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# **Review for Analysts**





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# Limitation of Liability



This presentation includes partial information only with respect to the Company's results for the period January-December 2021, and was prepared for summary and convenience purposes only. This presentation cannot serve as a substitute for a review of the Company's public reports (including in the Company's financial statements), which contain the complete information regarding the Company, before reaching any decision regarding an investment in the Company's securities. This presentation does not constitute an offer for the acquisition of the Company's securities, nor a request for any such offers, and is intended for the delivery of information only, as part of the provision of explanations regarding the Company.

This presentation is an unofficial translation from the Hebrew language and is intended for convenience purposes only. The binding version of the presentation is in the Hebrew language only.





### About us





Clal Insurance Enterprises Holdings is a leading insurance and longterm savings groups in Israel



Assets under management: NIS 286 **billion** (As of the end of December 2021), an increase of **21%** compared with the end of December 2020



Total premiums, contributions and receipts with respect to investment contracts in January- December 2021: approximately NIS 27.2 billion. An increase of 39% compared with the corresponding period last year.



Clal Insurance Company rating: iIAA+\Stable from Standard & Poor's Maalot Aa1.il with stable outlook from Midroog





Operates together with approximately 2,000 insurance agents



Employs approx. 4,300 employees; since June 2019, there has been an 8% decrease in workforce (including employees added as a result of the purchase of Davidoff); during the said period, Clal Insurance workforce decreased by approx. 11.5%.



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Platinum+ rating of Maala in the field of corporate responsibility



Leading in investment returns over

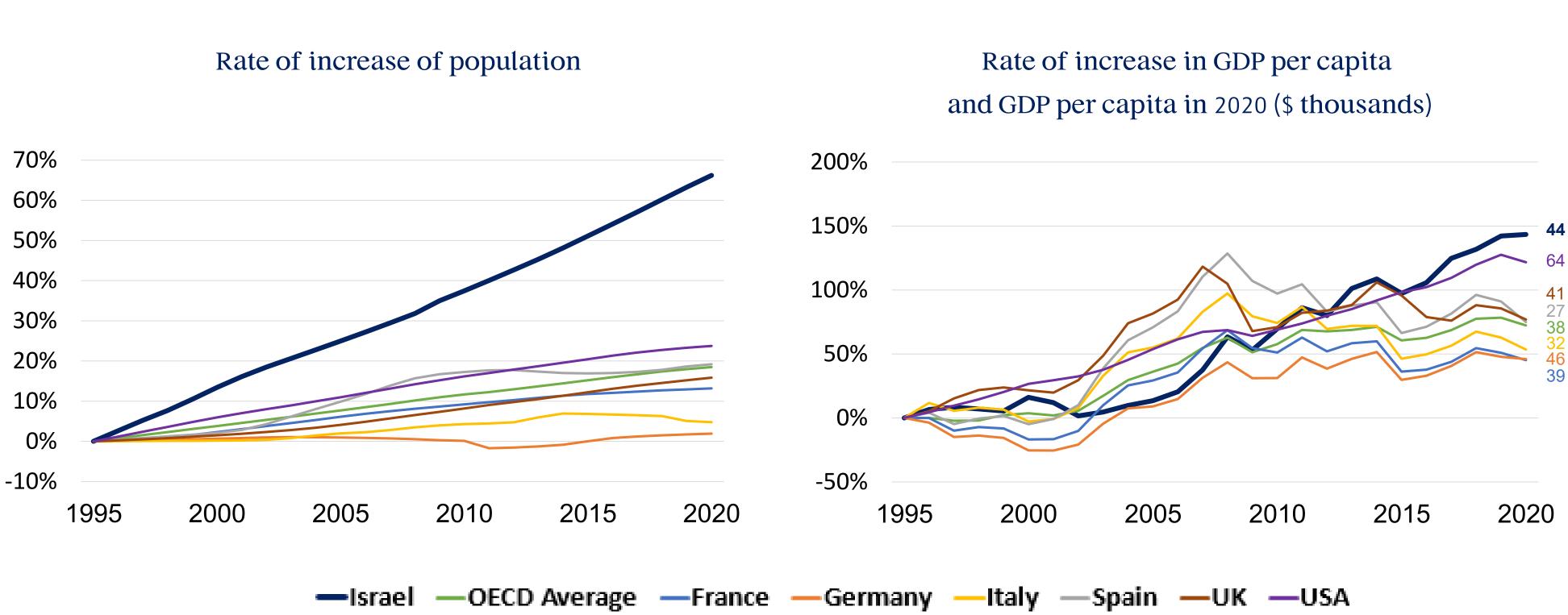


The Company has unique activity in the field of mortgages and credit insurance





### **The Business Environment - Israel**



Source: World Bank, GDP per capita (current US\$), information for Israel is available since 1995





