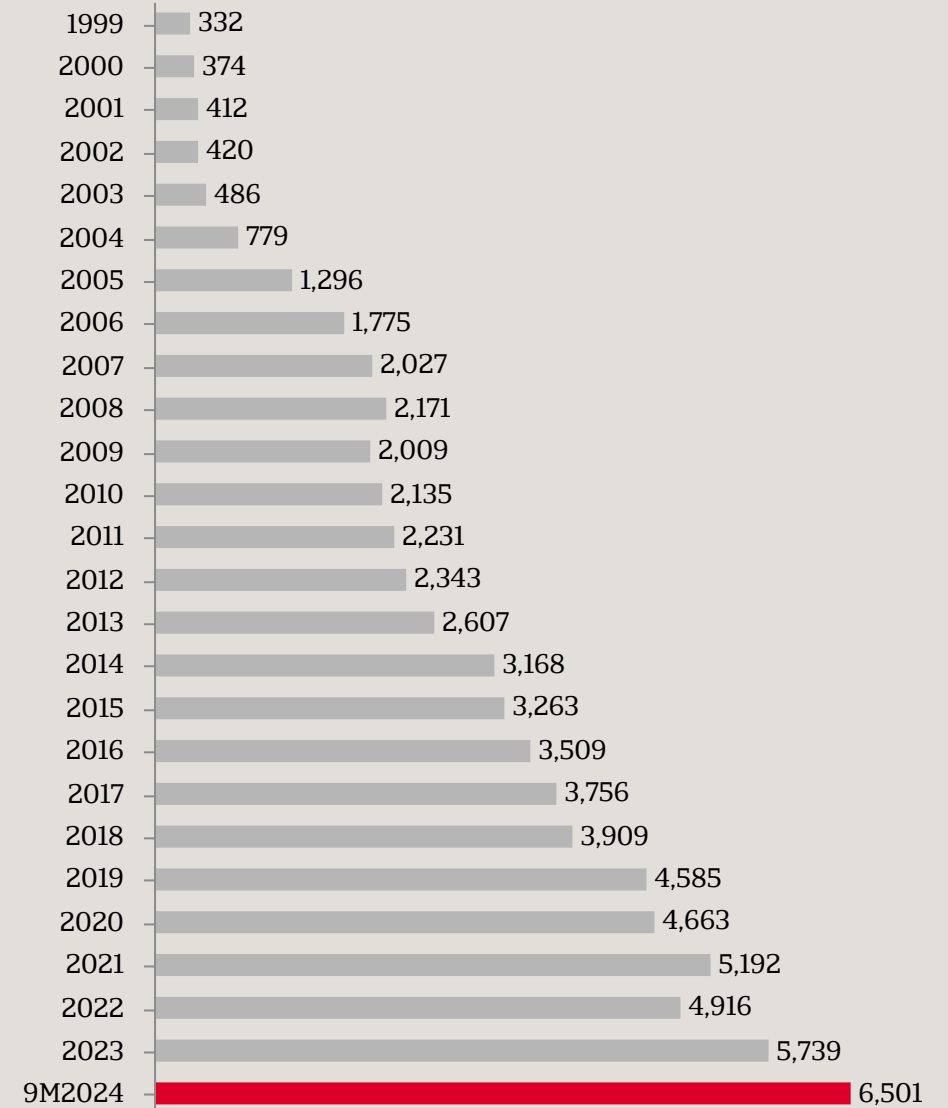
Financial strength



At the end of September 2024, the Group's capital has increased by 13.3%

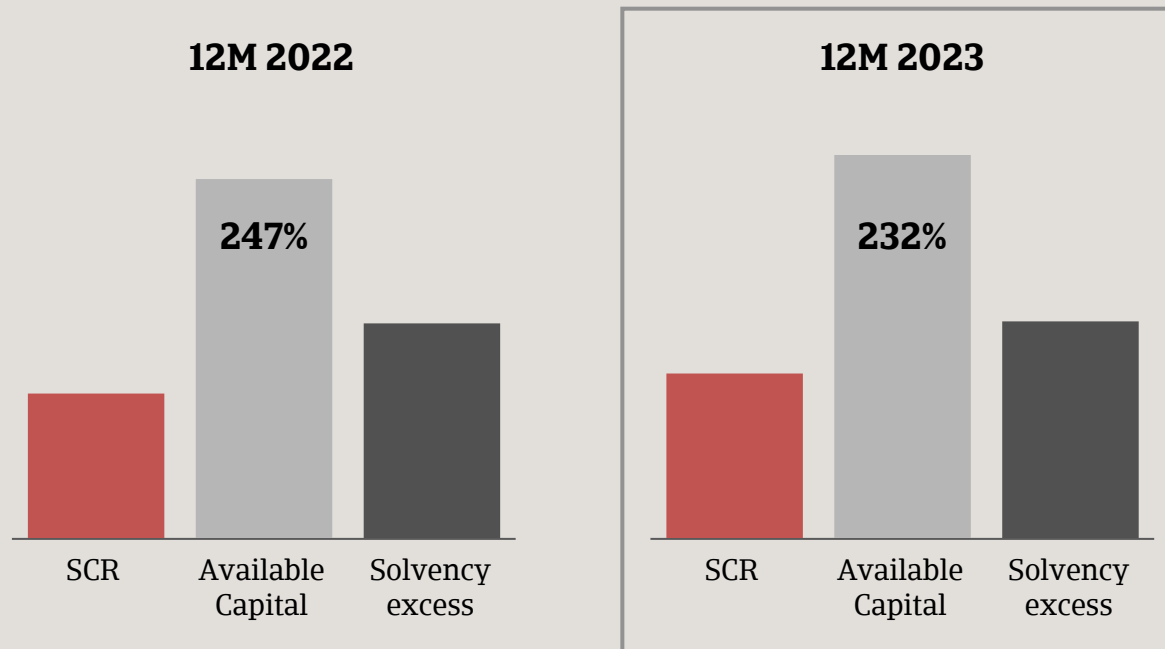
Permanent resources as of 12/31/23 (€ million)	5,170.4
Permanent resources at market value 12/31/2023	5,738.8
Net equity as of 01/01/24	5,014.2
(+) Consolidated profits	574.5
(+) Dividends paid	-137.6
(+) Changes in valuation adjustments	258.0
(+) Other changes	-30.1
Total movements	664.8
Total net equity as of 09/30/24	5,679.1
Subordinated debt	247.9
Permanent resources as of 09/30/24	5,927.0
Capital gains not included in the balance sheet (real estate)	573.8
Permanent resources at market value 09/30/24	6,500.8

+13.3%



Sound solvency position: 232% at the end of 2023

GCO has a solid financial and solvency position to withstand adverse situations



The solvency ratio II remains around 175%, even in adverse scenarios.

Own funds are of high quality (97% tier1).



Presentation of the report on the financial situation and solvency situation

April 4: Group entities

May 17: GCO

Credit rating

The A and A1 ratings, granted by AM Best and Moody's respectively, reflect the solidity of the balance sheet, the good business model, the excellent operating results and the appropriate capitalization of the Group thanks to the internal capital generation of the entities.

