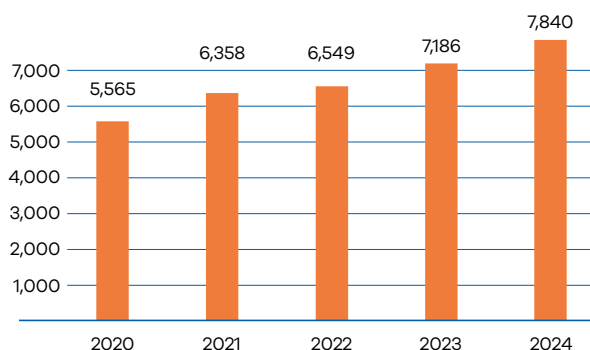


UNIQA Group at a glance

Consolidated key figures In € million	2024	2023	Change
Premiums written ¹⁾	7,839.7	7,185.7	+9.1%
• of which property and casualty insurance	4,678.3	4,214.3	+11.0%
• of which health insurance	1,526.5	1,388.1	+10.0%
• of which life insurance	1,634.9	1,583.3	+3.3%
Premiums written UNIQA Austria ¹⁾	4,488.3	4,290.0	+4.6%
Premiums written UNIQA International ¹⁾	3,174.6	2,787.9	+13.9%
Insurance revenue	6,557.2	5,994.1	+9.4%
• of which property and casualty insurance	4,421.8	4,006.3	+10.4%
• of which health insurance	1,355.8	1,234.7	+9.8%
• of which life insurance	779.6	753.1	+3.5%
Insurance service expenses	-5,900.4	-5,291.0	+11.5%
• of which property and casualty insurance	-4,029.8	-3,580.8	+12.5%
• of which health insurance	-1,255.2	-1,110.3	+13.1%
• of which life insurance	-615.4	-600.0	+2.6%
Technical result from reinsurance	-96.3	-140.9	-31.7%
Technical result	560.5	562.2	-0.3%
• of which property and casualty insurance	306.2	287.5	+6.5%
• of which health insurance	99.8	122.0	-18.2%
• of which life insurance	154.5	152.8	+1.1%
Administrative expense ratio	15.9%	15.7%	-
Combined ratio (net after reinsurance)	93.1%	92.8%	-
Financial result	210.2	150.2	+39.9%
• of which net investment income	749.7	588.8	+27.3%
Non-technical result	-254.5	-206.4	+23.3%
Operating profit/(loss)	516.2	506.1	+2.0%
Earnings before taxes	441.9	426.4	+3.6%
Profit/(loss) for the period from continuing operations	348.2	323.1	+7.8%
Profit/(loss) for the period from discontinued operations (after tax)	2.3	-19.3	-
Profit/(loss) for the period	350.5	303.8	+15.4%
Consolidated profit/loss	347.6	302.7	+14.9%
Return on equity	12.4%	13.2%	-
Investments	20,725.5	20,431.9	+1.4%
Shareholders' equity	2,889.7	2,710.2	+6.6%
Equity, including non-controlling interests	2,941.4	2,730.1	+7.7%
Total assets	28,532.1	28,151.0	+1.4%
Average number of employees (FTE)	15,131	14,629	+3.4%

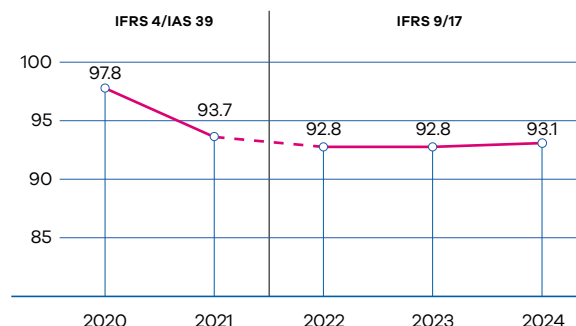
¹⁾ Including the savings portions from unit-linked and index-linked life insurance (figures in accordance with local accounting standards)

Premiums written
In € million



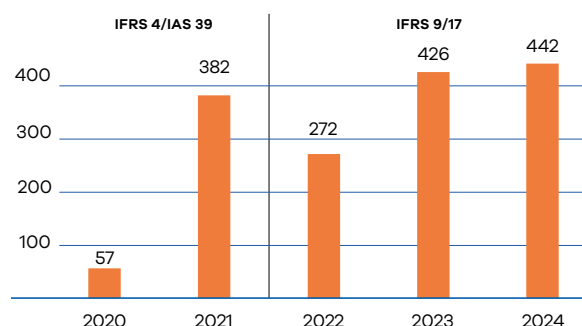
(Including savings from unit-linked and index-linked life insurance)

Combined ratio¹⁾
In per cent

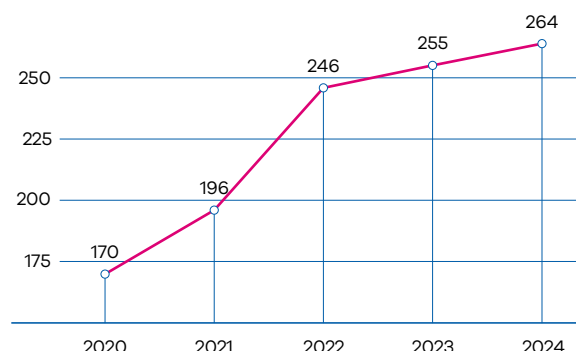


¹⁾ Net after reinsurance

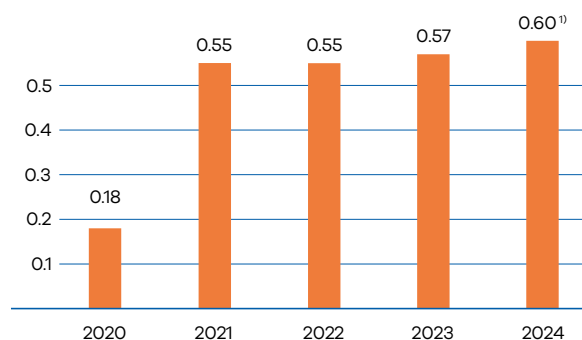
Earnings before taxes
In € million



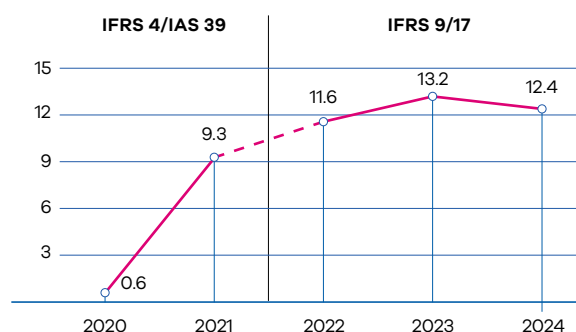
Regulatory solvency capital requirement ratio (SCR)
In per cent



Dividend per share
In €



Return on equity
In per cent

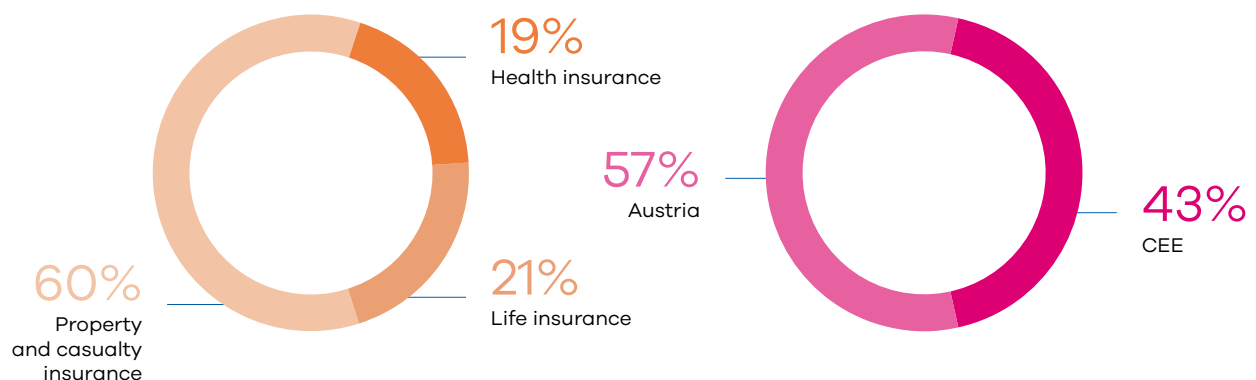


¹⁾ Proposal to the Annual General Meeting

The UNIQA Group is one of the leading insurance companies in its two core markets of Austria and Central and Eastern Europe (CEE). Over 21,000 employees and exclusive sales partners serve more than 17 million customers across 17 countries. UNIQA is the second largest insurance group in Austria with a market share of about 21 per cent. In the CEE growth region, UNIQA is present in 14 markets: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Czechia, Hungary, Kosovo, Montenegro, North Macedonia, Poland, Romania, Serbia, Slovakia and Ukraine. In addition, insurance companies in Switzerland and Liechtenstein are also part of the UNIQA Group.

Balanced
portfolio ...

... in the core markets
of Austria and CEE



Premium distribution

UNIQA Group

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Growing Impact

Around 165 million people live in the countries of Central and Eastern Europe in which we operate. Regardless of which country and which government they live in, they all face similar problems in their everyday lives:

Increasingly slower access to deteriorating public healthcare systems, more and more impoverishment in old age due to a lack of private pension provision and no clearly defined benefit entitlements in the event of increasingly frequent natural disasters as a consequence of man-made climate change.

We cannot and do not wish take over the tasks of the respective governments. But we do want to give the 11 per cent of these 165 million people who have entrusted us with their security – our more than 17 million customers – maximum stability, security and trust. Especially against the backdrop of the geopolitical instability and profound demographic problems we are facing in Europe.

And we are heading into the next few years filled with strength, courage and confidence. Building on an excellent financial year 2024, our new strategy opens a new chapter in our company's history. Its title: "Growing Impact" – living better together in uncertain times and offering our customers, shareholders and employees even more relevance. And that means: Becoming even better.

Highlights of 2024

UNIQA Group

UNIQA 3.0 – Growing Impact: forward-looking strategy through 2028

We presented our “UNIQA 3.0 – Growing Impact” strategy for the next four years at a Capital Markets Day in London on 11 December 2024. The focus is on **profitable growth**, further efficiency improvements, the **expansion of our strong market position** in Austria and the CEE region, consistent **digitalisation** and strategic **investments in the healthcare sector**. We are aiming for average premium growth of around 5 per cent per year up to 2028, while earnings after taxes should continue to increase by at least 6 per cent annually with a combined ratio (loss/cost ratio) of less than 94 per cent. The new strategy also reaffirms our progressive dividend policy with a payout ratio of 50 to 60 per cent.



Presentation of the new strategy at the UNIQA Capital Markets Day 2024 in London

A pioneer in the industry: our plan for the climate transition

UNIQA was the first Austrian insurance company to present a detailed climate transition plan in December 2024. The goal: **Climate neutrality in Austria by 2040 and throughout the Group by 2050**. The plan provides for concrete steps towards net zero emissions, including **phasing out fossil fuels** in the insurance business, in investment and in our own business operations. In 2024, we became the first listed insurance company in Austria to introduce the internationally recognised EMAS and ISO14001 environmental management systems at all sales locations. Numerous other measures have also already been implemented: All Austrian sales locations exclusively use certified green electricity, energy consumption has been significantly reduced and 65 per cent of our company vehicles are electric.

Standard & Poor's confirms top rating and awards best marks for risk profile

In June, the international rating agency **Standard & Poor's** (S&P) confirmed the **"A" rating** of **UNIQA Österreich Versicherungen AG** and the reinsurance company **UNIQA Re AG** (Zurich) as well as the **"A-" rating** of the listed **UNIQA Insurance Group AG**, all with a stable outlook. The rating is based on our diversified portfolio, our strong market position in Austria and CEE and our robust capitalisation. In addition, S&P upgraded our financial risk profile to the highest rating of "very strong". This was mainly due to the sustained positive development since we integrated the former AXA companies in Central and Eastern Europe three years ago.



UNIQA Sustainable Business Solutions: supporting companies with risk & ESG issues

Founded in the first half of 2024, our new subsidiary helps companies of all sizes to become more resilient in an increasingly complex business environment, even beyond traditional insurance. The focus is on **active risk management**, sustainable transformation and ESG issues. The service is available to all companies – even if they do not have an insurance contract with UNIQA. Following the launch in Austria, Poland, Czechia and Slovakia, expansion into other countries is planned.



Highlights of 2024 CEE

Complete withdrawal from the Russian market

In October 2024, UNIQA successfully completed the **sale of its Russian subsidiary Raiffeisen Life** to the local Renaissance Insurance Group. We have therefore withdrawn completely from the Russian market. The Moscow-based Raiffeisen Life was 75 per cent owned by UNIQA, with the remaining 25 per cent held by AO Raiffeisenbank Russia, which belongs to Raiffeisen Bank International. Following approval by the Russian authorities, the transaction was completed in strict compliance with all sanction regulations. The company, which had already largely discontinued its new business at the beginning of 2022, recently contributed less than 1 per cent to Group sales.

New competence centre in Poland for international insurance programmes

Since the beginning of 2024, the new UNIQA IP HUB in Poland has been coordinating **insurance programmes for companies in 14 CEE countries**. The new platform is a response to the growing demand for cross-border insurance cover in this region, where the number of companies is constantly increasing. The range of services extends from risk prevention to claims settlement. Companies with branches in several countries benefit in particular: They receive standardised insurance cover across national borders that is tailored to their needs and takes special local features into account.

UNIQA Poland: award for strong employer brand

UNIQA Poland, the country's fifth-largest insurance group with around 6.7 million customers and 2,300 employees, won **bronze twice** at the international Employer Brand Management Awards 2024: for the best internal communication of the employer brand and for the successful alignment of the employer promise with the corporate values. The jury was particularly impressed by the **cultural programme called "I respect, I don't hate"**. It anchors values such as diversity and inclusion in everyday corporate life through an ambassador programme, volunteer work, the advancement of women and mentoring. The award for UNIQA Poland is a confirmation of our commitment to creating a dynamic and inclusive workplace culture in line with our brand values.





Promoting culture and talent in Southeastern Europe

Our commitment in Southeastern Europe goes far beyond our business activities: Through various initiatives, we strengthen local communities and their future prospects and show our commitment to the sustainable development of the region in a variety of ways, from promoting culture and sponsoring sport to protecting bees. In 2024, for example, we once again supported the **Sarajevo Film Festival** as the exclusive sponsor and insurer. This festival stands for cultural diversity and international cooperation and celebrated its 30th anniversary this year. With our new **UNIQA SEE Future Foundation**, we are supporting young talents in **sport and culture** in six countries as well as people who are committed to **sustainability**. We were able to win over former Wimbledon champion Goran Ivanišević as a brand ambassador.

Creative exchange at the commUNITies Summit

At the commUNITies Summit in early December 2024, more than 100 employees from various countries came together to jointly develop **innovative customer solutions** for the retail, bancassurance and corporate & affinity sectors. The inspiring results once again emphasised the importance of commUNITies, our **cooperation model for cross-country and cross-functional collaboration** introduced in 2021. It now comprises around 900 members in twelve groups and is an integral part of the Group strategy "UNIQA 3.0 – Growing Impact".



Withdrawal from Albania, Kosovo and North Macedonia

As part of a strategic market assessment, in November 2024 we decided to sell our 90 per cent holding in **SIGAL UNIQA Group Austria**, which operates in Albania, Kosovo and North Macedonia, and to focus our activities more strongly on our core markets in Central and Eastern Europe. The shares previously held by UNIQA will be transferred to the founder and minority shareholder of SIGAL UNIQA Austria. This ensures a smooth transition and continuity for all stakeholders. Assuming all regulatory approvals are granted, we expect the transaction to close in the second quarter of 2025.

Highlights of 2024

Austria



Expansion of private healthcare in Vienna

The Mavie Med Group (formerly: PremiQaMed Group), which has been part of the UNIQA family since 2011, is consistently driving forward the expansion of private healthcare in Vienna and is investing a total of €265 million to this end. The decision about which architects will design the property for the planned **merger of Confraternität and Goldenes Kreuz** private hospitals was made in October 2024: Baumschlager Eberle Architekten impressed the jury with their visionary, sustainable design for the new building in the 8th district of Vienna. With 120 beds, six operating theatres, four delivery rooms and a centre for doctors' offices and a day clinic, the new hospital meets the highest medical standards. Construction work is scheduled to begin in 2026 and is due to be completed by 2028. At Mavie Med's most high-capacity private establishment, **Döbling Private Hospital**, a **modern extension** with three additional operating theatres, four new delivery rooms, a central sterilisation unit and 19 rooms went into operation at the beginning of 2025.

