DEUTSCHE
Familienversicherung

THE LEADING EUROPEAN INSURTECH

Agenda - What we have planned with you today

- Who we are
- What makes us different
- Where we want to go
- Appendix

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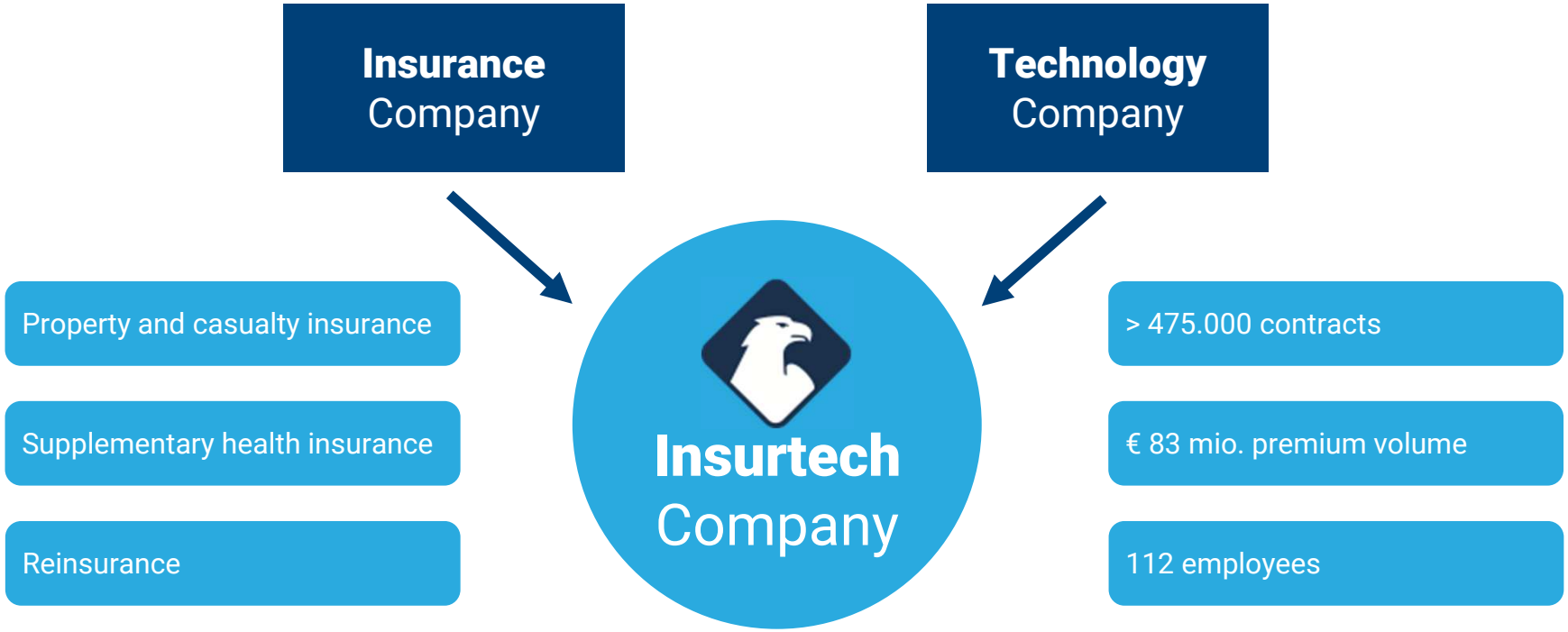
Who we are

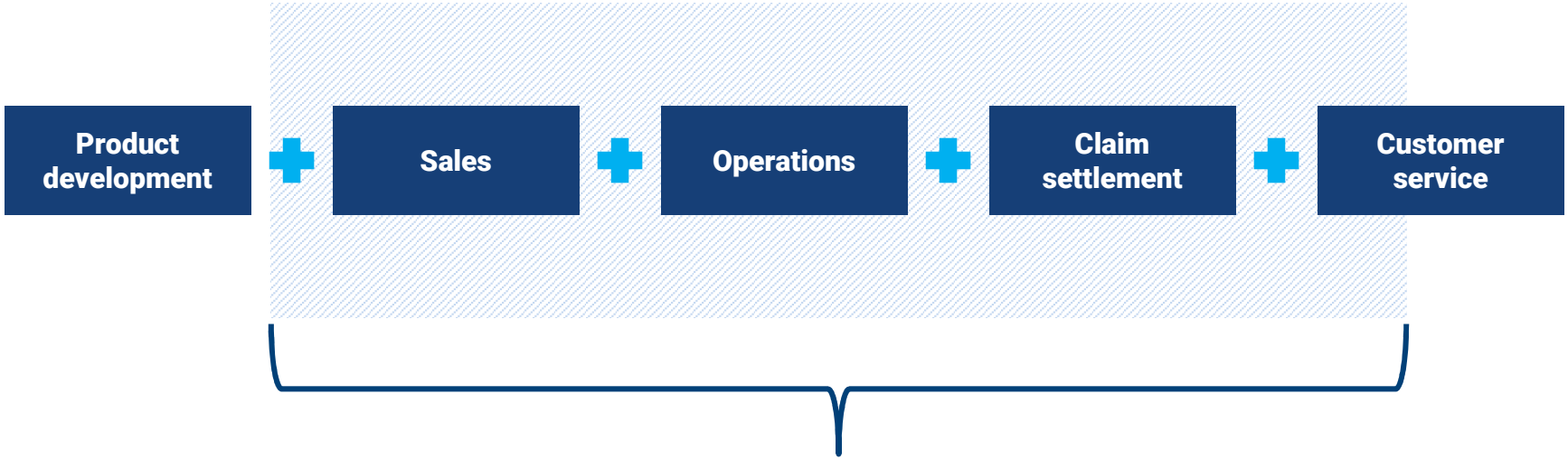
DFV – what we are



Founded 2007 in Frankfurt/Main, **Deutsche Familienversicherung** is the **first digitized insurer** and **the only functioning Insurtech** company on the German market today.

Fully digital insurance company

DEUTSCHE Familienversicherung



DFV has almost fully completed the digitization of all processes.

