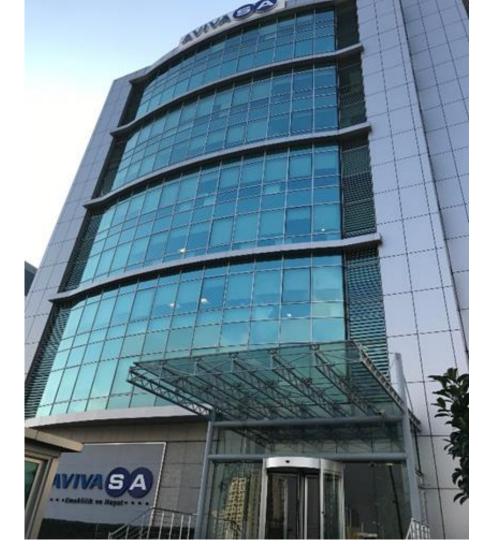
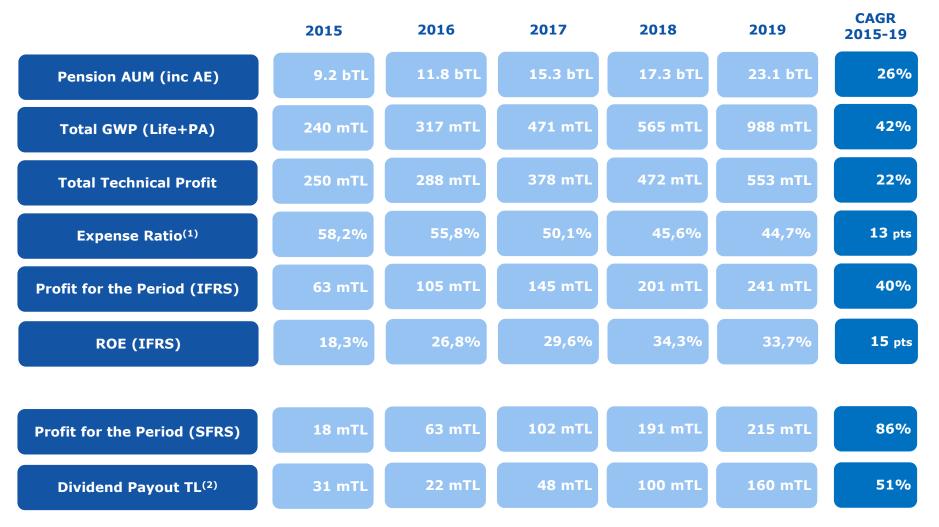
Presentation to Investors FY 2019 Earning Release







### **Historical Track Record of Value Creation**



#### Note:

(1) Expense ratio=(Opex-AE Related Expenses-Sales Expenses)/(Opex-AE Related Expenses-Sales Expenses+IFRS Proft Before Tax)

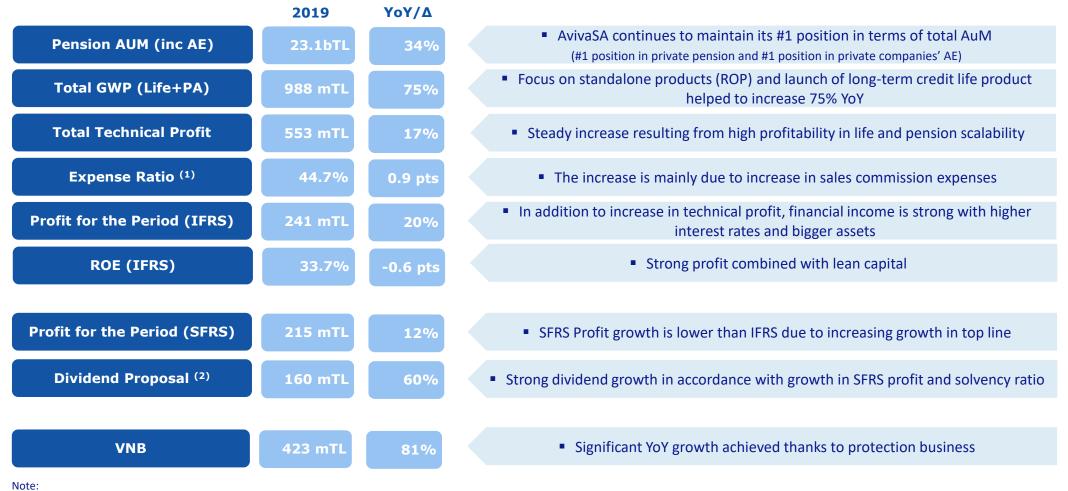
« Opex=G&A+Financial Expense »

(2) 2019 figure is Dividend proposal subject to General Assembly approval



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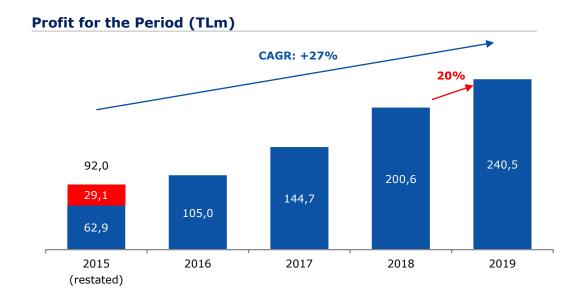
### **Solid Financial Foundations**