New digital service for business customers

Since January 2025, our business customers have been able to easily handle their insurance agendas online: The **myUNIQA business** web portal enables small and medium-sized companies to manage their policies at any time from anywhere and to update data on their own. An integrated messenger also enables direct contact with our support team. The new business portal is an important step in our digitalisation strategy.

More individuality and innovation in the product world

In 2024, UNIQA further expanded its product portfolio for Austrian private customers. With the **mobility cover "Auto & Frei"**, a new car insurance policy was introduced that offers maximum customisability thanks to its **modular design**. It also sets new standards with extended comprehensive cover options and protection for "shareconomy" and renewable energies. Supplemented by highly attractive compensation and innovative pension packages in casualty insurance, UNIQA is thus strengthening its position as a leading provider of flexible insurance solutions.



Under the **Mavie Telemed** brand, the UNIQA Group now also offers digital medical counselling around the clock in Austria.

Broader range of healthcare services in Upper Austria, Salzburg and Tyrol

We also expanded our healthcare offering outside Vienna in 2024: With the new **UNIQA Medical Partner Centres** in Salzburg and Upper Austria – including the St. Stephan Health Competence Centre in Wels, the Salvida Health Centres in Salzburg, Linz, Kirchham and Traun and Mavie Med's Wehrle-Diakonissen Private Hospital in Salzburg – our policyholders now have access to a comprehensive range of medical services under one roof at five additional locations. The centres enable prompt medical appointments and day surgery appointments as well as comprehensive diagnostics and preventive examinations. With the purchase of the **Wörgl Private Hospital** our subsidiary Mavie Med also successfully moved into Tyrol at the beginning of 2025.

In addition, we expanded our **telemedical services** with a new digital platform in cooperation with our corporate start-up Mavie. It offers our 500,000 privately insured customers the opportunity to take advantage of online medical consultations, including prescriptions, by video, telephone or chat between 7 a.m. and 10 p.m. on weekdays.

UNIQA Austria impresses with high customer satisfaction

With a **customer satisfaction index of 4.61** from over 200,000 ratings, UNIQA once again demonstrated its service quality in 2024. The best results were achieved by Sales with 4.81. These top ratings are proof of the high level of trust placed in UNIQA by customers and also attest to UNIQA's **unwavering customer focus, even in times of crisis**: After the floods in September 2024, many claims were settled directly on site – quickly and with the minimum of bureaucracy. The results achieved in 2024 encourage us to continue setting standards in terms of trust, quality and customer proximity.





Dear ladies and gentlemen,
dear shareholders,

Our challenge in 2024 was to stay focused and balance out our capacities wisely. Our ambition on the one hand involved achieving a really good result for you as our shareholders at the conclusion of our “UNIQA 3.0 - Seeding the Future” strategic programme, which was launched in 2021; together with our Supervisory Board, we have also invested a great deal of effort and attention into working on the next stage in our company’s history, i.e. “UNIQA 3.0 - Growing Impact (2025-2028)”.

So please allow me to split this brief letter into two sections.

1. UNIQA 3.0 – Seeding the Future (2021–2024)

These four years taught us that nothing is certain and anything is possible. Following the challenges of Covid-19, we were confronted in the East with Russia's invasion of Ukraine in February 2022 – and with it, the reappearance of a dark spectre that had not cast its shadow over our more than 200-year company history for over 80 years: War in countries where we operate more than 8 decades after the end of the Second World War. In the West there is a new US government in Washington whose behaviour is upsetting geopolitical stability, making the previously unthinkable a reality and demanding decisive action from Europe.

- We are **evaluating our risk scenarios even more carefully and at even shorter intervals**. In our activities as a primary insurer and reinsurer as well as a health-care provider and investor. Without being overly cautious or even anxious, but with a particularly high level of care.
- Our more than **17 million customers expect us to provide a first-class service, reliability, stability and confidence, especially in these times of uncertainty**. "Living better together" is one thing that we truly believe in. We are therefore investing heavily in training for our approximately 15,000 employees; we have welcomed an average of 2,000 new colleagues annually over the last few years, and we are committed to preparing each of them thoroughly for the task ahead.
- We see **real opportunities for profitable growth** right now more than ever in times of major uncertainty. For organic growth as well as growth through acquisitions, both in the core business of insurance with our strong UNIQA brand and in the growth area of health with our young second brand Mavie. That is why we are investing a lot of time and money in developing our corporate culture even further: Our clear governance with robust risk management, clean processes and documented guidelines provide the framework for this, while internally we promote entrepreneurship, personal responsibility and togetherness.
- **2024 was the keystone for our previous strategic programme and was ultimately a very good financial year, despite the highest gross claims for storm-related benefits that we have ever paid to our customers:** with growth in premiums written of 9 per cent - 14 per cent in CEE and 5 per cent in Austria – **earnings before taxes increased by just under 4 per cent to €442 million** – the comparable figure for the previous year was €426 million. Our three regional segments contributed to this as planned: Austria with €313 million, International with €214 million and our reinsurance company UNIQA Re, with registered office in Zurich, with €80 million. The sum of these three segments is to be reduced by charges totalling €166 million from the Group Functions and Consolidation segments. Both the technical profitability of our portfolio and the investment result performed favourably:
- In the **property and casualty insurance** product group, which accounts for around 60 per cent of total premium volume and is therefore our largest business segment, **the outstanding quality of our portfolio for private and corporate customers largely compensated for the losses after storms**, which took on historic dimensions: These totalled **€387 million** on a gross basis, i.e. before relief from our external reinsurance partners, and were therefore around **twice as high as in the 2023 financial year, which had already seen above-average losses**. The expenses for the damage caused by "Storm Boris" in mid-September alone are reflected in the **gross** results of our companies in Austria, Poland, Czechia, Slovakia, Hungary and Romania at **€222 million**.

Nevertheless, the **net combined ratio**, i.e. the combined loss and cost ratio after reinsurance, was a solid **93.1 per cent**, and was therefore only slightly above the previous year's figure of 92.8 per cent. The impact of natural catastrophes accounts for 3.2 percentage points, of which "Boris" accounts for 1.9 percentage points or €85 million.

- Our second product group, **personal insurance**, **showed an improved picture**: On the one hand, our Contractual Service Margin (CSM) – the sum of our expected profits over the contract terms – increased by around €80 million to €5,346 million, while on the other, the combined sustainability ratio of our life and health insurance business improved to **77.8 per cent** (after 69.1 per cent in 2023). Broken down by line of business, this was 100.5 per cent in health insurance, which is dominated by the large Austrian portfolio, and a significantly improved 65.6 per cent in life insurance. In the latter business segment, we have not yet been able to fully compensate for the high number of expiring portfolios in Austria with new business.
- At **€750 million** net, the **net investment income** was significantly higher than the previous year's figure of €589 million, which was primarily due to a significant increase in current income, including from our investment in the STRABAG SE construction group. We made new investments of around €2.2 billion in fixed-income securities in 2024 and achieved a new money yield of 4.4 per cent. The average return on our assets was 2.9 per cent, an improvement of 0.1 percentage points on the previous year. Incidentally, around €2 billion of our assets are already classified as green and sustainable — a key element of our ESG goals and our climate transition plan, which we will continue to implement with utmost determination.

- **Consolidated profit rose by just under 15 per cent to €348 million** – including a minor effect of €2 million from the sale of our 75 per cent stake in the Russian joint venture "Raiffeisen Life", which is reported under "Discontinued operations". The dividend proposed to the Annual General Meeting is **€0.60 per share**, which corresponds to an increase of €0.03 per share compared to the previous year and a **payout ratio of 53 per cent**. With this we are fulfilling our promise in line with our strategy of an annually increasing dividend per share and a payout ratio of 50 to 60 per cent.

The **return on risk-adjusted capital (RORAC)** was **14.6 per cent**, the **return on equity (ROE)** was 12.4 per cent and the **regulatory solvency ratio** in accordance with Solvency II was **264 per cent**.

2. UNIQA 3.0 – Growing Impact (2025–2028)

Our new "UNIQA 3.0 – Growing Impact (2025–2028)" strategic programme, which we presented to the capital market in London in December 2024 and in Vienna in January 2025, is at first glance an evolutionary continuation of the previous programme, and does not therefore seem very spectacular. However, on second glance it is very much so.

- Firstly because in addition to our day-to-day business, we were engaged in an in-depth process throughout 2024 of continuous discussion of the major questions of our future strategy with our Supervisory Board on a chapter-by-chapter basis, involving issues such as sources of growth, the future for personal insurance, our group's geographical footprint and health beyond insurance, subsequently refining this into a strategy that has withstood detailed scrutiny.

- Secondly because we **have a clear picture of the areas that we want to improve**: in the implementation of our plans and in their respective economic returns on the time axis. To be consistent in the things that we focus on and also the things that we will **no** longer invest in for the future. Following the successful sale of our Russian joint venture and based on careful analyses, we also decided to withdraw **from Albania, North Macedonia and Kosovo**. Despite the satisfactory growth and profitability of our local companies, we are selling our majority stake to our local Albanian co-shareholder after 18 years of market presence in these three countries, subject to official approvals. We will now be focusing instead on the remaining larger markets and entities in the CEE region. This concludes our geographical streamlining in Central and Eastern Europe and we are not seeking any further sales.
- The broad **diversification of our company**, which offers you as shareholders a high level of security, was very well received at the two Capital Market Days just mentioned. A broad diversification both ...

... in terms of **premiums written** (Austria with €4.5 billion or 57 per cent, CEE with €3.2 billion or 43 per cent) as well as ...

... in terms of **yield** (see point 1 above) as well as ...

... in relation to our three **customer segments** (private customers: €4.4 billion or 58 per cent, corporate customers: €2.2 billion or 29 per cent, banking customers: €1.0 billion or 13 per cent) as well as ...

... in relation to our three **product groups** (property and casualty insurance: €4.7 billion or 60 per cent, life insurance: €1.6 billion or 21 per cent, health insurance: €1.5 billion or 19 per cent) as well as ...

... in relation to our **sales channels** (exclusive sales: 45 per cent, broker sales: 33 per cent, bank sales: 15 per cent, digital and direct sales: 7 per cent).

Our young and **high-potential healthcare business segment under the brand name Mavie** will also make a significant contribution to diversification over the long term. Four years after launching, we are already the leading provider of occupational healthcare in Austria as well as the market leader in private 24/7 care at home and – in addition to investing around €265 million in our Austrian hospital group with facilities in Vienna, Graz, Salzburg and Wörgl – are also focusing on telemedicine, one of the key technologies in European healthcare of the future.

To offer our customers growing added value, i.e. more relevance and more “impact” in their lives based on excellent service quality will bring UNIQA **average growth in premiums written of at least 5 per cent** over each of the next four years. **Net income should increase by an average of at least 6 per cent per year with an ROE of 12 per cent or more**. This will allow us to propose **an annually increasing dividend per share** to the Annual General Meeting, with an **unchanged payout ratio of 50 to 60 per cent**.

Dear ladies and gentlemen, dear shareholders, thank you very much for your trust in UNIQA and your interest in our group of companies! Despite all the geopolitical instability and with all due vigilance, we are delighted to be starting the first year of our new “UNIQA 3.0 – Growing Impact” strategic programme with **a great deal of energy, passion and optimism**, and hope to be able to give you a report on our development that meets all your expectations in around a year’s time!

Andreas Brandstetter
on behalf of the Management Board

What we stand for:

living
better
together

A group of approximately ten people are huddled together in a circle on a dark, textured surface, viewed from above. They are wearing various casual clothing, including t-shirts and shorts. Their arms are around each other, suggesting a sense of unity and teamwork. The overall tone is dark and moody, with the people's colors providing a contrast against the dark background.

People have been trusting us and insuring themselves with us since 1811. Our mission has remained unchanged ever since: Risks that individuals cannot bear alone are spread across the shoulders of the community. UNIQA is the custodian of this risk community and the core of what we do is to use this collective power to protect the individual.

Our vision is to become the best service provider for safety, health and prevention in people's lives.

As custodians of a community of more than 17 million people in 17 European countries, we offer private and corporate customers reliable and everyday services for a safe and healthy life. At the same time, we promote the sustainable, responsible development of our society and the protection of our environment.

Sustainable growth in Austria and Central and Eastern Europe

More than 17 million customers in Austria and CEE place their trust in the UNIQA Group's first-class service. Our goal is to be recognised as a leading service provider in both markets and to guarantee customer satisfaction at the highest level – with a rating of at least 4.5 out of 5 stars.

With more than 200 years of experience, UNIQA is one of the leading insurance providers in Austria. We have significantly strengthened our market position in the CEE region in recent years through the successful integration of the former AXA companies in Poland, Slovakia and Czechia. The UNIQA Group continues to focus consistently on profitable growth despite the geopolitical and economic challenges.

14.1
million

Customers in CEE
and Lichtenstein



17.8
million

Customers in
17 countries

3.7
million

Customers in
Austria



The pin shows the market position in the relevant country.

- Austria
- Poland
- Slovakia/Czechia
- Hungary
- Ukraine
- SEE6: Bosnia and Herzegovina, Bulgaria, Croatia, Montenegro, Romania, Serbia
- Albania, Kosovo and North Macedonia

Austria: strong market position and attractive growth opportunities

We secure our leading position in Austria with innovative products, efficient sales and distribution and strong brands, such as UNIQA and Raiffeisen. Our **market share of around 21 per cent** makes us the second largest insurance company in Austria and we have also been the undisputed market leader in private health insurance for many years. We support **3.7 million customers** in Austria, either directly or through our banking and sales partner Raiffeisen. We see great potential in the healthcare sector in particular over the next few years, as this is a market with high growth momentum. We are therefore expanding our activities specifically in this business segment.

The Austrian insurance market also offers interesting long-term development potential. Austrians currently invest around €2,228 per capita per year in insurance products – thereby remaining noticeably below the European average despite the country's high standard of living. A stable economic situation and a prudent regulatory environment also ensure good prospects.



Peter Humer at the UNIQA Regional Conference 2024

CEE: growth through rising insurance density

Three quarters of our customers live in Central and Eastern Europe, i.e. more than 14 million customers. This region already accounts for **around 40 per cent** of the UNIQA Group's total premiums. At €290, the average insurance expenditure per capita is still significantly lower than in Austria. The average premium is around €466 in our core markets of Poland, Slovakia, Czechia and Hungary, with the trend still rising.

With a total population of around 152 million people, the CEE region offers **enormous potential**. It has been experiencing a remarkable economic upturn for several years. It soon managed to overcome the economic downturn caused by Covid-19, and the insurance markets in CEE also recovered rapidly. Following the strong growth in 2022 and 2023, our premium volume in the region rose significantly again in 2024, increasing by almost 14 per cent.

The economy in the CEE region remains robust despite global uncertainties and challenging economic conditions, particularly the recession in Germany. Economic momentum is being supported above all by rising real wages, which are boosting private consumption. As the economic convergence process in the region is not yet complete, we continue to expect growth rates that significantly exceed those for the eurozone.



