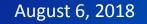
### Presentation to Investors H1 2018

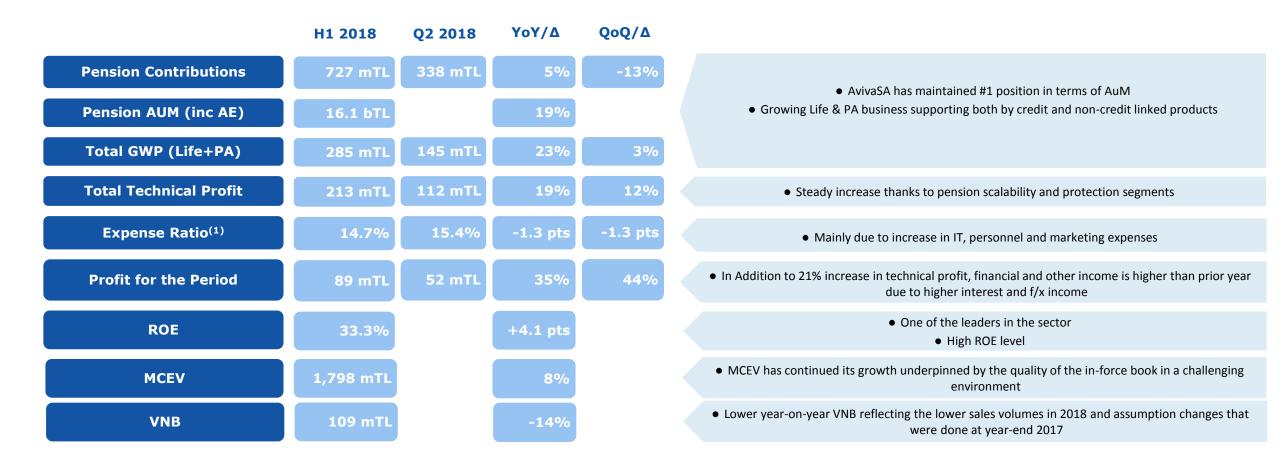






YARIN ŞİMDİDEN GÜZEL

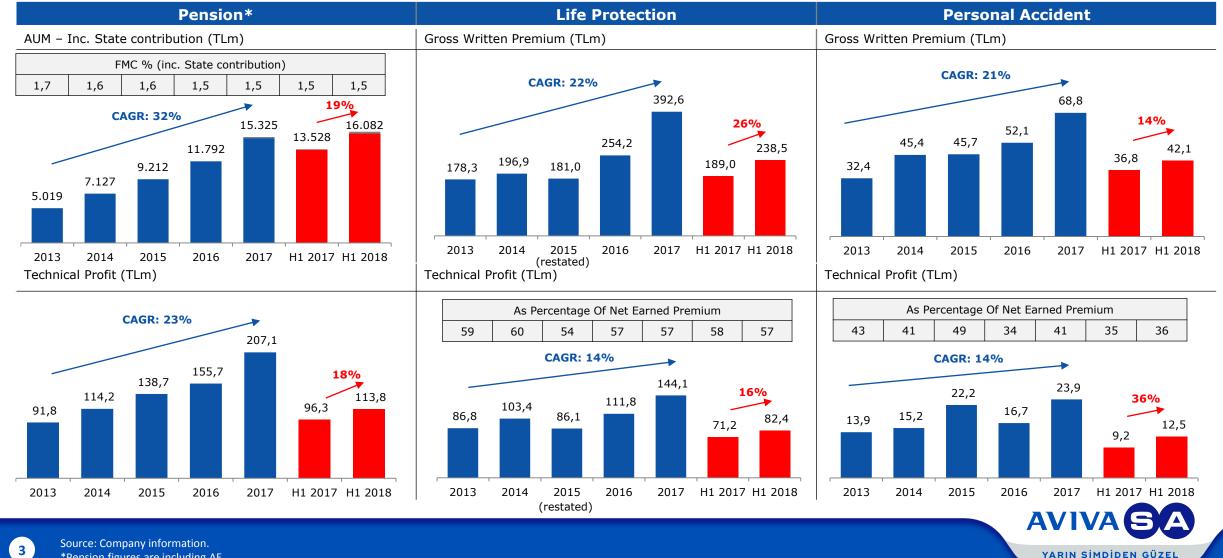
# Solid Financial Foundations and Historical Track Record of Value Creation





