



## Life Insurance Statistics Survey

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HELLENIC  
ASSOCIATION  
OF INSURANCE  
COMPANIES

Total 2023

## Executive Summary

- Survey Points**
- Total year 2023: Life and Health insurance statistics
  - Examines insurance operations based on the covered risk
    - Life insurance
    - Health - Accident - Sickness insurance
    - Life insurance linked to investments
  - Separates Life insurance into individual and group schemes
  - Breaks down insurance premium per distribution channel

- Survey Participation**
- 20 Insurance Enterprises
    - 4 Life Insurance Enterprises
    - 16 Life, Accident, Sickness and other Insurance Enterprises
  - 99.5% of the total premium production of Life & Health insurance coverages

	<u>2023</u>	<u>2022</u>
<b>Survey Findings</b>		
○ Life & Health Insurance total Premium (€)	<b>2,974,532,695</b>	<b>2,770,159,033</b>
Of which:		
– Individual Insurance	<b>2,205,080,281</b>	<b>2,094,337,998</b>
– Group Insurance	<b>769,452,414</b>	<b>675,821,035</b>
○ Number of contracts	<b>1,788,283</b>	<b>1,805,225</b>
Of which:		
– Individual Insurance	<b>1,779,111</b>	<b>1,797,103</b>
– Group insurance	<b>9,172</b>	<b>8,122</b>
○ Paid Claims (€)	<b>2,185,080,861</b>	<b>1,749,421,014</b>
Of which:		
– Individual Insurance	<b>1,464,589,253</b>	<b>1,294,245,180</b>
– Group Insurance	<b>720,491,608</b>	<b>455,175,834</b>

## The research

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Life and Pensions HAIC Committee, after considering the need for comprehensive information of insurance enterprises active in Life Insurance, continued for yet another year the systematic collection of the relevant statistical data.

In this context, HAIC sent the redesigned statistical questionnaire to the insurance enterprises members, focusing on the recording of production and claims figures for the year 2023, in the perspective of the insured risk. Therefore, the questionnaire:

- Separates Life insurance into individual and group schemes
- Examines insurance operations based on the insurance branch (Life insurance, Health - Accident - Sickness insurance, Life insurance linked to investments), for individual Insurance
- Accordingly, it divides the insurance operations of group insurance schemes into: borrower's (credit life) insurance - employees group insurance - group pension funds
- Breaks down insurance premium per distribution channel

The 2023 survey includes data of 20 insurance enterprises with establishment status, which gathered 99,5% of premium production (including policy fees) in Life and Health insurance, according to the full data of the insurance market for 2023. Of the above enterprises, 4 are operating only in Life Insurance while 16 are operating in Life, Accident, Sickness and other Insurance.

The data used came from the specialized questionnaire to which the Insurance Member-Enterprises were invited to respond. This report summarizes their responses for the whole of 2023, while the comparative graphs show the corresponding findings for previous years.

The totals for past years are not directly comparable with each other, as they do not necessarily come from exactly the same insurance enterprises. Also, a few comparisons are not shown for specific groups where there is a difference in definition in the year 2023 compared to previous years (transition from coverage to insurance branch).

## Survey Results

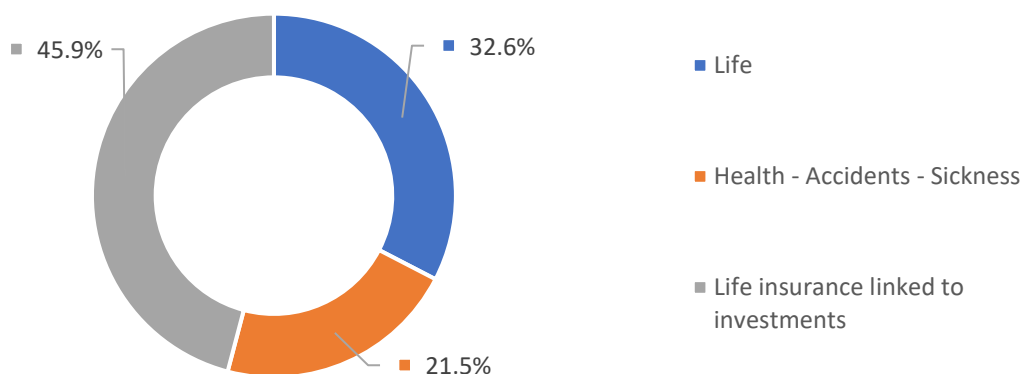
### A1. Premium Production – Total Premium

Processing the replies of the 2023 questionnaire (for 2022 the figures of the respective survey are recorded) results the following:

**Table 1: Total Insurance Premium (€)**

		2023		2022	
Individual Insurance	Life <sup>1</sup>	719,804,559	32.6%	1,241,361,823	59.3%
	Health - Accidents - Sickness <sup>2</sup>	473,320,717	21.5%		
	Life insurance linked to investments	1,011,955,005	45.9%	852,976,175	40.7%
	<b>Total</b>	<b>2,205,080,281</b>	<b>100.0%</b>	<b>2,094,337,998</b>	<b>100.0%</b>
Group Insurance	Borrowers (Credit Life)	46,743,525	6.1%	54,442,265	8.0%
	Employees (Life – Health – Accident)	317,660,111	41.3%	278,220,997	41.2%
	Pension Funds	405,048,778	52.6%	343,157,773	50.8%
	<b>Total</b>	<b>769,452,414</b>	<b>100.0%</b>	<b>675,821,035</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>2,974.532,695</b>		<b>2,770,159,033</b>	

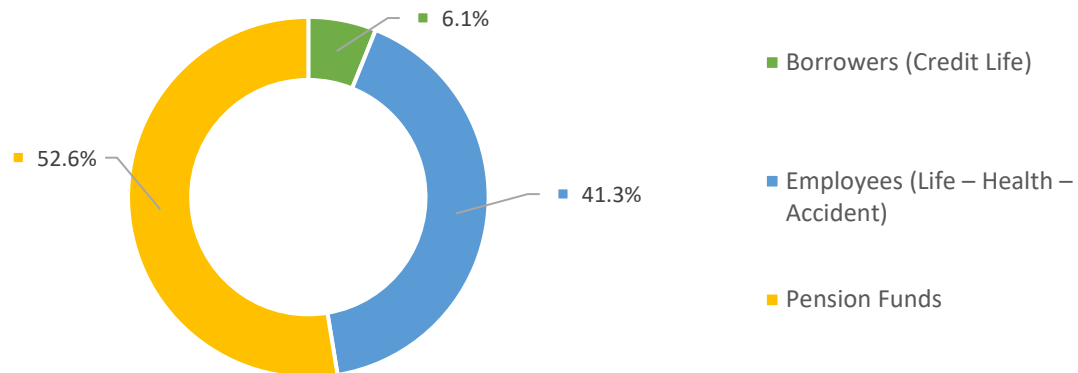
**Figure 1: Individual Insurance Premium Composition 2023 (%)**



<sup>1</sup> Individual life insurance and complementary insurance for the year 2023

<sup>2</sup> Stand-alone health, accident and sickness contracts of individual insurance for the year 2023

**Figure 2: Group Insurance Premium Composition 2023 (%)**



The annual **increase** of total production in Life & Health Insurance premium for the insurance enterprises participated in the survey reached **7.4%**, broken down into an increase of 5.3% in Individual Insurance and 13.9% in Group Insurance.

Also, a sum of € 9.00 million reinsurance premium was recorded in individual and group insurance.