DFV – insurance products

- **We sell supplementary health insurance:**

  Dental, outpatient, inpatient and LTC insurance as well as foreign health and daily benefits insurance

- **We sell property and casualty insurance:**

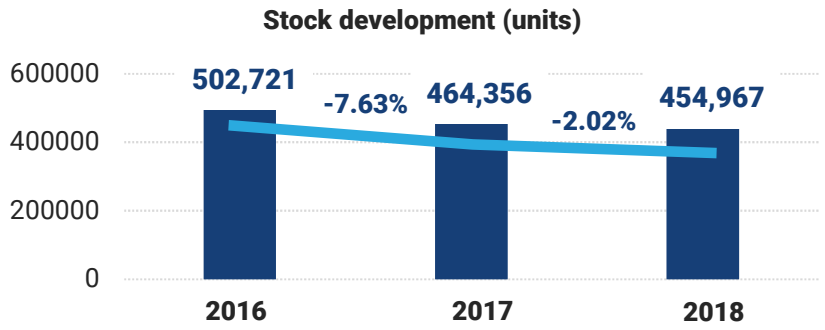
  household, legal, liability and legal care insurance

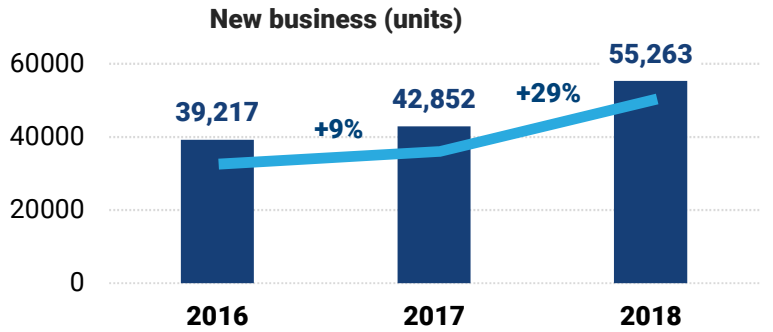
- **We sell pet health insurance:**

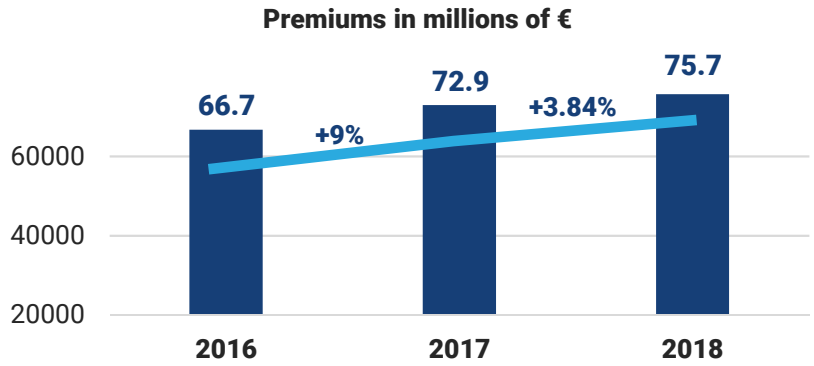
  dog health insurance

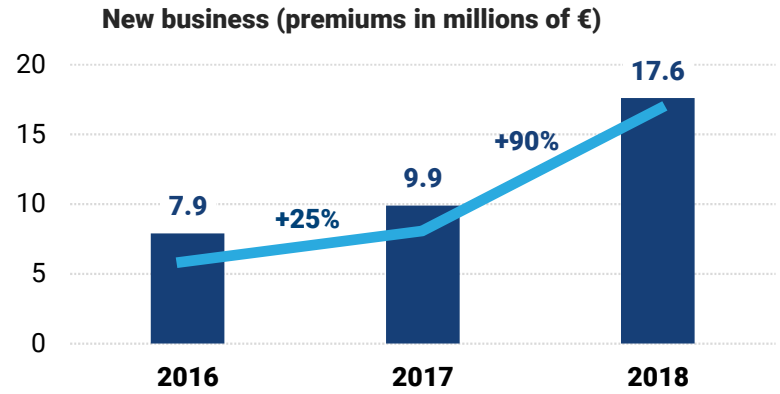
Financial Highlights

DEUTSCHE Familienversicherung









5 reasons :

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- ✓ DFV is the **fastest growing Insurtech** with a **net growth** in new business of **100,000 units in 2019**
- ✓ DFV will achieve **portfolio growth of at least €25 million to €100 million in premium volume in** 2019
- ✓ DFV is **using AI** and **automated processes** for **claim settlement** and **customer communication**
- ✓ DFV covers the **entire value chain of an insurance company with** unique digital capabilities and **just 112 employees**
- ✓ DFV uses a **java- and event-based IT-platform** which enables the Insurtech to **grow personal-lean while using scalable sales**

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What makes us different

Easy, understandable products

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	DFV-DentalCare	DFV-OutpatientCare	DFV-Inpatient Care	DFV-LTC
* **Basis**	**30%** Refund on all dental treatment	**Precautionary consultations** Refund of vaccinations and social co-payment	**Health issues caused by external influences + 100%** refund for specialist treatment and single room	**50% of the governments monthly care allowance**
** **Komfort**	**60%** Refund on all dental treatment	**Precautionary consultations** Refund of up to € 3.000 for particular illnesses	**Health issues caused by external influences and serious illnesses + ...**	**100% of the governments monthly care allowance**
*** **Premium**	**90%** Refund on all dental treatment	**Precautionary consultations** Refund of up to € 6.000 for particular illnesses	**Health issues regardless of the cause + ...**	**150% of the governments monthly care allowance**
**** **Exklusiv**	**100%** Refund on all dental treatment	**Precautionary consultations** Refund of up to € 12.000 for particular illnesses	**Health issues regardless of the cause plus exclusive assistance services + ...**	**200% of the governments monthly care allowance**

Confirmation of leading product quality by Stiftung Warentest

DFV-ZahnSchutz

Very good (0.5) Financial test 05/2019
Test winner

DFV-KrankenGeld

Good (1.7) Financial test 06/2018
Test winner

DFV-KlinikSchutz

Very good (0.7) Financial test 12/2018
Test winner

DFV-Unfallschutz Exklusiv

Very good (1.3) Financial test 05/2018
3rd place

In addition to **IPO preparations** and the **continuation of sales growth,** in 2018 Deutsche Familienversicherung once again succeeded in strengthening its **exceptional position in product innovation**.