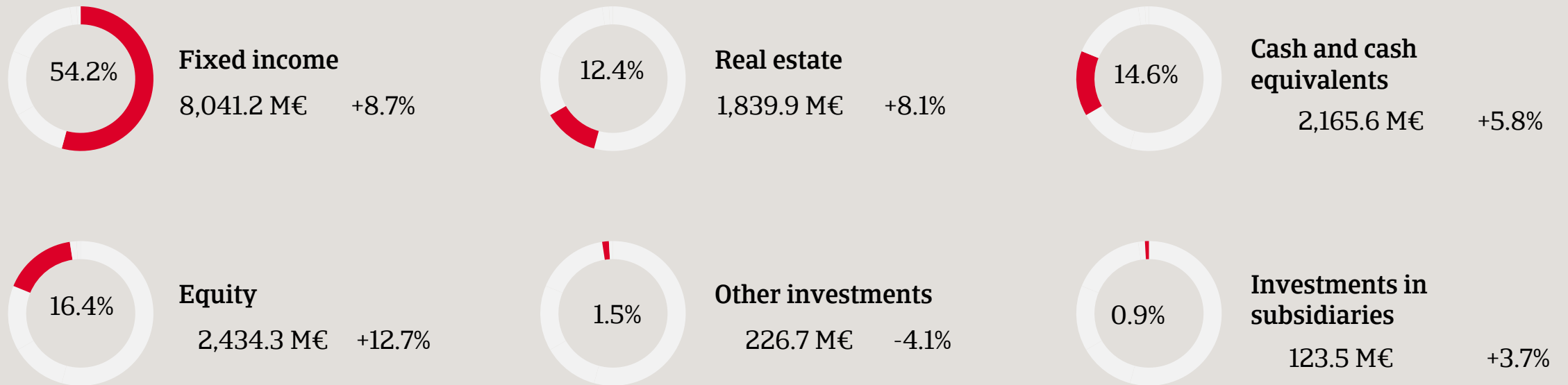
<p>A.M. Best</p> <p>"A"</p> <p>Rating of operating entities of the Group</p>	<p>Prudence in underwriting stands out, which is reflected in a positive track record of operating results, with an excellent combined ratio and a high return on equity (ROE).</p>
<p>Moody's</p> <p>"A1"</p> <p>Rating operating entities of the credit insurance business</p>	<p>In July 2024, Moody's confirmed the rating to 'A1' with a stable outlook for operating entities in the credit insurance business. The strong competitive position, solid capitalization, low financial leverage and conservative investment portfolio stand out.</p>

Investments

The Group invests in traditional assets through prudent and diversified management

16,756.0 M€

(+9.1% regarding managed funds at the end of 2023)



Distribution of entity risk investments



Q&A

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Phone: +34 915 661 302

www.gco.com



@gco_news



Ms. Clara Gómez

Financial and Risk
Management Officer



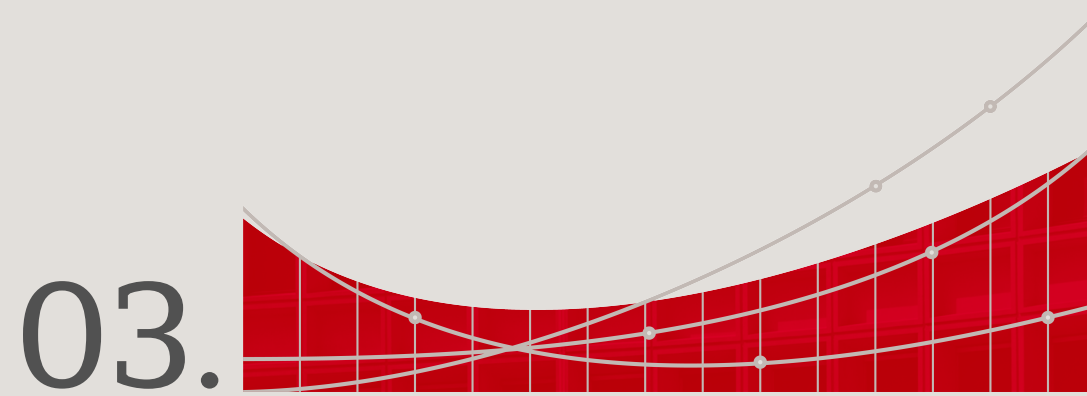
Mr. Carlos González

CFO



Ms. Nawal Rim

Director of Investor
Relations, Rating Agencies
and Sustainability



Calendar and annexes

Calendar

Analyst and investor relations

January	February	March	April	May	June	July	August	September	October	November	December
	29 Results 12M2023		25 Results 3M2024			25 Results 6M2024			31 Results 9M2024		
		1 Results Presentation 12M2023 11.30	26 Results Presentation 3M2024 11.00			25 Results Presentation 6M2024 16.30			31 Results Presentation 9M2024 16.30		
			25 General shareholders' meeting 2023								
	Interim dividend 2023			Complement ary dividend 2023		Interim dividend 2024			Interim dividend 2024		