**Figure 3: Individual Insurance Premium Evolution**

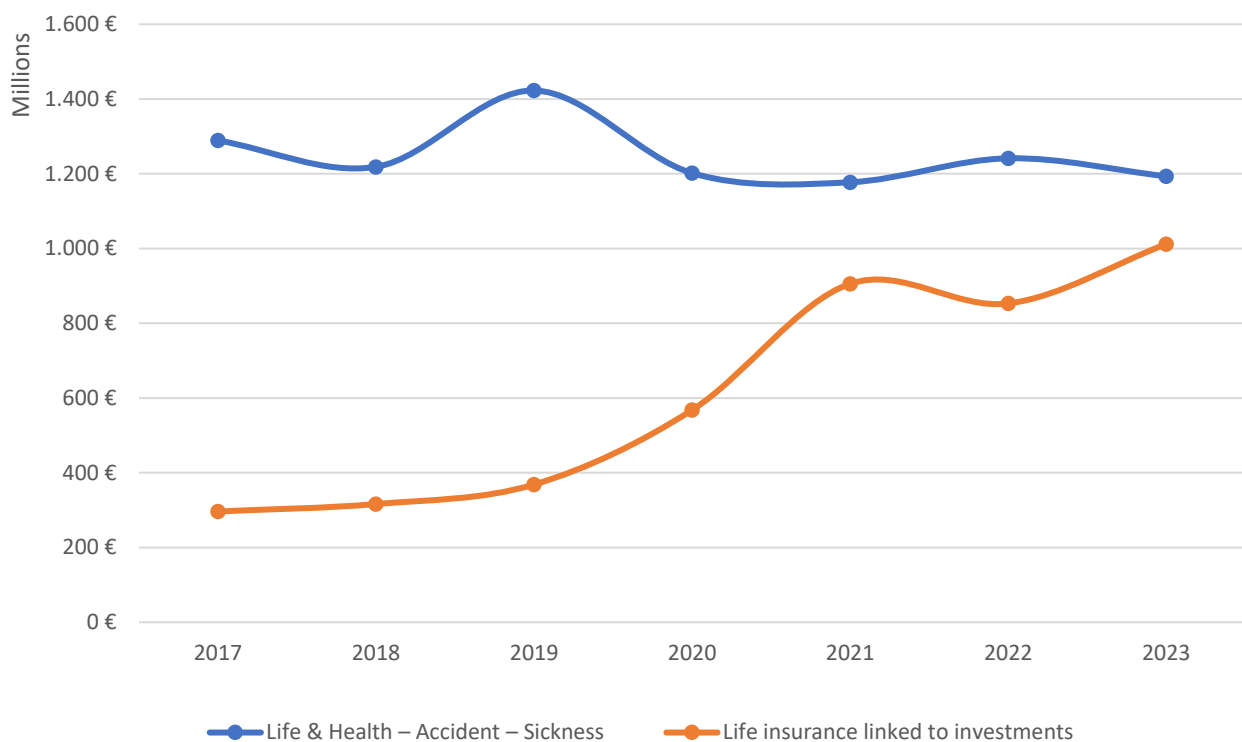
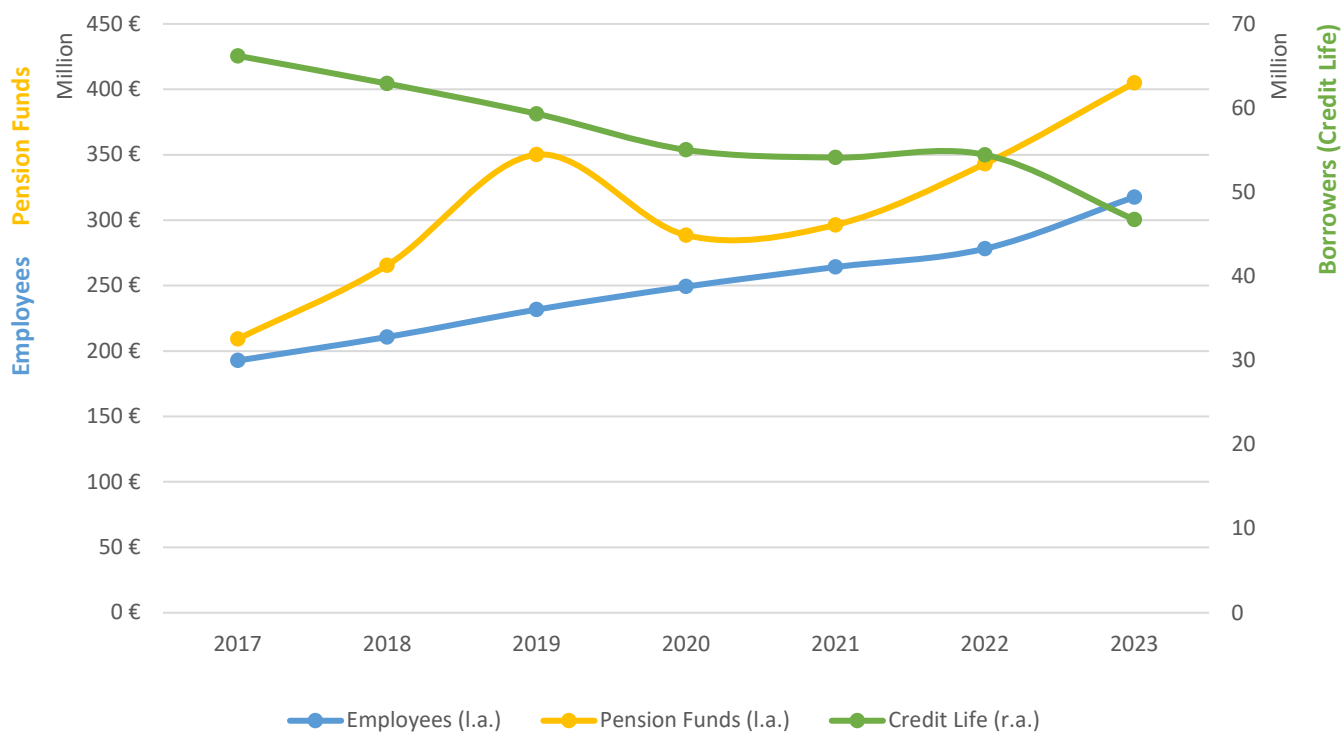


Figure 4: Group Insurance Premium Evolution



## A2. Premium Production – Analysis by branch and coverage

Analysis of individual Life & Health insurance premium production:

**Table 2: Individual Life Insurance Premium Production 2023 (€)**

Branch I: Life Insurance		Periodic Premium	Single Premium	Total 2023	%
Individual Insurance	I1.(a) Lifetime, Term, Death	52,218,415	14,976,197	67,194,612	9.3%
	I1.(b) Survival, Combined etc.	147,466,955	74,093,772	221,560,727	30.8%
	I2. Annuity	110,982,963	525,511	111,508,474	15.5%
	I1 & I2 previous bussines	----	186,522	186,522	0.01%
	I3. (a) Complementary Insurance of I1, I2 – Hospital schemes	287,810,154	----	287,810,154	40.0%
	I3. (b) Complementary Insurance of I1, I2 - Other Coverages	31,544,070		31,544,070	4.4%
	<b>Total</b>	<b>630,022,557</b>	<b>89,782,002</b>	<b>719,804,559</b>	<b>100.0%</b>

**Table 3: Individual Life Insurance Premium Production – Accident – Sickness (stand-alone) 2023 (€)**

		2023	%
Individual Insurance	Hospital schemes	430,226,861	90.9%
	Other Coverages	43,093,856	9.1%
	<b>Total</b>	<b>473,320,717</b>	<b>100.0%</b>

**Table 4: Individual Life Insurance Linked to Investments Premium Production 2023 (€)**

		2023	%
Individual Insurance	Periodic Premium	504,811,280	49.9%
	Single Premium	507,143,725	50.1%
	<b>Total</b>	<b>1,011,955,005</b>	<b>100.0%</b>

Analysis of group insurance premium production

**Table 5: Borrowers' (Credit Life) Insurance Premium Production 2023 (€)**

		Total 2023	%
Group Insurance	1. Credit Life	37,433,264	80.1%
	2. Complementary Credit Life (Accident & Health)	9,310,261	19.9%
	<b>Total</b>	<b>46,743,525</b>	<b>100.0%</b>

**Table 6: Group Employees Insurance (Life - Health - Accident) Premium Production 2023 (€)**

		2023	%
Group Insurance	1. Group Life	46,989,774	14.8%
	2. Group Medical	239,900,617	75.5%
	3. Complementary Insurance (Group Accident & Health)	30,769,720	9.7%
	<b>Total</b>	<b>317,660,111</b>	<b>100.0%</b>

**Table 7:** Group Pension Funds Premium Production 2023 (€)

		2023	%
Group Insurance	Periodic Premium	311,017,024	<b>76.8%</b>
	Single Premium	94,031,754	<b>23.2%</b>
	<b>Total</b>	<b>405,048,778</b>	<b>100.0%</b>

### A3. Production of premium - New Business

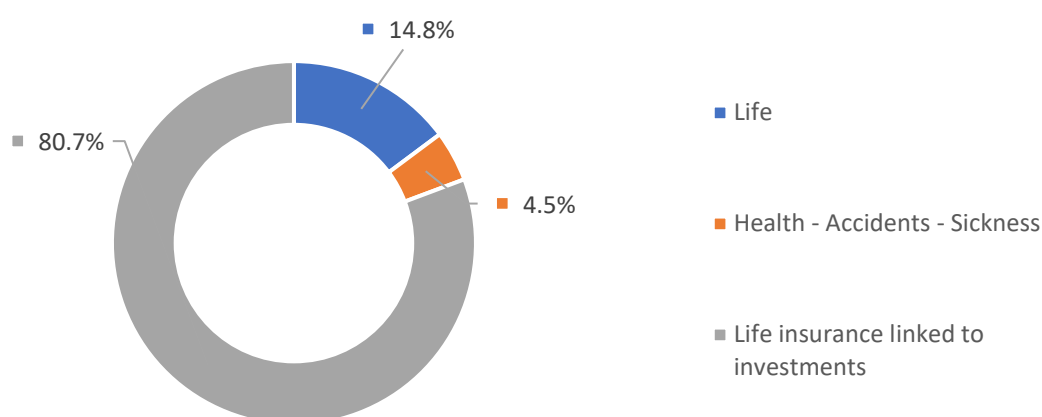
Out of the total Insurance premium in 2023, a sum of € 904.4million corresponds to new business in the branch (of which € 792.3 million in individual insurance and € 112.1 million in group insurance).