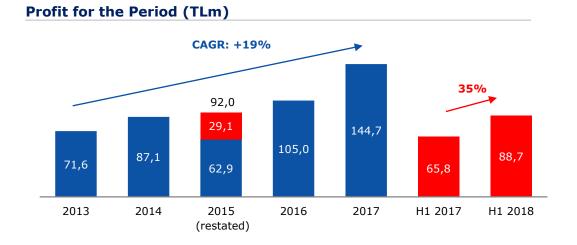
### **Differentiated Management of Trends and Dynamics per**

#### Segment

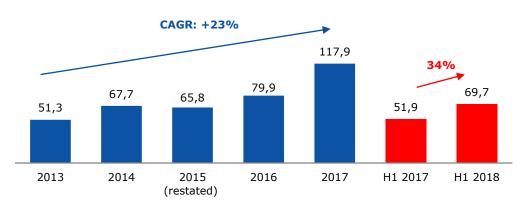


\*Pension figures are including AE

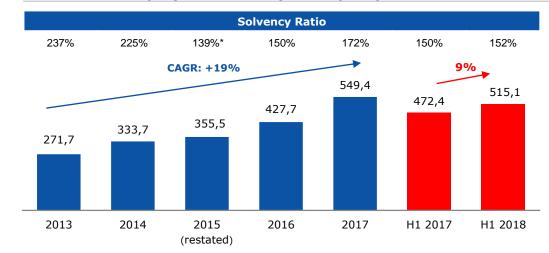
### A Story of Solid Profitable Growth



#### Technical Profit After G&A (TLm) $\approx$ EBIT



Shareholders' Equity and Solvency Ratio (TLm)



ROE	2013	2014	2015 (restated)	2016	2017	H1 2017	H1 2018
ROE	28%	29%	18%*	27%	30%	29%	33%

\*Before write-off RoE is 26%, Solvency ratio is 154%

- Steady increase in shareholders' equity reflects active management of capitalization to fund business growth
- Capital-light business, which benefits from AvivaSA's measured approach to risk and new product introduction
- > IFRS 15 Impact is calculated beginning from 2013 and has been reflected on

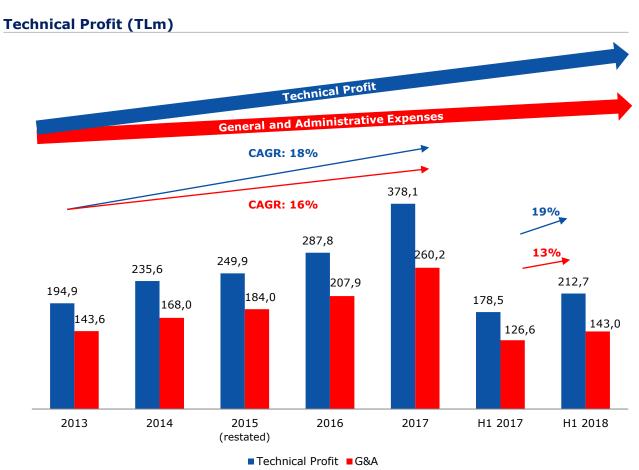
2018 opening equity, amount of (43.9) m TL.





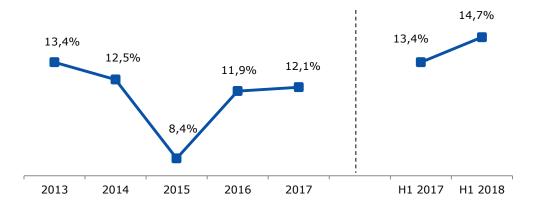
Note: Analysis on profitable growth derives from segmental information on this and following pages of the section, unless otherwise stated.