# Principal Milestones

### December 2019

Approval of the company's three-year strategic plan

### February 202

Launch of Clal's but emergency services f company's customers of areas

#### December 2020

Clal Holdings is becoming a company without a control shareholder

### May 2021

**Launch of smart managers insurance product** – Managers FIRST

### July 2021

Winning the "Platinum+" rating in the Maala ESG Corporate Responsibility Index for the second time in a row

### November 2021

**Double win in the service survey** from the Chamber of insurance agents – non-life insurance and pension

### February 202

Appointment of new directors for Clal Ho appointment of Mr. as Chairman

#### June 2021

**Reporting a solven** in Clal Insurance (su distribution provisio

### August 2021

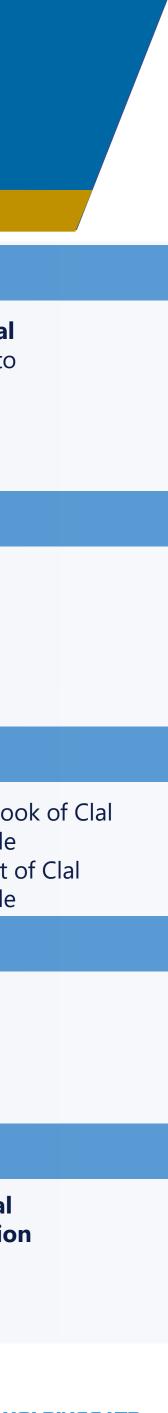
Launch of a new lar with the tag line "Be with Clall"

#### **December 2**

Winning Adif's Inst the long term saving segment innovation non-life insurance se

20	October 2020	October 2020
<b>tton app –</b> for the rs in a variety	Setting up a customer unit that will be in charge of all online and digital sales activity of the company, including the provision of digital tools to the agents channel, strategic collaborations and direct customers	<b>Clal Holdings injected additiona</b> <b>Tier 1 capital</b> of NIS 450 million to Clal Insurance
21	March 2021	May 2021
w board of oldings, Haim Samet	<b>Leading in investments returns</b> <b>campaign</b> for study and pension funds	Purchase of 14% of the digital insurance agency WOBI
	June 2021	June 2021
<b>cy ratio of 152%</b> bject to the ns)	Purchase all of the shares of Davidoff Pension Arrangements	Midroog changes the rating outlo Insurance from Negative to Stable S&P Maalot changes the forecast Insurance from Negative to Stable
	August 2021	September 2021
nguage for the brand Happy that you are	Successful IPO of Michlol and successful raising of tier 2 capital totaling NIS 400 million	Appointment of new board of directors for Clal Insurance
021	December 2021	January 2021
<b>urance for 2021</b> in gs category, cross- a, and innovation in the egment	<b>Recycling of Tier 2 capital</b> while extending average duration and reducing costs	Successful capital raising of Clar Holdings totaling NIS 500 millio