Presentation of the SEE Future Foundation to promote young talent in Southeast Europe in April 2024

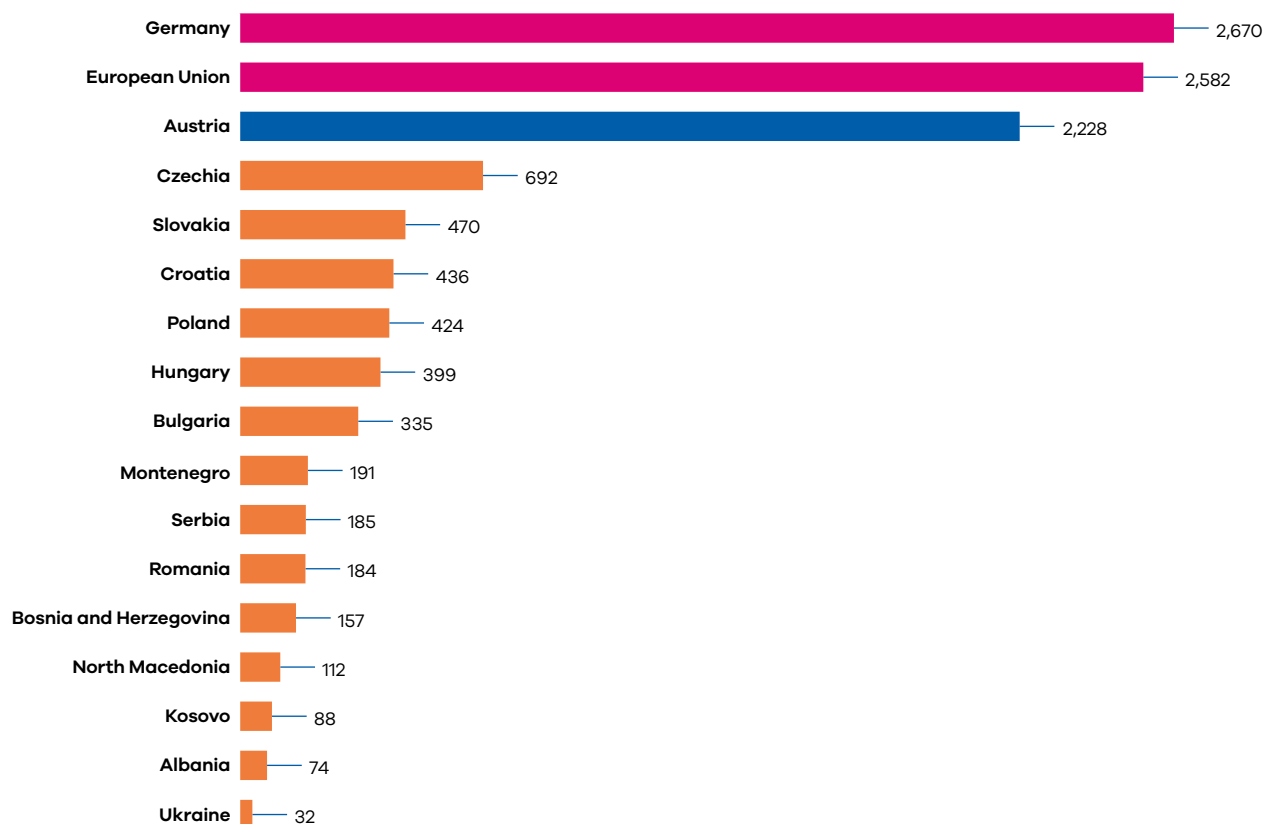
We expect a **steady increase in insurance density** in the coming decades in view of this positive development and the economic catch-up process. Experience has shown that in addition to motor vehicle liability insurance – traditionally the strongest-selling business line in the CEE region – the demand for home and homeowner insurance as well as personal protection, such as accident and health insurance, is continuously increasing as prosperity rises. UNIQA is making the most of this growth in a targeted manner and is banking on strong sales and proven partnerships with Raiffeisen, the Addiko Group in the Balkans and mBank in Poland.

In order to allow us to focus even more effectively on our core markets in CEE, we recently **withdrew from Albania, Kosovo and North Macedonia** and sold our companies in these countries, which most recently represented around 1.5 per cent of our total premium volume. Assuming that the required regulatory approvals are granted, we expect the transaction to complete over the course of 2025. Our planned withdrawal from Russia was already completed in 2024 with the sale of our subsidiary "Raiffeisen Life".

We integrated our activities in **Romania** into the highly successful **Southeastern Europe region** in 2024 (formerly SEE5, now SEE6). These markets were already merged in 2022 in order to optimise the operating performance of the insurance companies active in these markets. Business in Romania will also benefit from the success of this measure in the future.

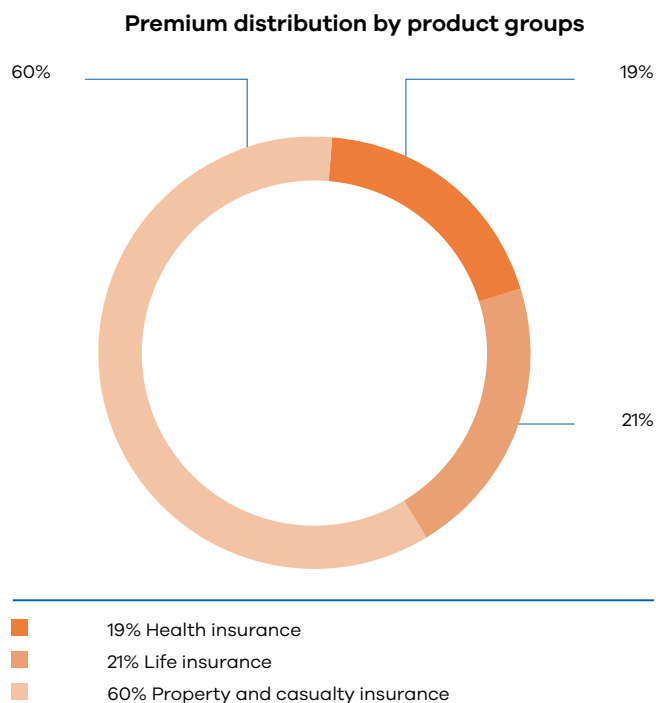
CEE: a region with major growth potential

Insurance spending per capita and year in €

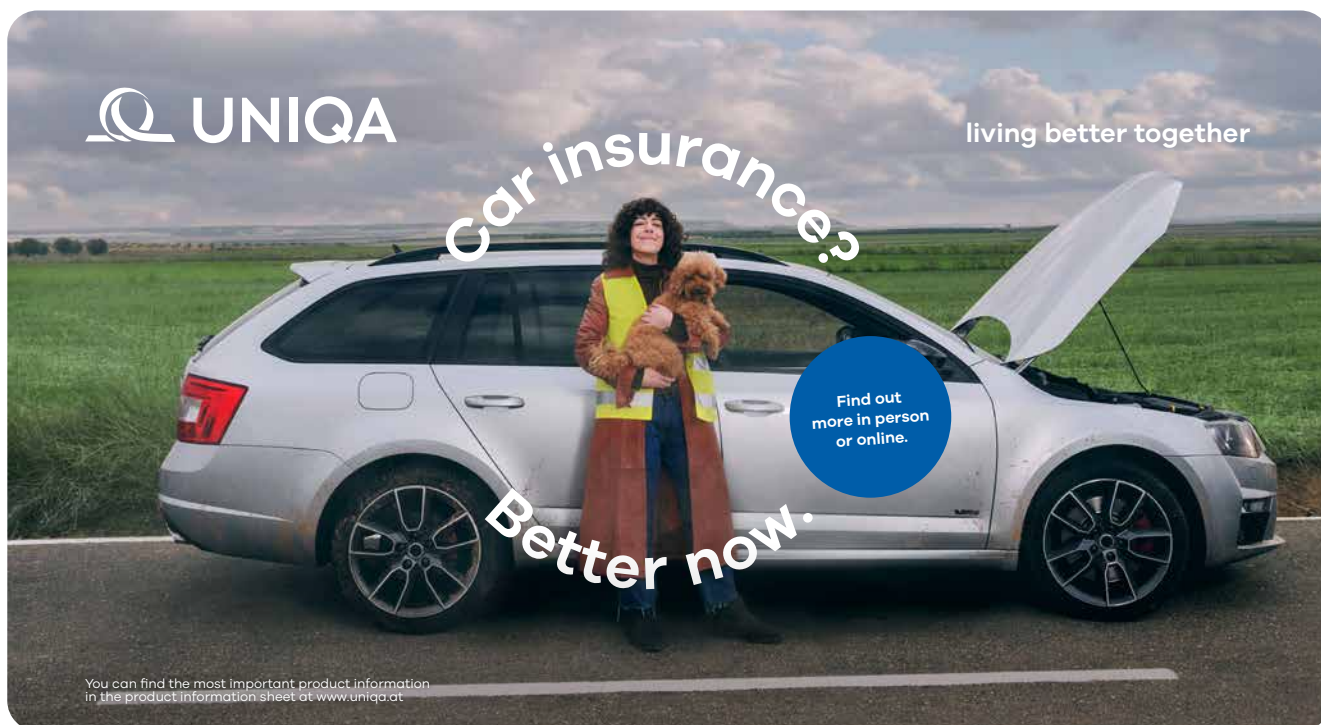


Comprehensive service: All products from one single source

As a full-service insurer, we offer customised solutions in the areas of property and casualty insurance, life insurance and health insurance, thereby covering all customer needs. We are constantly responding to new market trends and developing innovative new products, particularly in the areas of health, smart home and mobility. The combination of classic insurance expertise and digital transformation makes UNIQA the ideal partner for both private individuals and corporate customers.



Wolfgang Kindl at the presentation of the new UNIQA Sustainable Business Solutions service offering



Property and casualty insurance: classic protection

Property and casualty insurance is UNIQA's largest segment, accounting for **around 60 per cent of Group premiums**. It protects customers against financial losses caused by accidents, natural catastrophes or business interruptions. Motor vehicle insurance, home-owner insurance, legal expenses insurance and liability insurance are in particular demand. In addition to cyber insurance to cover digital risks, insurance coverage for renewable energy technology has also become increasingly important over recent years.

We see mobility as a concept that covers multiple business lines, meaning that we also cover risks in connection with car sharing or the use of public transport as well as bicycles or e-bikes. In all segments, we rely on digital services and modular insurance products that can be customised to the individual needs of our customers.

€4.7 billion
premiums
in property
and casualty
insurance

**Health insurance:
market leadership in Austria**

With a market share of 44 per cent, the UNIQA Group is the **leading provider of private health insurance in Austria**. Although this area is still in its infancy in the CEE region, it still also provides some major potential for growth. UNIQA relies on a comprehensive range of inpatient and outpatient services that give customers access to fast, high-quality medical care. These include the LARA medical health network and the newly created UNIQA Medical Partner Centers. Our customers benefit from rapid arrangements for appointments, quick initial treatment, comprehensive diagnostics and extensive preventive examinations.

In addition to classic insurance services, we are also heavily involved in **preventive healthcare**. We want for instance to promote an active and healthy lifestyle as part of the VitalPlan. Customers also receive advice on issues such as exercise, nutrition and mental fitness. With the VitalCheck, UNIQA also offers a sophisticated preventive programme with additional examinations that are not included in the state preventive examinations.

UNIQA is also investing heavily in the area of **telemedicine**. Digital healthcare services enable customers to receive medical advice and diagnoses via video, chat and telephone from the comfort of their own home. This not only improves access to healthcare, but also reduces waiting times in medical practices and hospitals.

**€1.5 billion
premiums
in health
insurance**



Private health insurance?

Better now.

living better together

Find out
more in person
or online.

Life insurance: insurance provision with flexible products

Around **21 per cent of UNIQA's Group premiums** come from life insurance. This segment includes both **classic capital-forming insurance policies** and **unit-linked models**. The growing demand for flexible solutions in insurance provision has resulted in new concepts being developed that combine capital guarantee and cost fairness. UNIQA offers innovative products that can also be adjusted flexibly during the term of the contract if the customers' needs change. Transparent cost structures are the top priority with this.

In addition to pension products, the range also includes biometric solutions such as endowment coverage and coverage for occupational disability or serious illness. These products are becoming increasingly important in times of rising individual security needs. All capital-forming insurance provision products can naturally also be used as a savings or investment instrument.

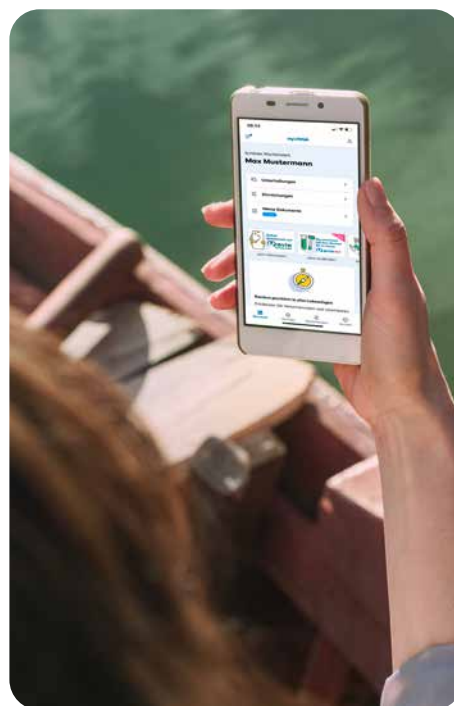
There is some major potential for growth in this segment, particularly in Central and Eastern Europe, as the need for long-term protection is growing in line with rising living standards. Around 54 per cent of premium revenues in life insurance currently comes from Austria, with 46 per cent from the CEE region. Private pension provision is becoming ever more important as state pension schemes come under increasing pressure.

€1.6 billion
premiums in
life insurance

Digital innovations and customer service

UNIQA is focusing heavily on digitalisation in order to maintain its competitive edge. This is particularly evident in claims management, where AI-supported processes enable claims to be **processed rapidly**. We are also increasingly using digital channels and AI in our **advisory services**. Chatbots, virtual assistants and online calculators help customers to navigate through the various offers and design their own individual insurance policy.

By expanding digital services, UNIQA is able both to offer its customers **more convenience** and also **increase efficiency**. One example of this is the ability to take out insurance contracts online or report claims directly via a mobile app. These innovations make processes both simpler and more transparent for customers.



The myUNIQA app is the most popular insurance app in Austria, mainly thanks to the uncomplicated online submission for health insurance it provides.

On the way to becoming the most attractive employer

The UNIQA Group is continuing consistently on its path to becoming the most attractive employer in the industry. With around 6,000 new employees in the last three years and a large number of strategic initiatives, we reached some additional important milestones in 2024. We remain fully committed to our goal of achieving at least 4.5 out of 5 stars in terms of employee satisfaction as defined in the UNIQA 3.0 strategic programme. In an environment characterised by diverse challenges, the competition for talent is a particular focus of our strategic agenda.

Recruitment and employer branding

The UNIQA Group's targeted employer branding strategy is resulting in some clear successes: We received **16,177 applications** for office staff at the head office in 2024. The 2,122 interviews held with job applicants resulted in 302 external hires and 104 internal transfers. With 53 per cent new appointments and 47 per cent replacements, this is impressive proof of our company's dynamic development and innovative course. The **high offer acceptance rate** of 85 per cent for 443 offers made also underlines UNIQA's attractiveness as an employer. This achievement was honoured with the silver Best Recruiters seal for the fourth time in a row.



We place particular focus on giving new employees the best possible start in order to make their "journey" at UNIQA a positive one from the moment they sign their contract. Future colleagues are given access to important information and simplified administrative processes during the pre-boarding phase. There is a dedicated "Success Factors" module for managers that forms part of our 4Us HR platform. An established buddy system supports the integration of all new employees into the company and creates a positive working atmosphere right from the start.





Train the Trainer: René Knapp trains cultural trainers to anchor UNIQA's corporate culture throughout the Group.

Active employer branding

We brought our employer brand **#startyourbetter** to life in 2024 through numerous communicative measures both within the company and externally. In addition to various initiatives aimed at **increasing employer attractiveness** – such as a 50 per cent subsidy for public transport tickets and remote working opportunities throughout the EU – the employer brand was also boosted internally through specific campaigns. For example, the Buchtelmobil catering wagon from social business "Vollpension" made the intergenerational dialogue clearly visible on the "Day of Older Generations" at UNIQA Tower.

We also continued to invest in raising our profile in 2024. Particular focus was placed on the target groups of apprentices, pupils and students, with us reaching these directly through our holistic **employer branding presence** at numerous careers events at schools, universities and selected trade fairs. Our appearance at Career Calling was particularly successful with the largest UNIQA stand to date.

Training and education

The UNIQA Group specifically invests in the development of its employees. A total of 305 employees completed **34 different training sessions** in 2024 – both in person and through webinars. The coaching platform from external provider Haufe recorded 48 coaching enquiries, 25 per cent of which came from specialists, 4 per cent from top managers and 70 per cent from middle management. Participant satisfaction was rated with an excellent 5 out of 5 stars.

Our reverse mentoring programme, which was introduced in autumn 2024 alongside traditional mentoring, promotes the exchange of knowledge across different generations: Younger employees, especially from Gen Z, support older colleagues in developing digital expertise, while they themselves benefit from the wealth of experience of their older colleagues. The tried-and-tested job shadowing programme – which was implemented for the third time in the 2024 financial year – continued to receive excellent feedback with 4.7 out of 5 stars. More than 430 employees took advantage of this opportunity to accompany top managers for half a day.

Apprentices: the labour force of the future

We expanded our apprenticeship training in 2024 to include a specialised internal sales apprenticeship. With **more than 120 apprentices** currently, UNIQA offers flexible training paths: from the classic three-year apprenticeship to the apprenticeship with a school-leaving certificate to the “turbo apprenticeship” with credit for previous experience. The sound dual training programme enables a seamless career start and is of strategic importance, especially in view of the increasing number of retirements in the baby boomer generation.

Leadership development

The “Inspiring Coaches #leader_ship Journey” programme was completed successfully in 2024 with 427 participants in 40 training sessions. The new “Growing Impact 2025-2026” programme was launched alongside this, which focuses in particular on UNIQA’s strategy and the development of AI expertise.