This is also an indication of DFV's **ability to perform** and is not a matter of course with **111 employees.**

Confirmation of leading product quality by Stiftung Warentest – DFV-DentalCare Exclusive 100

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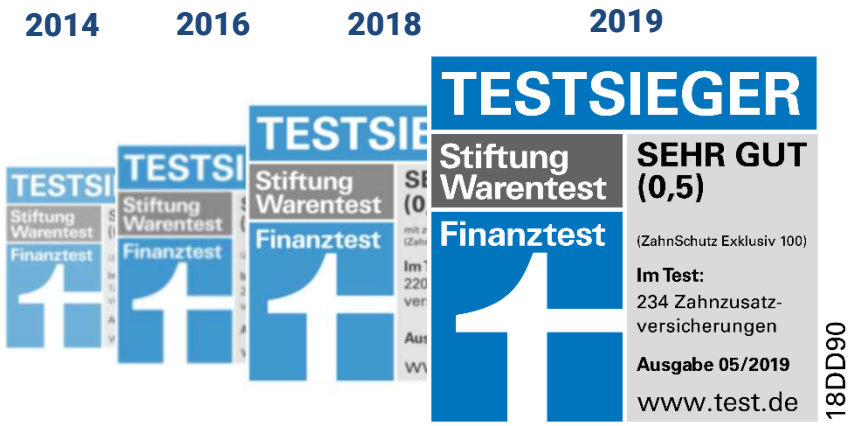
Most comprehensive dental care insurance on the german market – awarded four times in the last seven years:



Easiest dental care insurance on the german market:

- **Virtually 100 % reimbursement at the dentist or orthodontist**
- **Only GOZ and medical necessity are relevant for reimbursement**
- **Simplified coverage for orthodontics – regardless of age and diagnosis**

...only we can provide this!

Expansion of IT – continuation of digitisation

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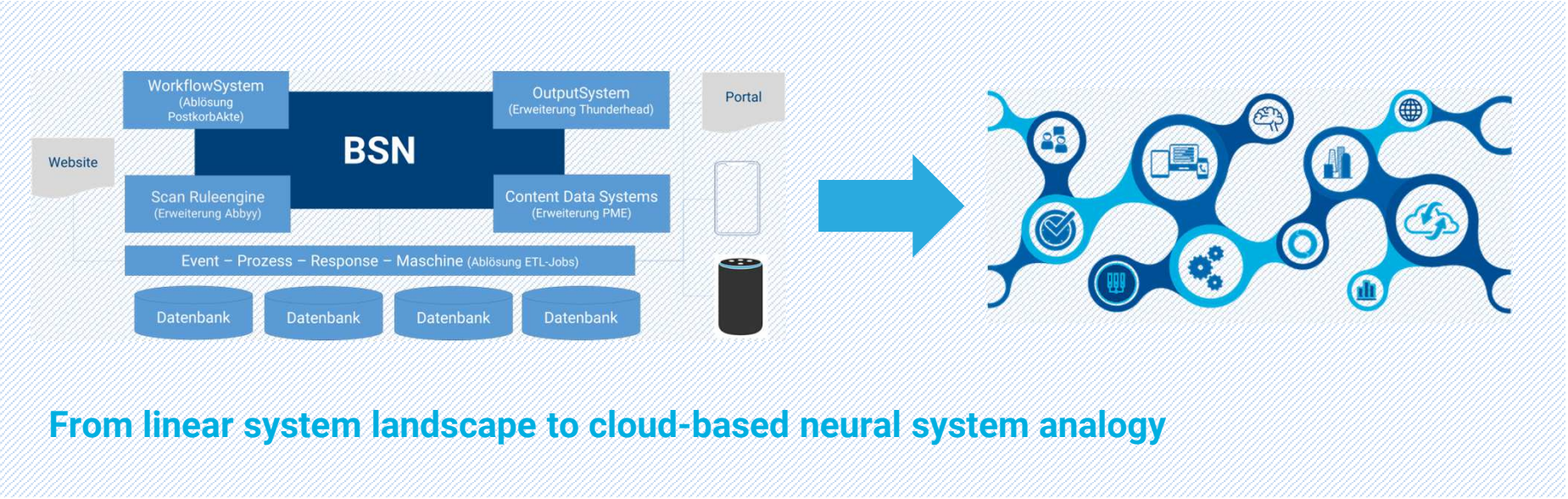
The continuation of digitisation is to take place essentially through the expansion of automation of claims/benefit processing and the replacement of subsystems such as the existing mailbox/file system.



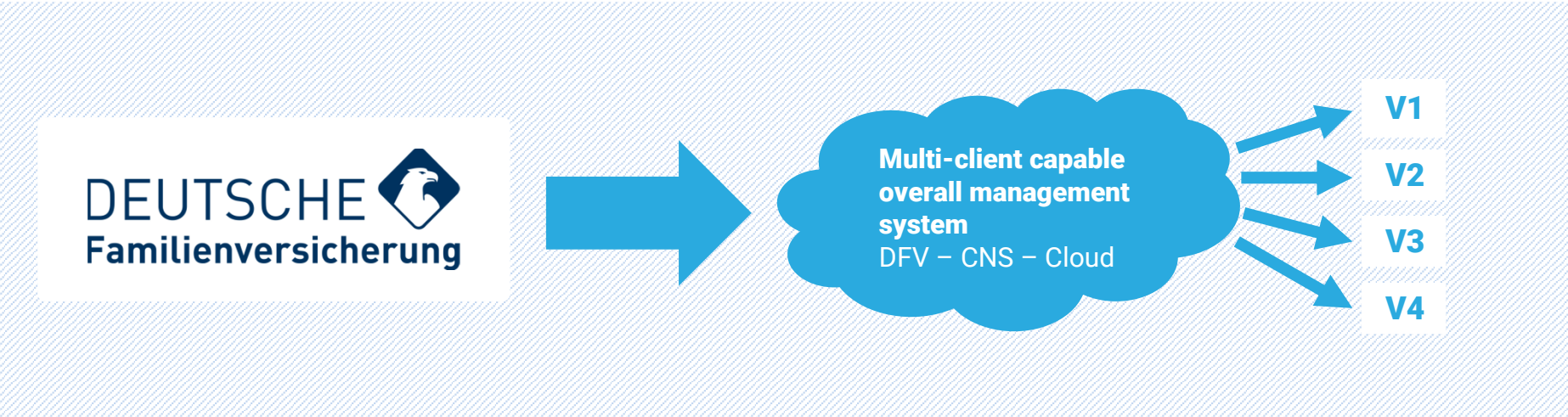
From linear system landscape to cloud-based neural system analogy

Expansion of IT – Development of an IT platform capable of third-party marketing

A fully digitised and also fully integrated system for overall inventory management is to be available for third-party marketing in 2021 (Project CNS* 2020).

Irrespective of whether a business model can be developed from this, third-party marketing capability is a benchmark for the fact that digitisation can be regarded as completed in accordance with the state of the art.