(1) Expense ratio=(Opex-AE Related Expenses-Sales Expenses)/(Opex-AE Related Expenses-Sales Expenses+IFRS Proft Before Tax) «Opex=G&A+Financial Expense» (2) First installment (100 mTL) will be paid in March 2020, and second installment (60 mTL) will be paid in September 2020 subject to General Assembly approval



# A Story of Solid Profitable Growth



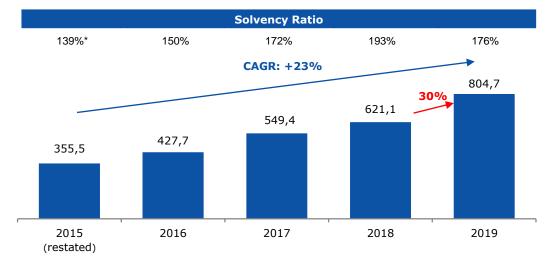
ROE	2015 (restated)	2016	2017	2018	2019
	18%*	27%	30%	34%	34%

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

Source: Company information.

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

Shareholders' Equity and Solvency Ratio (TLm)



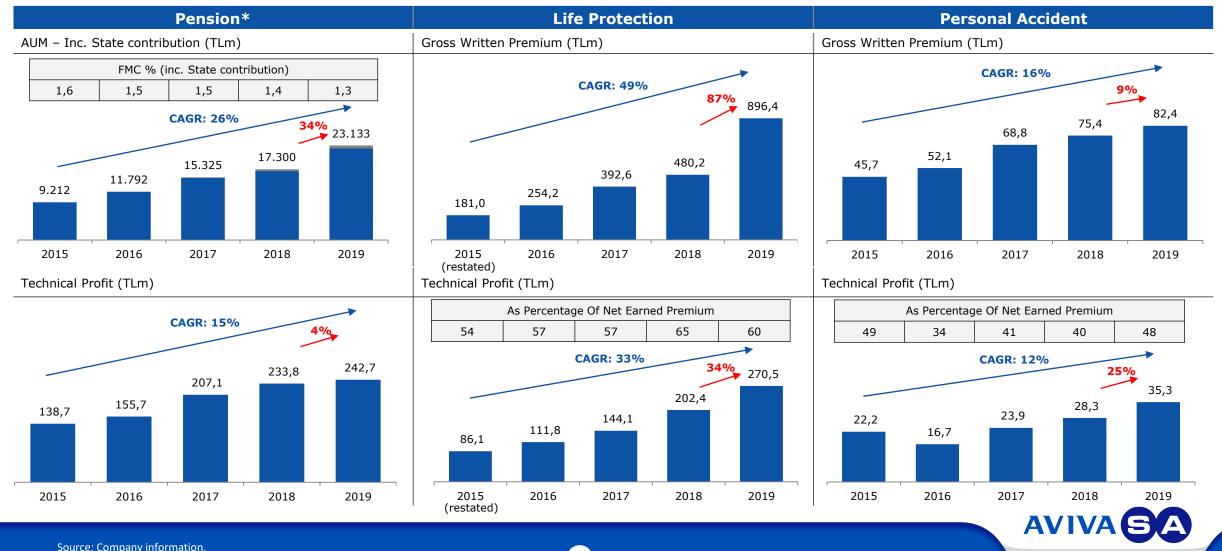
- Steady increase in shareholders' equity reflects active management of capitalization to fund business growth
- Capital-light business, which benefits from AvivaSA's measured approach to risk and new product introduction
- Additional ROP DAC impact is calculated beginning from 2015 and has been reflected on 2019 opening equity, amount of 8.3 m TL.



### **Business Lines**

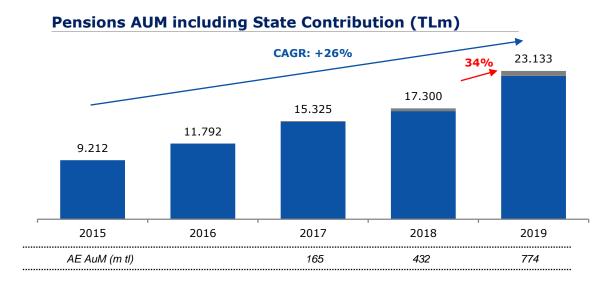


# **Differentiated Management of Trends & Dynamics per Segment**

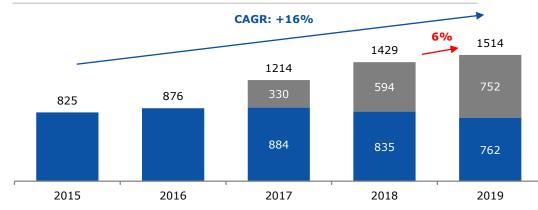


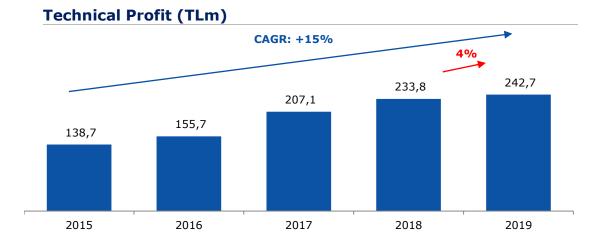
AvivaSA: Sirkete \*Pension figures are including AE