The corresponding amounts of new business in 2022 were € 833.2 million in total (of which € 741,6 million in individual and € 91.6 million in group).

**Table 8: Total Insurance Premium – New Business (€)**

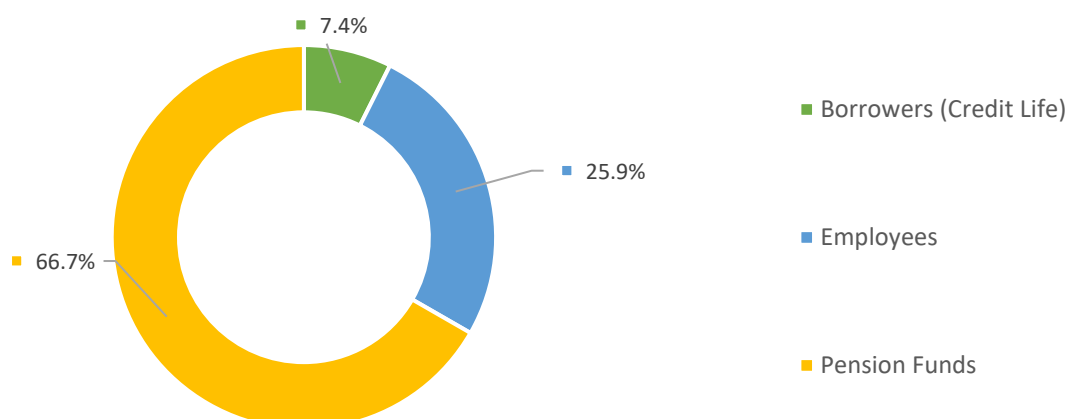
		2023		2022	
Individual Insurance	Life <sup>3</sup>	117,081,597	14.8%	232,438,680	31.3%
	Health - Accidents - Sickness <sup>4</sup>	35,716,255	4.5%		
	Life insurance linked to investments	639,532,134	80.7%	509,113,661	68.7%
	<b>Total</b>	<b>792,329,986</b>	<b>100.0%</b>	<b>741,552,341</b>	<b>100.0%</b>
Group Insurance	Borrowers (Credit Life)	8,339,992	7.4%	913,842	1.0%
	Employees (Life – Health – Accident)	28,995,386	25.9%	39,018,484	42.6%
	Pension Funds	74,725,727	66.7%	51,680,064	56.4%
	<b>Total</b>	<b>112,061,105</b>	<b>100.0%</b>	<b>91,612,390</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>904,391,091</b>		<b>833,164,731</b>	

**Figure 5: New Business Individual Insurance Premium Composition 2023 (%)**



<sup>3</sup> Individual life insurance and complementary insurance for the year 2023

<sup>4</sup> Stand-alone health, accident and sickness contracts of individual insurance for the year 2023

**Figure 6: New Business Group Insurance Premium Composition 2023 (%)**

The annual **increase** compared to 2022 in new business of insurance enterprises participating in this survey reached **8.5%**, broken down into an increase 6.8% in individual insurance and a 22.3% increase in group insurance.

For year 2023 New Business, single premium amounted to € 642.5 million in total (of which € 587.3 million in individual insurance and € 55.2 million in group insurance).

**Table 3: New Business 2023 Analysis (€)**

		2023		
		Periodic Premium	Single Premium	Total New Business
Individual Insurance	Life	27,486,117	89.595.480	<b>117,081,597</b>
	Health - Accidents - Sickness	-----		<b>35.716.255</b>
	Life insurance linked to investments	141,872,425	497.659.709	<b>639,532,134</b>
	Total Individual			<b>792,329,986</b>
Group Insurance	Borrowers	----		<b>8,339,992</b>
	Employees (Life – Health – Accident)	----		<b>28,995,386</b>
	Pension Funds	19,515,200	55,210,527	<b>74,725,727</b>
	Total Group			<b>112,061,105</b>
<b>Grand Total</b>				<b>904,391,091</b>

#### A4. Premium production - New business - Breakdown by branch and coverage

Analysis of new business in Life & Health Individual insurance:

**Table 10:** Analysis of New Business - Life & Health Individual Insurance 2023(€)

		Periodic Premium	Single Premium	New Business Total	%
Individual Insurance	I1.(a) Lifetime, Term, Death	6,415,589	14,976,197	<b>21,391,786</b>	<b>18.3%</b>
	I1.(b) Survival, Combined etc.	1,225,228	74,093,772	<b>75,319,000</b>	<b>64.3%</b>
	I2. Annuity	795,656	525,511	<b>1,321,167</b>	<b>1.1%</b>
	I3. (a) Complementary Insurance of I1, I2 – Hospital schemes	16,078,458	---	<b>16,078,458</b>	<b>13.7%</b>
	I3. (b) Complementary Insurance of I1, I2 - Other Coverages	2,971,186	---	<b>2,971,186</b>	<b>2.6%</b>
	<b>Total</b>	<b>27,486,117</b>	<b>89,595,480</b>	<b>117,081,597</b>	<b>100.0%</b>

**Table 11:** Analysis of New Business Individual Life Insurance Premium Production - Accident – Sickness (stand-alone) 2023 (€)

		2023	%
Individual Insurance	Hospital schemes	30,601,731	<b>85.7%</b>
	Other Coverages	5,114,524	<b>14.3%</b>
	<b>Total</b>	<b>35,716,255</b>	<b>100.0%</b>

**Table 12:** Analysis of New Business- Individual Life Insurance Linked to Investments Premium Production 2023 (€)

		2023	%
Individual Insurance	Periodic Premium	141,872,425	<b>22.2%</b>
	Single Premium	497,659,709	<b>77.8%</b>
	<b>Total</b>	<b>639,532,134</b>	<b>100.0%</b>

Analysis of group insurance premium production

**Table 13:** Analysis of New Business - Borrowers' (Credit Life) Insurance Premium Production 2023 (€)

		Periodic Premium	Single Premium	Total 2023	%
Group Insurance	1. Credit Life	1,526,636	5,742,465	<b>7,269,101</b>	<b>87.2%</b>
	2. Complementary Credit Life (Accident & Health)	806,583	264,308	<b>1,070,891</b>	<b>12.8%</b>
	<b>Total</b>	<b>2,333,219</b>	<b>6,006,773</b>	<b>8,339,992</b>	<b>100.0%</b>

**Table 14:** Analysis of New Business - Group Employee Insurance (Life - Health - Accident) Premium Production 2023 (€)

		2023	%
Group Insurance	1. Group Life	4,283,432	<b>14.8%</b>
	2. Group Medical	22,138,905	<b>76.3%</b>
	3. Complementary Insurance (Group Accident & Health)	2,573,049	<b>8.9%</b>
	<b>Total</b>	<b>28,995,386</b>	<b>100.0%</b>

**Table 15:** Analysis of New Business - Group Pension Funds Premium Production 2023 (€)

		2023	%
Group Insurance	Periodic Premium	19,515,200	<b>26.1%</b>
	Single Premium	55,210,527	<b>73.9%</b>
	<b>Total</b>	<b>74,725,727</b>	<b>100.0%</b>