# ...Solid and Resilient Technical Profitability with Operating Leverage Potential...

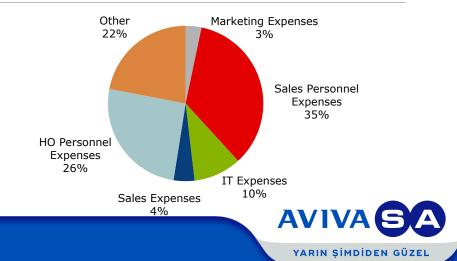


#### Expense Ratio (%)\*

As % of net contributions (for pensions) and gross written premiums (for insurance segments)



#### Breakdown of Gen. Expenses, IFRS (H1 2018)





### **Summary of P&L from IFRS Segmental Reporting**

	2013	2014	2015 (restated)	2016	2017	CAGR	H1 2017	H1 2018	YoY	Q1 2018	Q2 2018	QoQ
Pension Technical Profit	91,8	114,2	138,7	155,7	207,1	23%	96,3	113,8	18%	56,2	57,5	2%
Life Protection Technical Profit	86,8	103,4	86,1	111,8	144,1	14%	71,2	82,4	16%	35,9	46,5	29%
Life Savings Technical Profit	2,4	2,9	2,9	3,6	3,0	6%	1,8	3,9	122%	2,9	1,1	-63%
Personal Accident Technical Profit	13,9	15,2	22,2	16,7	23,9	14%	9,2	12,5	36%	5,3	7,3	38%
Total Technical Profit	194,9	235,6	249,9	287,8	378,1	18%	178,5	212,7	19%	100,3	112,4	12%
General and Administrative Expenses	-143,6	-168,0	-184,0	-207,9	-260,2	16%	-126,6	-143,0	13%	-70,5	-72,5	3%
Total Technical Profit after G&A Expenses	51,3	67,7	65,8	79,9	117,9	23%	51,9	69,7	34%	29,8	39,9	34%
Total Investment Income & Other	39,8	42,2	49,8	52,3	63,3	12%	30,4	44,7	47%	17,9	26,8	50%
Profit Before Taxes	91,1	109,9	115,6	132,2	181,2	19%	82,3	114,4	39%	47,7	66,8	40%
Profit for the Period (Before Write-Off)	71,6	87,1	92,0	105,0	144,7	19%	65,8	88,7	35%	36,3	52,4	44%
One-off Asset Write-Off Effect (net of tax)			-29,1									
Profit for the Period (After Write-Off)	71,6	87,1	62,9	105,0	144,7	19%	65,8	88,7	35%	36,3	52,4	44%

One-off Asset Write-off: An IT project has been started at the end of 2012 in order to standardize all core insurance systems into a single application and integrate this core system with the peripheral systems. Although the project still continues, it has been decided to discontinue the development of the new core insurance application. Instead, current core systems will be modernized with a more agile methodology. Total capitalized costs related with this project was 48.7 Mtl, and TRY 36.3 Mtl of this cost (around 75%) has been written off in accordance with the aforementioned decision.

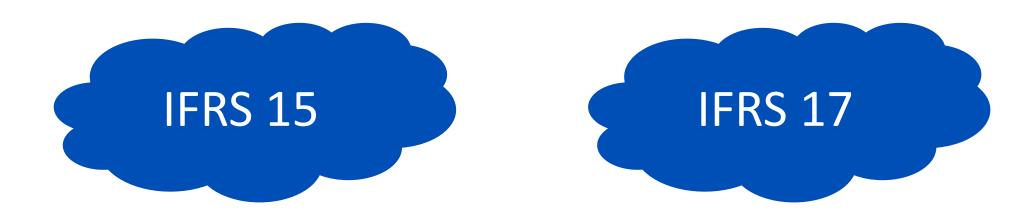


#### 2018 Outlook

- ✓ Maintaining leadership in terms of pension AuM with ~20% y-o-y growth with support of higher customer retention and better fund returns
- ✓ Selective presence approach while acquiring auto enrolment customers
- ✓ Getting stronger in protection business supported by increased both credit-linked and stand-alone volumes
- ✓ Keeping the high profitability performance in protection business
- ✓ Controlled increase in expenses for the upcoming periods
- ✓ Improving technology by stabilizing IT infrastructure
- ✓ Strengthening the customer experience with digital and user friendly solutions
- ✓ Strong RoE level at ~30%