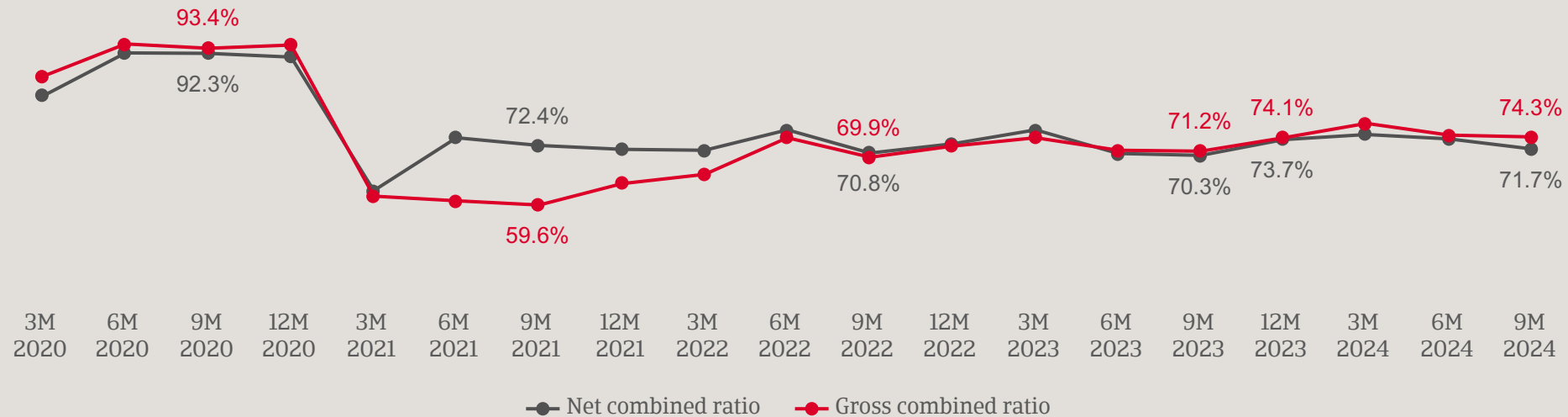
Income statement

Income statement (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Written premiums	4,154.5	4,244.9	2.2%	5,421.8
Income from information	118.1	121.8	3.1%	143.8
Insurance turnover	4,272.6	4,366.8	2.2%	5,565.6
Technical cost	2,375.7	2,410.8	1.5%	3,218.3
<i>% on total net income</i>	<i>58.4%</i>	<i>58.0%</i>		<i>59.2%</i>
Commissions	534.5	574.9	7.6%	719.9
<i>% on total net income</i>	<i>13.1%</i>	<i>13.8%</i>		<i>13.3%</i>
Expenses	625.4	600.9	-3.9%	866.6
<i>% on total net income</i>	<i>15.4%</i>	<i>14.5%</i>		<i>16.0%</i>
Technical result after expenses	530.4	569.7	7.4%	628.2
<i>% on total net income</i>	<i>13.0%</i>	<i>13.7%</i>		<i>11.6%</i>
Financial result	143.7	168.7	17.4%	175.9
<i>% on total net income</i>	<i>3.5%</i>	<i>4.1%</i>		<i>3.2%</i>
Non-technical non-financial account result	-28.3	-35.7	-26.2%	-54.0
<i>% on total net income</i>	<i>-0.7%</i>	<i>-0.9%</i>		<i>-1.0%</i>
Current result Complement. credit	16.0	11.5	-28.2%	16.7
<i>% on total net income</i>	<i>0.4%</i>	<i>0.3%</i>		<i>0.3%</i>
Funeral business technical result	23.7	28.7	21.2%	31.4
Result before taxes	685.5	742.9	8.4%	798.2
<i>% on total net income</i>	<i>16.9%</i>	<i>17.9%</i>		<i>14.7%</i>
Taxes	159.6	168.4	5.5%	182.7
<i>% taxes</i>	<i>23.3%</i>	<i>22.7%</i>		<i>22.9%</i>
Consolidated result	526.0	574.5	9.2%	615.5
Result attributed to minorities	55.4	56.2	1.4%	63.7
Attributed result	470.5	518.4	10.2%	551.8
<i>% on total net income</i>	<i>11.6%</i>	<i>12.5%</i>		<i>10.2%</i>

Credit insurance business

Evolution of the combined gross and net ratio

Combined ratio breakdown	9M 2023	9M 2024	% Chg.	12M 2023
% Gross technical cost	37.4%	39.7%	2.3 p.p.	39.4%
% Commissions + Gross Expenses	33.8%	34.6%	0.8 p.p.	34.8%
% Gross Combined Ratio	71.2%	74.3%	3.1 p.p.	74.1%
% Net technical cost	39.6%	41.9%	2.2 p.p.	42.4%
% Commissions + Net Expenses	30.7%	29.8%	-0.8 p.p.	31.3%
% Net Combined Ratio	70.3%	71.7%	1.4 p.p.	73.7%



Credit insurance business - TPE

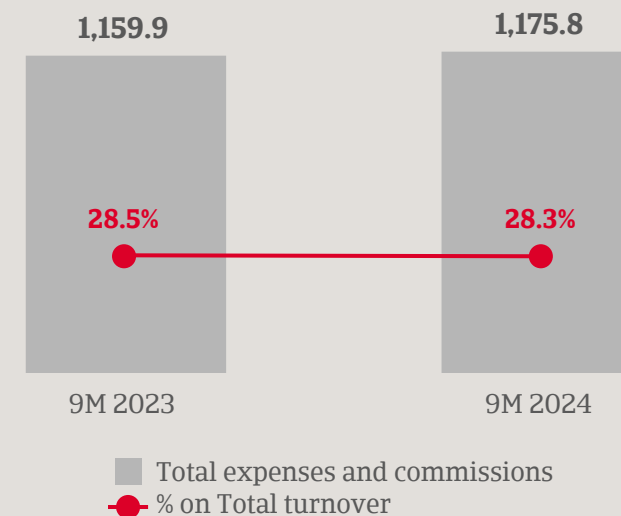
Country risk accumulation (TPE) (€ million)	2019	2020	2021	2022	2023	9M 2024	% Chg.	% total
Spain and Portugal	98,739	79,231	86,970	97,580	101,442	101,843	0.4%	11.0%
Germany	93,024	93,568	108,235	125,354	129,890	131,225	1.0%	14.1%
Australia and Asia	95,595	84,153	101,050	121,807	127,402	140,768	10.5%	15.2%
The Americas	81,269	71,765	94,039	126,191	126,836	132,015	4.1%	14.2%
Eastern Europe	68,595	64,630	77,682	88,671	93,574	97,733	4.4%	10.6%
United Kingdom	51,019	46,339	56,511	66,053	70,907	73,453	3.6%	7.9%
France	48,407	45,239	50,601	58,808	60,226	62,086	3.1%	6.7%
Italy	43,661	42,001	50,352	62,161	62,570	64,501	3.1%	6.9%
Nordics and Baltics countries	31,748	30,779	35,311	40,912	41,773	44,179	5.8%	4.8%
The Netherlands	30,392	29,875	33,204	39,063	41,116	42,020	2.2%	4.5%
Belgium and Luxembourg	17,444	16,959	19,155	21,816	22,631	23,398	3.4%	2.5%
Rest of the world	12,627	10,011	11,934	14,835	14,911	15,927	6.8%	1.7%
Total	672,520	614,549	725,043	863,252	893,277	929,148	4.0%	100%

Credit insurance business - TPE

Risk accumulation by industrial sector (TPE) (€ million)	2019	2020	2021	2022	2023	9M 2024	% Chg.	% total
Electronics	82,858	73,189	90,137	107,892	107,461	111,959	4.2%	11.9%
Chemical products	87,466	82,804	99,390	123,206	126,643	133,790	5.6%	14.5%
Durable consumer goods	73,145	69,071	81,697	91,125	91,213	95,008	4.2%	10.1%
Metals	72,285	61,597	78,757	94,888	99,523	100,106	0.6%	10.7%
Food	64,587	63,860	71,101	82,021	84,098	91,284	8.5%	9.8%
Transport	61,128	53,098	61,673	75,650	81,113	87,188	7.5%	9.3%
Construction	51,495	47,072	53,451	62,382	66,469	69,350	4.3%	7.4%
Machinery	41,225	39,635	46,328	55,280	57,551	59,631	3.6%	6.4%
Agriculture	33,954	29,845	34,441	39,751	43,483	36,302	-16.5%	4.5%
Construction materials	29,389	29,345	34,801	41,563	41,276	44,178	7.0%	4.8%
Services	27,109	23,346	25,211	30,309	31,928	35,665	11.7%	3.8%
Textiles	19,660	15,404	16,987	19,997	21,054	22,147	5.2%	2.3%
Paper	15,065	13,151	15,572	19,227	19,674	19,353	-1.6%	2.1%
Finance	13,156	13,131	15,497	19,961	21,791	23,188	6.4%	2.4%
Total	672,520	614,549	725,043	863,252	893,277	929,148	4.0%	100%

General expenses and commissions

Expenses and commissions (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Traditional business	223.9	203.2	-9.2%	304.2
Credit insurance business	389.0	390.2	0.3%	530.8
Non-ordinary expenses	12.5	7.6	-39.5%	31.6
Total expenses	625.4	600.9	-3.9%	866.6
Commissions	534.5	574.9	7.6%	719.9
Total expenses and commissions	1,159.9	1,175.8	1.4%	1,586.5
<i>% on Total turnover</i>	<i>28.5%</i>	<i>28.3%</i>		<i>29.2%</i>