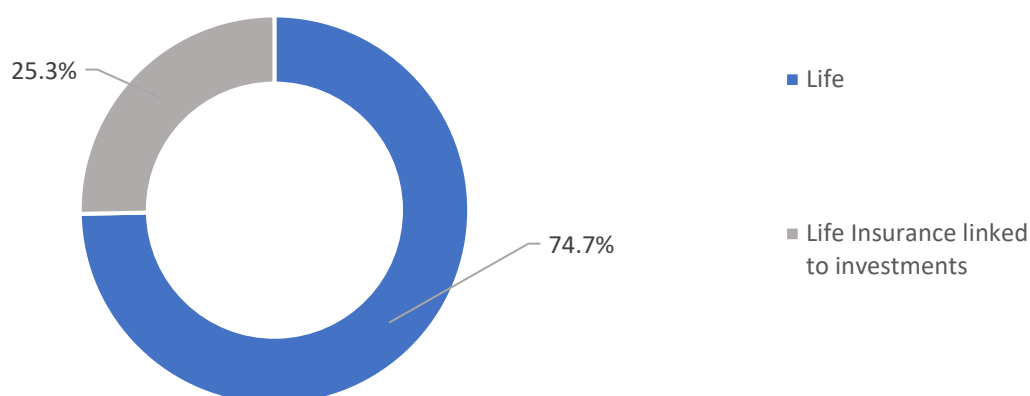
## B. Number of contracts

### B.1 Number of contracts - Total business

**Table 16:** Number of Contracts

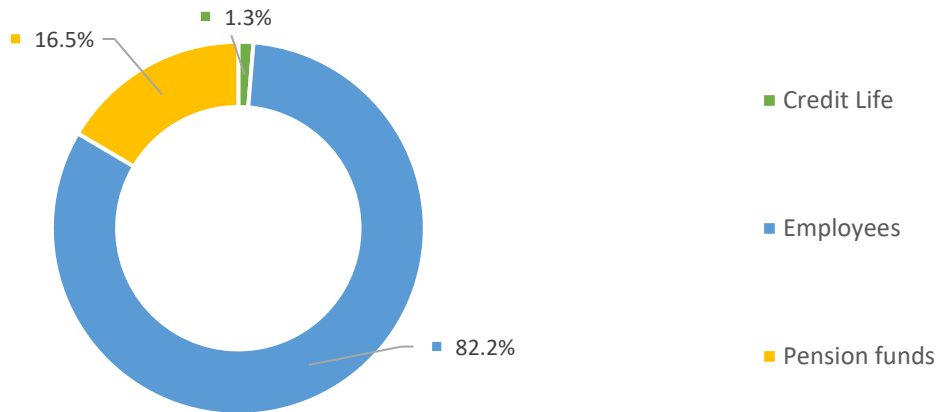
		2023		2022	
Individual Insurance	Life <sup>5</sup>	1,328,110	74.7%	1,407,279	78.3%
	Life Insurance linked to investments	451,001	25.3%	389,824	21.7%
	<b>Total</b>	<b>1,779,111</b>	<b>100.0%</b>	<b>1,797,103</b>	<b>100.0%</b>
Group Insurance	Borrowers (Credit Life)	121	1.3%	186	2.3%
	Employees (Life – Health – Accidents)	7,537	82.2%	6,705	82.6%
	Pension funds	1,514	16.5%	1,231	15.2%
	<b>Total</b>	<b>9,172</b>	<b>100.0%</b>	<b>8,122</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>1,788,283</b>		<b>1,805,225</b>	

**Figure 7:** Personal Insurance Contract Composition 2023 (%)



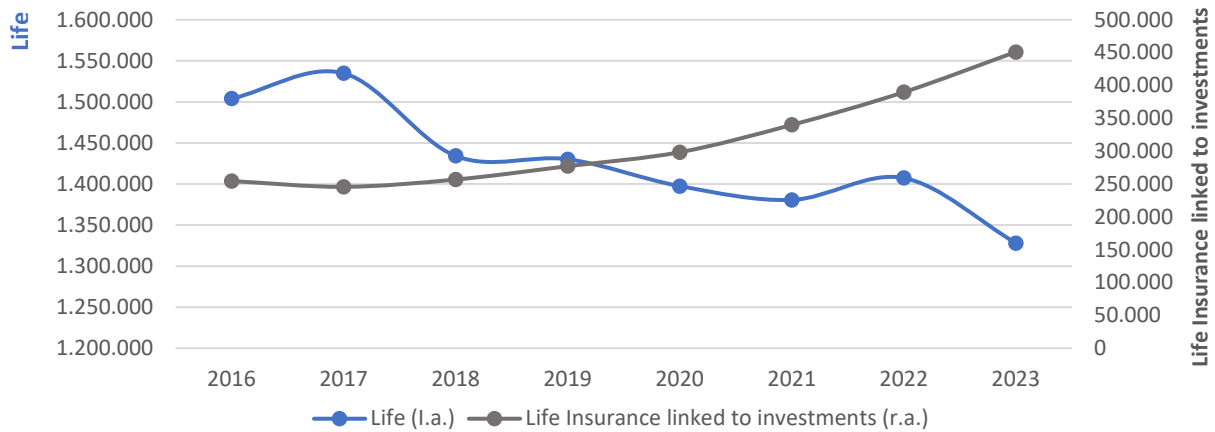
<sup>5</sup> Individual Life and Complementary insurance for the year 2023

**Figure 8: Group Insurance Contract Composition 2023 (%)**

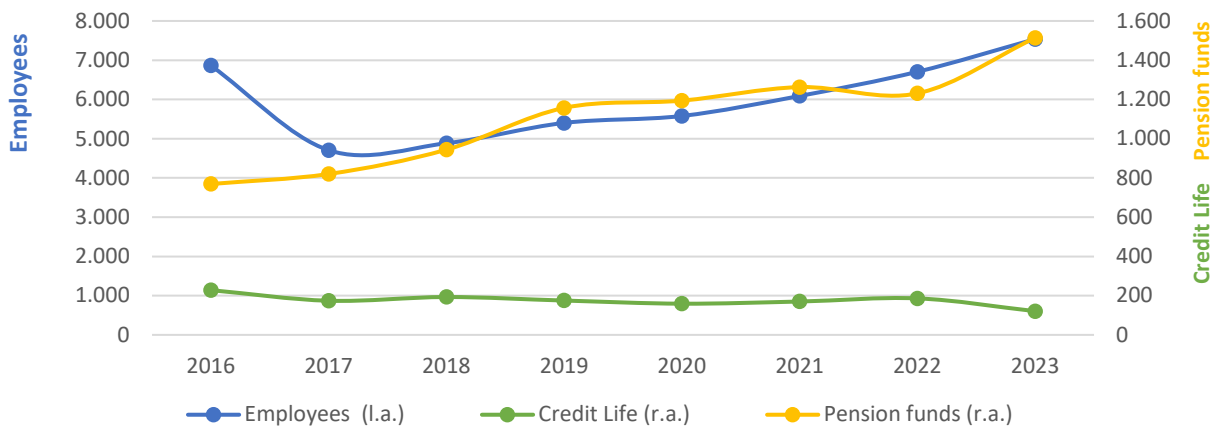


The **decrease** in number of contracts of the insurance enterprises participating in the present survey compared to 2022, reached **0.9%** in total, driven by a decrease of 1.0% in individual contracts and an increase of 12.9% in group policies.

**Figure 9: Individual Insurance Contract Evolution**



**Figure 10: Group Insurance contract Evolution**



## B.2 Number of contracts – Analysis by coverage

Number of Individual Insurance contracts analysis:

**Table 17:** Number of Individual Life Insurance contracts analysis 2023

		Number of contracts	Free
Individual Insurance	<b>New Business</b>	<b>115,287</b>	
	of which		
	I1. Lifetime, Term, Death, Survival, Combined etc.	114,955	
	I2. Annuity	332	
	<b>Previous period business</b>	<b>1,212,823</b>	<b>217,551</b>
	of which		
	I1. Lifetime, Term, Death, Survival, Combined etc.	1,026,445	192,210
	I2. Annuity	186,378	25,341
<b>Total</b>	<b>1,328,110</b>	<b>217,551</b>	

**Table 18:** Number of Linked to insurance Individual Life Insurance contracts analysis 2023

		Number of contracts	Free
Individual Insurance	New Business	94,180	
	Previous period business	356,821	32,656
	<b>Total</b>	<b>451,001</b>	

Number of Group Insurance contracts analysis:

**Table 19:** Borrowers Group Insurance contracts analysis 2023

Borrowers Insurance (Credit Life)		Number of contracts
Group Insurance	<b>New Business</b>	<b>10</b>
	of which	
	Periodic Premium	8
	Single Premium	2
	<b>Previous period business</b>	<b>111</b>
	<b>Total</b>	<b>121</b>

**Table 20:** Employees (Life – Health – Accident) Group Insurance contracts analysis 2023

Employees Group Insurance		Number of contracts
Group Insurance	New Business	1,751
	Previous period business	5,786
	<b>Total</b>	<b>7,537</b>

**Table 21:** Group Pension Funds contracts analysis 2023

Group Pension Funds		Number of contracts
Group Insurance	New Business	149
	Previous period business	1,365
	<b>Total</b>	<b>1,514</b>

## C. Number of Insured

Following is the breakdown of the number of insured individuals covered by the contracts mentioned in the previous section. The count is not unique so the inclusion of an insured individual in more than one contracts cannot be excluded.