#### **Going Forward**





### Pension Summary P&L

#### Pension Technical Profit (TLm)

	2013	2014	2015	2016	2017	CAGR	H1 2017	H1 2018	YoY	Q1 2018	Q2 2018	QoQ
Fund Management Income <sup>(1)</sup>	69,0	87,0	111,3	137,5	177,1	27%	82,3	101,3	23%	49,4	51,9	5%
Management & Entry/Exit Fee <sup>(2)</sup>	48,2	66,6	78,8	78,1	89,9	17%	46,4	49,3	6%	26,8	22,5	-16%
Other Income/(Expenses)	-5,8	-7,4	-8,8	-11,2	-12,5	21%	-6,0	-6,3	4%	-3,2	-3,0	-6%
Net Commission Expenses (of which)	-19,6	-32,0	-42,7	-48,7	-47,5	25%	-26,3	-30,5	16%	-16,8	-13,8	-18%
- Commission Ex.	-56,6	-70,2	-89,3	-92,7	-78,1	8%	-42,5	-39,0	-8%	-21,5	-17,5	-19%
- DAC	37,0	38,2	46,6	44,0	30,6	-5%	16,2	8,5	-48%	4,8	3,7	-22%
Technical Profit	91,8	114,2	138,7	155,7	207,1	23%	96,3	113,8	18%	56,2	57,5	2%

#### **Key Profit Drivers**

- Pension volume (AUM)
- Lapses and Retention
- New Pension Fee Structure (management fee redefined)
- Commission Expenses / DAC



### Life Protection Summary P&L

#### Life Protection Technical Profit (TLm)

(Excluding Life Savings)

	2013	2014	<b>2015</b> (restated)	2016	2017	CAGR	H1 2017	H1 2018	ΥοΥ	Q1 2018	Q2 2018	QoQ
Gross Written Premiums	178,3	196,9	181,0	254,2	392,6	22%	189,0	238,5	26%	117,7	120,8	3%
Earned Premiums	148,3	171,2	158,1	196,5	252,6	14%	122,9	144,8	18%	68,7	76,1	11%
Total Claims	-32,7	-37,5	-42,8	-48,3	-40,8	6%	-19,5	-19,8	1%	-13,1	-6,6	-50%
Claims Ratio*	14,8%	17,7%	22,3%	20,4%	13,3%		12,4%	11,3%		16,6%	4,2%	
Commission Expenses	-27,8	-29,4	-28,3	-36,2	-67,0	25%	-31,7	-38,9	23%	-19,2	-19,7	3%
Comm.Ratio**	18,8%	17,2%	17,9%	18,4%	26,5%		25,8%	26,9%		27,9%	25,9%	
Other Income/ (Expense), Net	-1,0	-0,9	-0,9	-0,2	-0,8	-5%	-0,5	-3,7	630%	-0,5	-3,2	526%
Technical Profit	86,8	103,4	86,1	111,8	144,1	14%	71,2	82,4	16%	35,9	46,5	29%
Technical Margin	58,5%	60,4%	54,5%	56,9%	57,0%		57,9%	56,9%		52,2%	61,1%	

 Overall life protection technical profit is positive due to the high technical profitability of the product coupled with cost efficient operating model, and this is valid throughout all periods under review

#### **Key Profit Drivers**

- Net earned premium volumes
- Death and Benefits claims
- Surrender levels
- Commission Expenses



Source: Company information, IFRS and segmental reporting. \*Claims Ratio= Total claims exc. Surrender / Net Earned Premium \*\*Comm Ratio= Commissions -Net of Income / Net Earned Premium