Financial result

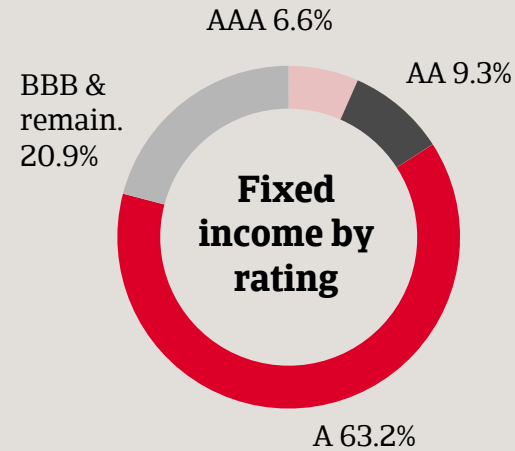
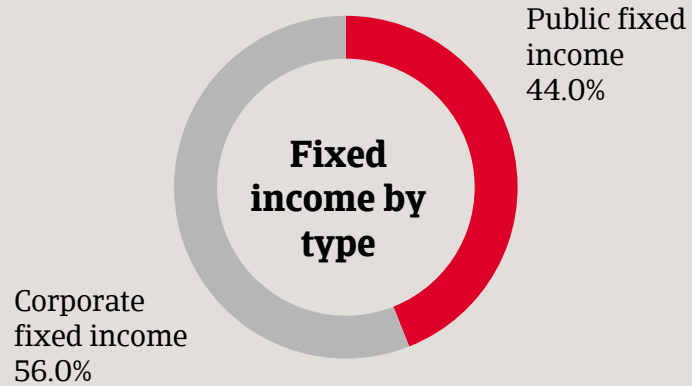
Financial result (€ million)	9M 2023	9M 2024	% Chg.	12M 2023
Financial income net of expenses	202.2	230.6	14.0%	269.4
Exchange rate differences	-0.3	0.0	91.8%	0.2
Subsidiary companies	1.2	1.3	4.8%	1.7
Interest applied to life	-114.4	-140.7	-23.0%	-161.5
Ordinary financial result of traditional business	88.7	91.1	2.7%	109.8
<i>% on earned premiums</i>	<i>4.0%</i>	<i>3.9%</i>		<i>3.6%</i>
Financial income net of expenses	48.7	83.7	72.1%	64.4
Exchange rate differences	-2.5	8.1	429.8%	-3.1
Subsidiary companies	7.2	8.5	18.3%	11.3
Interest on subordinated debt	-10.0	-13.3	-32.7%	-13.4
Ordinary financial result of credit insurance	43.6	79.2	81.9%	59.4
<i>% of net insurance income</i>	<i>2.4%</i>	<i>4.3%</i>		<i>2.5%</i>
Intra-group interest adjustment	-0.1	0.2	498.7%	0.0
Adjusted ordinary financial result of credit insurance	43.5	79.4	82.7%	59.5
Financial result funeral business	-12.3	-12.7	-3.2%	-16.3
Ordinary financial result	119.8	157.8	31.7%	153.0
<i>% of net insurance income</i>	<i>2.8%</i>	<i>3.6%</i>		<i>2.7%</i>
Non-ordinary financial result	23.8	11.1	-53.2%	23.0
Financial result	143.7	168.9	17.6%	175.9

Non-ordinary result

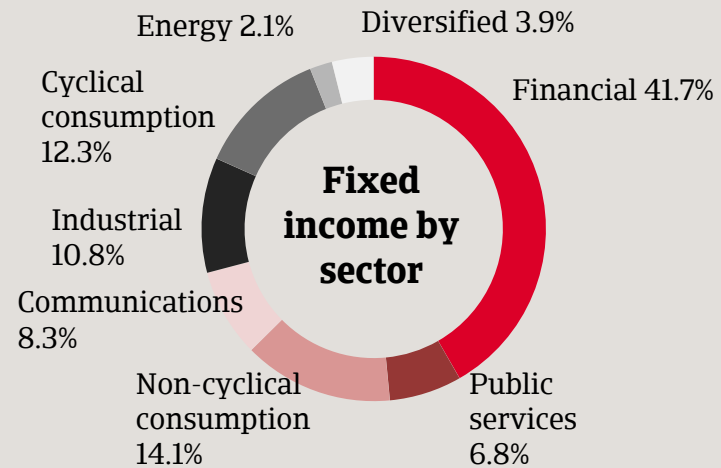
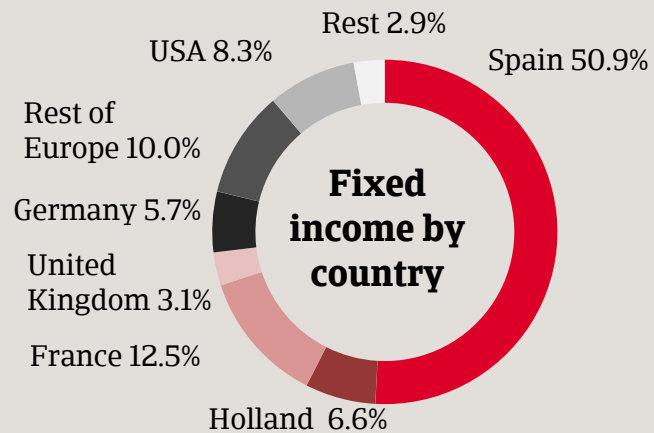
Non-ordinary result (€ million)	9M 2023	9M 2024	12M 2023
Technical	0.0	0.0	0.0
Financial	2.4	13.7	-1.7
Expenses and other non-ordinary	-6.9	-6.1	-26.8
Taxes	1.2	-0.9	6.0
Non-ordinary from traditional business	-3.4	6.7	-22.5
Financial	22.9	-0.6	26.2
Expenses and other non-ordinary	-12.5	-7.6	-26.1
Taxes	-2.6	1.8	0.0
Non-ordinary from business credit insurance	7.8	-6.4	0.1
Non-recurring funeral business	-1.7	-3.0	-3.0
Taxes	0.3	0.7	0.5
Non-recurring from funeral business	-1.4	-2.3	-2.4
Non-ordinary result (net of taxes)	3.1	-2.0	-24.9