### C.1 Number of insured in Individual Insurance

**Table 22: Number of insured in Individual Insurance 2023**

		New Business	Previous period business	Total
Individual Insurance	Life Insurance	165,887	1,476,688	<b>1,642,575</b>
	Life Insurance linked to investments	90,030	312,331	<b>402,361</b>

### C.2 Number insured in Group Insurance 2023

**Table 23: Number insured in Group Insurance 2023**

		New Business	Previous period business	Total
Group Insurance	Borrowers (Credit Life)	19,306	1,040,554	<b>1,059,860</b>
	Employees (Life – Health – Accidents)	116,009	1,299,647	<b>1,415,656</b>
	Pension funds	3,534	83,222	<b>86,756</b>

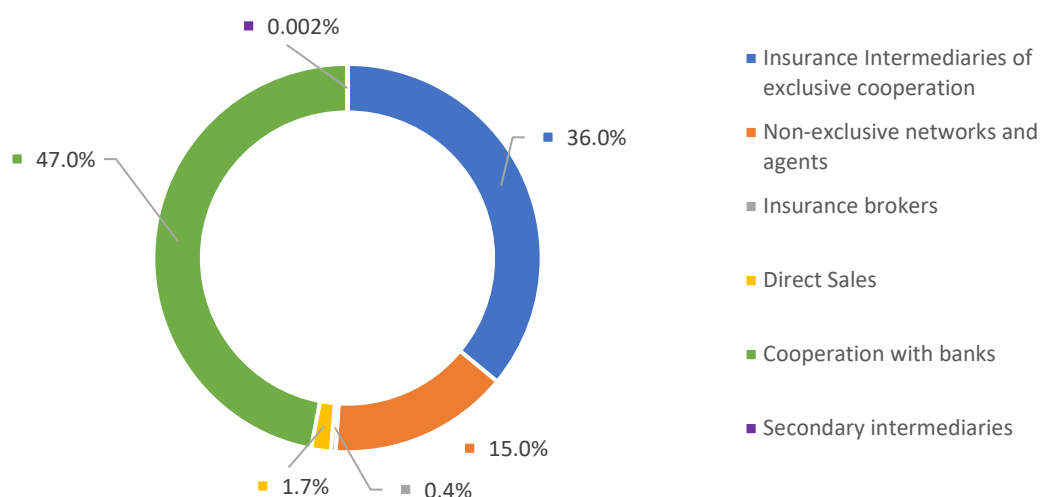
## D. Distribution channels<sup>6</sup>

Distribution of Individual Insurance premium production, by form of intermediation.

**Table 24:** Individual Insurance Premium (€)

	2023		2022	
	Value (€)	Share (%)	Value (€)	Share (%)
Insurance Intermediaries of exclusive cooperation	794,820,688	36.0%	763,843,693	36.5%
Non-exclusive networks and agents <sup>7</sup>	329,816,770	15.0%	291,213,398	13.9%
Insurance brokers	8,613,332	0.4%		
Direct Sales (online using a digital platform)	1,098,535	0.05%	239,364	0.01%
Direct Sales (Call Center, Direct mail)	29,501,487	1.3%	22,816,723	1.1%
Direct Sales (Corporate Sales, Insurance Employees)	5,709,004	0.3%	4,563,479	0.2%
Cooperation with banks	1,035,485,017	47.0%	1,011,661,341	48.3%
Secondary intermediaries	35,448	0.002%	---	---
<b>Total</b>	<b>2,205,080,281</b>	<b>100.0%</b>	<b>2,094,337,998</b>	<b>100.0%</b>

**Figure 11:** Individual Insurance Premium 2023 (%)



Direct sales of individual insurance for 2023 (in the graph above) include: Call center (Direct mail) 1.3%, Direct sales (Corporate sales, Insurance employees) 0.3% and Direct sales (Internet) 0.05%.

<sup>6</sup> Law 4583/2018 "Distribution of Insurance Products"

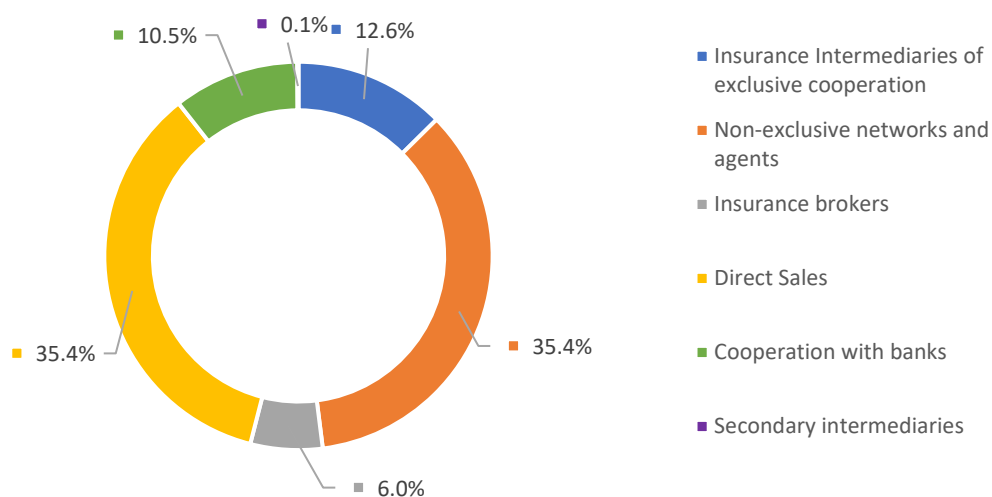
<sup>7</sup> In 2022: Non-exclusive insurance intermediaries

Distribution of group Insurance premium production, by form of intermediation.

**Table 25:** Group Insurance Premium (€)

	2023		2022	
	Value (€)	Percentage (%)	Value (€)	Percentage (%)
Insurance Intermediaries of exclusive cooperation	97,054,124	12.6%	72,828,125	10.8%
Non-exclusive networks and agents <sup>8</sup>	272,165,556	35.4%	272,241,485	40.3%
Insurance brokers	46,201,027	6.0%		
Direct Sales (online using a digital platform)	0	0.0%	52,369	0.01%
Direct Sales (Call Center, Direct mail)	57,978,730	7.5%	51,800,750	7.6%
Direct Sales (Corporate Sales, Insurance Employees)	214,300,909	27.9%	187,613,169	27.8%
Cooperation with banks	80,725,234	10.5%	91,285,137	13.5%
Secondary intermediaries	1,026,834	0.1%		
<b>Total</b>	<b>769,452,414</b>	<b>100.0%</b>	<b>675,821,035</b>	<b>100.0%</b>

**Figure 12:** Group Insurance Premium 2023 (%)



Direct sales of group insurance for 2023 (in the graph above) include: Direct sales (Call center, Direct mail) 7.5%, Direct sales (Corporate sales, Insurance employees) 27.9%.

<sup>8</sup> In 2022: Non-exclusive insurance intermediaries

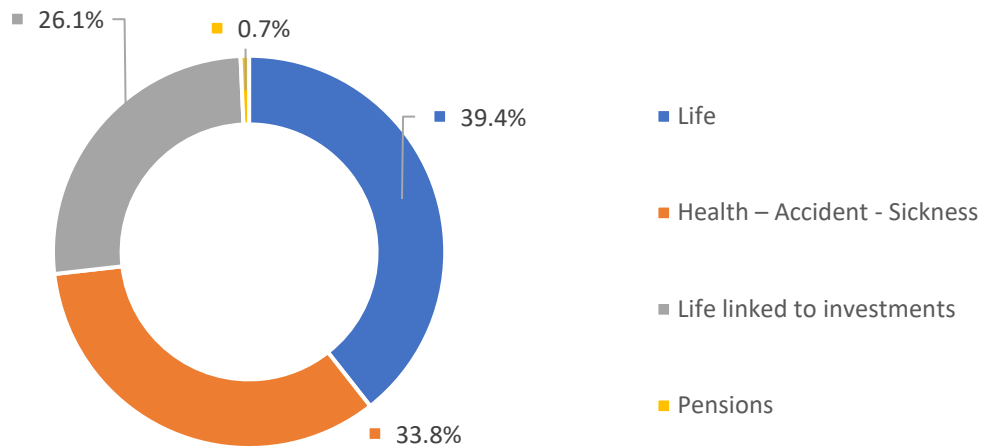
## E. Indemnities

Indemnities analysis by branch of activity and coverage

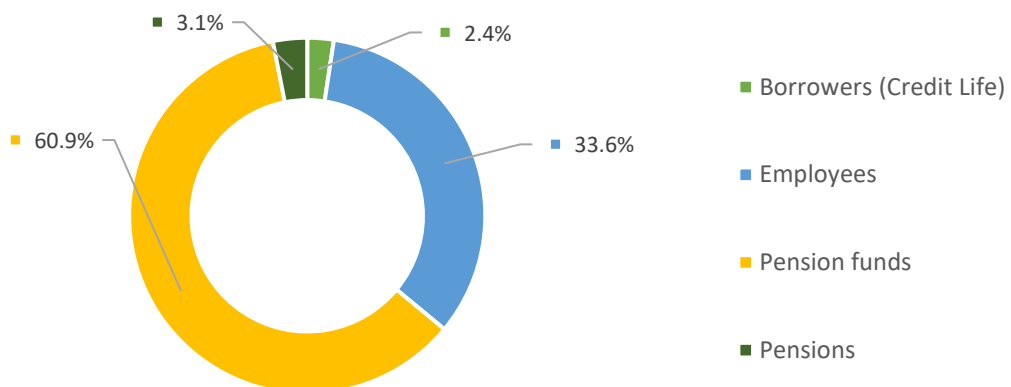
Table 26: Total Indemnities (€)