### Personal Accident Summary P&L

#### Personal Accident Technical Profit (TLm)

	2013	2014	2015	2016	2017	CAGR	H1 2017	H1 2018	YoY	Q1 2018	Q2 2018	QoQ
Gross Written Premiums	32,4	45,4	45,7	52,1	68,8	21%	36,8	42,1	14%	20,4	21,7	6%
Earned Premiums	32,1	36,6	45,6	49,0	58,5	16%	26,6	34,9	31%	17,0	17,8	5%
Total Claims	-3,2	-4,5	-2,3	-9,5	-6,7	20%	-5,0	-4,4	-11%	-2,5	-1,9	-24%
Claims Ratio*	10,0%	12,3%	5,1%	19,4%	11,5%		18,7%	12,7%		14,8%	10,7%	
Commission Expenses	-14,8	-16,9	-20,9	-22,5	-26,7	16%	-12,0	-17,4	45%	-8,9	-8,5	-5%
Comm.Ratio**	46,1%	46,1%	46,0%	46,0%	45,6%		45,0%	49,9%		52,4%	47,4%	
Other Income/(Expense), Net	-0,2	0,0	-0,1	-0,2	-1,1	64%	-0,4	-0,5	17%	-0,3	-0,2	-36%
Technical Profit	13,9	15,2	22,2	16,7	23,9	14%	9,2	12,5	36%	5,3	7,3	38%
Technical Margin	43,4%	41,5%	48,8%	34,2%	40,9%		34,7%	36,0%		30,9%	40,8%	

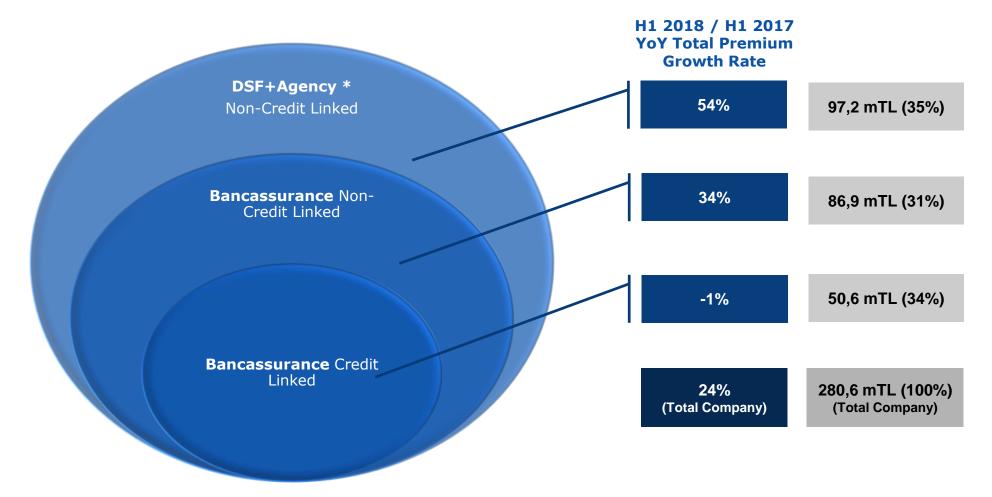
#### **Key Profit Drivers**

- Net earned premium volumes
- Accident / Benefits claims
- Surrender levels
- Commission Expenses



Source: Company information, IFRS and segmental reporting. \*Claims ratio = Claims Paid / Earned Premium \*\*Comm Ratio= Commissions - Net of Income / Net Earned Premium