We have also established an exclusive executive education programme with a leading European business school for 80 top executives. In addition to leadership skills, the focus is also on current trends, dealing with strategic challenges and promoting AI literacy.

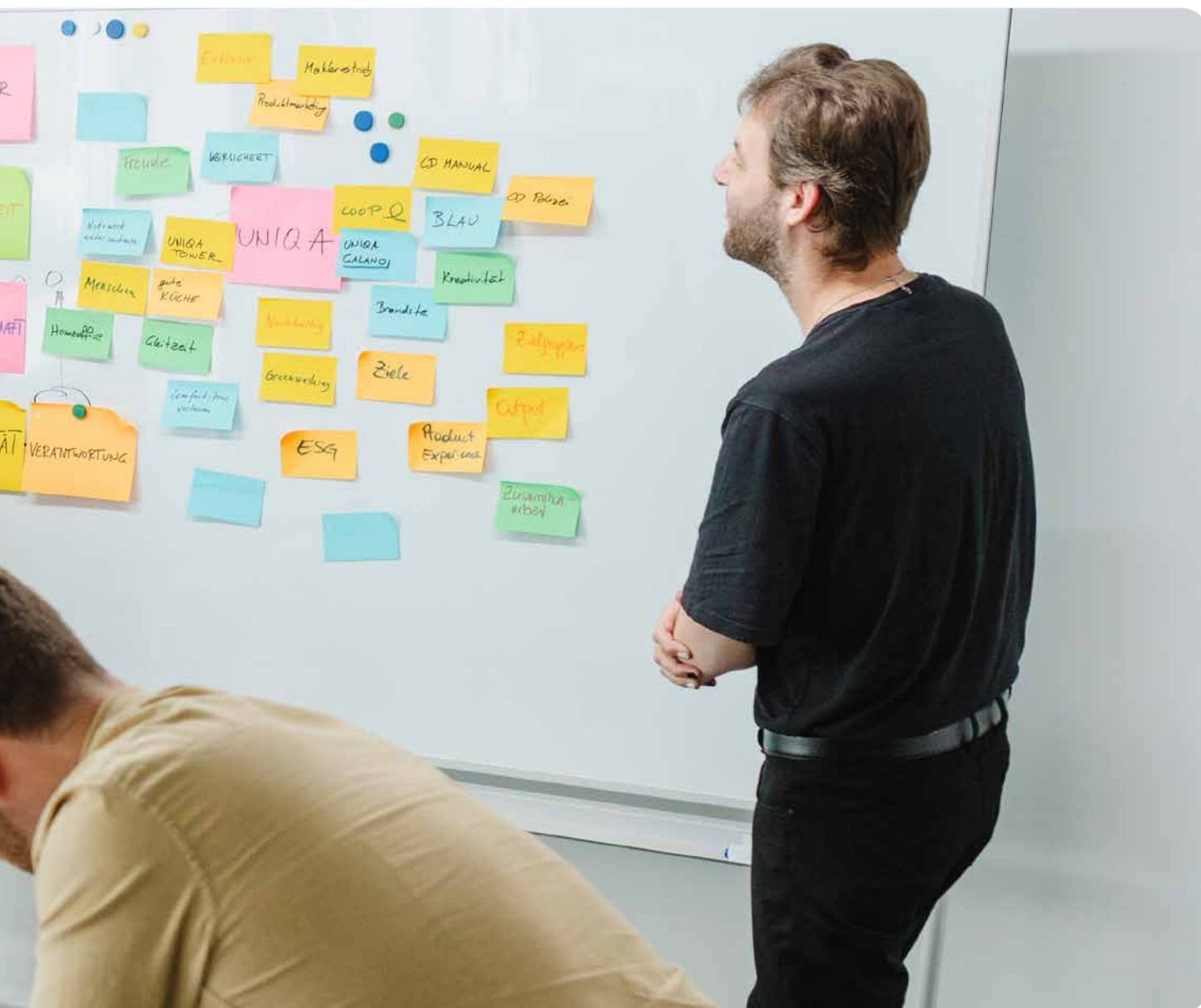


Digital and AI literacy

We also made significant progress in the area of digital expertise: with 286 employees completing Microsoft CoPilot workshops and 229 taking part in **AI round-tables**. A digital skills compass in Czechia and Slovakia records the status quo of digital skills and enables targeted upskilling measures. Basic training courses on the AI Act were also developed to provide a fundamental understanding of the legal framework for artificial intelligence.

New ways of working

Innovative formats such as the “Agile Coffee” or “Creativity Breaks” offer short and practical learning nuggets. In 2024, a total of 55 teams received lean coaching sessions and 340 individuals took part in Communities of Practice. These measures boost cooperation and promote an open learning and feedback culture.



Honoured as a “family-friendly employer”

UNIQA is committed to providing all employees with the best possible work-life balance. We have undergone an intensive audit in recent months with regard to measures for a **better work-life balance** and were awarded the national government’s “Family-friendly employer” seal of approval in December 2024.

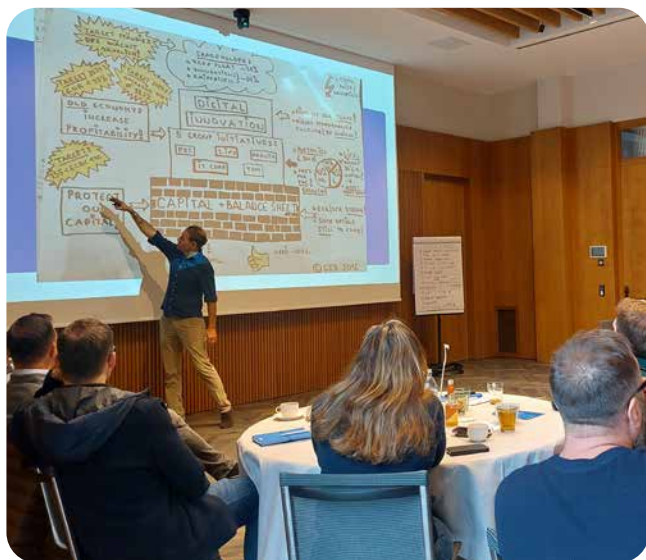
Goals and measures were also developed in the course of the audit aimed at further improving work-life balance, with UNIQA committed to implementing these over the next three years. These include establishing a consistent parental leave management process, support for family carers and further raising awareness of family issues among managers.



Diversity and inclusion as a strategic success factor

The UNIQA Group sees the diversity of its employees as a key success factor – not only out of ethical conviction, but also out of economic interest. A diverse workforce makes it possible to understand and address new customer groups more effectively. This is reflected in the diversity strategy, which was revised in 2024 and defines four key priorities:

1. **Equal pay for work of equal value:** We set a Group-wide target aimed at reducing the adjusted gender pay gap for the first time in 2024 and also included this in the variable management remuneration. Developments in 2024 were also positive once again: While the gender pay gap was still 4.0 per cent across the Group in 2023, this was reduced to 3.1 per cent in 2024. The target of a 20 per cent reduction was therefore even exceeded slightly. The initial figure of 1.3 per cent in Austria was successfully reduced even further to below 1 per cent (0.9 per cent).
2. **More women in management positions:** UNIQA’s Women’s Career Index – a recognised benchmark for the development of women’s careers in companies – had already reached a record level of 77 points in 2023, and was therefore well above the target value of 70. The proportion of women in senior positions in Austria in 2024 was 25.6 per cent and 45.4 per cent internationally. There has also been a woman on the Group Management Board since April 2023. Flexible working models such as job sharing, part-time management and comprehensive options for working from home support this development.



At the beginning of October, UNIQA managers met in Schruns as part of the “We Inspire” programme to discuss and define the measures for implementing the new strategic programme “UNIQA 3.0 — Growing Impact” together.

3. Inclusion of people with disabilities: Job shadowing, internships and permanent positions were made possible through successful collaborations in Poland, Czechia and Austria. All vacancies have also been published on the myAbility job platform since October 2024. We have also implemented measures alongside this aimed at raising awareness among managers and have improved accessibility in various areas.

4. Generation management: UNIQA specifically promotes young talent with more than 120 apprenticeships and the international trainee programme "My unique Summer". Piloted in 2024 in cooperation between Austria and the SEE region, the programme will be implemented in a number of countries in 2025. Mentoring and reverse mentoring programmes provide a further boost to exchanges across the generations.



Networks and initiatives

Various employee networks are actively driving the diversity agenda forward:

- The women's network organises panel discussions, webinars and events such as the Women's Run.
- The family network offers specific counselling services.
- The LGBTQIA+ network organises community events.
- Inclusion initiatives such as Sensing Journeys enable employees to get to know the everyday lives of people with disabilities.

UNIQA has also supported and emphasised numerous initiatives outside the company in Austria. Examples of this last year were the **Special Olympics Austria**, the **Austrian Women's Shelters** and the **EuroGames in Vienna** (the multi-sport event of the LGBTQIA+ community).

More information on diversity management can be found in the Corporate Governance Report starting on page 71.



Group Executive Board

Wolf Gerlach

Andreas Brandstetter

Kurt Svoboda

Sabine Pfeffer

Andreas Brandstetter, 55

has been a member of the Management Board since 2002 and its Chair since 2011. Before joining UNIQA, he was head of the EU office of the Austrian Raiffeisen Association in Brussels. He holds a doctorate in political science, having studied in Vienna and the U.S. and completed an Executive MBA at California State University, Hayward/IMADEC. Andreas Brandstetter completed his postgraduate studies at the Stanford Graduate School of Business and Harvard Business School. From 2018 until 2024 he was elected President of Insurance Europe, the representative body in Brussels of European insurance and reinsurance companies.

Wolf Gerlach, 45

has been a member of the Management Board and responsible for Operations and Data & IT since 2020. A graduate in business

administration, he began his career with the Allianz Group before joining UNIQA International's Bank-based Sales in 2008 and subsequently heading up the department of Group Strategy from 2010 until 2012. He then served as Chief Operations Officer of our Romanian subsidiary for four years, before joining the Management Board for Retail at UNIQA Hungary in 2016. Wolf Gerlach completed his postgraduate studies at Harvard Business School.

Peter Humer, 53

has been responsible for the function Customers & Markets Austria since January 2020. With a doctorate in social and economic sciences, he started his professional career at UNIQA in 1996 in sales, followed by various national and international positions in the Group. In 2009, Peter Humer took over the functions of Management Board member at Salzburger Landes-

Versicherung AG (wholly owned subsidiary of UNIQA) and of Regional Director in Salzburg, and in 2017 he was appointed Member of the Management Board for Sales at UNIQA Österreich Versicherungen AG. In 2019 he completed post graduate studies at Harvard Business School.

Wolfgang Kindl, 58

has been a member of the Management Board since 2011 and is responsible for Customers & Markets International. Wolfgang Kindl has worked for the UNIQA Group since 1996, managing our subsidiary in Geneva from 2000 to 2004 and serving as Managing Director of UNIQA International from 2005. When he was appointed to the Group Management Board in 2011, he was also appointed Chair of the Management Board of UNIQA International. Since 2024, he has been a board member of Eurapco, a strategic alliance of mutual insurance



René Knapp

Wolfgang Kindl

Peter Humer

companies in Europe. With a doctorate in social sciences and economics, he graduated from a postgraduate programme in environmental management. He also completed postgraduate studies at the IMD in Lausanne and at Harvard Business School.

René Knapp, 42

has been a member of the Management Board and is responsible for the areas Asset Management, Personal Lines and People & Brand since January 2020. The mathematics graduate and recognised actuary began his career at UNIQA in 2007 and took over responsibility for the life insurance actuarial department in 2010. From 2012, he headed the Group Actuarial department, which was expanded to include Group Risk Management in 2015. In addition to his activities for UNIQA, René Knapp is not only committed to the actuarial profes-

sion as a member of the Management Board of AVÖ, but has also held numerous guest professorships at Austrian universities. He also completed executive programmes at Harvard Business School and the Sloan School of Management (MIT).

Sabine Pfeffer, 52

took over as head of Customers & Markets Bancassurance Austria in April 2023 and has since been responsible for the Raiffeisen Insurance Austria brand. A graduate in Business Administration, Sabine Pfeffer has also completed a Master's degree in Legal Studies as well as a university course in Insurance Management at the WU Executive Academy, and has more than 20 years of management experience in the insurance industry. Before joining UNIQA, she was head of the personal insurance administration department at Wiener Städtische Versicherung AG.

Kurt Svoboda, 58

has been responsible for finance and risk management on the Group Management Board since July 2011. He was also CEO of UNIQA Österreich Versicherungen AG from December 2017 until June 2020. He began his career at KPMG Austria GmbH in 1992, subsequently held management positions at various insurance companies and then joined the Group as Managing Director of UNIQA Finanz Service GmbH in 2003. Kurt Svoboda studied business administration, specialising in international taxation and insurance management, and completed an international management course at the University of St. Gallen, as well as postgraduate studies at the Stanford Graduate School of Business and Harvard Business School.



What we want to be:

More than just an
insurance company

Since our company was founded, we have stood by our customers and taken care of their safety. Our range of services now goes far beyond classic insurance. Because in a world full of challenges, our responsibility is much greater. Climate change, natural catastrophes, geopolitical tensions, economic uncertainties, supply chain problems and technological upheavals are changing the reality of our lives. In this environment, trust and security are more important than ever – for society, for the economy and for each and every individual.

UNIQA can play a crucial role here, as trust is a fundamental pillar of the insurance industry. Attractive products, high service quality and financial stability are the most important ingredients for this. We are constantly optimising and expanding our business so that we can continue to provide our customers with the quality and reliability they are accustomed to in the future. We made considerable progress on this again in 2024. And from 2025, we will take our long-term strategy to the next level with “UNIQA 3.0 – Growing Impact”.

UNIQA 3.0 – Growing Impact: UNIQA's new strategy

We initiated the next phase in our long-term strategic development shortly before the turn of the year 2024/25 when we presented “UNIQA 3.0 – Growing Impact”. The focus of the new strategy to be implemented between 2025 and 2028 is on profitable growth, further efficiency improvements and the expansion of our strong market position in Austria and Central and Eastern Europe (CEE). The overriding goal is to position UNIQA as a diversified and attractive dividend share with sustainable premium, earnings and distribution growth.

With this new strategy, we are continuing a successful course that has already led to significant customer and premium growth as well as an increase in profitability in the insurance business in recent years.

Ambitious objectives

Our objectives for the future are also ambitious: Our **premium volume** is expected to grow by an average of **5 per cent** per year until 2028, while we are even aiming for annual growth of over **6 per cent** in **earnings per share** (EPS) thanks to consistent cost management. International business in the CEE region is expected to make a disproportionately large contribution to this: We are aiming for annual premium growth of around 8 per cent here, while the increase in premiums in Austria is expected to be around 3 per cent per year. This means more than double the GDP growth in our most important markets. We also want to improve our earning power even further: The plan is for **combined ratio** (net) to be **permanently reduced to below 94 per cent**, while we aim to reduce the administrative cost ratio to below 15 per cent. The return on equity should remain stable at over 12 per cent.

We also want our shareholders to participate in our success through a progressive dividend policy. Our plan is for **dividends also to increase annually** in line with the targeted growth in earnings. The basis for this is a distribution ratio of 50-60 per cent of profits.

Our growth strategy is underpinned by strong capitalisation. The **solvency ratio**, which was a solid 264 per cent at the end of 2024, should be at least **between 180 and 230 per cent** in future. This gives us sufficient room for organic growth and potential acquisitions.