Investments

High quality of the fixed income portfolio

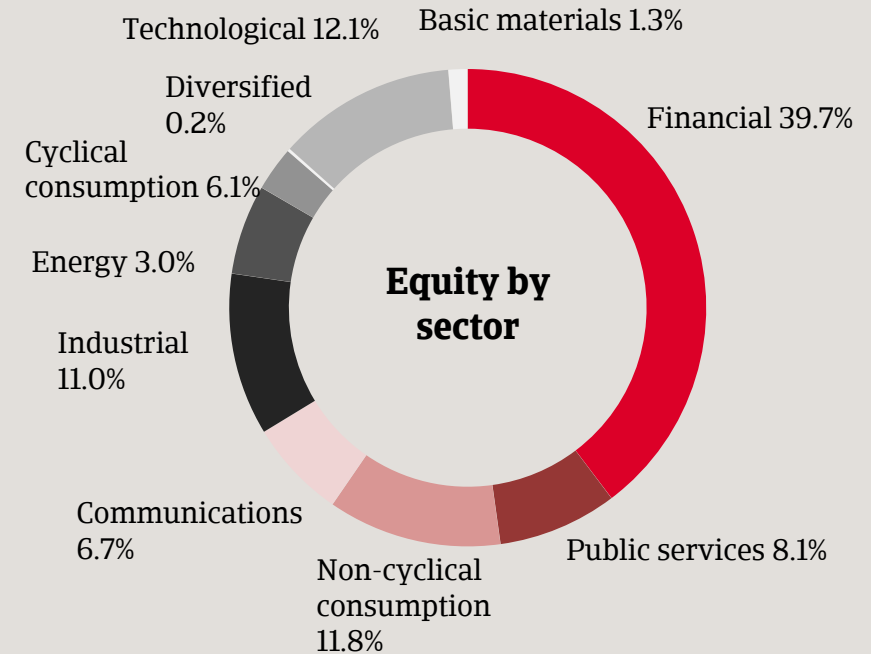
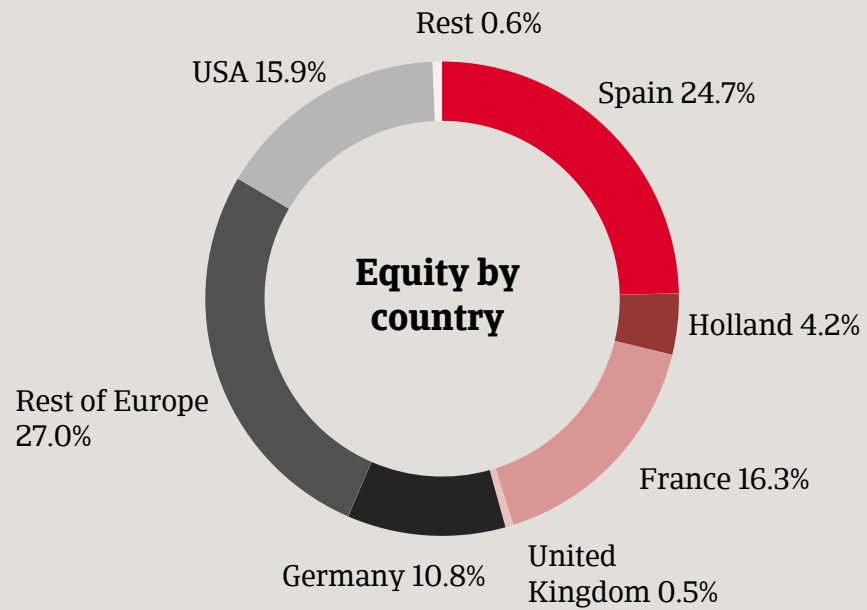


Duration 4.04
IRR 3.23%



Investments in liquid assets

High liquidity 16.4% equity



Balance sheet

Asset (€ million)	12M 2023	9M 2024	% Chg.	Liabilities and net equity (€ million)	12M2023	9M 2024	% Chg.
Intangible assets and fixed assets	2,102.4	2,111.3	0.4%	Permanent resources	5,170.4	5,927.0	14.6%
Investments	13,664.6	14,989.3	9.7%	Net equity	5,014.2	5,679.1	13.3%
Real estate investment	731.9	882.6	20.6%	Parent company	4,560.6	5,162.9	13.2%
Financial investments	11,559.0	12,762.5	10.4%	Minority interests	453.6	516.2	13.8%
Cash and short-term assets	1,373.7	1,344.2	-2.2%	Subordinated liabilities	156.2	247.9	58.7%
Reinsurance participation in technical provisions	1,245.2	1,275.8	2.5%	Technical provisions	12,035.6	12,509.7	3.9%
Other assets	2,394.8	2,502.1	4.5%	Other liabilities	2,201.0	2,441.8	10.9%
Deferred tax assets	300.0	292.5	-2.5%	Other provisions	267.1	219.1	-18.0%
Credits	1,275.9	1,347.2	5.6%	Deposits received due to ceded reinsurance	15.3	13.9	-8.9%
Other assets	819.0	862.4	5.3%	Deferred tax liabilities	469.2	562.3	19.9%
Total assets	19,407.0	20,878.5	7.6%	Debts	1,242.6	1,447.6	16.5%
				Other liabilities	206.9	198.9	-3.9%
				Total liabilities and net equity	19,407.0	20,878.5	7.6%

GCO

The Group's business model is based on leadership in the protection and long-term welfare of families and companies in Spain and in the coverage of commercial credit risks internationally, pursuing growth, profitability and solvency.

Insurance specialist



- More than 160 years of experience
- Global offer
- Sustainable and socially responsible model

Solid financial structure



- Listed on the Stock Exchange
- Rating "A"
- Stable and committed shareholders

Proximity – global presence



- Distribution intermediaries
- More than 14,500 mediators
- More than 8,600 employees
- About 1,450 offices
- More than 50 countries

Technical rigour



- Excellent combined ratio
- Strict cost control
- 1999-2023: results multiplied by 18
- Diversified and prudent investment portfolio

Data as of year end 2023

Challenges for 2024

The Group bases its strategy on three pillars



Growth

- Total turnover: 5,792.6 million euros
- Launch of new insurance products
- Consolidation of the App for clients
- Continue promoting distribution networks with training and digital tools
- Develop omnichannel and improve customer self-service capabilities
- Advance in digital health, products for “seniors”, hybrid vehicles and adjacent services
- Incorporation of the “Memora” funeral business



Profitability

- The consolidated profit has reached 615.5 million euros
- Excellent combined ratio of the traditional business 92.6%, maintaining the differential with the sector
- Improved performance in credit insurance, higher than the pre-pandemic period
- Advance the concept of simplicity with the unification of the traditional business entities
- Develop the technological infrastructure that allows offering on-demand insurance
- Advance the application of artificial intelligence in underwriting and commercial processes
- A voluntary departure plan has been undertaken that will allow us to gain efficiency



Solvency

- The solvency ratio at the end of 2023 is 232%
- Sustainalytics: ESG risk rating of 16.9, considered low risk
- Consolidation of hybrid work model
- Continue integrating sustainability in all areas of the Group
- Join forces under the protection of the new Occident brand for the traditional business
- Promote employer branding through better professional development

Value creation

The GCO's vocation is to consolidate a solid business and generate sustainable social value. In 2023 the Group has contributed 5,054.6 million euros to society.

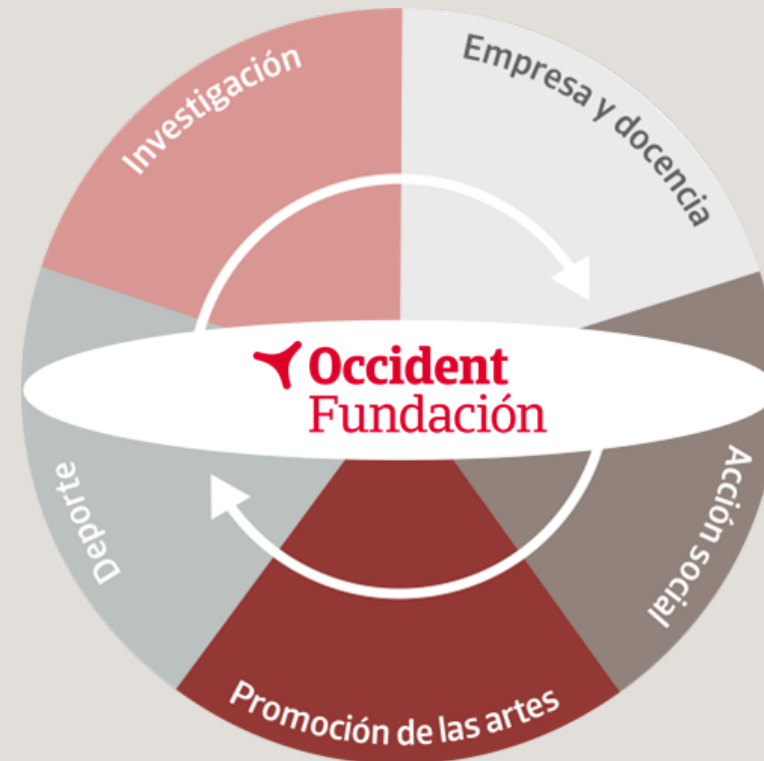
Evolution contribution to society

	2021	2022	2023
Direct economic value generated	3,905.5	4,175.8	5,054.6
Distributed economic value	3,883.3	4,110.6	4,987.1
Services rendered to customers	2,183.8	2,306.9	2,992.3
Public administrations	541.1	582.8	646.3
Mediators	542.0	588.9	643.3
Employees	504.7	513.1	576.2
Shareholders	107.7	116.6	126.6
Contributions to foundations and non-profit entities	4.0	2.3	2.4
Retained economic value	22.2	65.2	67.5