### **Pension\*** Sustainable Growth and Scale Ambitions



Number of Participants (x1000)





	Market Share Of AvivaSA % (in terms of AUM) Inc. AE										
	2015 2016 2017 2018 2019										
Pension	nsion 19,2 19,4 19,5 19,2 18,8										
AE	AE 9,2 9,4										
Total	<b>Total</b> 19,2 18,7 18,2										

	Average Monthly Contribution Size / Policy (TL) Inc. AE											
	2015 2016 2017 2018 2019											
Pension	261	288	259	337	518							
AE	77 60 66											

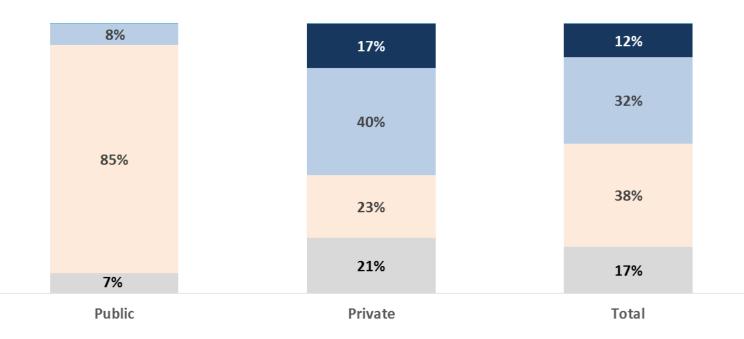
AVIVA S

Source: Company information.

AvivaSA:

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

Market Shares (Σ of Rounds 1-6) Number of Participants



Other (8 Companies) State (3 Companies) Top Competitors (3 Companies) AvivaSA

8

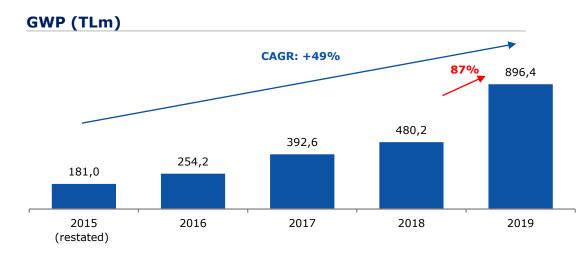
#### Results and Lessons Learned So Far

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

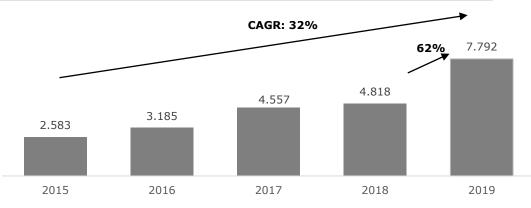
**AVIVA** 

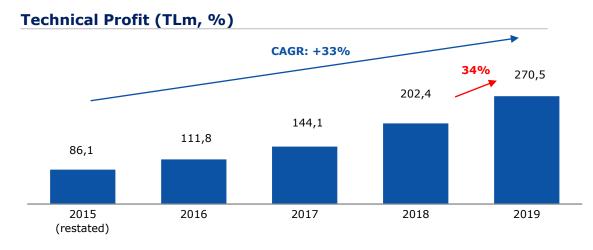


### Life Protection Sustainable and Resilient Growth Model Fuelled by Bancassurance



#### Sector Life GWP (TLm) (Excluding state companies)





#### Claims and Commission Ratios (%)

(Excluding Life Savings)

	2015	2016	2017	2018	2019
Claims Ratio*	22,3%	20,4%	13,3%	9,8%	7,1%
Comm. Ratio**	17,9%	18,4%	26,5%	26,1%	32,6%

\* Total Claims (exc. Surrender) / NEP

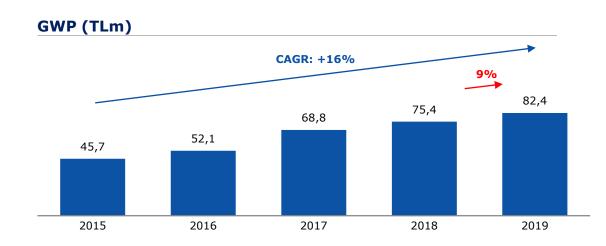
\*\* Commission expenses net of income / NEP

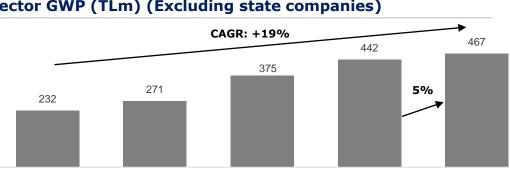


Source: Company information, TSB Note: (1) Technical Margin calculated as Technical Profit over NEP. AvivaSA: Slikete Ozel (2) Sector GWP figures are shown as Total life GWP.