		2023		2022	
Individual Insurance	<b>Life</b>	<b>577,832,596</b>	<b>39.4%</b>	<b>502,766,006</b>	<b>38.8%</b>
	of which				
	I1. Survival, Death, Combined etc.	392,785,709	26.8%		
	I2. Annuities (One-off)	185,046,887	12.6%		
	<b>Health – Complementary</b>	<b>494,992,528</b>	<b>33.8%</b>	<b>428,186,953</b>	<b>33.1%</b>
	of which				
	(a) Hospital schemes	211,360,206	14.4%		
	(b) Other Coverages	19,401,120	1.3%		
	(c) Hospital schemes – Stand – alone contracts Accident - Sickness	252,059,591	17.3%		
	(d) Other Coverages - Stand – alone contracts Accident - Sickness	12,171,611	0.8%		
	<b>Life linked to investments</b>	<b>381,952,971</b>	<b>26.1%</b>	<b>355,476,536</b>	<b>27.5%</b>
<b>Pensions</b>	<b>9,811,157</b>	<b>0.7%</b>	<b>7,815,685</b>	<b>0.6%</b>	
<b>Total</b>	<b>1,464,589,253</b>	<b>100.0%</b>	<b>1,294,245,180</b>	<b>100.0%</b>	
Group Insurance	<b>Borrowers (Credit Life)</b>	<b>17,104,318</b>	<b>2.4%</b>	42,127,783	9.3%
	of which				
	Life Insurance	13,356,615	1.9%		
	Complementary Insurance	3,747,703	0.5%		
	<b>Employees</b>	<b>242,390,594</b>	<b>33.6%</b>	<b>206,362,523</b>	<b>45.3%</b>
	of which				
	Life Insurance	15,001,085	2.1%		
	Complementary Group Medical	199,854,695	27.7%		
	Complementary Group Accident & Health	27,534,814	3.8%		
	<b>Group pension funds</b>	<b>438,775,973</b>	<b>60.9%</b>	<b>183,567,516</b>	<b>40.3%</b>
	<b>Pensions</b>	<b>22,220,723</b>	<b>3.1%</b>	<b>23,118,012</b>	<b>5.1%</b>
<b>Total</b>	<b>720,491,608</b>	<b>100.0%</b>	<b>455,175,834</b>	<b>100.0%</b>	
<b>Grand Total</b>		<b>2,185,080,861</b>		<b>1,749,421,014</b>	

**Figure 13: Individual Insurance Indemnities 2023 (%)**

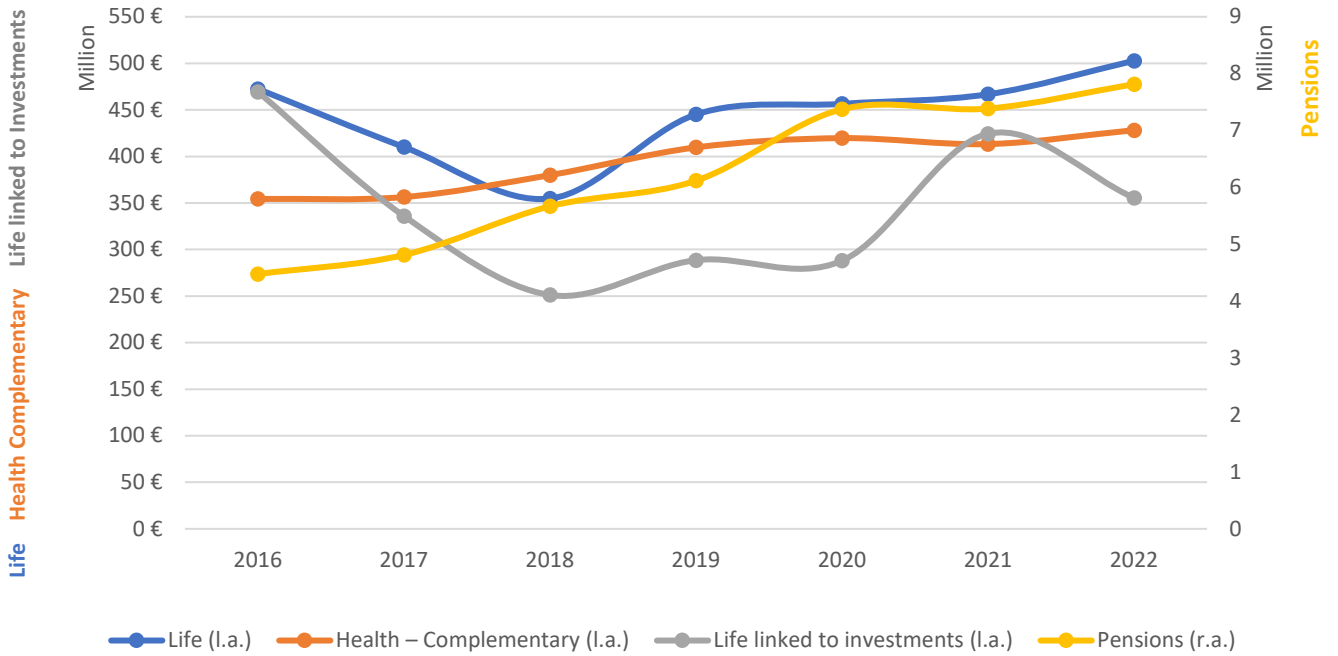


**Figure 14: Group Insurance Indemnities 2023 (%)**

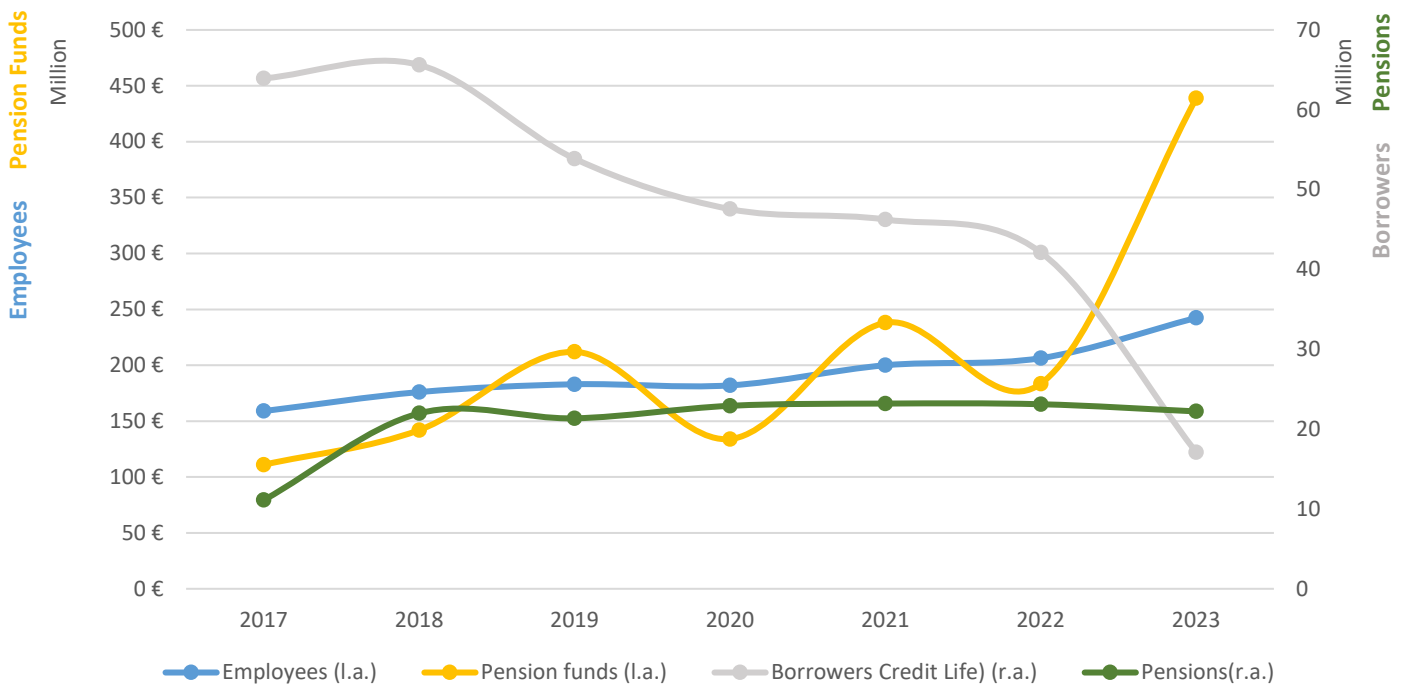


Total indemnities for the insurance enterprises participating in this survey **increased by 24.9%** compared to 2022, driven by an increase of 13.2% in indemnities for individual contracts and a 58.3% increase in indemnities for group contracts.