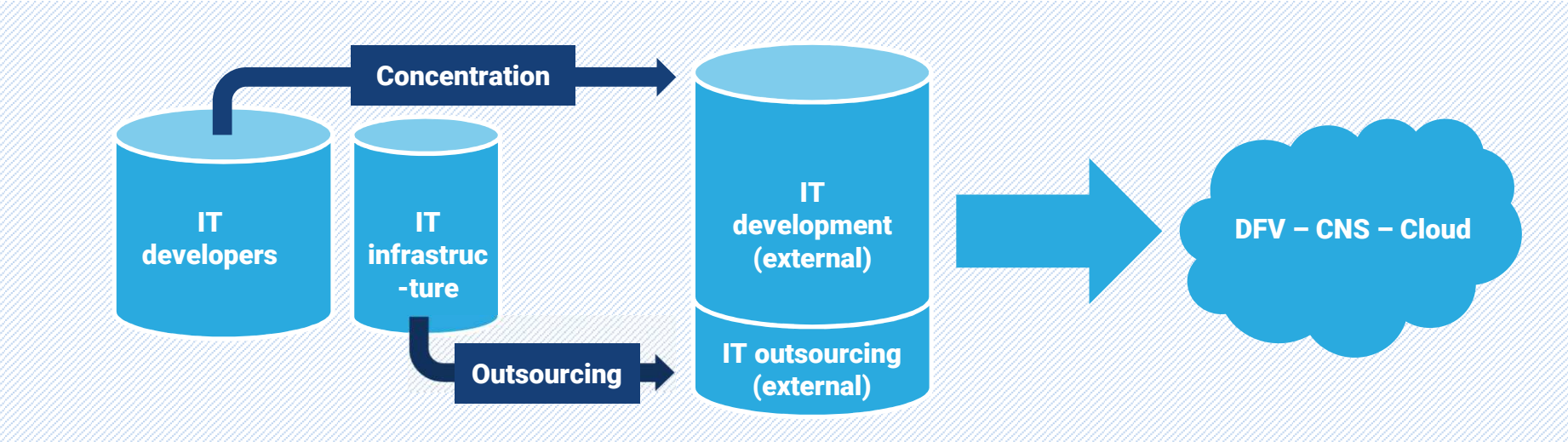
*Cloud-based neural system analogy



Expansion of IT – Outsourcing of IT infrastructure

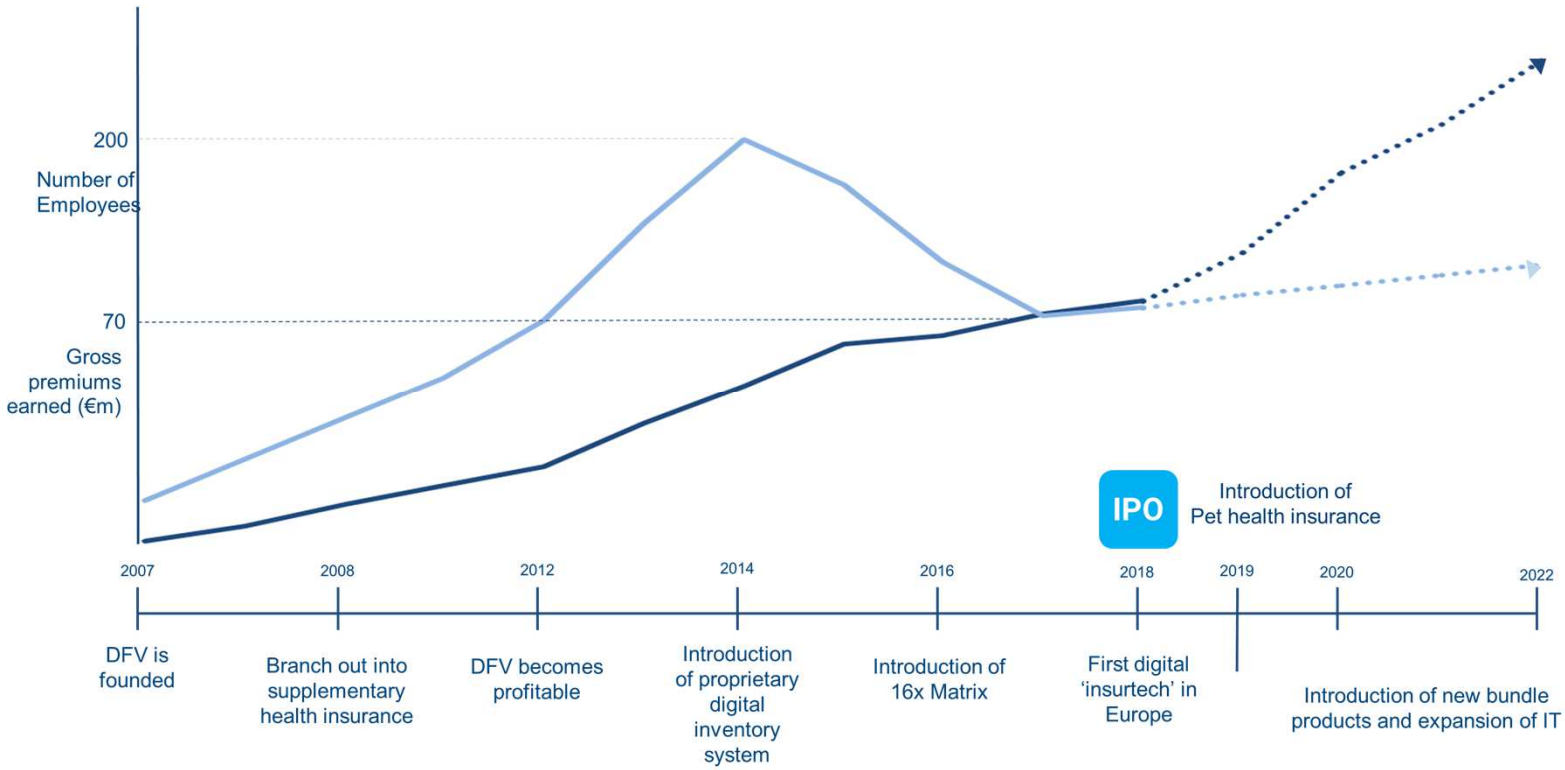
The increased demands placed on the IT systems of an insurance company mean that it is not advisable to operate the infrastructure in-house on a permanent basis.

Against this background, Deutsche Familienversicherung has decided to start outsourcing its IT infrastructure gradually before the end of 2019 – a process that should be completed by 2020.



Deutsche Familienversicherung will concentrate its efforts on IT development in the future!