For more information, see the 2023 sustainability report.

Fundación Occident

The GCO Foundation, which changed its name to Fundación Occident on January 1, 2024, is a private non-profit entity created in memory of Jesús Serra Santamans, founder of the GCO, whose purpose is to develop projects in order to make a better society for everyone, always guided by values such as solidarity, effort and teamwork.



More than insurance...

... participates in **more than 60 projects** helping those who need it most in the fields of research, business and teaching, social action, sports and promotion of the arts.

Corporate structure

GCO		
Main entities		
Occident	Occident GCO Mediadores	GCO Gestión de Activos
NorteHispana Seguros	S. Órbita	Sogesco
	Occident Direct	Hercasol SICAV
	Occident Inversions	GCO Activos Inmobiliarios
	Occident GCO Capital Ag. Valores	GCO Ventures
	Cosalud Servicios	
	NH Mediación	
	GCO Tecnología y Servicios	
	Prepersa	
	GCO Contact Center	
	Occident Pensiones	
	Occident Hipotecaria	
	Asistea Group	
	Mémora Group	
Atradius Crédito y Caución	Atradius Collections	Grupo Compañía Española Crédito y Caución
Atradius Seguros de Crédito México	Atradius Dutch State Business	Atradius NV
Crédito y Caución Seguradora de Crédito e Grantias Brazil	Atradius Information Services	Atradius Participations Holding
	Iberinform International	Atradius Finance
		Atradius IH
INSURANCE COMPANIES	COMPLEMENTARY INSURANCE COMPANIES	INVESTMENT COMPANIES

Traditional business
Funeral business
Credit insurance business

Risk strategy

GCO defines its risk strategy based on risk appetite and tolerance, and ensures that its integration with the business plan allows it to comply with the risk appetite approved by the board.

The risk strategy is materialized through:

- **Risk profile**

Risk assumed in terms of solvency.

- **Risk appetite**

Risk in terms of solvency that the entity plans to accept to achieve its objectives.

- **Risk tolerance**

Maximum deviation from the Appetite that the company is willing to assume (tolerate).

- **Risk limits**

Operational limits established to comply with the Risk Strategy.

- **Alert indicators**

Additionally, the Group has a series of early warning indicators that serve as a basis for both risk monitoring and compliance with the risk appetite approved by the Board of Directors.

Risk map

QUANTITATIVE RISKS INCLUDED IN THE SOLVENCY RATIO					
LEVEL 1 Risks	Description	Internal Regulations	External Regulations	Quantification	Mitigation
Credit underwriting risk	Risk of loss or adverse modification of the value of the commitments made as a result of the possible inadequacy of the pricing and provisioning assumptions. In the case of credit insurance, the risk comes from non-payment by our clients' buyers, and in the case of surety, from non-compliance with the contractual, legal or fiscal obligations of our clients.	Underwriting policy and pricing regulations Underwriting guides Authorization matrices Monitoring buyer rating and credit limit concessions	IFRS and Local Regulations	Internal Model (except ICP) ICP: Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Scenario analysis	Reinsurance Policy DEM Strict underwriting control Control and monitoring of buyers' default risk
Non-life underwriting risk	Risk of loss or adverse modification of the value of the commitments made as a result of the possible inadequacy of the pricing and provisioning assumptions	Underwriting and reserve policies Reinsurance policy Underwriting manual and technical standards Data quality policy	National and international insurance regulations Good practice guides Consortium	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Scenario analysis Appraisal Value Rating agencies	Strict control and monitoring of the combined ratio Non-life catastrophic risks are also mitigated through CCS Business value Reinsurance policy Business diversification maintenance Report on the adequacy of the calculation of technical provisions Actuarial annual report
Health underwriting risk	Risk of loss or adverse modification of the value of the commitments made as a result of the possible inadequacy of the pricing and provisioning assumptions	Underwriting and reserve policies Underwriting manual and technical standards Data quality policy	National and international insurance regulations Good practice guides	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Embedded Value Rating agencies	Strict control and monitoring of the combined ratio Business value Business diversification maintenance Report on rate adequacy and cancellation rate Actuarial annual report
Life and funeral underwriting risk	Risk of loss or adverse modification of the value of the commitments made as a result of the possible inadequacy of the pricing and provisioning assumptions. It is broken down into biometric risks (including mortality, longevity, morbidity/disability risks) and non-biometric risks (portfolio decline, expenses, review and catastrophe)	Underwriting and reserve policies Reinsurance policy Underwriting manual and technical standards Data quality policy	National and international insurance regulations Good practice guides	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Embedded Value Profit test Rating agencies	Strict control and monitoring of rate adequacy and claims experience Business value and profit testing Reinsurance policy Business diversification maintenance Monthly balance of provisions (accounting) Monthly margin account (Life Income Statement)
Market risk	Risk of loss or adverse modification of the financial situation resulting, directly or indirectly, from fluctuations in the level and volatility of market prices of assets, liabilities and financial instruments	Investment policy Management based on the principle of prudence Asset and liability valuation policy	Insurance regulations (LOSSP) CNMV regulations Distribution regulations	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA VaR Scenario analysis Commitments of liabilities to be covered. Detailed analysis of active-liability adequacy (ALM) as well as sensitivity analysis to future scenarios	Asset management based on the principle of prudence Control of different types of portfolio according to objectives Commitments of liabilities to be covered. Detailed analysis of active-liability adequacy (ALM) as well as sensitivity analysis to future scenarios Investment policy defined by the Board of Directors Average credit rating to maintain Limits of dispersal and diversification
Counterparty risk	Counterparty risk arises from losses arising from unexpected default or deterioration in the credit quality of counterparties.	Investment policy Reinsurance policy Management based on the principle of prudence	Insurance regulations CNMV regulations Distribution regulations	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Scenario analysis	Reinsurance Policy (Reinsurance with counterparties with good credit rating) Diversified investment portfolio with a high rating Control of the credit rating of the main financial counterparties and the reinsurers team
Operational risk	Risk of loss arising from the inadequacy or dysfunction of internal processes, personnel or systems or external processes. Among the operational risks, the risk of regulatory non-compliance (a consequence of the increasing developments and supervisory requirements that impact our activity) and the risk of cybersecurity stand out in particular.	SolvPRC/Risk Register Tool Contingency plans Data security and quality policy Ethical code Procedure for action in cases of fraud (complaints channel) Operational Risk Management Policy. Internal Control Policy. Regulatory Compliance Verification Policy. Outsourcing Policy. Security policy, regulations and procedures. (Tier I, Tier II and Tier III).	Insurance regulations Principles of three lines of defense (COSO regulations) Guidelines on governance and security of information and communications technologies (EIOPA) Guidelines on Outsourcing to Cloud Service Providers (EIOPA)	Solvency II Standard Formula It is analyzed in risk self-assessments and ORSA Monitored and measured through the SolvPRC tool (measured in terms of probability of occurrence and severity) or Risk Register	Internal control system SolvPRC Control of inherent and residual risk through the implementation of preventive and mitigation controls in the event of an occurrence Cybersecurity action plan Contingency plans