Strong starting position in Austria and CEE

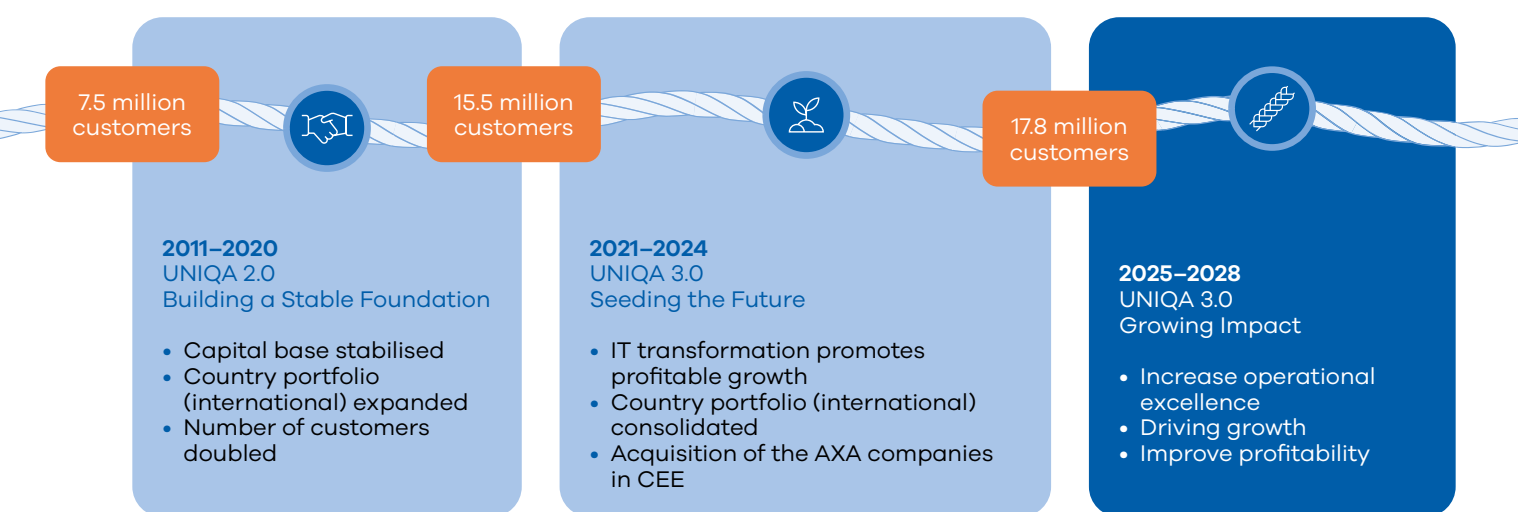
These targets are ambitious but they appear achievable in view of our strong market position and the measures already introduced in previous years. The **successful implementation of our “UNIQA 3.0 – Seeding the Future” strategy** over the past four years has created a good starting position for this in particular.

With over 17 million customers and more than 15,000 employees in 17 countries, UNIQA is one of the leading insurance groups in Austria and CEE today. A very high level of brand awareness makes us the second largest insurer in Austria and one of the top five insurers in many CEE countries. Our position is particularly strong in the healthcare business, where UNIQA is the clear market leader in Austria.

Continuation of a successful path

UNIQA owes this strong position to a **consistent long-term focus on growth and profitability**, which the company has been working on consistently since 2011. In addition to expanding the customer base, the focus initially was also on **strengthening the balance sheet structure**, with the re-IPO in 2013 playing a decisive role in this. The focus since 2021 has been on **expanding and consolidating the country portfolio** – particularly through the integration of the former AXA companies in Poland, Czechia and Slovakia, the withdrawal from Russia and, most recently, the sale of the companies in Albania, North Macedonia and Kosovo – as well as **consistent digitalisation**. We also managed to improve both our current business and our capital base alongside these efforts. The number of customers has more than doubled from 7.5 million since 2011.

Profitable growth and operational transformation



Challenging environment

The new strategic programme means that we are specifically responding to the diverse challenges facing our industry, as well as society and the economy as a whole. In addition to different paces for economic growth, which we want to exceed with our changes in premiums both in Austria and in the CEE region, we are confronted with a **volatile macroeconomic environment** with inflation and interest rate uncertainty as well as a rise in losses due to **natural catastrophes**. We are countering this with active financial and risk management to absorb the impact of interest rate trends, inflation and natural catastrophes on our business as far as possible.

However, **climate change** and the increased ESG requirements also require new answers in our product and investment policy. This is compounded by an **ageing society** and a healthcare system that is often at its limits. As an insurance company, we can offer a wide range of products and services that play a part in solving social problems and at the same time expand our business radius.

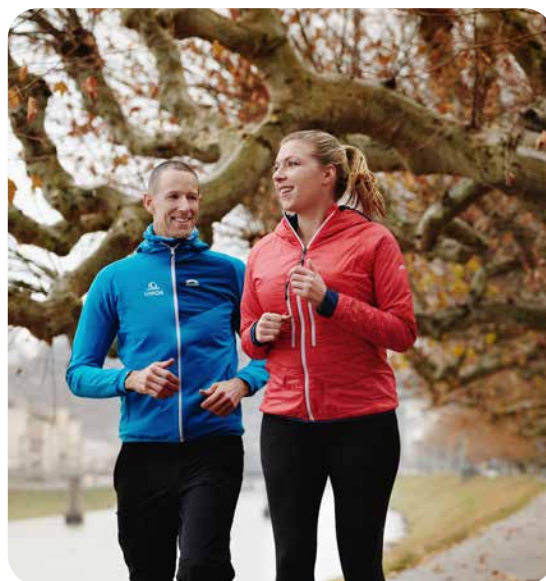
Digitalisation as a driver for growth

Consistent digitalisation is an important lever for achieving our goals. We have therefore been investing heavily in our IT systems and digital processes for years. We want to **reduce our administrative costs significantly** through this, while also **improving customer service** at the same time. For instance, UNIQA already processes around 86 per cent of claims notifications digitally in the health business. We are also increasingly focusing on digital channels in sales, without neglecting physical sales in the process.

Expansion of the healthcare business

One particular focus is on further expansion of the profitable healthcare business. UNIQA wants to operate here both as an insurer as well as increasingly as a **healthcare provider**. We already offer various healthcare services through our **subsidiary Mavie** – from telemedicine to health centres and private clinics through to preventive services (see page 52 onwards).

The healthcare market offers some major opportunities: There is an annual market potential of over €11 billion in the private healthcare sector in Austria alone. The premium volume in the healthcare business is expected to grow by around 5 per cent per year by 2028.

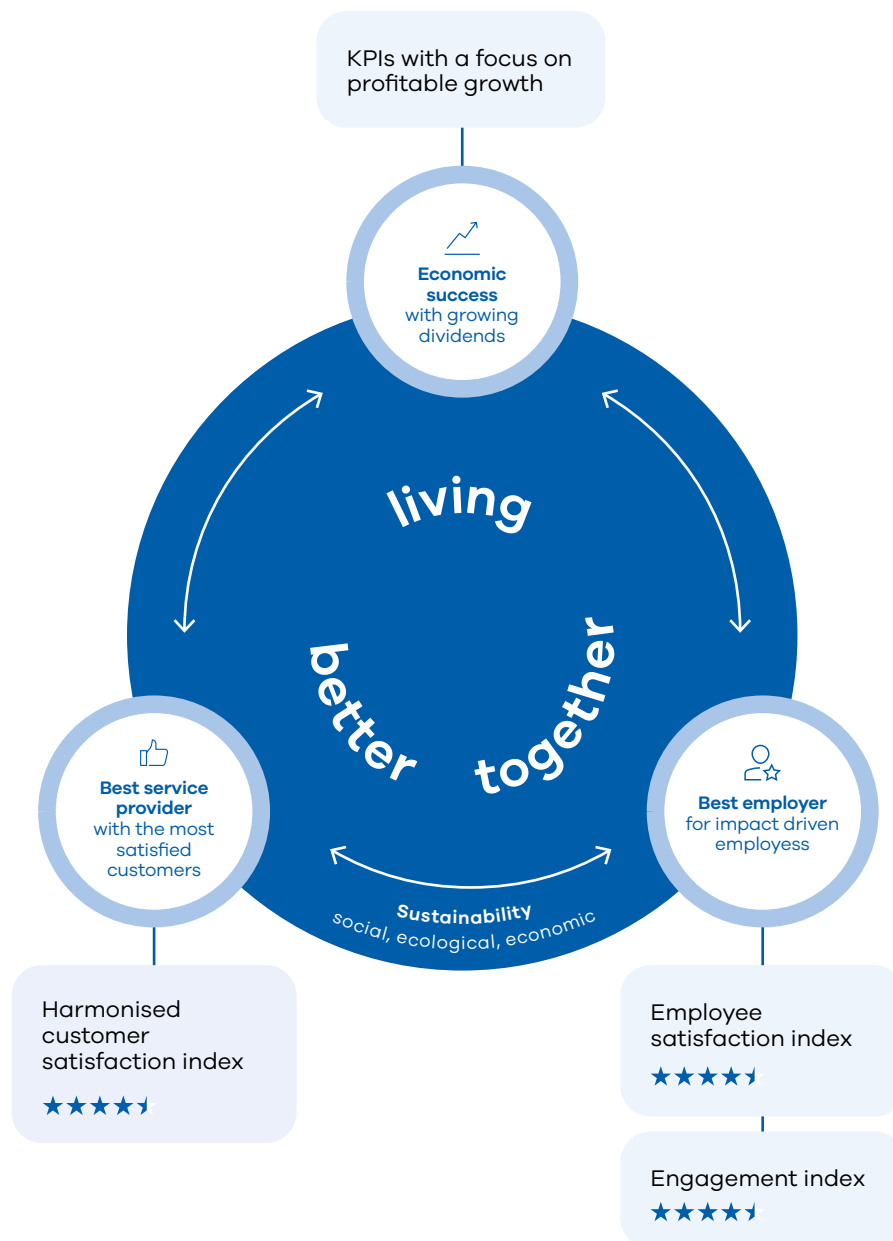


Stabilisation and growth in life insurance

In life insurance, we are working not only to offset but also to surpass the expiring business, and we are therefore aiming for **average annual premium growth of 3 per cent** by 2028. An important driver for this is an ageing society, which is leading to rising demand for pension and life insurance policies. The contractual service margin in the Life segment should improve to more than 70 per cent through additional support from growth in the area of term life insurance and unit-linked products as well as an improvement in the portfolio mix. The completion of our IT transformation initiative will also contribute to this.

As already mentioned earlier, UNIQA now intends to continue down this route with newly adjusted objectives. The overriding objectives are economic success and positioning ourselves as the best service provider and best employer. While there are concrete KPI targets for economic development, UNIQA measures its performance as a service provider and employer with specific indices, aiming to achieve 4.5 out of 5 stars in each of these.

Our goals by 2028



Increased efficiency in Austria, accelerated growth in CEE

From a regional perspective, our focus in **Austria** lies on increasing profitability, with **improvements in pricing** as well as an increased **focus on SMEs** and a reduction in the loss ratio through strategic claims management contributing towards this. Supported by a growing exclusive distribution network, we are the number one in most federal provinces and are aiming for premium growth of 3 per cent per year based on this. This growth will be driven primarily by property and casualty insurance and health insurance. This will be accompanied by the aforementioned IT transformation and digitalisation, which is expected to reduce the administrative cost ratio to 13 per cent by 2028.

We are aiming for rising earnings contributions and dividends in our **international business**, where we are able to build on a well-diversified product and country portfolio. Our starting point for this is very good with top five positions in most of our CEE markets and the growth differential to western Europe, coupled with insurance density that is still low. We plan to increase our premium volume in this region by 8 per cent annually supported by a strong customer base, while also increasing our profitability through **portfolio optimisation** and **operational improvements**. At the same time, the administrative cost ratio is set to decrease to 14 per cent by 2028 thanks to digitalisation and economies of scale.



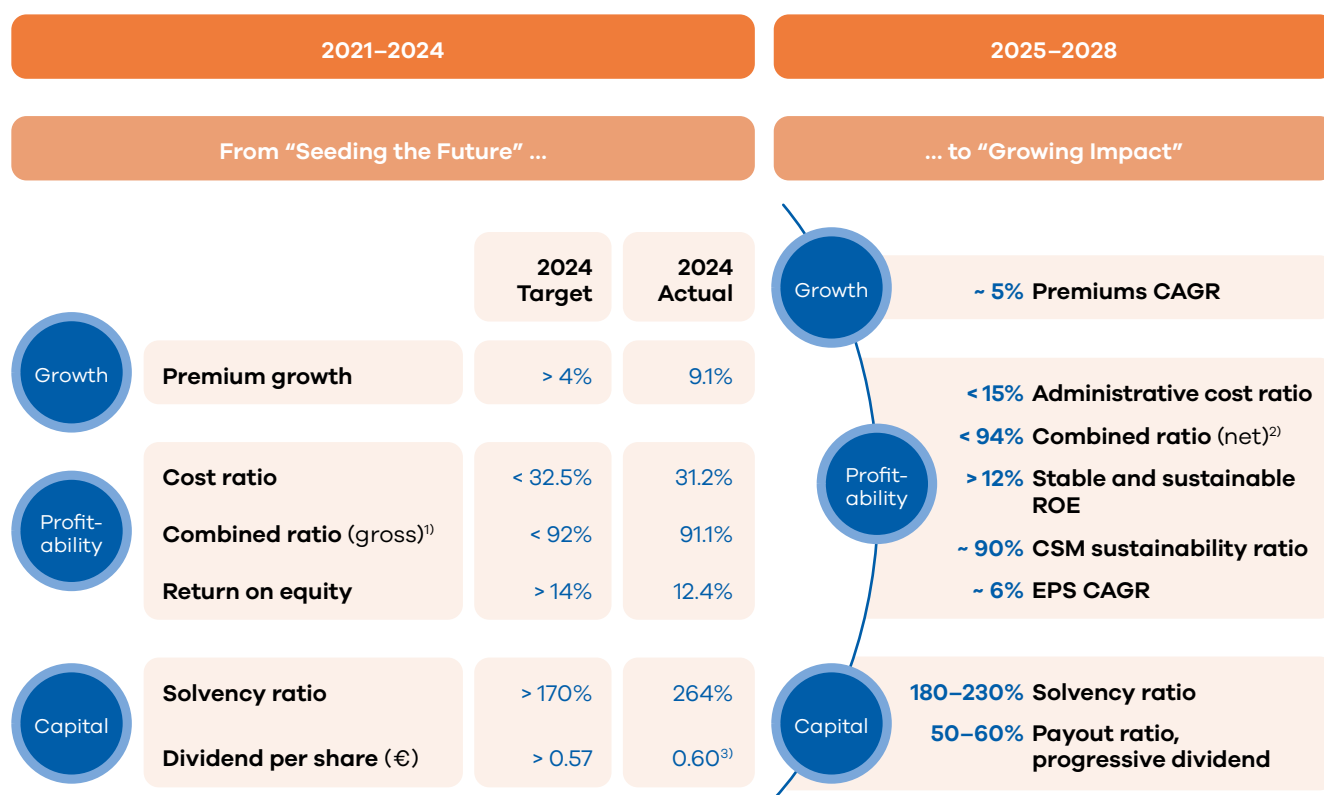
Sustainability as an integral component

We have also set ourselves ambitious targets when it comes to sustainability. The Group aims to become **climate-neutral in Austria by 2040** and then **across the entire Group by 2050**. The plan is for coal, oil and gas businesses to be completely eliminated from the investment and insurance portfolio by 2030/35. The fact that sustainability is not just lip service for us, but is consistently implemented in all business lines, is also reflected in the ESG ratings, where UNIQA is well above the industry average.



We have achieved almost all of the **objectives** from our “**UNIQA 3.0 – Seeding the Future**” strategic programme, which runs until the end of 2024, and **in some cases have even exceeded these**: The premium volume increased for instance by 9 per cent to €7.8 billion in 2024, with earnings before taxes up by 4 per cent to €442 million and consolidated profit/(loss) by 15 per cent to €348 million. The cost ratio (31.2 per cent) and combined ratio (91.1 per cent) were also better than the target values. The solvency ratio was an impressive 264 per cent at the end of 2024. Only the return on equity remained slightly below the target value of 14 per cent at 12.4 per cent.

UNIQA 3.0



1) Before external reinsurance

2) After external reinsurance

3) Proposal to the Annual General Meeting

Reliably at the side of our customers

“living better together” is our promise to our customers. We are here for you not only in the event of a claim but also as a reliable partner in everyday life, providing support through our services and innovative solutions. Safety and trust are essential, especially in challenging times. We want to support our customers in (pro-)actively shaping their lives.

With the launch of our “UNIQA 3.0 – Seeding the Future” strategy in 2020, we revamped our customer service offering: In place of categorisation according to the classic insurance segments, the focus is now on the **Retail, Corporate** and **Banking** segments. This enables more targeted customer engagement across product boundaries and is intended to promote not only higher customer satisfaction but also premium growth. This is based on our strong brand, attractive products, efficient processes, digital services and affinity programmes. The ongoing digitalisation, combined with an **omnichannel strategy**, not only optimises our internal processes but also significantly enhances the customer experience.

Our new strategy “UNIQA 3.0 – Growing Impact” (see page 32 for more details) intensifies these measures to sustainably achieve our overarching goals.





Retail: growth and customer focus

In the Retail sector, our strategy focuses on **strengthening our market position in Austria**, particularly in health insurance, while achieving **profitable growth in CEE**. The UNIQA Customer Platform (UCP) acts as the central digital sales platform to support this. We are creating a solid basis for sustainable growth through standardised processes, attractive offers and hybrid sales channels. Mavie Holding, founded in 2022, is playing a central role in the development of the company into a comprehensive healthcare provider.