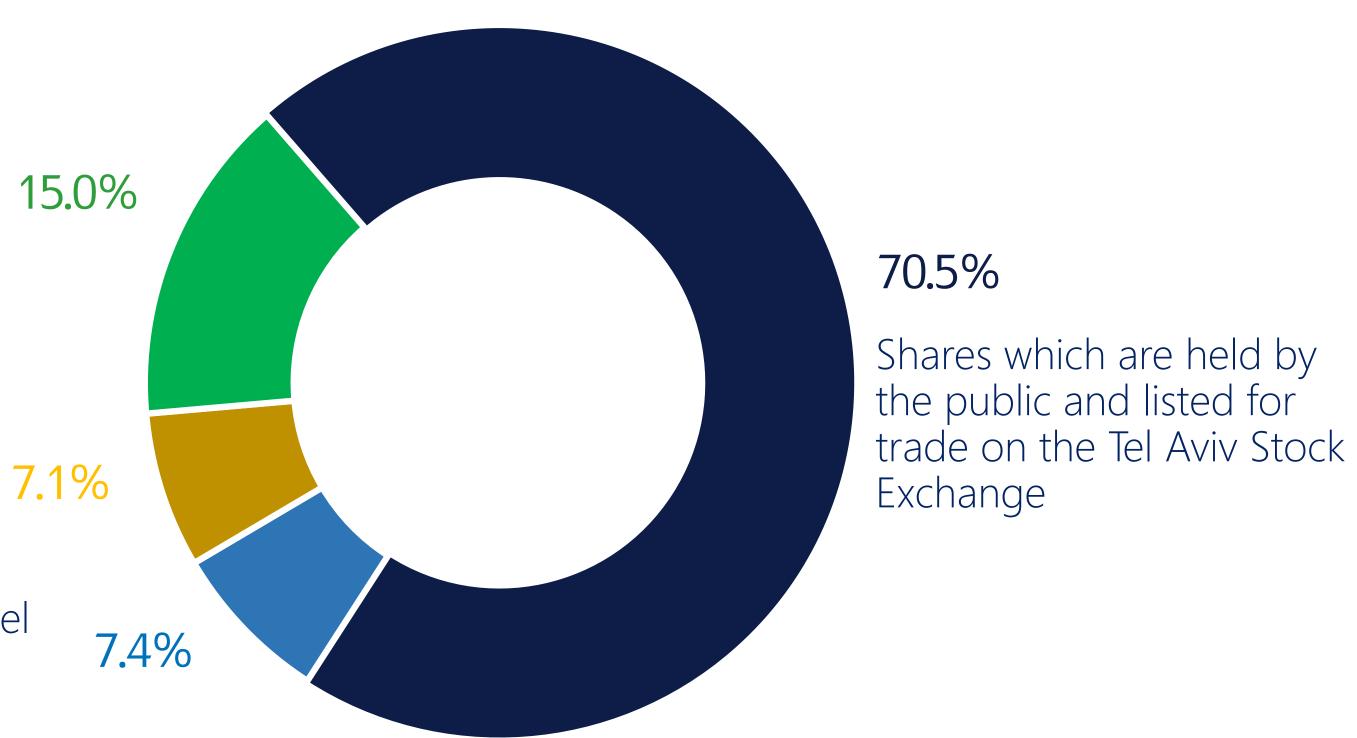
## Shareholders<sup>1</sup>



### Shares which ae held by Alrov Real Estate and Hotels Ltd.

Shares which are held by Phoenix Holdings Ltd.

Shares which are held by Harel Insurance Investments & Financial Services Ltd.