Risk map

QUANTITATIVE RISKS INCLUDED IN THE SOLVENCY RATIO					
LEVEL 1 Risks	Description	Internal Regulations	External Regulations	Quantification	Mitigation
Liquidity risk	Risk of defaulting on obligations due to the inability to obtain necessary liquidity despite having sufficient assets	Investment policy Management based on the principle of prudence Reinsurance policy	Insurance regulations CNMV regulations Distribution regulations	It is analyzed in risk self-assessments and ORSA It is analyzed in cash flow statements and investment statements. Scenario analysis	Prudence-based asset management Control of different types of portfolio Commitments of liabilities to be covered. Detailed analysis of active-liability adequacy (ALM) as well as sensitivity analysis to future scenarios Typology of financial portfolio investments Limits of dispersal and diversification Low level of debt
Risks from the political and economic environment	Risks derived from the national and international economic and political environment, which cause an impact on the volatility of financial variables and the real economy. Specifically, the global economic crisis and high inflation stand out.	Underwriting regulations Written Policies (in particular investment policy) Regulations for the prevention of occupational risks Internal Rules of Conduct	European regulation Sectoral analysis Global regulation associated with the economic recession and the pandemic	It is analyzed in risk self-assessments and ORSA Certain risks are to some extent covered by the Solvency II Standard Formula Scenario analysis	Occupational health and safety regulations to protect our employees and customers Underwriting risk Strategic planning process and its monitoring Sectoral analysis. In the Credit business, specific "event-driven" monitoring and analysis is carried out by the Economic Research Unit Internal Audit, Internal control, complains and whistleblowing channel Geographic and branch diversification in the traditional business. Geographic and sectoral diversification in the Credit business Contingency plans
Social, environmental and governance risk	Risk that constitutes the possibility of losses driven by environmental, social and governance factors	General Meeting Bylaws Regulations of the Board of Directors Prevention of money laundering Ethical code Written policies (sustainability policy, climate change and environment policy, tax policy, outsourcing policy) Sustainability Master Plan	Non-financial information regulations European Sustainability Regulations (ESMA, EIOPA...) Climate change and energy transition law Sustainable Development Goals and United Nations 2030 Agenda Recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) Environmental taxonomy (in application from 2022) Social Taxonomy (not yet in application) Universal Declaration of Human Rights United Nations	It is analyzed in risk self-assessments and ORSA Analysis of adverse climate scenarios Taxonomy Sustainability Report	Internal audit Internal control Whistleblowing Channel Occupational Health and safety Regulations Sustainability Report Monitoring and adaptation of strategic planning Ethical code Written policies (e.g. sustainability policy, climate change and environment policy,...) Sustainability Master Plan
Other risks	Risks not included in the previous groups, such as the risk of loss derived from inadequate strategic decisions, defective execution of these or inadequate adaptation to changes in the economic or social environment (Strategic Risk), the risk associated with the occurrence of an event that negatively impacts the Group's reputation (Reputational Risk) or the risk derived from the interdependence of existing risks between Group entities (Contagion Risk)	Written policies Reputational risk management protocol Social media user manual Reputational risk management protocol	Advertising regulations UNESPA guides to which the company has adhered. Guidelines- Guidelines under the Insurance Distribution Directive on Insurance-based investment products that incorporate a structure which makes it difficult for the customer to understand the risks involved	It is analyzed in risk self-assessments and ORSA. Indicators for monitoring appearances in the Media and complaints through social networks	Exhaustive monitoring of the medium-term plan Ethical code Procedure for action in case of irregularities and fraud Fit and proper requirements Monitoring of information published in the media and social networks Social media usage manual control Action protocols for the management of reputational risk events Continuous monitoring of business units

Glossary

Concept	Definition	Formulation	Importance and relevance of use
Technical result after expenses	Insurance activity result	Technical result after expenses = (earned premiums from direct insurance + earned premiums from accepted reinsurance + information services and commissions) – Technical cost – Bonuses and rebates – Net operating expenses – Other technical expenses	Relevant Entity Relevant investors
Reinsurance result	Result produced by ceding business to the reinsurer or accepting business from other entities.	Reinsurance result = Accepted reinsurance result + Ceded reinsurance result	Relevant Entity Relevant investors
Financial result	Result of financial investments.	Financial result = income from financial assets (coupons, dividends, actions) - financial expenses (commissions and other expenses) + result from subsidiary companies - interest accrued on debt - interest paid to the insured parties of the life insurance business	Relevant Entity Relevant investors
Technical/financial result	Result of the insurance activity including the financial result. This result is especially relevant for Life insurance.	Technical/financial result = Technical result + Financial result	Relevant Entity Relevant investors
Non-technical non-financial account result	Those income and expenses not assignable to technical or financial result.	Non-technical non-financial account result = Income - expenses not assignable to technical or financial result.	Relevant Entity Relevant investors
Result complementary activities	Result of activities not assignable to the purely insurance business. Mainly the activities of: <ul style="list-style-type: none"> · Information services · Recoveries · Management of the Dutch state export account. 	Result complementary activities of credit insurance = income - expenses	Result of activities not assignable to the purely insurance business. It includes the funeral business and complementary credit activities (mainly: information services, collections, management of the Dutch state export account).
Ordinary result	Result of the entity's regular activity	Ordinary result = technical/financial result + non-technical account result - taxes, all resulting from habitual activity	Relevant Entity Relevant investors

