

STRATEGY OF THE SAVA INSURANCE GROUP FOR 2023–2027



AMONG GOOD PEOPLE

Our vision

We are building a customer-centric, flexible and sustainability-oriented insurance group

Key strategic priorities of the Sava Insurance Group

We remain a leading insurance group in south-eastern Europe, where we are present in six countries of the region.



Client at the centre

- Integrating all customer touchpoints with the central CRM platform
- Automating and digitising customer communication
- Streamlining underwriting processes and customer support
- Introducing digital and self-care solutions
- Designating content administrators for digital customer service solutions



Optimising business processes

- Continuous monitoring of processes and analysing potential opportunities for improvements
- Developing a methodological approach to process optimisation
- Transforming complex processes into simple solutions
- Continuous professional training and preparing employees for the digital transformation journey
- Focusing performance monitoring on agile processes that free up human resources and reduce operating expenses



Building sustainability

- Reducing greenhouse gas emissions of the investment portfolio by 10% per year
- Cutting own emissions by 55% by 2030 (scope 1 and 2), with the attainment of this goal dependent on government-level action of the countries where we are present
- Keeping premium income from activities on the sensitive list of the Group's guidelines for responsible underwriting below 2% of non-life insurance premiums
- Increasing the share of ESG investments to exceed 20% of the Group's investment portfolio by 2027

Credit rating

A

stable

S&P Global Ratings
AM Best



<https://www.sava-re.si/en-si/investor-relations/strategy/>

Dividend policy

Sava Re aims to distribute between 35% and 45% of the net profit of the Sava Insurance Group each year over the period 2023–2027.

Targets for 2023–2027

Growth in operating revenue*

average annual

> 4%

Operating revenue*

in 2027

> €900m

Return on equity

9.5–10.5%

Solvency ratio

optimal capitalisation

170–210%

Combined ratio

non-life insurance + reinsurance

< 95%

Return on investment portfolio

rising to

2.2%

by 2027

* Gross premiums written for (re)insurance companies and operating revenue for non-insurance companies.