



## Investors' Day Group Strategy

Rolf Dörig Zurich, 1 December 2005





### 1. Market environment and position

- 2. Group strategy
  - Growth
  - Efficiency
  - Leadership
- 3. Financial targets
- 4. Summary

## European life markets with growth potential



Life premiums in CHF billion 2004



### Well-positioned with strong focus on life





## Strong position in chosen markets



GWP in SL markets <sup>1)</sup> 2004; CHF billion



#### Market share

- Swiss Life is the only focused, international provider of life insurance among top peers <sup>2)</sup>
- SI markets 1)
  - Number 6 life insurer
  - Number 2 group life provider
- European market:
  - Number 9 life insurer





### 1. Market environment and position

### 2. Group strategy

- Growth
- Efficiency
- Leadership
- 3. Financial targets
- 4. Summary

## Three strategic directions for achieving our ambition



Growth	Focus on "pensions"-related value proposition	to answer and satisfy clients' growing pension needs
	Develop own and third-party channels	to reduce single channel dependency
Efficiency	Increase basic insurance profitability substantially	to become less dependent on financial result
	Reduce complexity at all stages of the value chain	to improve process efficiency and lower costs
Leadership	Enhance entrepreneurial responsibility and steering	to allow flexible and close- to-market decision making
	Develop integrated human capital portfolio	to anchor our leadership culture

# Growth: Swiss Life with higher overall growth than its markets since 2003



Development of life GWP in SL markets, 2000-2005 half year



1) Target relates to each market

2) Growth rate of each country multiplied by share of SL premiums in this country; annual growth in % Source: Swiss Re Sigma, half-year 2005 market growth estimates by Swiss Life

# Growth: Our clients are at the heart of our strategy



#### **Client proposition**



- We care for our customers by helping them to solve all financial aspects associated with ageing
- With our products and services, we provide a secure income for later, and enable people to become free from financial worries
- We are committed to being a reliable and trustworthy partner

## Growth: Integrated link from strategy to marketing mix



#### Europe

**Switzerland** 

Products Focus on profitable pension products and services Channels Develop capabilities to orchestrate multiple channels

Clients Strengthen position in group business, affluent and HNWI

## Growth: Targets underpinned by concrete actions



### Key actions in Europe

- Focus on organic growth
- Focus on products and services with profitable growth
  - Launch new products in pensions with tailored advice
- Increase distribution capacity
  - Set up new distribution partnerships to increase sales capacity

#### Key actions in Switzerland

- Launch new products and less interest rate sensitive products
- Increase sales effectiveness of own sales force
- Develop relationships with brokers, banks and strategic partners

SL growth 2005-2008: 23% vs. market expectation of 19%

SL growth 2005-2008: 8% vs. market expectation of 5%

# Efficiency: Basic insurance result best reflects operational performance





# Efficiency: Continue increase in efficiency on all levels



### Key actions in Europe

- Continue efficiency improvement on all levels
  - Only marginal fixed-cost increase despite increasing premium volume
- Exit from unprofitable products or particularly price-sensitive areas

### Key actions in Switzerland

- Reap efficiency benefits of "La Suisse" and Vaudoise integration
- Continue efficiency driven by IT and Business Engineering projects to increase efficiency drive
- Increase effectiveness and efficiency of sales forces

Contribution to basic insurance result by 2008: CHF 350 million

Contribution to basic insurance result by 2008: CHF 150 million

# Efficiency: Measures lead to significant improvement in basic insurance result



Basic insurance result, CHF million



# Leadership: Integration of new structure in group strategy



#### Implications of group strategy on structure

- Growth and efficiency: Management structure to respond to the specific challenges in EU and CH
- Efficiency: Strong need to improve business operations
- Leadership: Increased entrepreneurial responsibilities
- "Pensions Leadership" also implies a separate strategy for Banca del Gottardo



# Leadership: Simple KPI framework supports strategic directions





# Leadership: Development of employee commitment 2004-2008



SL Group employee commitment, as measured by annual survey





- 1. Market environment and position
- 2. Group strategy
  - Growth
  - Efficiency
  - Leadership

### 3. Financial targets

4. Summary

## Decreasing dependency on investment margin



Illustrative break-up



1) After tax and after policyholder participation

2) Investment management units, finance and holding, net of borrowing costs, one-off items and tax savings. Contains one-off items in 2004 (goodwill impairments CHF -163 million; CHF -125 million disposal loss UK; CHF +88 million mortgage portfolio Netherlands)