In **Austria**, our focus is on securing and expanding our market leadership in health insurance, increasing profitability in property and casualty insurance and stabilising the life insurance portfolio. With the **myUNIQA app**, currently being used by more than 640,000 customers, we offer an intuitive platform for all insurance-associated agendas – from taking out a policy to reporting a claim. Digital services such as the real estate platform “Rudi” (Rund-um-deine-Immobilie) and the new modular car insurance product “Auto & Frei” enable flexible, tailored insurance solutions. **Modular tariffs** play a decisive role, particularly in the context of inflation, as customers can choose the services they really need. The success of these new product offerings is evident, not least from the fact that our product “Privatschutz Wohnen & Freizeit” once again emerged as the winner in a 2024 test conducted by “KONSUMENT”, the magazine published by the Consumer Information Association.

A central element in all of this is our **individualised customer approach**. We use customised **digital campaigns** to reach young customers between the ages of 18 and 30. The “Junges Wohnen” (young living) landing page, displayed via Willhaben, features imagery tailored specifically to this target group and includes an integrated online calculator for home insurance. “Next Best Action” – a digital tool for more efficient customer care as part of the UNIQA Customer Relationship Management platform, which we launched as a pilot in September 2024 – also serves the same goal. It has been available to the entire exclusive distribution network since March 2025 and uses data-driven analyses to provide targeted sales recommendations for advisors.

At the same time, we are strengthening our **physical sales structure** by not only expanding our network of general agencies and field sales representatives but also supporting them with modern online presences. We have now completed the roll-out of the individualised websites for agencies and service centres with the go-live of around 360 location websites. Since the beginning of 2025, our field sales representatives have also been successively given “digital advisor profiles” to strengthen their digital interaction with (potential) customers.

In the **CEE** region, we are making targeted use of the **potential offered by the continued low insurance density** and EU convergence. A particularly important role, both here and in Austria, is played by our omni-channel strategy, which aims to provide customers with a seamless and consistent experience across all points of contact. The digital customer experience in particular is becoming increasingly important.

In SEE6, UNIQA International's third-largest region, which includes Bosnia and Herzegovina, Bulgaria, Croatia, Montenegro and Serbia as well as Romania since 2024, we are tapping into the existing growth potential by consistently continuing the strategy that has already proven itself in recent years: regional governance, process optimisation and the use of synergies.

Banking: market expansion and digitalisation

With generally closer cooperation as a basis, we would like to further strengthen the **sale of our products via partner banks** and increase market penetration in this area. The focus is on standard products: In Austria, we mainly offer property insurance through this channel; in CEE, we also offer life insurance and bundled products as collateral for loans. This means we need to **simplify our product portfolio** in this customer segment as well and adapt to changing customer needs. We are also striving for greater digitalisation, as in the other customer segments. In both Austria and CEE, we rely here on standardised digital sales platforms such as the UNIQA Customer Platform (UCP) and in CEE on mobile banking applications, from which we jointly offer financial services and insurance solutions from a single source. The aim is to enhance our presence further through apps and other solutions, such as the sale of standardised products over the phone.



Sabine Pfeffer at the farewell event for our 2024 holiday interns

Corporate: innovative products and ESG focus

For corporate clients, we are focusing even more consistently on **customised solutions**, risk engineering and ESG-compliant products. The year 2024 was characterised by crucial developments. We were able to increase profitability and strengthen our corporate client business through targeted portfolio reorganisation. The introduction of myUNIQA Business, developed by a cross-functional team, enables the digital management of insurance contracts. In addition, we launched UNIQA Sustainable Business Solutions, a comprehensive ESG consulting portfolio, offering a range of services and consulting options on topics such as climate resilience, cyber risks and sustainability as part of our 360-degree support. The topic of microinsurance is also on our roadmap for 2025.

In CEE, we are driving growth in the micro and SME business with standardised, modular product concepts and a digitally supported, sector-specific customer approach. Automated self-service solutions for micro businesses and industry-specific digital products in particular are opening up new market potential.



The headquarters of UNIQA Poland in Warsaw

Focus: digitalisation and scaling

Digitalisation is and will remain a key growth driver for our business and the ongoing **improvement of the customer experience**. This is why we are constantly and consistently optimising our IT infrastructure and the internal processes based on it. For example, we are investing in a cross-border pricing software that enables more precise tariff structuring and strengthening our cybersecurity measures. Another innovative feature is the previously mentioned introduction of the AI-powered tool Next Best Action, which provides data-driven recommendations for customer engagement.

Digital direct sales are also becoming increasingly important: Customers can use myUNIQA to discover and take out new products and directly request a consultation appointment. UNIQA Messenger also offers a secure, simple communication platform between customers, advisors and the customer centre. We have also introduced a digital video consultation service, which is available from Monday to Friday between 8:00 a.m. and 8:00 p.m. in German and English. Online calculators, which make it easier for our customers to choose the right insurance for their individual needs, have also been very well received. In the meantime, in addition to travel insurance, household, property, legal expenses and, since 2024, accident, bicycle, and e-bike insurance can also be purchased online.

With all these measures, we are strengthening our market position in the long-term, increasing our efficiency and **consolidating our position as a leading insurance company in our core markets**.

UNIQA: Paving the way for the climate transition

The UNIQA Group is committed to sustainable development and consistently strives for the well-being of our society and the protection of our environment. Our brand promise “living better together” inspires us to take responsibility not only for our customers, but also for future generations.



Shared responsibility for a sustainable future

The effects of climate change cannot be overlooked. In response, the insurance industry is developing innovative approaches such as **integrating climate-friendly aspects into underwriting processes** and **promoting sustainable investments**. UNIQA is committed to clear strategies for reducing emissions and actively supports customers in adapting to climate-friendly

business practices. We are resolutely pursuing the goal of achieving net zero emissions – transparently and in stages.

Sustainability is firmly anchored in our corporate strategy and in the UNIQA Group’s specific sustainability strategy. This combines economic activity with ecological and social obligations.



UNIQA climate strategy: science-based goals and clear visions

The first **UNIQA transition plan** comprehensively describes how greenhouse gas (GHG) emissions can be reduced in the insurance business, in investments and in the company's own operations. At the time of publication, the UNIQA Group was the only Austrian insurance company to have this type of plan in place.

UNIQA will achieve **net-zero emissions** in its business model (insurance business, own operational management) by 2040 in Austria and by 2050 in the Group as a whole (investment, insurance business, own operational management). Measures such as the consistent reduction of emissions in all operational areas, the use of renewable energies and the optimisation of energy efficiency in our own buildings are shaping our path towards this goal. Investments are also being made in sustainable projects and technologies in order to play an active role in shaping the transition to an emission-free future.



As an insurance company, the UNIQA Group clearly assumes responsibility for both direct and indirect emissions, i.e. those arising from financing, investments and property insurance in the real economy. The agreement reached at the **UN Climate Change Conference in Paris** in 2015 to limit global warming to a maximum of 1.5 degrees Celsius serves as an unequivocal goal.



Martin Zenker, Head Group ESG Office, at the presentation of the UNIQA transition plan

What are net zero emissions?

We define net zero emissions as

1. achieving the greatest possible reduction in our operational CO₂ emissions (Scope 1, 2 and 3), bringing them to zero or to a residual level that aligns with global or sectoral net zero pathways, in accordance with scenarios compatible with the 1.5 degree target, and
2. neutralising all residual emissions by the net zero target year, as well as any greenhouse gas emissions released into the atmosphere thereafter.

Core objectives of our climate strategy

- Alignment with the **Paris 1.5 degree climate target path** in investment, underwriting and operational ecology
- Achieving **net zero emissions** in Austria by 2040 (insurance business, own operational management) and Group-wide by 2050 (investment, insurance business, own operational management)
- Commitment to **science-based interim targets** (SBTi-validated) by 2030
- Maintaining the volume of **sustainable investments** of over €2 billion

Science-based objectives are an essential element of these guidelines. Accordingly, we validated Group-wide interim climate targets for four areas of our investment portfolio in 2023 and the interim targets for 2030 for our own operational management through the **Science Based Targets initiative** (SBTi). This is an important step for the UNIQA Group towards optimising the alignment of the portfolio and the CO₂ emissions of its own operations (Scope 1 and 2) with a 1.5 degree climate target.

Science-based targets at a glance



Commitment to reducing absolute GHG emissions in Scope 1 and Scope 2 by 42 per cent by 2030 (compared to the base year 2021)



Commitment that by 2027, 48 per cent of the asset class "listed shares" and bonds (measured by invested value) will be accounted for by issuers that have set themselves science-based targets



Commitment that by 2027, 34 per cent of the "corporate loans" asset class (measured by invested value) will be attributable to companies that have set themselves science-based targets



Commitment to financing electricity generation exclusively from renewable energy sources within the "corporate loans" asset class by 2030



Commitment to reducing GHG emissions from the project financing portfolio for electricity generation by 74.2 per cent/MWh by 2030 (compared to the base year of 2021)

What is the SBTi?

The SBTi is a co-operation between the Carbon Disclosure Project (CDP), United Nations Global Compact (UN GC), World Resource Institute (WRI) and World Wide Fund for Nature (WWF). The aim of the SBTi is to drive forward an ambitious climate policy by setting scientifically sound climate targets.



ESG key performance indicators		2024	Target
Company management	Greenhouse gas emissions from owner-occupied buildings and vehicle fleet	12,574 t CO ₂ e (–13.3% since 2021)	–42% (between 2021 and 2030)
	Electrification of the UNIQA vehicle fleet	AT: 57% UI: 1%	AT: 100% (by 2030) UI: 100% (by 2040)
Investments	Emissions intensity of the investment portfolio (WACI)	44 t CO ₂ e / € million revenue (–55.6% since 2021)	40 t CO ₂ e / € million revenue (by 2030)
	Sustainable investments	€2.4 billion	€2 billion (by 2025)
Insurance business	Greenhouse gas emissions from the corporate customer business (Scope 1 & 2)	AT: 27,578 t CO ₂ e UI: 84,773 t CO ₂ e	AT: –20% UI: –15% (between 2022 and 2030)
	Corporate customers with net zero targets (AT)	48%	100% (by 2040)
	Greenhouse gas emissions from the retail motor vehicle portfolio	393,405 t CO ₂ e	–
People	Employees	16,394 (HC) of which women: 9,354 of which men: 7,040	–
	Gender pay gap (adjusted)	3.1%	3.2% (by 2024)
	Women in top management positions	39.4%	–
	Best employer, measured by the EX Index (Employee Experience Index)	4.0 stars out of 5 stars	4.5 stars out of 5 stars



Wolf Gerlach provides information on the use of AI at UNIQA.

Memberships and sustainability ratings

Knowledge sharing, transparency, the development of joint solutions and the integration of proven procedures are at the centre of our approach to ESG. For this reason, UNIQA is a signatory and member of various global sustainability initiatives:

- Green Finance Alliance (GFA)
- UN Global Compact (UNGC)
- UN Principles for Responsible Investment (PRI)
- UN Principles for Sustainable Insurance (PSI)
- Climate Action 100+
- Net-Zero Asset Owner Alliance (NZAOA)



We also rely on sustainability ratings to increase **transparency** and the trust of our stakeholders. As well as being an important element in planning sustainability measures, these results also serve as important reference points on the path towards an emission-free and socially sustainable future.

CDP	B
ISS ESG	C-
MSCI	BBB
Sustainalytics	18.9
S&P Global	43

Fossil fuels: consistent exit

A central component of our transition plan is the gradual phase-out of coal, oil and natural gas in **investments**, the **insurance business** and our **in-house operations management**. This step is part of our comprehensive commitment to climate protection and is based on the conviction that fossil fuels are not compatible with sustainable development in the long term. The phase-out enables us to channel resources specifically into renewable energies and climate-friendly technologies. By doing this, we are making an active contribution towards the energy transition and towards minimising the financial and environmental risks associated with fossil fuels. Since 2024, direct investments are no longer made in coal producers or energy suppliers that produce electricity from coal if they generate more than 5 per cent of their revenue from **coal**. All investments in companies that derive more than 5 per cent of their revenue from **oil** will be terminated by the end of 2030. For companies in the **natural gas** sector, this step will be taken in 2035. In the insurance business, we will no longer renew insurance contracts with corporate customers in the coal, oil or natural gas sector from 2030 or, under certain conditions, from 2035. As part of our engagement strategy, we also actively support our corporate customers in transforming their business models to focus on sustainability.



Sustainability in investing

In the area of investment, UNIQA is the first Austrian financial company to be one of the pioneers with targets that are in line with the 1.5 degree target. Our policy of phasing out coal and the plan to phase out other fossil fuels and nuclear energy are set out in our **decarbonisation strategy**. The UNIQA Group made a commitment in 2019 to implement a variety of coal exclusion criteria in multiple stages. In addition, since 2022, no investments have been made in funds that include companies with more than 10 per cent revenue from thermal coal businesses. Also, no new direct investments in connection with crude oil have been made since the beginning of 2025. As of 2026, we will make no new direct investments in natural gas projects and in companies with more than 30 per cent revenue in the natural gas sector.

Our memberships in the **United Nations Net-Zero Asset Owner Alliance** (NZAOA) and the **Austrian Green Finance Alliance** (GFA) mean that the UNIQA Group is committed to the gradual decarbonisation of the portfolio in order to be optimally aligned with the Paris 1.5 degree climate target and to achieve net-zero emissions from investments across the Group by 2050.

We implement a variety of measures as part of our engagement strategy aimed at making contact with our investees both directly and indirectly. These efforts are an attempt to help improve the performance of companies, particularly with regard to their climate strategies and their decarbonisation targets and measures. Through active dialogue, we create a platform that promotes the idea of transition and seeks to initiate sustainable change. By doing this, we hope to avoid the need for divestments and instead support and actively guide companies on their path towards greater sustainability.

Already more than €2 billion in sustainable investments

At the end of 2023, our sustainable investments were worth more than €2 billion. We were able to further increase this figure in 2024 to €2.4 billion, which corresponds to **11 per cent of our total portfolio value**. These investments include renewable energies, sustainable infrastructure projects and social projects. The proportion of sustainable investments has therefore doubled within two years.

Sustainability in the insurance business

Corporate customers

As with our investments, we also pursue a very consistent sustainability strategy in our underwriting. We have not written any **new business in coal** (with more than a 30 per cent share in the respective revenue) **since 2019** and no new business in **crude oil since 2024**. We have also refrained from writing any new business in **natural gas since the start of 2025**. We also actively support existing customers in transforming their business models to ensure that they are no longer active in the coal and oil sectors by 2030 and no longer in the natural gas business from 2035. We also support our corporate customers in strengthening their resilience to climate-related risks and developing products with components focused on sustainability.

UNIQA Sustainable Business Solutions

The subsidiary UNIQA Sustainable Business Solutions, founded in 2024, supports corporate customers with risk-related issues, climate transition and ESG topics. UNIQA Sustainable Business Solutions supports companies of all sizes – from sole proprietorships to large corporations – in strengthening their resilience through active risk management and harmonising their sustainability strategies with the legal framework. Companies do not need to have an insurance contract with UNIQA to utilise the services.



Private customers

In line with our “UNIQA 3.0 – Growing Impact” strategy, sustainability is also the focus in our retail product development. In Austria, **sustainability aspects** are already firmly anchored within our advisory approach and in our **product development process** across all insurance lines. Our range of sustainable insurance products and our advisory services thereby meet the growing demand in this area. An internal review mechanism in place since 2024 ensures that every product we develop in Austria is also analysed and evaluated from an ESG perspective.

We are also gradually integrating sustainability aspects into our insurance products for our international markets. This means that we are not only meeting the needs of our customers, but also specifically promoting sustainable practices.



Operational ecology: measures and innovations

In terms of measures aimed at reducing our own CO₂ emissions, we rely on the application of **international certifications and standards** in our dealings with suppliers and on optimisation in our internal environmental management. The UNIQA Group is increasingly utilising renewable energies and reducing CO₂ emissions by consistently conserving resources and promoting low-emission mobility.

Milestones and action plan for all sales locations in Austria

- Exclusive purchase of green electricity certified according to eco-label 46 since 2024
- The introduction of an energy monitoring system (throughout Austria and at five other locations in Central and Eastern Europe) not only serves to increase efficiency, but also enables the ongoing optimisation of energy consumption.
- By 2035, 10 per cent of the electricity consumption of the Austrian sales locations is to be covered by self-generated photovoltaic electricity over the course of the year (2024: 8.7 per cent). All oil and gas heating systems will be replaced by ecological alternatives (heat pumps, district heating or biomass heating) by 2035 at the latest.
- Transition to 100 per cent e-cars in the vehicle fleet by 2030 in Austria (2024: 57%) and Group-wide by 2040

UNIQA has set itself a science-based interim target and has committed to reducing the Scope 1 and Scope 2 emissions of its **owner-occupied properties** and its **vehicle fleet** by 42 per cent by 2030 compared to the base year 2021. By the end of 2024, these emissions had already fallen by a total of 13.3 per cent.