### **Personal Accident**

#### **A Complementary Profit Pool for the Group**



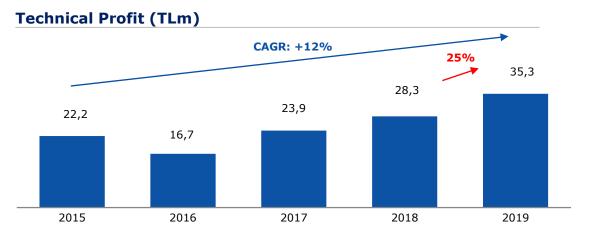


2017

2018

#### Sector GWP (TLm) (Excluding state companies)

2016



#### Claims & Commission Ratio (%)

	2015	2016	2017	2018	2019
Claims Ratio	5,1%	19,4%	11,5%	10,7%	5,8%
Comm Ratio*	46,0%	46,0%	45,6%	48,1%	46,2%

\* Commission Expenses, net of income / NEP



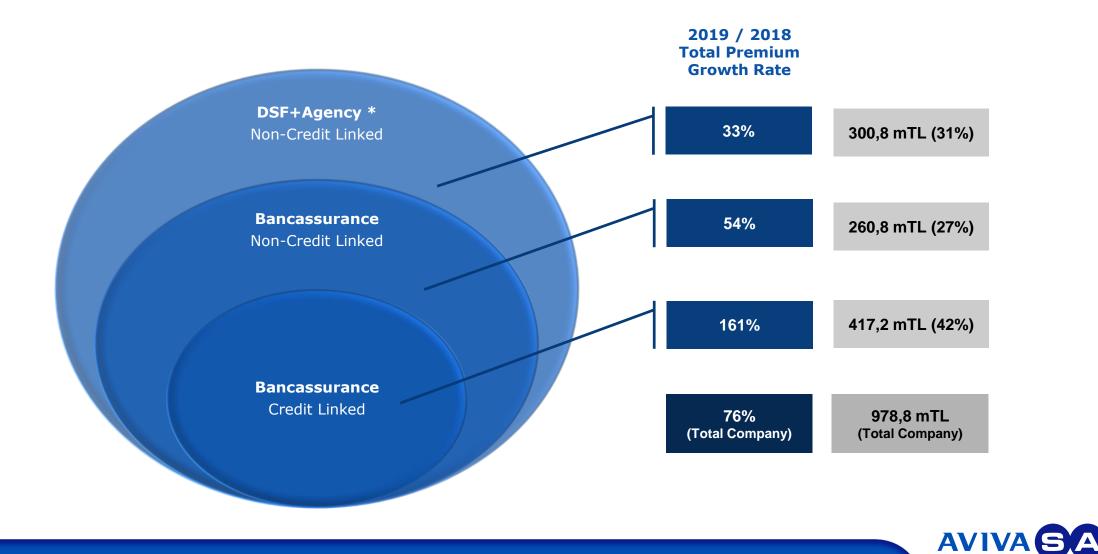
Source: Company information, TSB Note: (1) Calculated as % of NEP AvivaSA:

2015



# New Action Plan to Expand

Life Protection + Personal Accident



\* Including Corporate and Telemarketing (non bancassurance) AvivaSA: Sirkete Özel (Internal)



### **Financials**





# Summary of P&L from IFRS Segmental Reporting

	2015 (restated)	2016	2017	2018	2019	CAGR	ΥοΥ	Q3 2019	Q4 2019	QoQ
Pension Technical Profit	138,7	155,7	207,1	233,8	242,7	15%	4%	58,6	61,7	5%
Life Protection Technical Profit	86,1	111,8	144,1	202,4	270,5	33%	34%	66,3	83,7	26%
Life Savings Technical Profit	2,9	3,6	3,0	7,3	4,7	13%	-36%	0,8	1,1	30%
Personal Accident Technical Profit	22,2	16,7	23,9	28,3	35,3	12%	25%	8,3	9,7	17%
Total Technical Profit	249,9	287,8	378,1	471,8	553,2	22%	17%	133,9	156,2	17%
General and Administrative Expenses	-184,0	-207,9	-260,2	-297,6	-363,0	19%	22%	-85,7	-101,5	18%
Total Technical Profit after G&A Expenses	65,8	79,9	117,9	174,1	190,2	30%	9%	48,2	54,7	13%
Total Investment Income & Other	49,8	52,3	63,3	84,8	121,1	25%	43%	31,4	28,1	-11%
Profit Before Taxes	115,6	132,2	181,2	258,9	311,3	28%	20%	79,7	82,8	4%
Profit for the Period (Before Write-Off)	92,0	105,0	144,7	200,6	240,5	40%	20%	60,7	63,8	5%
One-off Asset Write-Off Effect (net of tax)	-29,1									
Profit for the Period (After Write-Off)	62,9	105,0	144,7	200,6	240,5	40%	20%	60,7	63,8	5%

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.