Scalable IT and automated processes



Java- and event-based core system

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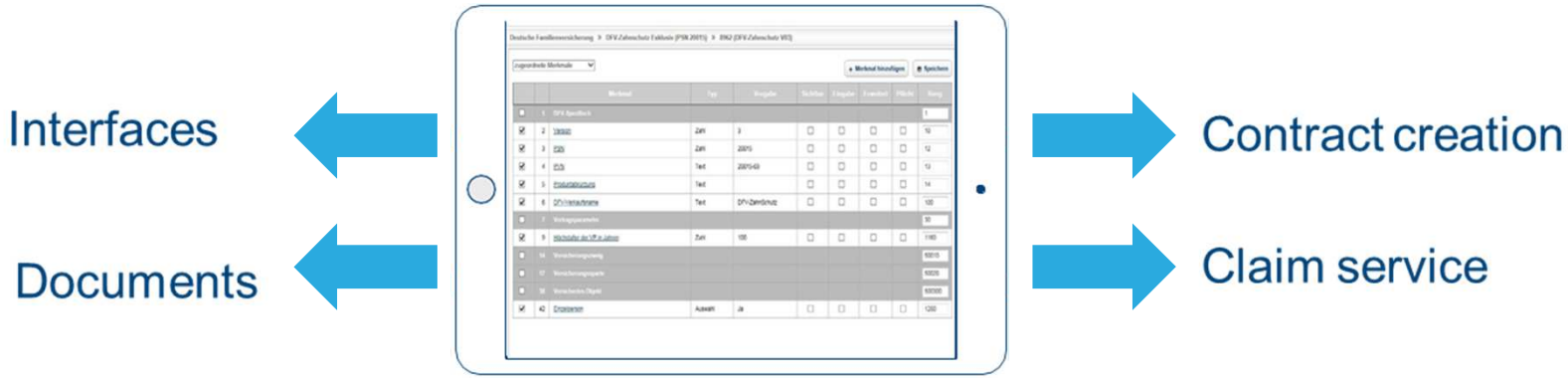
Easy, understandable products and smart processes
need a powerful IT-system. **Therefore we developed the “product modul editor”.**



All our insurance products cover more than 1,500 input options so that the entire user interface, correspondence and policies handling is controlled centrally.

The core system was developed in-house and the source code belongs to DFV.

World innovation: insurance take out via Alexa

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The future lies in the use of digital voice assistants:

Forms and protracted sales discussions for self-evident facts are a thing of the past.

Deutsche Familienversicherung is the first and to date the only InsurTech to cover the entire sales process from providing

- ✓ **information** and the
- ✓ **conclusion of the contract** to
- ✓ **payment**

via **Alexa**.

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Where we want to go

Goals 2019 and beyond

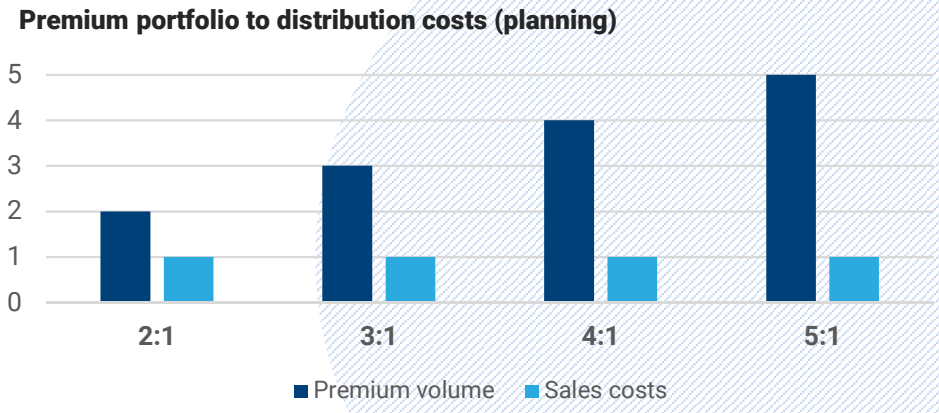
Loss due to unfavourable ratio of existing premium to new business investment

The ratio of existing premiums to new business investment in the case of the Deutsche Familienversicherung is just 2 : 1. This is in comparison to established competitors, some of whom have insurance portfolios of many hundreds of millions.

The new business planning of Deutsche Familienversicherung will lead to a gradual improvement of the ratio with a linear sales target.

Reaching the profit zone in 2021

From a ratio of 5 : 1 an insurance company may be expected to make a profit.



Our Goals

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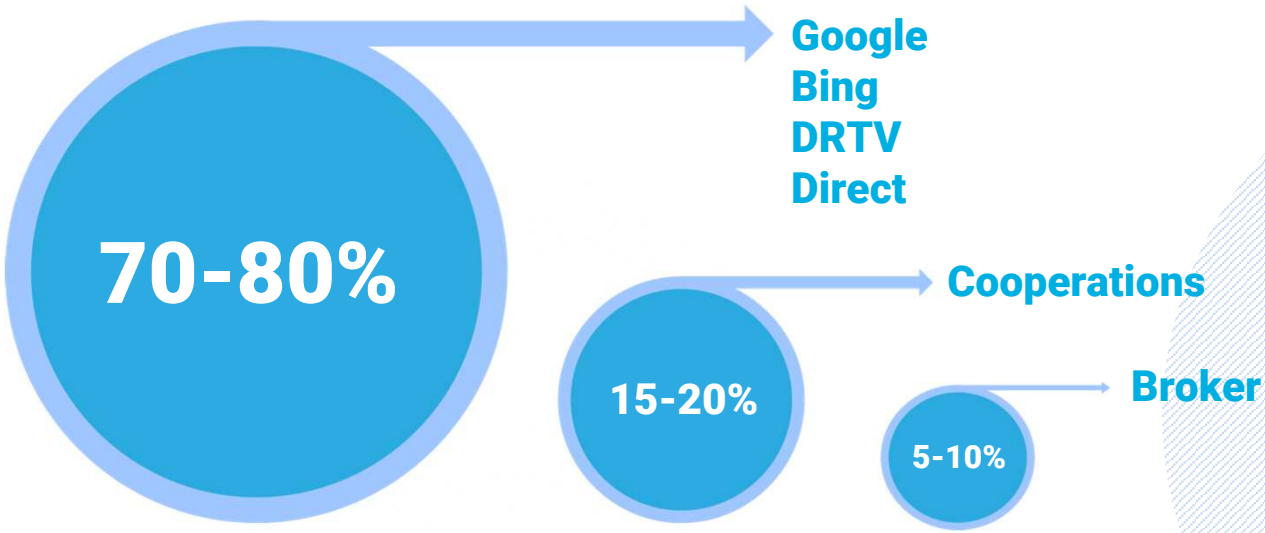
- ✓ **New unit: 1,000,000 customers**
- ✓ **Portfolio: €200 million**

Highly scalable sales mix

Through the increasing use of direct sales, Deutsche Familienversicherung is able to attract new customers at low, stable costs. We spend up to 12 monthly premiums to win a new customer.