Photovoltaic projects and energy initiatives

UNIQA already operates several photovoltaic systems and thereby contributes to environmentally friendly self-sufficiency. Here are a few examples:



Carinthia & East Tyrol regional office:

With an output of 52 kWp, almost 50,000 kWh of solar power is produced annually.



DSGS Wolfsberg General Agency:

Photovoltaic system with 32 kWp output.



UNIQA Tower (adjacent building):

The Group's largest photovoltaic system with an output of 125 kWp and an annual electricity production of 100,000 kWh. This system went into operation on a total of seven roofs at the UNIQA Tower and the adjacent buildings on 31 July 2023. The annual production volume corresponds to the consumption of around 30 households and avoids the emission of approximately 21 tonnes of CO₂ per year.

The private clinics of the Mavie Med Group (until end of March 2025: PremiQaMed) – which is part of our healthcare holding company Mavie – also make targeted use of photovoltaics, e.g. with their systems in Graz-Ragnitz and Salzburg that can cover up to 20 per cent of local electricity requirements. Not only do these initiatives noticeably reduce operating costs, but they also play a significant part in **improving the hospitals' carbon footprint**. They also set a strong example for other healthcare facilities by acting as a role model when it comes to innovative and environmentally friendly solutions.

EMAS environmental management system for the sales locations in Austria

By sustainably running their own business premises, companies can effectively reduce their own direct CO₂ emissions. UNIQA Austria relies on proven success models, including **energy monitoring**, a comprehensive **photovoltaic initiative**, and the promotion of **e-mobility**. In addition, we actively support modern working models such as more options for working from home. We underline our commitment to sustainable corporate governance by promoting video conferencing and providing subsidies for public transport tickets.

UNIQA Austria has laid important foundations for establishing an EMAS environmental management system at the Austrian sales locations by adopting a comprehensive environmental policy, implementing seven environmental audits and deliberately developing technical expertise. The regular presentation of our environmental performance and the **annual reporting** are verified by independent external audits. UNIQA Austria achieved the goal in mid-2024 of being officially recognised as an EMAS-validated company – a milestone that impressively highlights our determination in terms of sustainability.



Employees: raising awareness and commitment

As part of our efforts to consistently align all our business activities with the Paris climate targets, we attach particular importance to raising climate awareness among our employees. After all, our employees play a key role in implementing our climate strategy. We use targeted initiatives and events to create a platform that promotes dialogue and incorporates sustainable thinking and action into everyday working life. We promote discussions and training on topics such as energy, nutrition, mobility and housing with initiatives such as the **UNIQA Sustainability Network**. Events such as the **UNIQA Mobility Day** provide practical insights into sustainable mobility, alternative fuels and recycling technologies.



UNIQA Mobility Day

With this in mind, UNIQA employees were given the opportunity to gain an up-to-date overview of the transformation of mobility towards more sustainable alternatives and UNIQA's contribution as part of **World Environment Day 2024** (5 June). Visitors were able to find out about many aspects of sustainable mobility in the foyer at UNIQA Tower and even actively try them out, including: Test drives in the e-car simulator, learning about alternative fuels, testing the UNIQA footprint calculator and much more. There were also presentations by experts on the topics of cycling and walking, UNIQA's cor-

porate ecology, battery recycling and the development of alternative fuels.

We are also committed to the UN Sustainable Development Goals (SDGs), e.g. through our membership in the **UN Global Compact** and by flying the SDG flag on the annual **SDG Flag Day**.

We are setting the standards for a sustainable future in the insurance industry through our consistent actions. The UNIQA Group shows that economic success and ecological responsibility can go hand in hand.



The UNIQA Mobility Day regularly receives a great response from employees.



The SDG flag is regularly raised at UNIQA on SDG Flag Day.



**Focus on
healthcare**

Against the backdrop of constantly increasing demands for prevention, medicine, and care, UNIQA continues to pursue the goal of becoming a comprehensive healthcare provider. To optimally position itself in this attractive market, the group is consolidating its healthcare activities under the umbrella of Mavie Holding. This includes not only its own offerings but also the Mavie Med Group (formerly PremiQaMed Group) and UNIQA Health Services, thereby creating a comprehensive “healthcare ecosystem”.

The diverse portfolio now ranges from private clinics, medical centres and outpatient clinics, health networks such as LARA, VitalCoaches and VitalHotels, and 24-hour care all the way to company health management, telemedicine, and innovative home health tests. Continuous growth leads to new offerings and enables us to provide the best possible service to both existing and new customers.

Health: market with major potential

Good health is essential for everyone. However, **the challenges are growing**: The aging population, the rise in chronic diseases, and growing mental strain are increasingly challenging the existing healthcare system. In addition, costs are rising, and the shortage of skilled workers is further exacerbating the situation. **Prevention** is therefore becoming increasingly important. However, in OECD countries, an average of only 10 per cent of the total healthcare spend is currently allocated to this area. And only 12 per cent of Austrians with statutory health insurance take advantage of preventive medical check-ups. At the same time, the healthcare market offers some significant opportunities: There is an annual **market potential** of over €11 billion in the private healthcare sector in Austria alone.

New concepts are needed here. Health offerings from employers are becoming increasingly relevant, and individual awareness of prevention also needs to be strengthened. At the same time, efficient and high-quality treatment – both inpatient and outpatient – must be ensured in the event of illness, as well as high-quality care services for aging with dignity.

There is no Body B.

Be healthy, stay healthy, get healthy:
www.mavie.care



Mavie Holding: holistic healthcare offering

As the Austrian market leader in private health insurance, UNIQA can make valuable contributions in this area and has therefore been increasingly active in the prevention and healthcare sector for several years. We want to support people in all stages of life – mentally and physically, privately and professionally. Mavie Holding was founded in 2022 to efficiently further develop these offerings and open up new business areas. It consolidates existing healthcare services, identifies innovation potential, and drives the expansion of forward-looking healthcare solutions. To this end, Mavie offers a wide range of health services, from prevention and care to medical treatment in private clinics, medical centres and outpatient facilities.

These activities are structured into the following areas:

- **Mavie Next** was founded in 2020 as a corporate start-up of UNIQA. Today, Mavie Next includes the corporate healthcare prevention services of **Mavie Work**, a leading provider of preventive and diagnostic health solutions for businesses. The comprehensive services of Mavie Work, which focus on the holistic promotion of employees' physical and mental health, have been available in Germany since 2024. Mavie also holds a 70 per cent stake in **cura domo**, the Austrian market leader for 24-hour care. At the same time, Mavie Next is driving the development of new business models in the healthcare sector. In 2023, the portfolio was expanded to include **MavieMe**, which offers innovative blood and gut microbiome tests for home use, among other things. In the same year, Mavie also strengthened its position in the European telemedicine market by acquiring a majority stake in the Polish telemedicine provider **Telemedi** and is now also rolling out this offering in Austria and other markets. In a pilot project, Mavie Next is also currently working on an innovative solution for the payment and settlement of private medical invoices.



- **Mavie Med:** With its private clinics, medical centres and outpatient clinics, the Mavie Med Group represents excellent medical care at the highest level. At the end of March 2025, the PremiQaMed Group was integrated into the Mavie brand family and has been operating under the new name **Mavie Med** since then. In addition to extensive investments in the expansion and modernisation of Döbling Private Hospital and in a planned joint new building for the Confraternität and Goldenes Kreuz Private Hospitals in Vienna, the Group also made the move into Tyrol at the beginning of 2025 with the purchase of **Wörgl Private Hospital**. In total, **Mavie Med** cares for more than 51,500 inpatients and 130,000 outpatients every year.
- **UNIQA Health Services** operates healthcare networks such as **LARA** (laboratory, doctor, X-ray, pharmacy) and offers services for quick and networked healthcare. More than **900 network partners** provide medical counselling, diagnostics and prevention.

Mavie **Next** is not only breaking new ground in the design of its services, but also in the recruitment of its employees and in the contemporary design of the working environment. The young team at Mavie Next brings together specialists from over 15 countries with expertise in healthcare, innovation, venture building and M&A. This is significantly supported by the Entrepreneur-in-Residence programme, which is implemented in partnership with renowned universities such as INSEAD, London Business School and the University of St. Gallen and attracts top international talent every year. In addition to recruiting, the programme also promotes the development of innovative business models. It was successfully held for the fifth time in 2024.

Mavie Telemed: telemedicine now also in Austria

Digital medical advice has also been available in Austria under the **Mavie Telemed** brand since 2024. This enables the around 500,000 UNIQA customers with private supplementary health insurance access to uncomplicated, digital medical advice – seven days a week, from 7 a.m. to 10 p.m. The service can be booked directly via the myUNIQA app and offers a convenient, easy access alternative to physical visits to the doctor.

UNIQA is also systematically continuing the expansion of its digital healthcare offering in the CEE region. In addition to Austria, Mavie Telemed was also rolled out in Serbia, Montenegro, Croatia and Bosnia and Herzegovina in 2024.

The foundations for this development were laid in 2023 with the majority takeover of the Polish telemedicine provider **Telemedi**. Telemedi is the market leader in the teleconsultation market in Poland and processes around 70,000 medical enquiries per month. The expertise gained from this is now being channelled into the further development of Mavie Telemed in new markets.



Digital medical advice

Offer/services

Teleconsultation platform for doctors and patients; online consultations via video, telephone or chat as a convenient, easy access alternative to physical visits to the doctor; Monday to Sunday from 7:00 a.m. to 10:00 p.m.

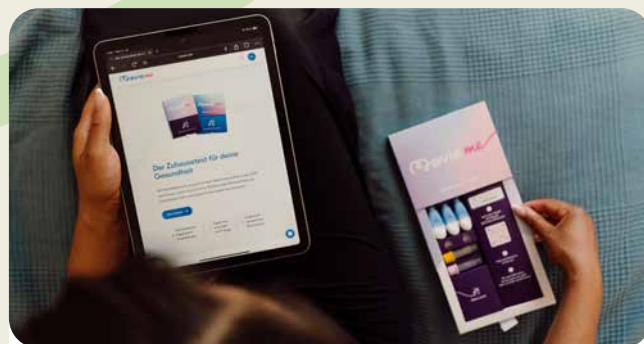
Consultations

~70,000 medical enquiries per month in Poland

 mavie.care

MavieMe: preventive care from the comfort of your own home

MavieMe was founded in May 2022 as an innovative solution for personalised health diagnostics. MavieMe customers can easily run **blood and gut microbiome tests** from home. More than 15,000 blood tests have been delivered since the launch. In addition to the existing offers, the Cholesterol Challenge, a series of small tasks to improve the values measured in the test, was launched in 2024. All test results are reviewed by doctors and provided with individual recommendations. Users can also interact with nutritionists. All services are available online and the tests can be conveniently sent in by mail.



Preventive care from the comfort of your own home

Offering/services

Blood and gut microbiome tests for home use; prevention and early detection

Customers

>15,000 blood tests sold

 mavie.me

Mavie Med: investment in medical excellence

The Mavie Med Group, which previously operated under the brand PremiQaMed and has been part of the UNIQA family since 2011, is consistently investing in the range of services offered by its healthcare companies. The decision on the architectural design of the planned joint new building for the **Confraternität** and **Goldenes Kreuz Private Hospitals** in Vienna was made in October 2024: Baumschlager Eberle Architekten convinced with their sustainable design for the new building in Skodagasse. The hospital will have 120 beds, six operating theatres, four delivery rooms and a surgery and day clinic centre. Construction will begin in 2026, and is due to be completed in the autumn of 2028.

A modern extension was completed at **Döbling Private Hospital**, Austria's most efficient private clinic, at the beginning of 2025. This includes three state-of-the-art operating theatres with daylight, four new delivery rooms, a central sterilisation unit and 19 additional rooms.

A significant regional expansion was also achieved at the beginning of 2025 with the purchase of the **Wörgl Private Hospital**. The clinic has 29 beds and a wide range of medical services, including accident surgery, sports traumatology, orthopaedic surgery, vascular surgery, ophthalmology and a first-aid centre.



Leading operator of private health care facilities

Offer/services

High-performance offering in the areas of inpatient, day clinic, outpatient and rehabilitation with a focus on excellent medical care, service quality and optimised processes

Patients

>51,500 inpatients, >130,000 outpatients

 mavie-med.at



Holistic health programmes for healthier employees

Offer/services

Workplace health management (diagnostics, physical and mental health, nutrition), organisational development, occupational and organisational psychology, prevention and check-ups

Customers

>200 companies in Austria, approx. 100 in Germany

EAP support

>150,000 employees
(EAP: Employee Assistance Programme)

 work.mavie.care

cura domo: further expansion in 24-hour care

In view of the very satisfactory development of the company, Mavie increased its holding in **cura domo** to 70 per cent last year. The UNIQA Group had already acquired a 39 per cent stake in the leading provider of 24-hour care in Austria in 2021. To date, cura domo counts more than 1,200 families to its satisfied customers, ensuring reliable care for older people in their own homes. The increasing demand for home care makes this expansion an important element of Mavie's growth strategy.



Austria's number 1 for 24-hour care

Offer/services

Home care, assisted living and facility management

Customers

>1,200 families

Caregivers

>2,200

 curadomo.at



UNIQA Health Service: powerful health networks

Offer/services

Service and convenience through partner networks (LARA, VitalHotels, VitalCoaches, etc.) with numerous healthcare providers (quick appointments, 24/7 service, online appointment booking, medical advice also via video consultation, prevention, wellness, fitness, etc.)

Customers

>70,000

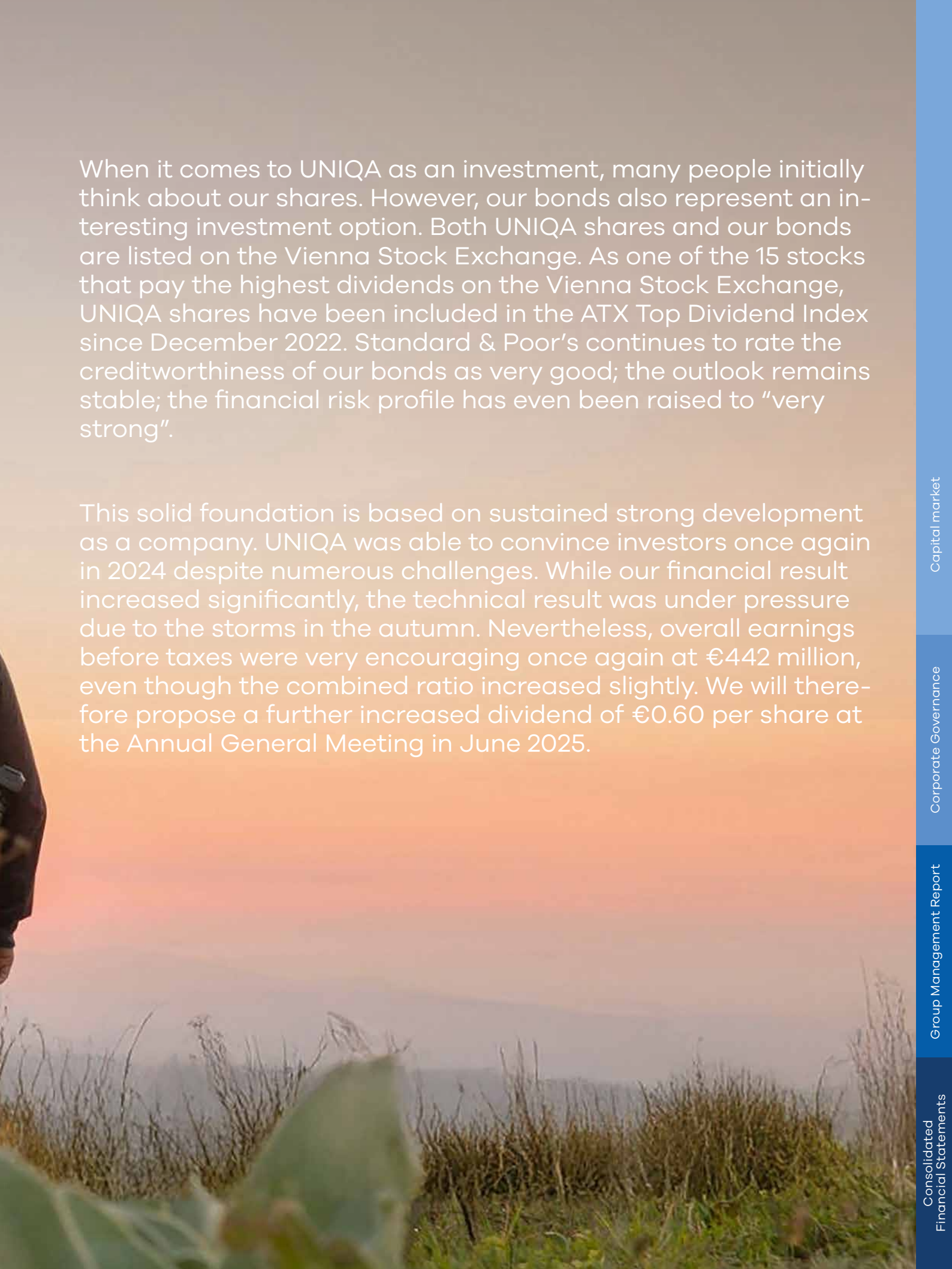
Network partners

>900 that share the journey of "staying and becoming healthy" (doctors, doctor's offices and health centres, laboratories, X-ray institutes, pharmacies, fitness, lifestyle, prevention, etc.)