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# Summary of P&L from SFRS Reporting

	2015 (restated)	2016	2017	2018	2019	CAGR	ΥοΥ	Q3 2019	Q4 2019	QoQ
Pension Technical Profit	-16,0	-13,9	11,9	59,2	49,9	n/a	-16%	14,7	-4,8	n/a
Life Technical Profit	22,1	46,6	57,3	92,2	86,9	41%	-6%	21,5	29,6	38%
Non-Life Technical Profit	6,4	-3,3	-0,5	0,9	7,1	3%	679%	1,9	3,1	65%
Total Technical Profit after G&A Expenses	12,4	29,4	68,7	152,3	143,8	84%	-6%	38,0	27,9	-26%
Total Investment Income & Other	46,9	50,5	57,9	93,3	132,8	30%	42%	35,3	30,7	-13%
Profit Before Taxes	59,3	79,9	126,6	245,7	276,7	47%	13%	73,3	58,6	-20%
Profit for the Period (Before Write-Off)	46,9	63,2	101,7	191,2	214,7	46%	12%	56,0	45,2	-19%
One-off Asset Write-Off Effect (net of tax)	-29,1									
Profit for the Period (After Write-Off)	17,8	63,2	101,7	191,2	214,7	86%	12%	56,0	45,2	-19%

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.

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Source: Company information, SFRS and segmental reporting. AvivaSA: Sirkete Ozel (Internal)

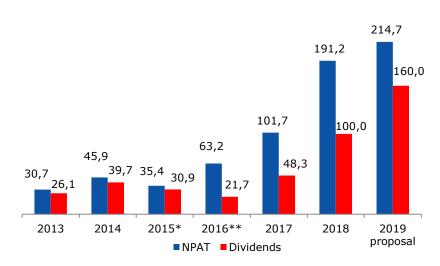
### **Flexible Dividend Policy Focused on Growth**

#### **Dividend Policy**

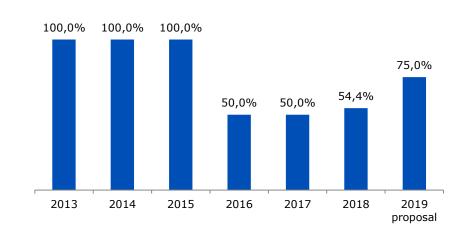
**Dividends (TLm)** 

AvivaSA:

- 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 / Distributable Profit)



**AVIVA** 

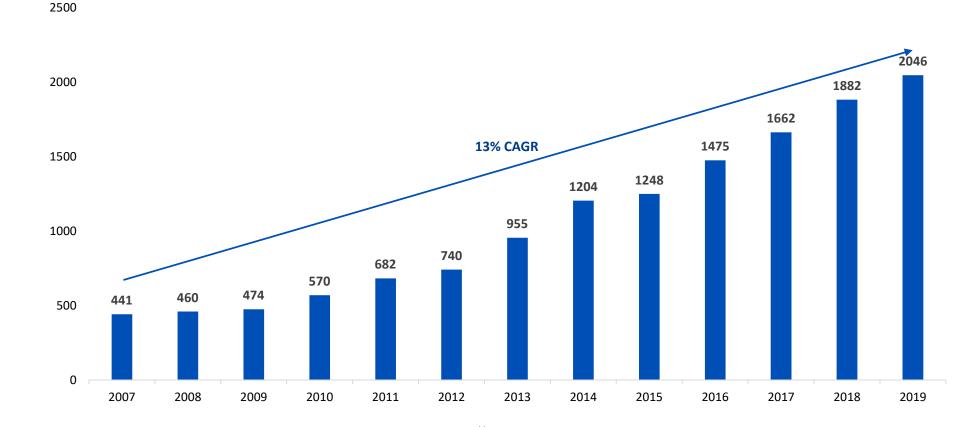
Source: Company information. (1) Dividends shown are paid the following year. \*NPAT is given as excluding restatement effect accordingly dividend was paid before restatement \*\*2015 Restatement effect was discounted from 2016 profit for the calculation of 2016 distributable profit

# Market Consistent Embedded Value Disclosures





### Proven track record of embedded value growth



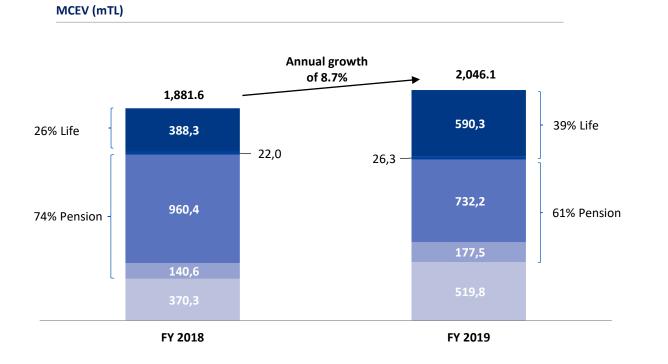
Years

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AvivaSA: Şirkete Özel (Internal)