#### **New Action Plan to Expand** Life Protection + Personal Accident



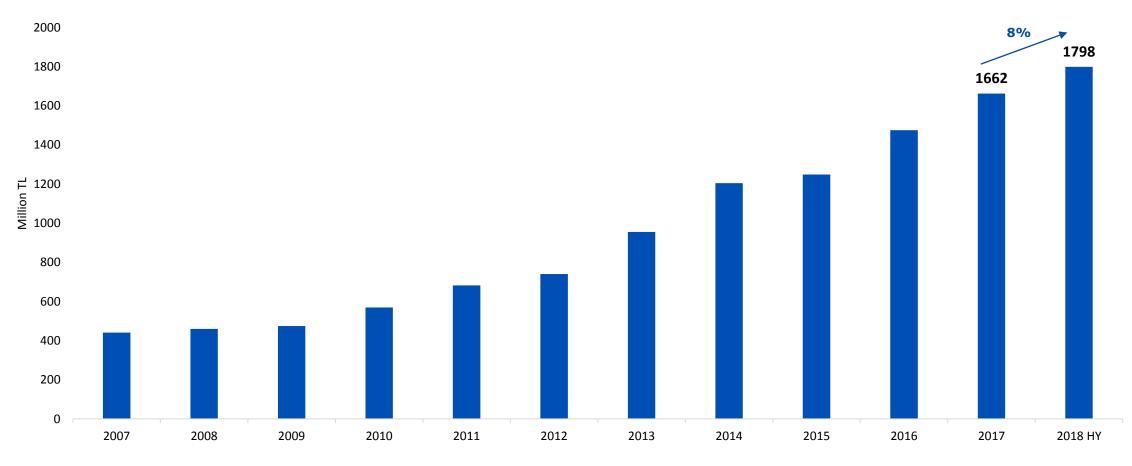




### Market Consistent Embedded Value Disclosures



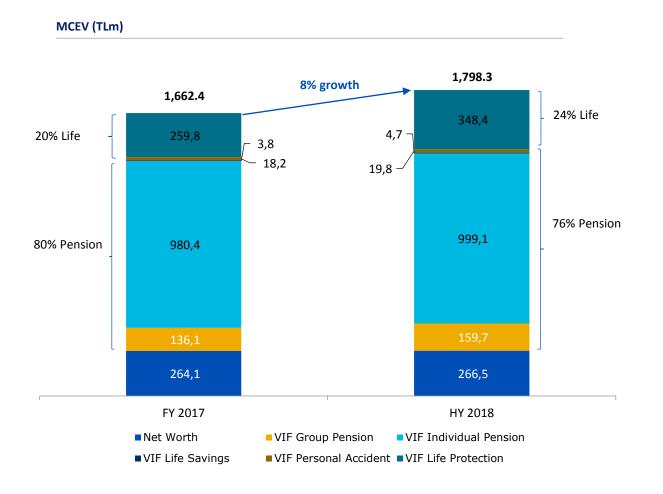
### Proven track record of embedded value growth



Years



### Value of in-force is continuing to drive growth



#### Comments

- MCEV has grown by 13% before capital movements in the first half of 2018
- Value of in-force is the stock of future profits embedded in the MCEV balance sheet
- Life protection has continued its trend of gaining a higher weight in the mix of VIF, where a quarter of the total value is expected to emerge from this segment
- AvivaSA is closely monitoring its experience across both life and pensions in volatile markets
- Net worth is flat after allowing for the dividend payment of 48.3m TL in 2018



### New business margins intact in a volatile market

	Pen	sion	Life Pro	tection	Personal	Accident	То	tal
	2017 HY	2018 HY	2017 HY	2018 HY	2017 HY	2018 HY	2017 HY	2018 HY
PVNBP (m TL) (PVNBP mix)	2,642.6 85%	9% 2,153.7 82%	413.9 <u>19</u> 13% —	416.5 16%	43.9 <b>21</b> 1%	* 53.2 2%	3,100.4 -1 100%	<b>2,623.4</b> 100%
VNB (m TL) (VNB mix)	52.5 - <b>3</b> 4 42%	<b>5%</b> 33.5 31%	67.4 79 53%	71.9 66%	6.4 -41 %5	% 3.8 > %3	126.3 - <b>1</b> 100%	4% 109.2 100%
New Business Margin (%)	2,0%	1,6% 2018 HY	16,3%	17,3% 2018 HY	14,7%	7,2% 2018 HY	4,1% 	4,2% 2018 HY
IRR (%) Payback (in years)	24.9% 3.9	19.7% 5.4	80.9% 0.9	114.9% 0.8	61.3% 0.9	35.1% 1.0	29.9% 4.1	36.1% 2.9