# Positive contribution from investment margin expected in all interest rate scenarios



Drivers	Interest rates	Interest rates rise		
	stay low	Initial reaction	Long term move	
Direct yields on portfolio (+)	-	•		
Technical interest (guarantees) (-)				
Realised gains (net) (+)		Sell-off	•	
PH bonuses (-)				
Overall (+)			But offset by higher volumes	

# Swiss Life operational improvements not yet reflected in the share price





1) Calculated: P/E (industry average) = 11.5 \* (I/B/E/S consensus profit of CHF 718m / number of shares)

2) Calculated: P/E (industry average) = 11.5 \* (profit target 2008 / number of shares

Source for P/E industry average: Deutsche Bank, Chevreux



- 1. Market environment and position
- 2. Group strategy
  - Growth
  - Efficiency
  - Leadership
- 3. Financial targets

### 4. Summary

## Swiss Life Group: Who we are



Ambition	<ul> <li>Swiss Life Group wants to</li> <li>Achieve "Pensions Leadership" ("Führend in der finanziellen Vorsorge")</li> <li>Generate net profit of CHF 1 billion by 2008, and sustainable ROE &gt; 10%</li> </ul>				
Lines of business <sup>1)</sup>	Insurance <sup>2)</sup>	Investment Management	Banking		
Est. profit contr. by 2008	~ 8	~15%			
Mission	Committed to helping people create a financially secure future. For life	Maintain excellence in investment performance	First-class private bank offering high-quality wealth management services to our HNWI and affluent		
Focus	Pension products and services for corporate clients and private clients	Investment management for life insurance and third-party clients	Private Banking for affluent and HNWI		
Geographic focus	Europe (CH, FR, DE, NL, BE, LU,	CH, IT			
Financial targets	<ul> <li>Achieve basic insurance result o</li> <li>Achieve investment margin of at</li> </ul>	Achieve CHF 130 m net profit by 2008, sustainable ROE >15% and net new assets of CHF 1 bn p.a.			

## Outlook



#### Five key issues

- "Are the financial targets really achievable on a sustainable basis and what are the measures to get there?"
- "How will you address profitability in Switzerland?"

"How can Swiss Life manage associated risks in a different interest rate environment?"

"How does Banca del Gottardo contribute? What are the measures?"

### Key messages

- Measures are clearly defined; CHF 1 bn target is realistic
- Improvement in underlying profitability, thus quality of result
- Good underlying profitability of existing portfolio
- We address additional profitability measures in order to further leverage the existing base

- Integrated risk and value management with ALM allows flexibility
  - New BdG strategy with strong geographical, customer and product focus
  - Solid profit contribution to Swiss Life Group

### Outlook





## Cautionary statement regarding forward-looking information



This presentation is made by Swiss Life and may not be copied, altered, offered, sold or otherwise distributed to any other person by any recipient without the consent of Swiss Life. Although all reasonable effort has been made to ensure the facts stated herein are accurate and that the opinions contained herein are fair and reasonable, this document is selective in nature and is intended to provide an introduction to, and overview of, the business of Swiss Life. Where any information and statistics are quoted from any external source, such information or statistics should not be interpreted as having been adopted or endorsed by Swiss Life as being accurate. Neither Swiss Life nor any of its directors, officers, employees and advisors nor any other person shall have any liability whatsoever for loss howsoever arising, directly or indirectly, from any use of this information. The facts and information contained herein are as up to date as is reasonably possible and may be subject to revision in the future. Neither Swiss Life nor any of its directors, officers, employees or advisors nor any other person makes any representation or warranty, express or implied, as to the accuracy or completeness of the information contained in this presentation. Neither Swiss Life nor any of its directors, officers, employees and advisors nor any other person shall have any liability whatsoever for loss howsoever arising, directly or indirectly, from any use of this presentation. This presentation may contain projections or other forward-looking statements related to Swiss Life that involve risks and uncertainties. Readers are cautioned that these statements are only projections and may differ materially from actual future results or events. All forwardlooking statements are based on information available to Swiss Life on the date of its posting and Swiss Life assumes no obligation to update such statements unless otherwise required by applicable law. This presentation does not constitute an offer or invitation to subscribe for, or purchase, any shares of Swiss Life.

### **Contact details**



Iris Welten Head Investor Relations 
 Tel.
 +41 (43) 284 67 67

 E-mail:
 iris.welten@swisslife.ch

Fabrizio Croce Deputy Head Investor Relations 
 Tel.
 +41 (43) 284 49 19

 E-mail:
 fabrizio.croce@swisslife.ch

Visit our website for up-to-date information www.swisslife.com