Glossary

Concept	Definition	Formulation	Importance and relevance of use
Turnover	Turnover is the Group's business volume Includes the premiums that the Group generates in each of the business lines and the income from services from credit insurance.	Turnover = Premiums invoiced + Income from information Written premiums = direct insurance premiums issued + accepted reinsurance premiums	Relevant Entity Relevant investors
Managed funds	Amount of financial and real estate assets managed by the Group	Managed funds = Financial and real estate assets, entity risk + Financial and real estate assets, policyholder risk + Managed pension funds Managed funds = fixed income + variable income + real estate + deposits in credit institutions + treasury + investee companies	Relevant investors
Financial strength	Shows the debt and solvency situation. It is mainly measured through the debt ratio, the interest coverage ratio and the credit rating (rating).	Debt ratio = Debt / Net worth + Debt	Relevant investors
Technical cost	Direct costs of claims coverage. See accidents.	Technical cost = claims in the year, net of reinsurance + variation in other technical provisions, net of reinsurance	
Average cost of claims	Reflects the average cost per claim	Average cost of claims = Technical Cost / number of claims corresponding to said period.	
Deposits for ceded reinsurance	Deposits retained by the Group in order to guarantee the financial obligations of reinsurers	Deposits for ceded reinsurance Amounts received from reinsurance ceded in order to guarantee the obligations arising from reinsurance contracts, their amount corresponds to the balance recorded in the Balance Sheet	
Dividend yield	The dividend yield shows the relationship between the dividends distributed in the last year with the average share value. Indicator used to value the actions of an entity	Dividend yield = dividend paid in the year per share / average share price value	Relevant investors
Modified Duration	Sensitivity of asset values to movements in interest rates	Modified duration = Represents an approximation of the value of the percentage change in the value of financial assets for each percentage point (100 basis points) of change in interest rates.	
Expenses	General expenses include the costs that arise for business management, excluding those properly assignable to claims.	Expenses = personnel expenses + commercial expenses + services and miscellaneous expenses (subsistence allowances, training, management awards, material and other office expenses, rent, external services, etc.)	Relevant Entity Relevant investors
Permanence index	Measures the customer's expectation of continuing with the entity Scale from less than 1 year to more than 5 years	Permanence rate = How long do you think you would continue to be a customer?	Relevant Entity Relevant investors
Satisfaction index with the company	Measures the degree of general customer satisfaction with the entity Scale from 1 to 10	General satisfaction index = (Satisfied - dissatisfied) / respondents Satisfied answers with result from 7 to 10 Dissatisfied answers with result from 1 to 4	Relevant Entity Relevant investors
Service satisfaction index	Measures the evaluation of the service received Scale 1 to 10	Service satisfaction index = (Satisfied - dissatisfied) / respondents Satisfied answers with result from 7 to 10 Dissatisfied answers with result from 1 to 4	Relevant Entity Relevant investors

Glossary

Concept	Definition	Formulation	Importance and relevance of use
Insurance income	Measures income derived directly from insurance activity and information services	Insurance income = premiums earned from direct insurance + premiums earned from accepted reinsurance + information services and commissions	Relevant Entity Relevant investors
Income from information	Income obtained from the study of the financial information of the debtors of the credit business for contracting a policy	Income from information = Information services and commissions	Relevant Entity Relevant investors
Managed funds	Set of assets managed by the Group in order to obtain financial performance from them.	Financial assets from the entity's balance sheet (properties, fixed income, equity,...) plus assets managed by the Group for its clients in pension plans and mutual funds	Relevant Entity Relevant investors
Investments in associated / subsidiaries entities	Non-dependent entities in which the Group has significant influence	Investments in associated / subsidiaries entities = book value of the economic participation	
Net Promoter Score NPS	Measures the degree of customer loyalty with the entity.	Net Promoter score = Would you recommend the company to family and friends? = (promoters-detractors)/ respondents Promoters: responses with a result equal to 9 or 10 Detractors: answers with result from 1 to 6	Relevant Entity Relevant investors
Pay out	Ratio that indicates the part of the result that is distributed to investors via dividends	Pay out = (Total dividend / Profit for the year attributable to the Parent Company) x 100	Relevant investors
Price Earnings Ratio	The price-earnings ratio or PER measures the relationship between the price or value of the entity and the result.	PER = Closing market price of the share / Profit for the year attributable to the Parent Company per share	Relevant investors
PER	Its value expresses what the market pays for each monetary unit of result. It is representative of the entity's ability to generate result.		
Recurring premiums	Total premiums without considering non-periodic premiums of the Life business	Recurring Premiums = Earned premiums - single and supplemental life business premiums	Relevant Entity Relevant investors
Technical provisions	Amount of assumed obligations arising from insurance and reinsurance contracts.		Relevant Entity Relevant investors
Combined ratio	Indicator that measures the technical profitability of Non-Life insurance.	Combined Ratio = Ratio of claims + Expense Ratio	Relevant Entity Relevant investors
Net combined ratio	Indicator that measures the technical profitability of Non-Life insurance net of the reinsurance effect	Net Combined Ratio = Net Ratio of claims + Net Expense Ratio	
Efficiency ratio	Ratio that reflects the part of premium income dedicated to operating expenses and commissions	Efficiency ratio = (Total Expenses and commissions) / Recurring premiums	Relevant Entity Relevant investors
Expense ratio	Ratio that reflects the part of premium income dedicated to expenses.	Expense ratio = Operating expenses / Insurance income	
Net expense ratio	Ratio that reflects the portion of premium income dedicated to expenses net of the reinsurance effect	Net expense ratio = (Net reinsurance operating expenses) / (imputed premiums for direct business and accepted reinsurance + information services and commissions)	
Accident ratio	Business indicator, consisting of the proportion between claims and earned premiums.	Claims ratio = Claims / Insurance income	Relevant Entity Relevant investors

Glossary

Concept	Definition	Formulation	Importance and relevance of use
Net claims ratio	Business indicator, consisting of the proportion between claims and earned premiums net of the reinsurance effect.	Net claims ratio = Claims for the year, net of reinsurance / (imputed premiums for direct business and accepted reinsurance + information services and commissions)	
Permanent resources	Resources comparable to own funds.	Permanent resources = Total net equity + subordinated liabilities	Relevant Entity Relevant investors
Permanent resources at market value	Resources comparable to own funds at market value	Permanent resources at market value = Total net equity + subordinated liabilities + capital gains associated with real estate for own use + capital gains associated with real estate investments	Relevant Entity Relevant investors
Resources transferred to company	Amount that the Group returns to the main interest groups.	Resources transferred to the company = claims paid + taxes + commissions + personnel expenses + dividends	
Return On Equity	Financial profitability or rate of return	ROE = (Result for the year, Attributable to the parent company) / (Simple average of the Equity attributed to the shareholders of the Parent Company at the beginning and end of the period (twelve months)) x 100	Relevant investors
ROE	Measures return on capital		
Claims rate	See technical cost. Economic valuation of claims.	Claims rate = Benefits paid from direct insurance + Variation in the provision for direct insurance benefits + expenses attributable to benefits	
Total expenses and commissions	Commissions and expenses (except those assignable to claims) that arise for business management.	Expenses and commissions = Operating expenses + commissions paid on the policies	
Total Potential Exposure TPE	It is the potential exposure to risk, also "cumulative risk." Term of credit insurance business	TPE = the sum of the credit risk underwritten by the Group in each buyer	Relevant Entity Relevant investors
Value of responsible investments with respect to the total investments and managed funds	Ratio that reflects the assets managed by the Group that comply with the Group's Responsible Investment Policy, with respect to the total investments and funds managed by the Group.	Investments that comply with the Group's Responsible Investment Policy/ Total investments and funds managed by the Group	
Generated economic value	The generated economic value responds to the aggregation of the value distributed by the Group and the value retained by the Group.	Direct economic value generated = economic value distributed + economic value retained	
Distributed economic value	Economic value that the Group has allocated to the following interest groups: clients, public administrations, mediators, employees, shareholders and contributions to foundations and non-profit entities.	Distributed economic value = payment of benefits to clients + taxes paid and Social Security contributions + payments to suppliers + salaries and benefits of employees + dividends paid + contributions from the Group to foundations and non-profit entities.	
Retained economic value	Amount of GCO's annual net result not distributed.	Retained economic value = Annual amount of GCO's after-tax result allocated to Reserves.	
Theoretical book value	Value per share that a company has in accounting terms. Book value per share.	Theoretical book value = Net equity/ number of shares	Relevant investors

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