**Figure 15: Individual Insurance Indemnities**



**Figure 16: Group Insurance Indemnities**



Number of indemnities analysis by branch and cover:

**Table 27: Number of Claims 2023**

		2023	
Individual Insurance	Life	137,011	71.6%
	Life linked to investments	45,572	23.8%
	Pensions	8,854	4.6%
	<b>Total</b>	<b>191,437</b>	<b>100.0%</b>
Group Insurance	Borrowers (Credit Life)	4,484	0.4%
	Employees (Life – Health – Accidents)	1,359,951	99.4%
	Pensions	3,280	0.2%
	<b>Total</b>	<b>1,367,715</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>1,559,152</b>	

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# Appendix

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1/1/2023 - 31/12/2023 Number of Enterprises		Individual Insurance Premium Production (Amounts in euro)													
20		Distribution Channels													
Participation	Insurance Intermediaries of exclusive cooperation	Non-exclusive networks and agents	Insurance brokers	Direct Sales (online using a digital platform)	Direct Sales (Call Center, Direct mail)	Direct Sales (Corporate Sales, Insurance Employees)	Bancassurance	Secondary intermediaries	Total		Reinsurance Premium				
99,51%	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Number of Contracts	Number of Insured	Amounts in €		
<b>1. LIFE INSURANCE - INDIVIDUAL INSURANCE</b>															
<b>A. NEW BUSSINESS</b>															
Periodic Premium										115.287		165.887			
of which 11 :															
I1.(a) Lifetime, Term, Death	3.253.991,41	1.264.096,03	6.117,96	0,00	115.424,39	20.247,98	1.755.711,64	0,00	6.415.589,41	114.955					
I1.(b) Survival, Combined etc.	230.946,33	34.044,04	0,00	0,00	-1.588,08	622,45	961.203,39	0,00	1.225.228,13	I2 :					
I2. Annuity	696.729,43	79.981,19	17.757,32	0,00	1,18	1.185,47	0,00	0,00	795.654,59	332					
I3. (a) Complementary Insurance of I1, I2 - Hospital schemes	3.316.229,33	11.127.702,62	18.237,44	0,00	1.083.641,98	71.755,22	460.891,57	0,00	16.078.458,16						
I3. (b) Complementary Insurance of I1, I2 - Other Coverages	821.015,51	1.653.680,20	8.169,66	0,00	14.121,54	27.950,38	446.249,11	0,00	2.971.186,40						
Single Premium															
I1.(a) Lifetime, Term, Death	0,00	0,00	0,00	0,00	0,00	0,00	14.976.197,01	0,00	14.976.197,01						
I1.(b) Survival, Combined etc.	548.436,56	516.141,49	0,00	0,00	99.743,84	19.645,53	72.909.804,40	0,00	74.093.771,82	Of which					
I2. Annuity	515.488,49	10.022,67	0,00	0,00	0,02	0,34	0,00	0,00	525.511,51	Free					
<b>B. PREVIOUS BUSSINESS</b>										1.212.823		217.551		1.476.688	
Periodic Premium										of which 11 :		Free			
I1.(a) Lifetime, Term, Death	24.253.760,39	10.765.688,24	220.876,41	20,20	724.155,11	261.557,27	9.576.767,73	0,00	45.802.825,36	1.026.445			192.210		
I1.(b) Survival, Combined etc.	43.004.119,47	12.340.420,28	559.993,36	1.847,56	3.225.325,10	158.115,17	86.951.906,13	0,00	146.241.727,07	I2 :			Free		
I2. Annuity	34.024.937,95	19.605.730,97	152.547,40	128.304,13	1.164.192,50	231.141,52	54.880.453,52	0,00	110.187.307,99	186.378			25.341		
I3. (a) Complementary Insurance of I1, I2 - Hospital schemes	112.124.953,15	144.293.681,80	3.899.204,07	0,00	6.464.511,95	2.434.988,56	2.484.707,78	29.648,88	271.731.696,19						
I3. (b) Complementary Insurance of I1, I2 - Other Coverages	12.495.536,09	12.875.842,74	233.056,26	86,00	239.662,20	183.125,32	2.542.701,87	2.872,71	28.572.883,19						
Single Premium															
I1. and I2. Total	15.583,12	86.598,66	0,00	0,00	0,00	76.399,30	7.940,45	0,00	186.521,53	Free			Reinsurance Premium		
<b>TOTAL INDIVIDUAL LIFE INSURANCE (A+B)</b>	<b>235.301.727,23</b>	<b>214.653.630,94</b>	<b>5.115.959,88</b>	<b>130.257,89</b>	<b>13.129.191,72</b>	<b>3.486.734,52</b>	<b>247.954.534,59</b>	<b>32.521,59</b>	<b>719.804.558,36</b>	<b>1.328.110</b>	<b>217.551</b>	<b>1.642.575</b>	<b>47.197,97</b>		
<b>2. HEALTH - ACCIDENT - SICKNESS - INDIVIDUAL INSURANCE (stand-alone)</b>															
<b>A. NEW BUSSINESS</b>															
(a) Hospital schemes	20.348.324,26	5.122.476,23	289.827,93	50.338,06	12.773,08	60.918,01	4.717.073,16	0,00	30.601.730,68						
(b) Other Coverages	2.437.259,98	1.383.793,36	51.349,48	16.012,68	10.646,12	23.538,44	1.191.923,71	0,00	5.114.523,78						
<b>B. PREVIOUS BUSSINESS</b>															
(a) Hospital schemes	312.178.902,29	74.266.110,72	2.635.462,55	286.526,24	657.930,94	1.548.543,32	8.048.774,27	2.879,87	399.625.130,20						
(b) Other Coverages	26.847.862,54	7.491.440,97	319.650,18	615.400,44	75.802,98	193.885,67	2.435.243,30	46,60	37.979.332,69				Reinsurance Premium		
<b>TOTAL HEALTH - ACCIDENT - SICKNESS INSURANCE (A+B)</b>	<b>361.812.349,07</b>	<b>88.263.821,29</b>	<b>3.296.290,14</b>	<b>968.277,43</b>	<b>757.153,07</b>	<b>1.826.885,44</b>	<b>16.393.014,44</b>	<b>2.926,47</b>	<b>473.320.717,35</b>				<b>5.242,71</b>		
<b>3. LIFE INSURANCE LINKED TO INVESTMENTS - INDIVIDUAL INSURANCE</b>															
<b>A. NEW BUSSINESS</b>															
(a) Periodic Premium	36.330.924,84	3.813.403,46	1.573,42	0,00	9.188.860,28	14.373,99	92.523.289,29	0,00	141.872.425,28	94.180			90.030		
(b) Single Premium	36.102.084,11	2.327.710,76	85.030,00	0,00	149.979,72	35.661,09	458.959.243,47	0,00	497.659.709,16	Of which					
<b>B. PREVIOUS BUSSINESS</b>															
(a) Periodic Premium	120.547.080,44	20.312.875,97	114.478,67	0,00	6.276.301,85	295.548,16	215.392.569,43	0,00	362.938.854,53	356.821			312.331		
(b) Single Premium	4.726.522,13	445.327,29	0,00	0,00	0,00	49.800,78	4.262.365,71	0,00	9.484.015,92	32.656			Free		
<b>TOTAL LIFE INSURANCE LINKED TO INVESTMENTS (A+B)</b>	<b>197.706.611,53</b>	<b>26.899.317,48</b>	<b>201.082,09</b>	<b>0,00</b>	<b>15.615.141,85</b>	<b>395.384,02</b>	<b>771.137.467,90</b>	<b>0,00</b>	<b>1.011.955.004,88</b>	<b>451.001</b>	<b>32.656</b>	<b>402.361</b>	<b>0,00</b>		
<b>TOTAL INDIVIDUAL LIFE INSURANCE (1. + 2. + 3.)</b>	<b>794.820.687,84</b>	<b>329.816.769,72</b>	<b>8.613.332,11</b>	<b>1.098.535,32</b>	<b>29.501.486,63</b>	<b>5.709.003,98</b>	<b>1.035.485.016,94</b>	<b>35.448,06</b>	<b>2.205.080.280,59</b>	<b>1.779.111</b>	<b>250.207</b>		<b>52.440,68</b>		