Million TL

## Value Driven Year-on-Year Growth



■ Net Worth ■ VIF Group Pension ■ VIF Individual Pension ■ VIF Personal Accident ■ VIF Life Protection

#### Comments

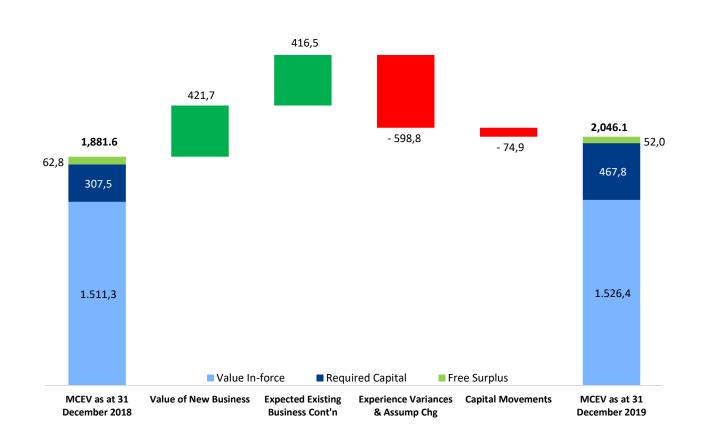
- Value of in-force (VIF) is the stock of discounted value of future profits, contributing 75% of the value in the MCEV balance sheet whereas the remaining 25% is composed of the net assets, ie net worth
- No allowance is made for future new business expected to be written after 2019
- Pensions VIF is slightly lower year-on-year due to adjustments to assumptions and experience variations
- Life protection has continued its growth momentum, reaching almost a 39% share of the VIF
- AvivaSA is closely monitoring its persistency experience across all segments
- Net worth is up by 40% year-on-year after allowing for the dividend payment of 100m TL, demonstrating the resilient capital generation of the business



Source: Company data, unaudited results

# **MCEV Analysis of Change**

**MCEV Reconciliation (mTL)** 



- MCEV growth is driven by VNB, a typical characteristic of an emerging market insurance company, followed by the expected return which is the unwinding of the discount rate in the year arising from policies in-force at the start of the year
- VNB and expected return grew the MCEV by 44% before experience variances and assumption changes
- Negative experience variance is primarily related to the poor pensions persistency and the economic variances
- Economic variance of -87 m TL is mainly due to decreasing USD swap rates
- Capital movements are composed of the dividend payment of 100m TL and unrealised losses



Source: Company data, unaudited results

# **Strong VNB contribution to MCEV growth**

#### VNB Bridging (mTL)

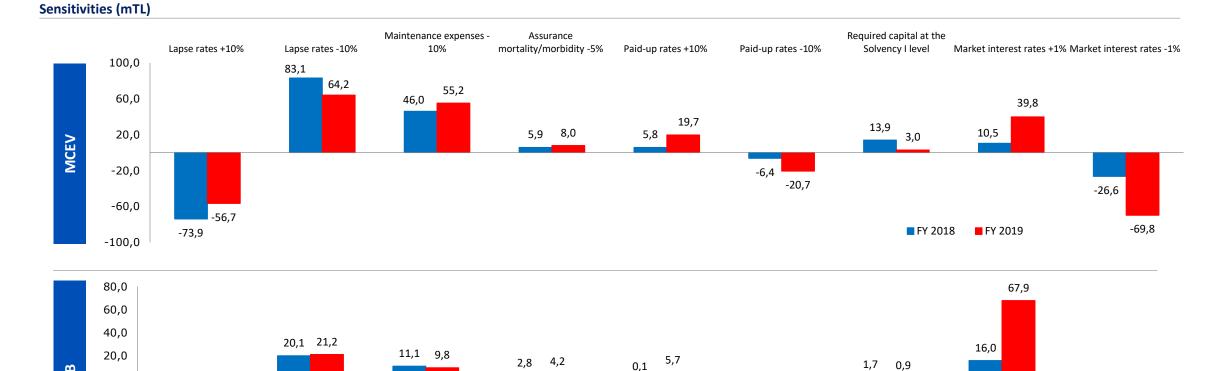


- 81% growth in Value of New Business primarily from protection LoB
- Positive mix impact from continued shift in new business from pensions to life products
- Operating assumption changes include changes in pension commission structure, fund management charges, and expenses
- Prior period adjustment covers modelling developments
- Economic Assumption change shows the effect of higher swap rates especially during the first half of 2019.