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Dental spot Maxcare

Q1 Results 2019

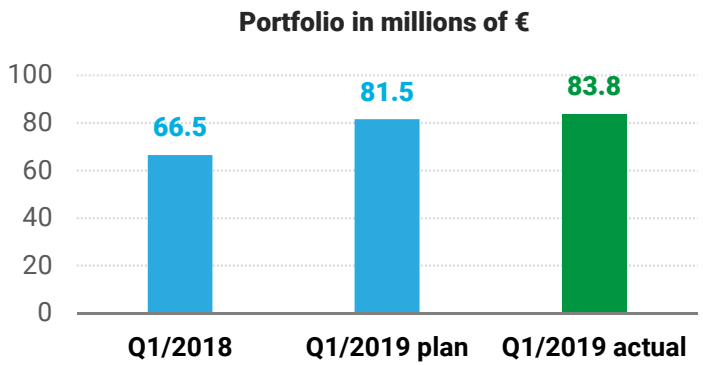
Results Q1 2019

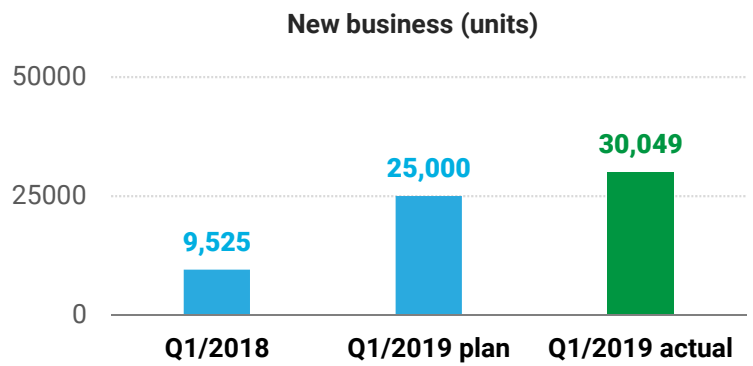
Deutschen Familienversicherung closes Q1 2019 with a loss:

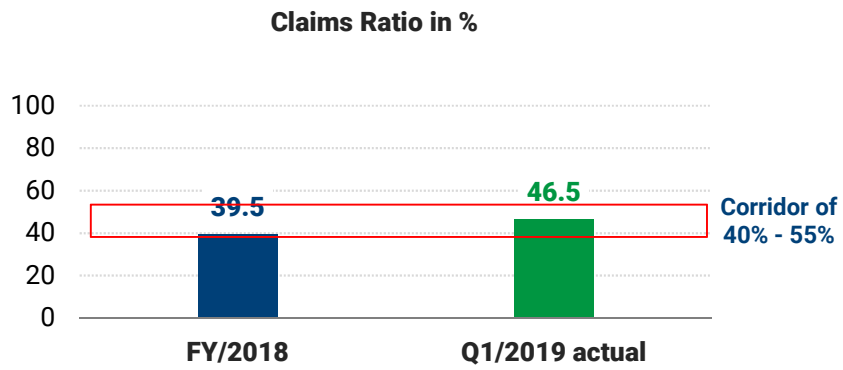
EBIT: -1,026 Mio. €

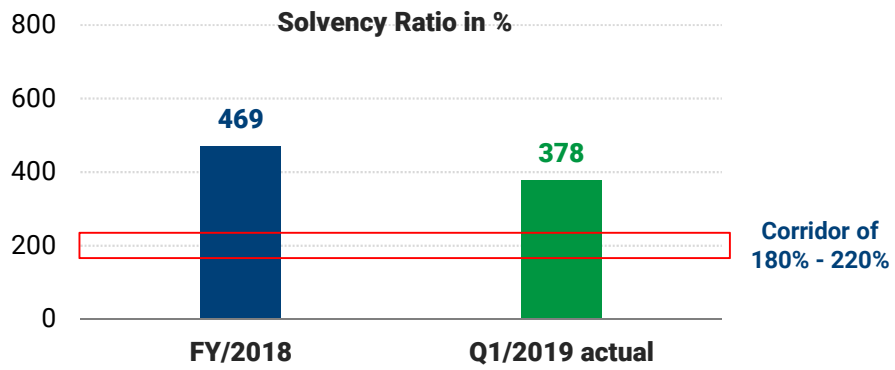
The underwriting result amounts to: 0,55 Mio. €