#### **Pension and Auto Enrolment**



### **Pension - Auto Enrolment**

Automatic enrolment for the employees older 45	Phasing structure based on company size	Re-enrolment every two year for opted-out participants
Simplified enrolment and collection process	Simplified fund structure	-3% employee contribution -No employer contribution

- 25% state contribution
- 1,000 TRY one-off state contribution
- 5% state contribution of their total savings for retired 10 years annuities buyers
- Defered tax in terms of pension investment income

Phasing Structure	Type of Employer	Potential Participants (Million)
Jan/2017	1000+ Private	1,9
Jan/2017	1000+ State	0,3
April/2017	250+ Private	1.0
April/2017	250+ State	2,7
July/2017	100+	1,5
Jan/2018	50+ Private	1,2
Jan/2018	50+ State	0,4
July/2018	10+	2,7
Jan/2019	5+	2,5
Total		14,2



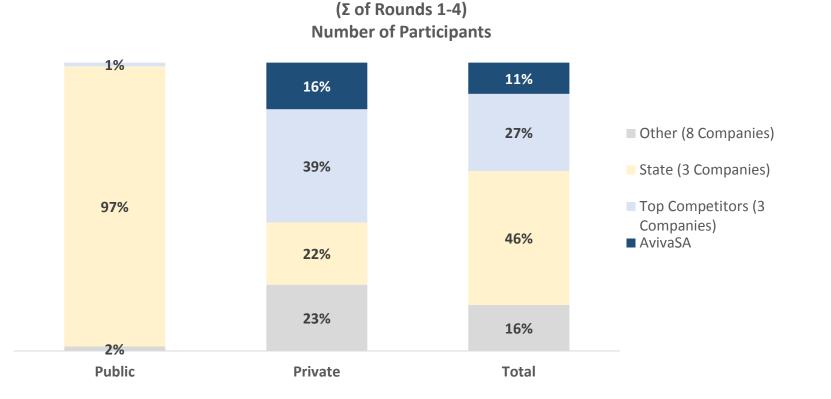
#### Auto Enrolment:

Different sales, commission, service and marketing model

Corporate and SME type business line



#### **One of the Leading Company in Auto Enrolment Market Supported by Selective Presence**



**Market Shares** 

#### **Results and Lessons Learned** So Far

- More fragmented than  $\checkmark$ regular pensions
- Servicing capability is  $\checkmark$ very important
- Banks play a key role:  $\checkmark$ AvivaSA achieved it's targets mainly utilizing Akbank potential
- Cannibalization on  $\checkmark$ private pension system was lower than expected
- Average opt-out ratio  $\checkmark$ ~60% in the market



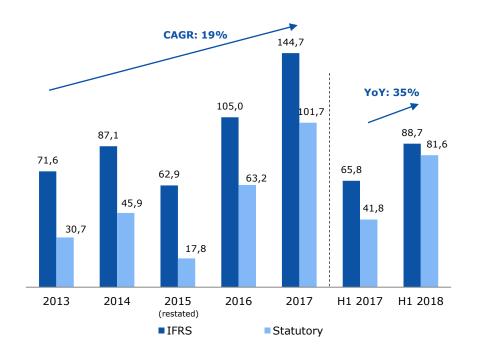


### Appendix



### **Reconciliation between IFRS vs. Statutory Profit for the Period**

#### IFRS vs. Statutory Profit for the Period (TLm)



#### **Profit for the Period Reconciliation (TLm)**

	2013	2014	2015 (restated)	2016	2017	CAGR	H1 2017	H1 2018	ΥοΥ
IFRS Profit for the Year	71,6	87,1	62,9	105,0	144,7	19%	65,8	88,7	35%
Equalisation Reserve write-off	-2,7	-0,3	-2,3	-3,0	-4,7	15%	-2,2	-3,2	44%
Change in Deferred Asset Costs	-49,9	-51,2	-54,0	-44,5	-45,4	-2%	-23,5	-12,0	-49%
Change in Deferred Income Reserve				-4,7	-4,5		-4,2	5,5	-230%
Deferred Tax	11,8	10,3	11,3	10,5	11,6	0%	6,0	2,6	-57%
Statutory Profit for the Year	30,7	45,9	17,8	63,2	101,7	35%	41,8	81,6	95%
Total Difference	40,9	41,2	45,1	41,8	43,0	1%	24,0	7,1	-70%