Source: Company data, unaudited results

## **MCEV and VNB Sensitivities**



-0,2 -6,4

FY 2018

FY 2019

-19,3

-45,7

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Source: Company data, unaudited results

-17,9 -19.6

VNB

0,0

-20,0

-40,0

-60,0 -80,0

# **Diversified business model supporting value growth**

	Pension		Life Pr	otection	Personal	Accident	Το	tal
	2018 FY 20	19 FY	2018 FY	2019 FY	2018 FY	2019 FY	2018 FY	2019 FY
PVNBP (m TL)	4,304.9	769.2	11 919.2	<b>0%</b> 1,930.3	13% 100.6 —	113.8	9% 5,324.7	5,813.2
VNB (m TL)	58.0 -22%	45.2	164.3 <b>114%</b> 351.8		11.0 <b>125%</b> 24.7		233.3 421.7	
MCEV New Business Margin (Net tax)		2% 9 FY	17,9% 2018 FY	18,2%	10,9%	21,7%	4,4%	7,3% 2019 FY
IRR (%) Payback (in years)	25.4% 20	0.3%	125.7%	133.7%	48.5%	80.1%	35.6%	68.1%

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### Guidance





### **2020 Guidance to the Market**

**Pension AUM:** 

Continue to be the leader private pension company

**Life Premiums:** 

Increase the market share in Life market with a GWP growth of over 40%

**Net Profit:** Increase the IFRS Net Profit by 25-35%





# Appendix





### Pension

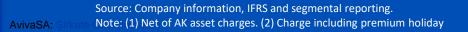
#### Pension Technical Profit (TLm)

	2015	2016	2017	2018	2019	CAGR	YoY	Q3 2019	Q4 2019	QoQ
Fund Management Income <sup>(1)</sup>	111,3	137,5	177,1	208,6	227,7	20%	9%	58,2	63,2	9%
Management & Entry/Exit Fee <sup>(2)</sup>	78,8	78,1	89,9	99,5	109,9	9%	10%	24,4	22,8	-7%
Other Income/(Expenses)	-8,8	-11,2	-12,5	-13,6	-20,7	24%	52%	-5,5	-6,3	15%
Net Commission Expenses (of which)	-42,7	-48,7	-47,5	-60,8	-74,1	15%	22%	-18,6	-18,0	-4%
- Commission Ex.	-89,3	-92,7	-78,1	-72,5	-77,9	-3%	7%	-15,9	-30,3	91%
- DAC	46,6	44,0	30,6	11,7	3,8	-47%	-68%	-2,8	12,3	n/a
Technical Profit	138,7	155,7	207,1	233,8	242,7	15%	4%	58,6	61,7	5%

#### **Key Profit Drivers**

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

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### **Life Protection**

#### Life Protection Technical Profit (TLm)

(Excluding Life Savings)

AvivaSA:

	2015 (restated)	2016	2017	2018	2019	CAGR	ΥοΥ	Q3 2019	Q4 2019	QoQ
Gross Written Premiums	181,0	254,2	392,6	480,2	896,4	49%	87%	234,5	340,3	45%
Earned Premiums	158,1	196,5	252,6	312,8	453,8	30%	45%	119,4	166,1	39%
Total Claims	-42,8	-48,3	-40,8	-37,0	-71,5	14%	93%	-20,5	-30,2	47%
Claims Ratio*	22,3%	20,4%	13,3%	9,8%	7,1%			7,5%	5,3%	
Commission Expenses	-28,3	-36,2	-67,0	-81,7	-148,0	51%	81%	-42,8	-63,4	48%
Comm.Ratio**	17,9%	18,4%	26,5%	26,1%	32,6%			35,8%	38,1%	
Other Income/ (Expense), Net	-0,9	-0,2	-0,8	8,3	36,2			10,1	11,2	11%
Technical Profit	86,1	111,8	144,1	202,4	270,5	33%	34%	66,3	83,7	26%
Technical Margin	54,5%	56,9%	57,0%	64,7%	59,6%			55,5%	50,4%	

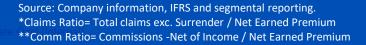
 Overall life protection technical profit is positive due to the high technical profitability of the product coupled with cost efficient operating model, and this is valid throughout all periods under review

#### **Key Profit Drivers**

• Net earned premium volumes

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- Death and Benefits claims
- Surrender levels
- Commission Expenses





### **Personal Accident**

#### Personal Accident Technical Profit (TLm)

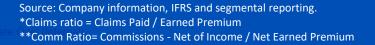
	2015	2016	2017	2018	2019	CAGR	ΥοΥ	Q3 2019	Q4 2019	QoQ
Gross Written Premiums	45,7	52,1	68,8	75,4	82,4	16%	9%	19,1	20,8	9%
Earned Premiums	45,6	49,0	58,5	70,5	73,7	13%	5%	18,1	18,9	4%
Total Claims	-2,3	-9,5	-6,7	-7,5	-4,3	17%	-43%	-1,4	-0,9	-33%
Claims Ratio*	5,1%	19,4%	11,5%	10,7%	5,8%			7,6%	4,9%	
Commission Expenses	-20,9	-22,5	-26,7	-33,9	-34,0	13%	0%	-8,3	-8,8	6%
Comm.Ratio**	46,0%	46,0%	45,6%	48,1%	46,2%			45,9%	46,6%	
Other Income/(Expense), Net	-0,1	-0,2	-1,1	-0,8	-0,1	6%	-89%	-0,2	0,5	n/a
Technical Profit	22,2	16,7	23,9	28,3	35,3	12%	25%	8,3	9,7	17%
Technical Margin	48,8%	34,2%	40,9%	40,1%	47,9%			45,5%	51,1%	