Key financial figures Q1 2019



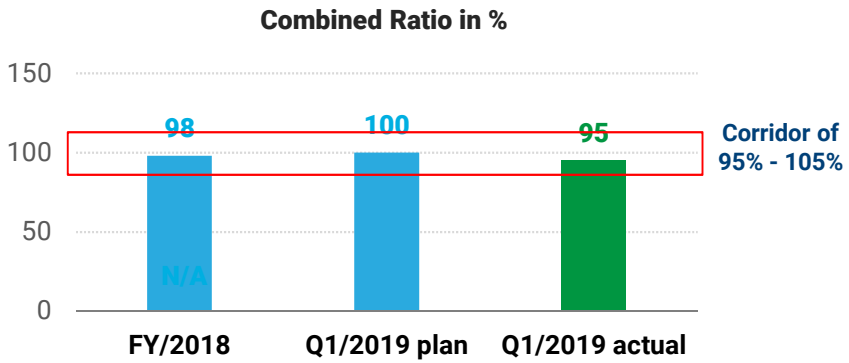


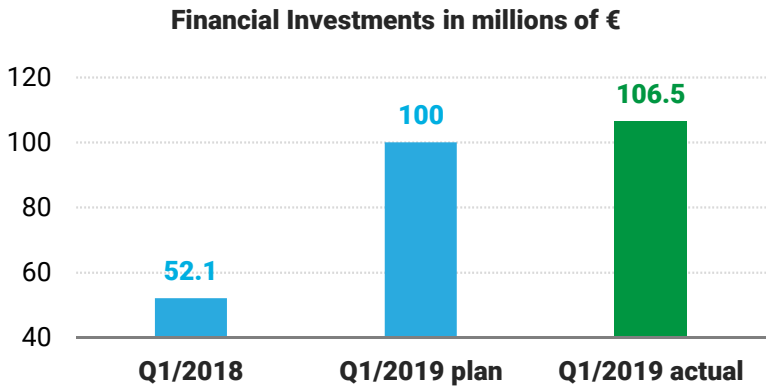


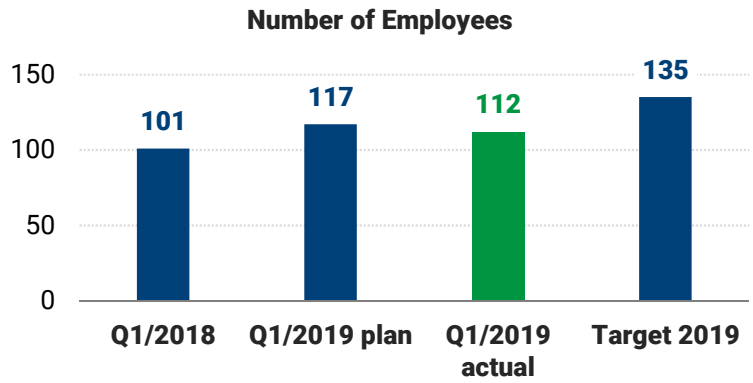


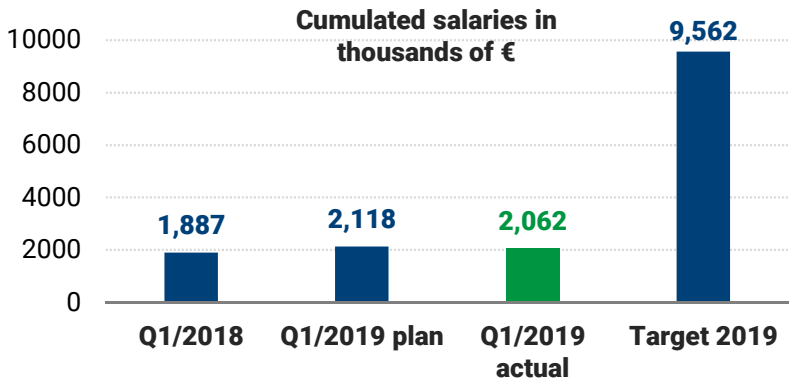
Key financial figures Q1 2019

DEUTSCHE Familienversicherung









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Appendix

Investor Relations

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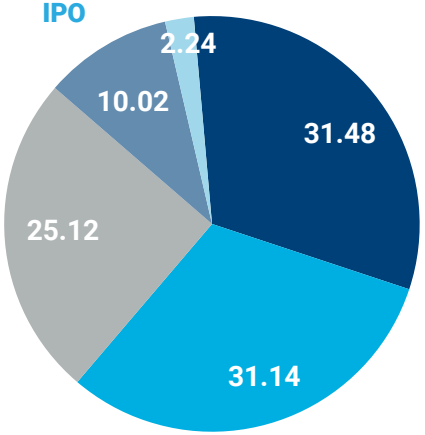
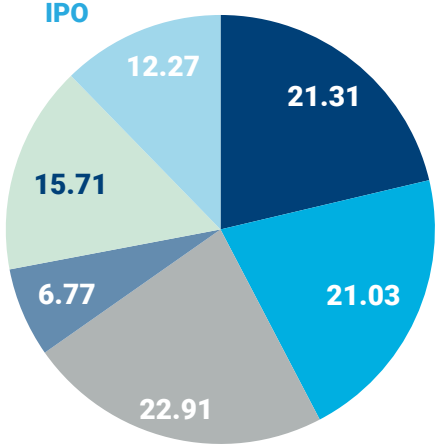
Shareholder structure in %, pre IPO



Shareholder structure in %, post IPO



Shareholder structure in number of shares

Pesarini	3,038,748
SK Beteiligungen (Dr Knoll)	2,826,712
Erbengemeinschaft Vogel	2,788,485
VPV	2,083,300
Ethenea	897,496
Freefloat	1,626,869
Total shares	**13,261,620**
Shares before IPO	**8,953,875**
Share issue	**4,307,745**

The existing shareholders did not sell any shares as part of the IPO. Shareholders Mr Pesarini and Dr Knoll increased their shares within the scope of the IPO.
All existing shareholders are subject to a "lock-up" period of 12 months.

Investor Relations

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Head of IR & PR

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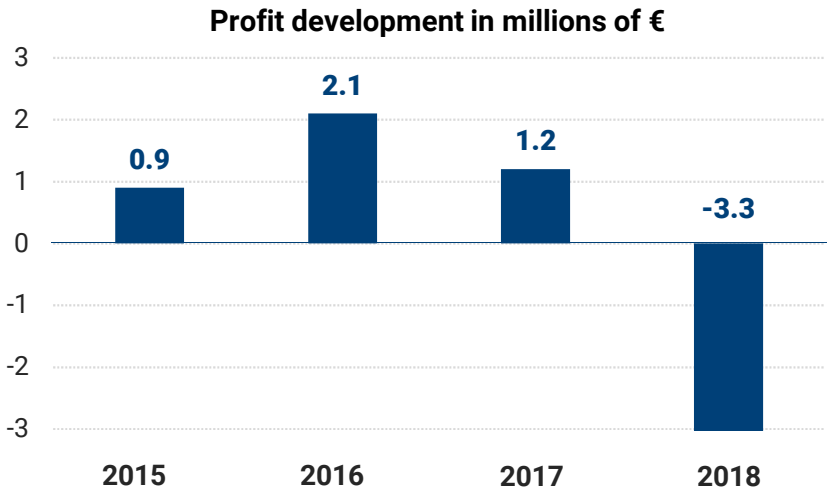
Our next IR dates:

25/06	DIA – Digital Insurance Agenda, Amsterdam
22/08	Montega Capital Market Conference, Hamburg
03/09	Equity-Forum, Autumn Conference, Frankfurt
11/09	ZKK, Capital Markets Conference, Zürich
12/09	Deutsche Börse, Investor Conference , London
13/09	Quarterly Report Q2 as at 30 June 2019
23/09	ITC – Insurtech Connect, Las Vegas

Profit development 2015 - 2018



The financial year 2018 at Deutsche Familienversicherung was closed with a loss:

IFRS, after taxes: € -3,3 Mio.

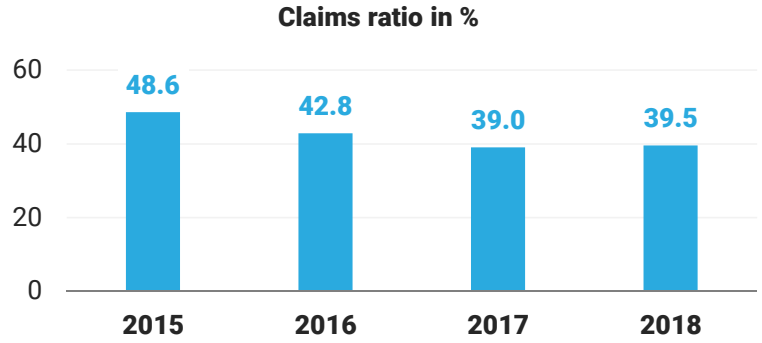
The reasons for this operating result are IFRS-relevant