We offer investors:

Attractive investments in UNIQA shares and bonds



A scenic landscape with a body of water, mountains, and a person's shoulder in the foreground. The sky is a soft, hazy blue, and the water reflects the light. The foreground shows a person's shoulder and some green foliage, suggesting a viewpoint from a hill or shore.

When it comes to UNIQA as an investment, many people initially think about our shares. However, our bonds also represent an interesting investment option. Both UNIQA shares and our bonds are listed on the Vienna Stock Exchange. As one of the 15 stocks that pay the highest dividends on the Vienna Stock Exchange, UNIQA shares have been included in the ATX Top Dividend Index since December 2022. Standard & Poor's continues to rate the creditworthiness of our bonds as very good; the outlook remains stable; the financial risk profile has even been raised to "very strong".

This solid foundation is based on sustained strong development as a company. UNIQA was able to convince investors once again in 2024 despite numerous challenges. While our financial result increased significantly, the technical result was under pressure due to the storms in the autumn. Nevertheless, overall earnings before taxes were very encouraging once again at €442 million, even though the combined ratio increased slightly. We will therefore propose a further increased dividend of €0.60 per share at the Annual General Meeting in June 2025.

Overall, a good year on the stock market

Macroeconomic environment

2024 proved to be another eventful year for the financial markets. There was no deep recession in either the USA or the eurozone despite a moderate slowdown in global economic growth. The central banks continued to pursue an active monetary policy, with interest rates being lowered slightly in several regions. Inflation in the eurozone was reduced to 2.9 per cent, down from 5.4 per cent in the previous year.

A similar trend emerged in the USA, prompting the Fed to adjust interest rates multiple times. The USA's economic strength was reflected in GDP growth of around 2.8 per cent, while the eurozone recorded weaker growth of 0.8 per cent.

Inflation in Germany averaged 2.2 per cent in 2024 compared to 5.9 per cent in 2023. Inflation in Austria fell from 7.8 per cent in 2023 to 2.9 per cent in 2024. Economic output fell slightly again in 2024 in both Germany and Austria.

Shares: new highs

The global equity markets achieved some remarkable successes in 2024. The S&P 500 recorded growth of 23 per cent, driven by technology stocks, particularly companies in the field of artificial intelligence. The DAX, which recorded an overall increase of 18.8 per cent, exceeded the 20,000 point mark for the first time and reached its previous all-time high of 20,523 points on 13 December 2024. **The Euro STOXX 50 also rose by 8 per cent.** However, the markets were characterised by strong volatility over the course of the year: Following a strong start to the year, uncertainty about further interest rate hikes led to a period of consolidation. A rally began in November, fuelled by hopes of a more stable interest rate environment.



Bonds: attractive returns

The bond markets regained their significance in 2024, especially for investors seeking a diversified portfolio. Yields on ten-year government bonds in the USA temporarily exceeded the 5 per cent mark before levelling off at around 4.5 per cent. European bonds remained below this threshold, but also offered attractive yields, particularly in the core markets. Corporate bonds also recorded increased demand, although risk premiums remained stable.

Austrian capital market: development and dynamics

The Austrian stock market also recorded solid growth in 2024. The **ATX leading index rose by 6.6 per cent**, benefiting from a stabilisation of the economy and higher demand for cyclical stocks. Despite the moderate growth compared to other European indices, the ATX offered attractive dividend yields of 4.2 per cent on average.

The bond markets in Austria followed the European trend. Yields on ten-year Austrian government bonds peaked at 3.8 per cent over the course of the year before levelling off at around 3.5 per cent. Corporate bonds remain an interesting investment option, particularly in the area of sustainable investments.

Cautiously optimistic outlook

The signs for 2025 point to growth, with the global economy beginning to stabilise and with monetary policy loosening. Nevertheless, geopolitical risks and uncertainties regarding the long-term development of inflation remain key challenges.



Kurt Svoboda informs investors and analysts at the UNIQA Capital Markets Day 2024 in London.

UNIQA share price: attractive dividends

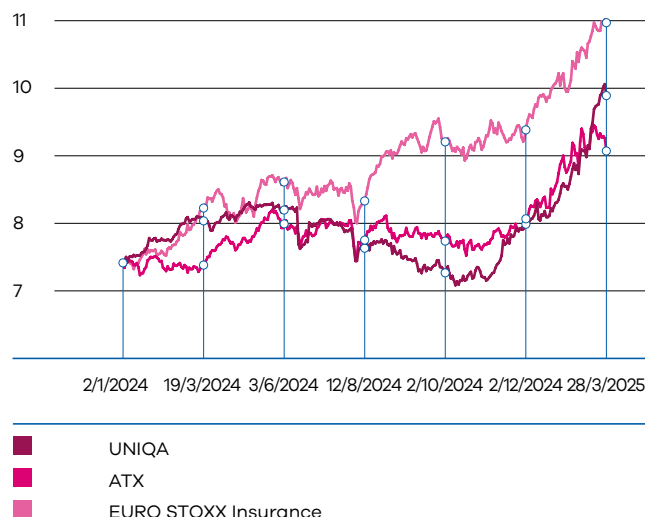
Following the successful re-IPO in October 2013 and the resulting sharp increase in liquidity, UNIQA shares have also been listed on Austria's leading **ATX** index **since 2014**, and since 2022 they have also been part of the ATX Top Dividend, which combines the 15 shares with the highest dividend yield on the Vienna Stock Exchange.

Share price rises again after decline in previous year

In the final year of the "UNIQA 3.0 – Seeding the Future" strategic programme, UNIQA shares rose slightly overall in 2024. Starting the year at €7.41, the share price rose steadily in the first few weeks of the year, reaching its high for the year of €8.31 on 29 April 2024. However, this fell again in the second half of the year and recorded its low for the year of €7.08 on 4 November.

UNIQA shares then recovered again and gradually increased in value, ultimately closing the 2024 stock market year at €7.83. This represents a year-on-year **increase overall of 5.0 per cent**. The EURO STOXX Insurance, the benchmark index for the European insurance industry, rose by 25.9 per cent in the same period, while the ATX was up by 6.6 per cent. At the beginning of 2025, the price of UNIQA shares continued to rise and was at €9.08 on 10 March 2025.

UNIQA share performance
In € (indexed)



Our equity story

- Diversified income and profit streams
- Stability with a focus on efficiency in Austria
- Accelerated growth and profitability in CEE
- Potential for healthcare services outside of insurance
- Robust capital position and strong governance
- Progressive dividend policy

	IFRS 9/17			IFRS 4/IAS 39	
UNIQA Group key figures In €	2024	2023	2022 ¹⁾	2021	2020
UNIQA share price as at 31 December	7.83	7.46	7.00	8.07	6.40
High	8.31	8.31	8.48	8.40	9.95
Low	7.08	7.05	5.99	6.30	4.78
Average daily turnover (in € million)	2.2	3.4	3.8	3.5	4.3
Market capitalisation as at 31 December (in € million)	2,403.5	2,290.0	2,148.8	2,477.2	1,964.6
Average number of shares in circulation	306,965,261	306,965,261	306,965,261	306,965,261	306,965,261
Earnings per share	1.13	0.99	0.83	1.03	0.06
Dividend per share	0.60 ²⁾	0.57	0.55	0.55	0.18

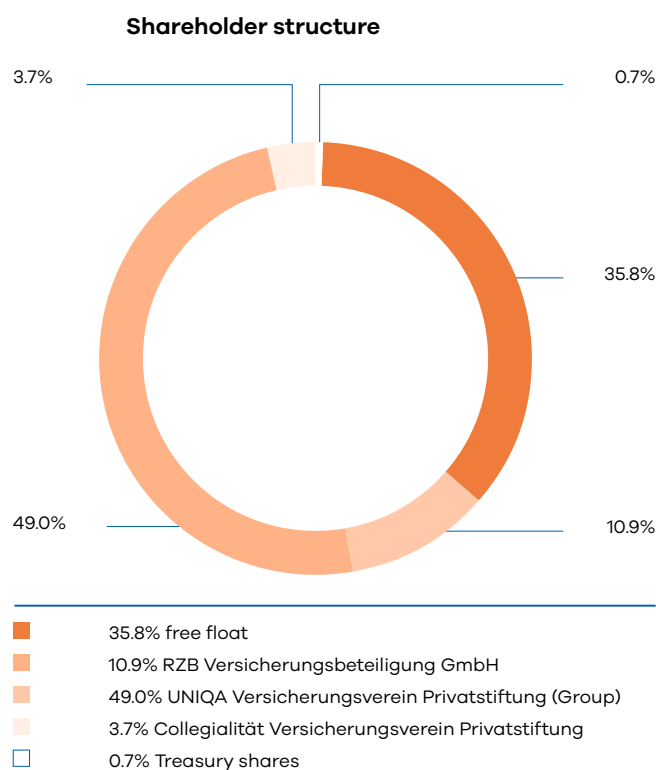
1) The figures for 2022 were calculated pro forma in accordance with IFRS 9/17 in the interest of better comparability.

2) Proposal to the Annual General Meeting

Shareholder structure virtually unchanged

The shareholder structure of the UNIQA Group remained stable in 2024: The core shareholder UNIQA Versicherungsverein Privatstiftung (Group) continues to hold a total of 49.0 per cent of UNIQA shares. Of these, 41.3 per cent belong to Austria Versicherungsverein Beteiligungs-Verwaltungs GmbH, while UNIQA Versicherungsverein Privatstiftung holds 7.7 per cent. Raiffeisen Bank International AG is another core shareholder that holds 10.9 per cent of shares through RZB Versicherungsbeteiligung GmbH. Finally, the core shareholder Collegialität Versicherungsverein Privatstiftung holds 3.7 per cent of the UNIQA shares. As in the previous year, the portfolio of treasury shares amounted to 0.7 per cent. The free float amounted to 35.8 per cent by the end of 2024, and therefore represented more than one-third of total shares and a value of around €850 million.

The shares of the three core shareholders are counted together as a result of their pooled voting rights. Reciprocal purchase option rights have also been agreed.



Dividend proposed of €0.60

As we are aware of our responsibility for UNIQA's **long-term sustainable development** and the capital invested by our shareholders, it is important to us that UNIQA shareholders enjoy a reasonable portion of the company's profits. On the basis of the separate financial statements of UNIQA Insurance Group AG, the Management Board will therefore propose to the Annual General Meeting the payment of a dividend of **€0.60 per dividend-bearing share** for the 2024 financial year. In total, this corresponds to a distribution of €184 million.

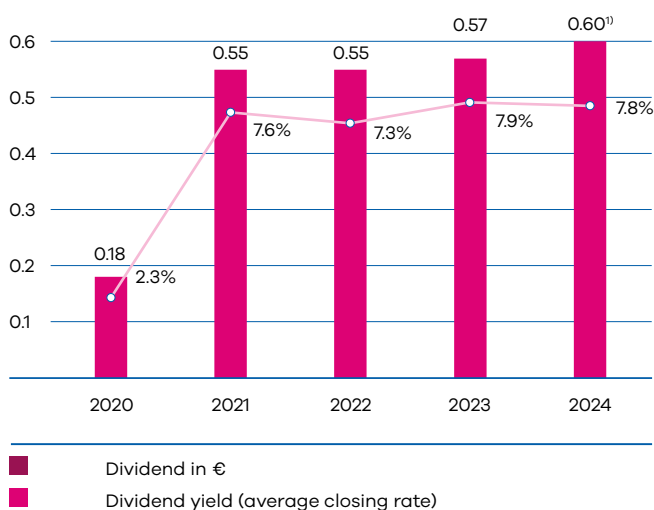
In continuous dialogue with the financial community

We attach the utmost importance to providing our shareholders, analysts, as well as the entire financial community with **regular, comprehensive and up-to-date** information regarding our company's ongoing performance and strategy. To this end, the UNIQA management team was once again available in 2024 to answer the questions of investors and analysts at numerous roadshows, investor conferences and one-on-one meetings. We also held Capital Market Days in London and Vienna in December 2024 and January 2025, where we presented our new "UNIQA 3.0 – Growing Impact" strategic programme to a broad audience.

We presented our "UNIQA 3.0 – Growing Impact" strategy for the next four years at a **Capital Markets Day** in London on 11 December 2024. The focus is on profitable growth, further efficiency improvements, the expansion of our strong market position in Austria and the CEE region, consistent digitalisation and strategic investments in the healthcare sector. We are aiming for average premium growth of around 5 per cent per year until 2028, while profitability should continue to increase with a combined ratio (loss/cost ratio) of less than 94 per cent and annual earnings growth of at least 6 per cent. The new strategy also reaffirms our progressive dividend policy with a payout ratio of 50 to 60 per cent.

Development of UNIQA dividends

In €



1) Proposal to the Annual General Meeting



Kurt Svoboda and René Knapp at the Culture Office Workshop 2024

All reports and corporate information can also be accessed online at **www.uniqagroup.com**. In addition, our investor relations team is always happy to answer individual questions:

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Investor Relations
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UNIQA shares – information

Ticker symbol	UQA
Reuters	UNIQ.VI
Bloomberg	UQA AV
ISIN	AT0000821103
Market segment	Vienna Stock Exchange – prime market
Trading segment	Official market
Indices	ATX, ATX FIN, ATX TD, VÖNIX, MSCI Europe Small Cap
Number of shares	309,000,000

UNIQA bonds: solidly financed on a sustainable basis

Subordinated bonds: long-term component of our capital structure

In addition to equity, subordinated capital takes second place in terms of financing our insurance business: UNIQA had **three subordinated bonds** outstanding as at 31 December 2024 with a total nominal value of around €900 million. The weighted average interest rate of our subordinated bonds was 3.88 per cent as at 31 December 2024.

Green Bonds: active investments in a sustainable future

€575 million of these €900 million are attributable to so-called green bonds. Within the scope of the respective issues, we have committed ourselves to making investments in equal amounts in renewable energy projects (wind and solar parks) as well as in sustainable waste management (waste separation and recycling including energy production) and mobility (rail transport, local public transport). We see a positive trend here in terms of climate protection: sustainability has become a determining factor in investment decisions.

RESEARCH

The following investment banks currently publish regular research reports on UNIQA shares:

- AlphaValue
- Erste Group
- Kepler Cheuvreux
- ODDO BHF
- UBS

Senior bond: favourable long-term financing

In addition, there is currently a senior bond with a nominal value of **€600 million** on the market, which we issued in July 2020 in connection with the acquisition of the former AXA companies in CEE. The bond has a remaining term of 5.5 years and a coupon of 1.375 per cent.

Standard & Poor's confirms robust capitalisation

The current **A-** rating from **Standard & Poor's** (S&P) for UNIQA Insurance Group AG reflects our continued financial strength. This is based on our diversified product portfolio, our profitable business model, our market leadership in private health insurance in Austria and our first-class capitalisation. In June 2024, S&P again confirmed our rating of A- (with a stable outlook) and even raised the **financial risk profile** from "strong" to "**very strong**", as this has improved sustainably in recent years following the acquisition of AXA's CEE business. The subordinated bonds currently outstanding are attributed entirely to capital by S&P and are therefore a long-term component of our capital strategy.

Financial calendar 2025

16 May	Solvency and Financial Condition Report 2024
23 May	First Quarter Results 2025, Record date for the Annual General Meeting
2 June	Annual General Meeting
12 June	Ex-dividend date
13 June	Dividend record date
16 June	Dividend payment date
22 Aug.	Half-Year Financial Report 2025
20 Nov.	First to Third Quarter Results 2025