#### **Key Profit Drivers**

• Net earned premium volumes

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- Accident / Benefits claims
- Surrender levels
- Commission Expenses



AvivaSA:

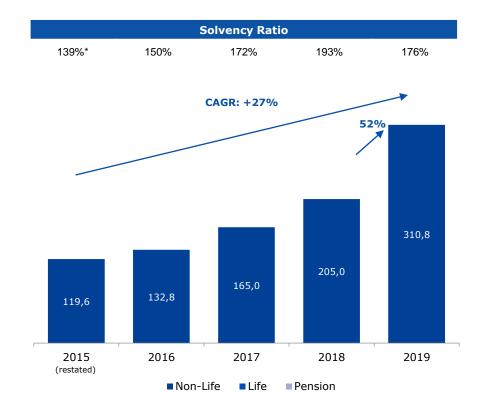


# **Capital-Light Business Model with Strong Solvency Position**

Comfortable solvency ratios driven by a measured approach to risk and new product introductions, which affords the business scope and flexibility pursuing growth options and / or returning cash to shareholders

#### **Regulatory Capital Requirement**

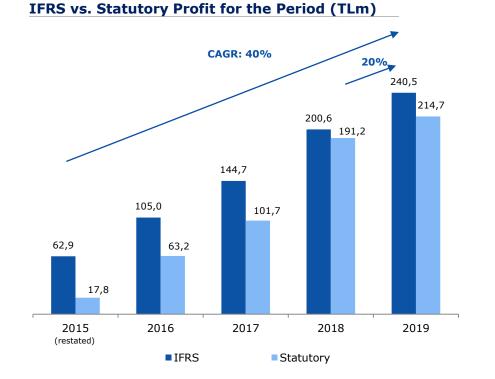
				December 31		
	Calculation of net assets to cover solvency margin	2015 (restated)	2016	2017	2018	2019
	Total regulatory capital (Statutory Reporting)	166.4	199.8	283.2	395.8	547.6
	Intangible assets	-	-	-	-	-
A	Deferred tax asset AvivaSA net assets	- 166.4	- 199.8	- 283.2	- 395.8	- 547.6
В	AvivaSA Required Capital	119.6	132.8	165.0	205.0	310.8
	AvivaSA guarantee fund	39.9	44.3	55.0	68.3	103.6
	Surplus of net assets in excess of Required Capital	46.7	67.0	118.2	190.8	236.8
	Surplus of net assets in excess of guarantee fund	126.5	155.5	228.2	327.4	444.0







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



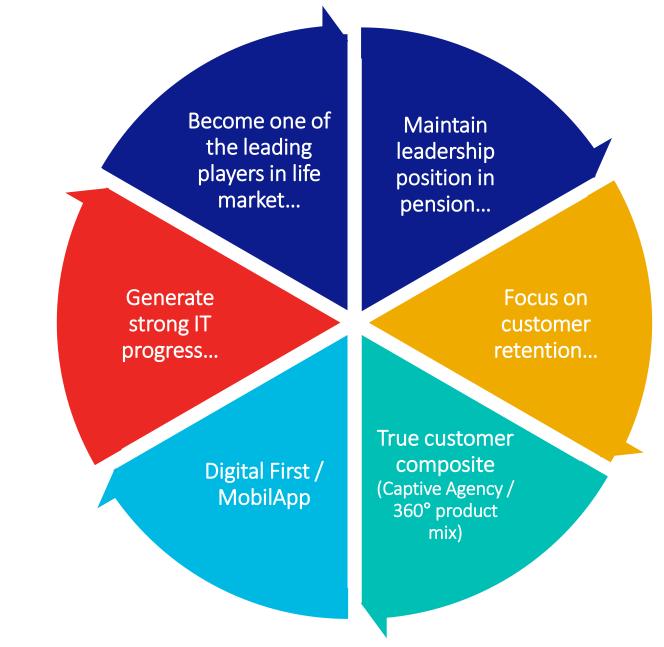
#### **Profit for the Period Reconciliation (TLm)**

	2015 (restated)	2016	2017	2018	2019	CAGR	ΥοΥ
IFRS Profit for the Year	62,9	105,0	144,7	200,6	240,5	40%	20%
Equalisation Reserve write-off	-2,3	-3,0	-4,7	-6,3	-9,7	43%	53%
Change in Deferred Acquisition Costs	-54,0	-44,5	-45,4	-15,0	-29,4	-14%	95%
Change in Deferred Income Reserve		-4,7	-4,5	8,2	4,4	n/a	n/a
Deferred Tax	11,3	10,5	11,6	3,8	8,7	-6%	127%
Statutory Profit for the Year	17,8	63,2	101,7	191,2	214,7	86%	12%
Total Difference	45,1	41,8	43,0	9,4	25,9	-13%	177%

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# Top Business Priorities





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# Thank you