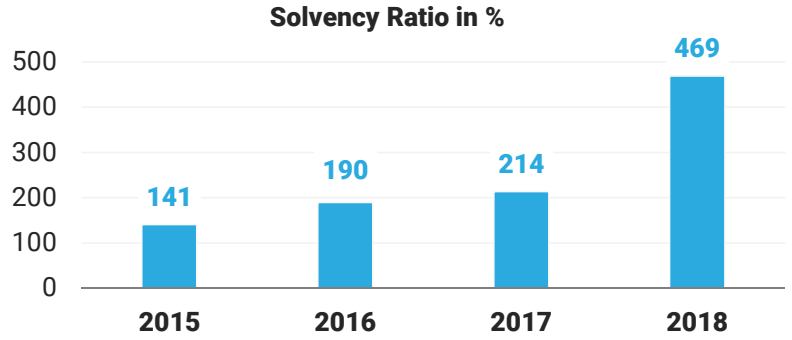
- IPO expenses of around €1.5 million
- depreciation on investments in the amount of €3 million
- additional selling expenses of €1.1 million*
- higher personnel costs of around €1.6 million

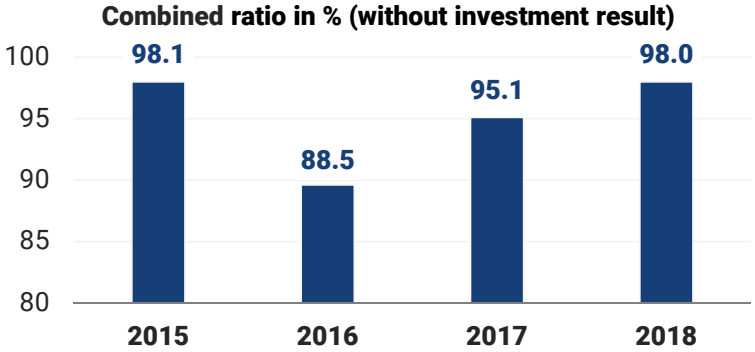
*excluding personnel costs

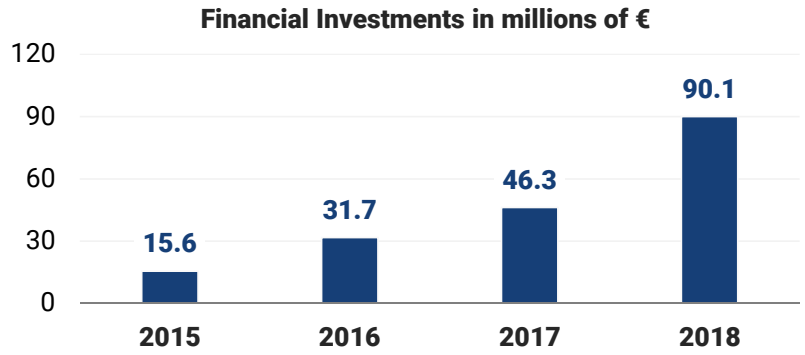
Key financial figures 2018

DEUTSCHE Familienversicherung





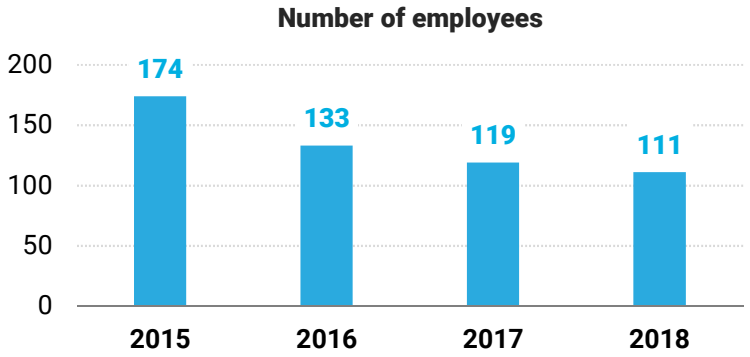


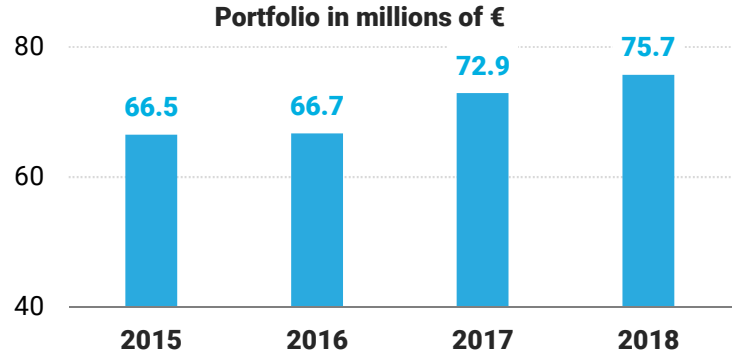


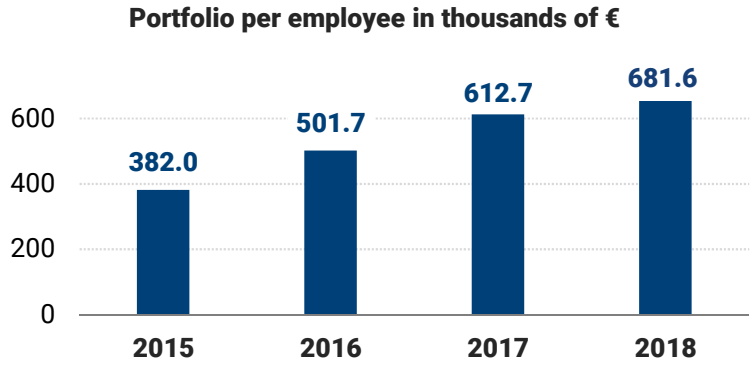
Key financial figures 2018

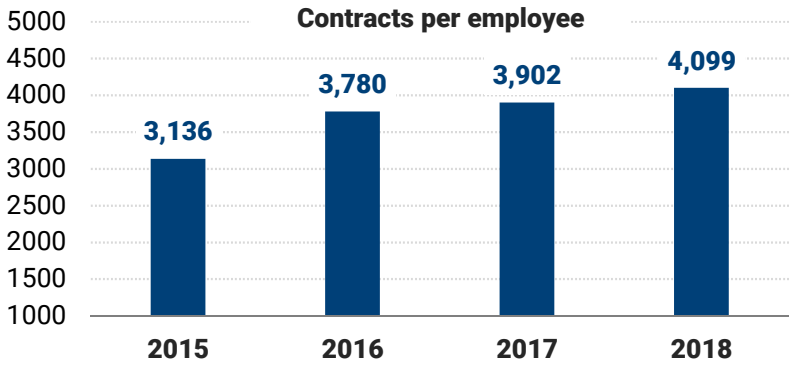
DEUTSCHE Familienversicherung

Other key figures:









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Digital Customer Journey spot

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Thank you very much for your attention!

Any questions?