### **Summary of P&L from SFRS Segmental Reporting**

	2013	2014	2015 (restated)	2016	2017	CAGR	H1 2017	H1 2018	ΥοΥ	Q1 2018	Q2 2018	QoQ
Pension Technical Profit	-29,8	-19,5	-16,0	-13,9	11,9	n/a	-1,7	28,8	n/a	17,3	11,5	-33%
Life Technical Profit	32,1	39,9	22,1	46,6	57,3	16%	28,4	35,5	25%	12,2	23,3	91%
Non-Life Technical Profit	-1,2	-1,7	6,4	-3,3	-0,5	n/a	-2,9	-0,5	-82%	-1,8	1,3	n/a
Total Technical Profit after G&A Expenses	1,0	18,7	12,4	29,4	68,7	187%	23,8	63,8	168%	27,7	36,1	30%
Total Investment Income & Other	37,5	39,7	46,9	50,5	57,9	11%	28,5	40,9	44%	15,2	25,7	69%
Profit Before Taxes	38,5	58,4	59,3	79,9	126,6	35%	52,3	104,7	100%	42,9	61,8	44%
Profit for the Period (Before Write-Off)	30,7	45,9	46,9	63,2	101,7	35%	41,8	81,6	95%	32,8	48,8	49%
One-off Asset Write-Off Effect (net of tax)			-29,1									
Profit for the Period (After Write-Off)	30,7	45,9	17,8	63,2	101,7	35%	41,8	81,6	95%	32,8	48,8	49%

One-off Asset Write-off: An IT project has been started at the end of 2012 in order to standardize all core insurance systems into a single application and integrate this core system with the peripheral systems. Although the project still continues, it has been decided to discontinue the development of the new core insurance application. Instead, current core systems will be modernized with a more agile methodology. Total capitalized costs related with this project was 48.7 Mtl, and TRY 36.3 Mtl of this cost (around 75%) has been written off in accordance with the aforementioned decision.



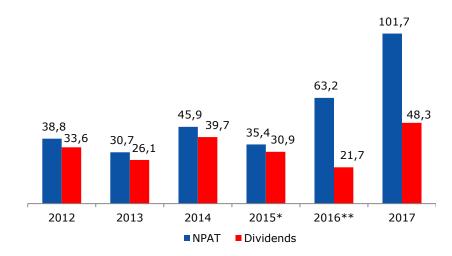
### **Flexible Dividend Policy Focused on Growth**

#### **Dividend Policy**

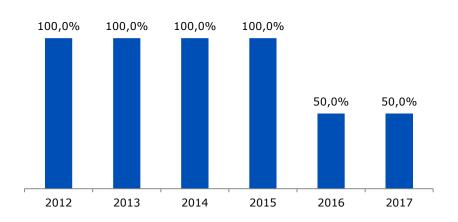
**Dividends Paid (TLm)** 

23

- Objective set amongst core shareholders to aim at distributing ~50% of AvivaSA's Turkish GAAP-based distributable profit
- Current focus however is on increasing the scale of operations and therefore near-term priority is to reinvest in the business and create long term shareholder value



#### Dividend Payout Ratio (Dividend Paid / Distributable Profit)



AVIVA SA YARIN ŞİMDİDEN GÜZEL

Source: Company information. (1) Dividends shown are paid the following year. \*NPAT is given as excluding restatement effect accordingly dividend was paid before restatement \*\*2015 Restatement effect was discounted from 2016 profit for the calculation of 2016 distributable profit

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## Thank you