# Appendix

# 27

1/1/2023 - 31/12/2023		Group Insurance Premium Production										
Number of Enterprises		(Amounts in euro)										
20		Distribution Channels										
Participation	Insurance Intermediaries of exclusive cooperation	Non-exclusive networks and agents	Insurance brokers	Direct Sales (online using a digital platform)	Direct Sales (Call Center, Direct mail)	Direct Sales (Corporate Sales, Insurance Employees)	Bancassurance	Secondary intermediaries	Total		Reinsurance Premium	
99,51%	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Written Premium	Number of Contracts	Number of Insured	Amounts in €
<b>1. CREDIT LIFE INSURANCE</b>												
<b>A. NEW BUSSINESS</b>											10	19.306
Periodic Premium											of which I1 :	
1. Credit Life	337,45	2.650,14	0,00	0,00	2.848,68	0,00	1.520.799,80	0,00	1.526.636,07	8		
2. Complementary Credit Life (Accident & Health)	124,32	2.707,52	0,00	0,00	686,94	0,00	803.064,02	0,00	806.582,80			
Single Premium											of which I1 :	
1. Credit Life	0,00	5.087.664,44	0,00	0,00	0,00	0,00	654.801,00	0,00	5.742.465,44	2		
2. Complementary Credit Life (Accident & Health)	0,00	264.307,76	0,00	0,00	0,00	0,00	0,00	0,00	264.307,76			
<b>B. PREVIOUS BUSSINESS</b>											111	1.040.554
1. Credit Life	27.935,85	87.159,79	0,00	0,00	206.512,51	0,00	29.842.554,01	0,00	30.164.162,17			
2. Complementary Credit Life (Accident & Health)	9.477,58	43.128,04	0,00	0,00	69.741,07	0,00	8.117.023,90	0,00	8.239.370,59		Reinsurance Premium	
<b>TOTAL CREDIT LIFE INSURANCE (A+B)</b>	<b>37.875,20</b>	<b>5.487.617,69</b>	<b>0,00</b>	<b>0,00</b>	<b>279.789,20</b>	<b>0,00</b>	<b>40.938.242,73</b>	<b>0,00</b>	<b>46.743.524,82</b>	<b>121</b>	<b>1.059.860</b>	<b>0,00</b>
<b>2. GROUP EMPLOYEES INSURANCE</b>												
<b>A. NEW BUSSINESS</b>											1.751	116.009
1. Group Life	539.194,64	2.015.057,94	278.719,72	0,00	47.122,14	455.689,90	947.647,82	0,00	4.283.432,16			
2. Group Medical	4.130.377,40	10.505.398,45	1.332.255,99	0,00	382.047,40	3.166.148,83	2.622.676,72	0,00	22.138.904,79			
3. Complementary Insurance (Group Accident & Health)	355.470,40	1.060.124,51	218.930,02	0,00	50.996,97	428.273,34	459.253,91	0,00	2.573.049,15			
<b>B. PREVIOUS BUSSINESS</b>											5.786	1.299.647
1. Group Life	4.742.485,83	19.023.225,05	5.599.969,09	0,00	3.449.763,55	4.180.882,85	5.657.422,25	52.593,06	42.706.341,68			
2. Group Medical	28.440.399,75	106.873.297,02	22.762.519,83	0,00	18.812.341,29	27.619.684,39	12.930.804,69	322.664,83	217.761.711,80			
3. Complementary Insurance (Group Accident & Health)	3.198.885,22	14.464.302,22	3.407.609,19	0,00	1.792.324,57	2.959.491,83	2.338.962,52	35.095,81	28.196.671,36		Reinsurance Premium	
<b>TOTAL GROUP EMPLOYEES INSURANCE (A+B)</b>	<b>41.406.813,25</b>	<b>153.941.405,19</b>	<b>33.600.003,84</b>	<b>0,00</b>	<b>24.534.595,91</b>	<b>38.810.171,13</b>	<b>24.956.767,91</b>	<b>410.353,70</b>	<b>317.660.110,94</b>	<b>7.537</b>	<b>1.415.656</b>	<b>8.943.752,47</b>
<b>3. GROUP PENSION FUNDS</b>												
<b>A. NEW BUSSINESS</b>											149	3.534
(a) Periodic Premium	7.299.053,85	5.019.539,44	967.325,31	0,00	2.646.013,09	2.771.505,46	811.763,30	0,00	19.515.200,45			
(b) Single Premium	1.879.243,53	10.250.506,31	33.922,54	0,00	0,00	42.544.733,18	502.121,24	0,00	55.210.526,80			
<b>B. PREVIOUS BUSSINESS</b>											1.365	83.222
(a) Periodic Premium	45.810.490,32	77.736.034,71	11.189.421,75	0,00	30.441.375,46	114.686.830,89	11.021.190,62	616.480,16	291.501.823,91			
(b) Single Premium	620.648,16	19.730.452,45	410.353,50	0,00	76.956,44	15.487.668,40	2.495.147,89	0,00	38.821.226,84		Reinsurance Premium	
<b>TOTAL GROUP PENSION FUNDS (A+B)</b>	<b>55.609.435,86</b>	<b>112.736.532,91</b>	<b>12.601.023,10</b>	<b>0,00</b>	<b>33.164.344,99</b>	<b>175.490.377,93</b>	<b>14.830.223,05</b>	<b>616.480,16</b>	<b>405.048.778,00</b>	<b>1.514</b>	<b>86.756</b>	<b>0,00</b>
<b>TOTAL GROUP LIFE INSURANCE (1. + 2. + 3.)</b>											<b>9.172</b>	<b>8.943.752,47</b>

Number of Enterprises		Individual Life Insurance Indemnities				Number of Claims			
20		1/1/2023 - 31/12/2023							
Participation		Indemnities Paid (€)				Number of Claims			
99,51%		End Term	Buyout Payments	Insurance risk	Total	End Term	Buyouts	Insurance risk	Total
<b>INDIVIDUAL LIFE INSURANCE</b>									
I1. Survival, Death, Combined etc.		100.507.515,64	276.844.046,64	15.434.147,09	392.785.709,37	21.293	48.739	44.984	115.016
I2. Annuities (One-off)		72.830.988,85	107.692.233,67	4.523.664,10	185.046.886,62	6.969	12.715	2.311	21.995
<b>Health – Complementary</b>									
(a) Hospital schemes				211.360.206,18	211.360.206,18				
(b) Other Coverages				19.401.120,49	19.401.120,49				
(c) Hospital schemes – Stand – alone contracts Accident - Sickness				252.059.590,83	252.059.590,83				
(d) Other Coverages - Stand – alone contracts Accident - Sickness				12.171.610,95	12.171.610,95				
<b>TOTAL INDIVIDUAL LIFE INSURANCE</b>		<b>173.338.504,49</b>	<b>384.536.280,31</b>	<b>514.950.339,65</b>	<b>1.072.825.124,44</b>				
<b>LIFE INSURANCE LINKED TO INVESTMENTS - INDIVIDUAL INSURANCE</b>		<b>57.003.034,34</b>	<b>317.407.201,62</b>	<b>7.542.735,23</b>	<b>381.952.971,19</b>	<b>5.217</b>	<b>38.315</b>	<b>2.040</b>	<b>45.572</b>
<b>INDIVIDUAL INSURANCE - PENSIONS (not included above)</b>					<b>9.811.157,18</b>				
<b>TOTAL INDIVIDUAL LIFE INSURANCE INDEMNITIES</b>		<b>230.341.538,83</b>	<b>701.943.481,93</b>	<b>522.493.074,88</b>	<b>1.464.589.252,81</b>				
<b>INDIVIDUAL INSURANCE - NUMBER OF PENSIONS (informational data)</b>									<b>8.854</b>

Number of Enterprises		Group Life Insurance Indemnities				Number of Claims			
20		1/1/2023 - 31/12/2023							
Participation		Indemnities Paid (€)							
99,51%		End Term	Buyout Payments	Insurance risk	Total	End Term	Buyouts	Insurance risk	Total
<b>1. INDEMNITIES CREDIT LIFE</b>									
1. Life Insurance		0,00	0,00	13.356.615,24	13.356.615,24	0	0	3.541	3.541
2. Complementary Insurance				3.747.702,90	3.747.702,90			943	943
<b>TOTAL INDEMNITIES CREDIT LIFE</b>		0,00	0,00	17.104.318,14	17.104.318,14				
<b>2. INDEMNITIES GROUP EMPLOYEES (Group Life)</b>									
1. Life Insurance				15.001.084,68	15.001.084,68			1.081	1.081
2. (a) Complementary Insurance (Group Medical)				199.854.694,69	199.854.694,69			953.904	953.904
2. (b) Complementary Insurance (Group Accident & Health)				27.534.814,16	27.534.814,16			404.966	404.966
<b>TOTAL INDEMNITIES GROUP EMPLOYEES (Group Life)</b>				242.390.593,53	242.390.593,53				
<b>3. INDEMNITIES GROUP PENSION FUNDS</b>		87.657.418,32	350.836.611,68	281.942,89	438.775.972,89				
<b>GROUP INSURANCE - PENSIONS (not included above)</b>					22.220.723,32				
<b>TOTAL GROUP LIFE INSURANCE INDEMNITIES</b>		87.657.418,32	350.836.611,68	259.776.854,56	720.491.607,88				
<b>GROUP INSURANCE - NUMBER OF PENSIONS (informational data)</b>									3.280