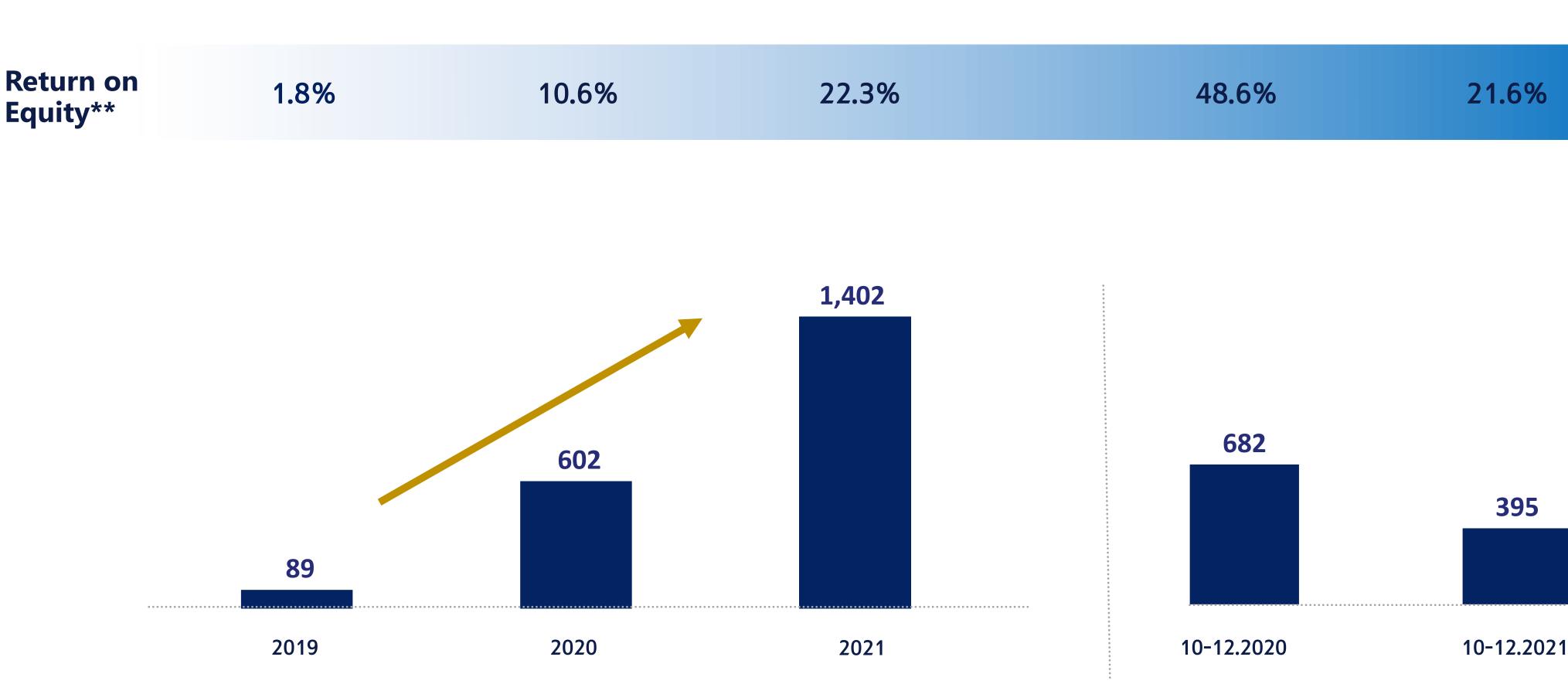
1. To the best of the company's knowledge, in accordance with information delivered to it to date. Shareholders presented have 5% stake or more.





### (NIS Millions)





- "review provision with respect to the liability adequacy".
- quarterly profit.

### **Comprehensive Income After Tax Attributable to Shareholders\***

\* In the year 2019 the comprehensive income was restated due to retrospective application of the Capital Markets, Insurance and Savings Authority's circular regarding the

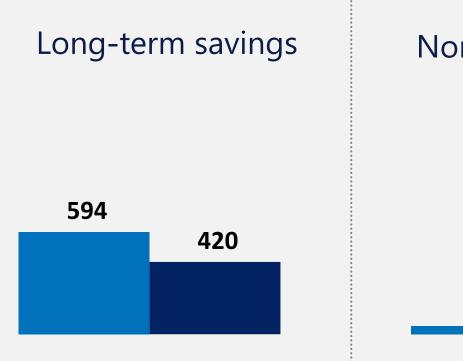
\*\* Return on Equity In annual terms - return on equity is calculated on the basis of profit for the period attributable to the Company's shareholders, divided by equity at the beginning of the period attributable to the Company's shareholders. The profit used for the calculation of the quarterly return on equity is calculated by multiplying by four the



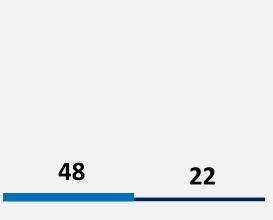


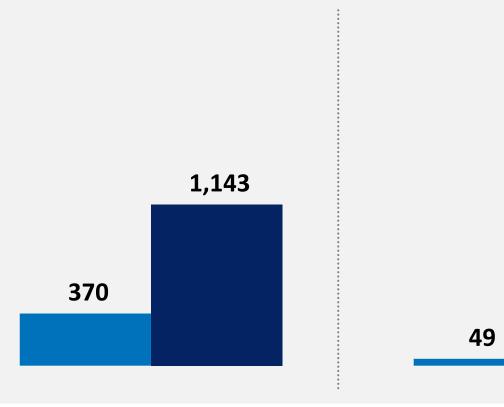
### (NIS Millions)

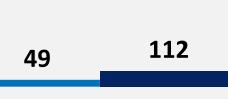




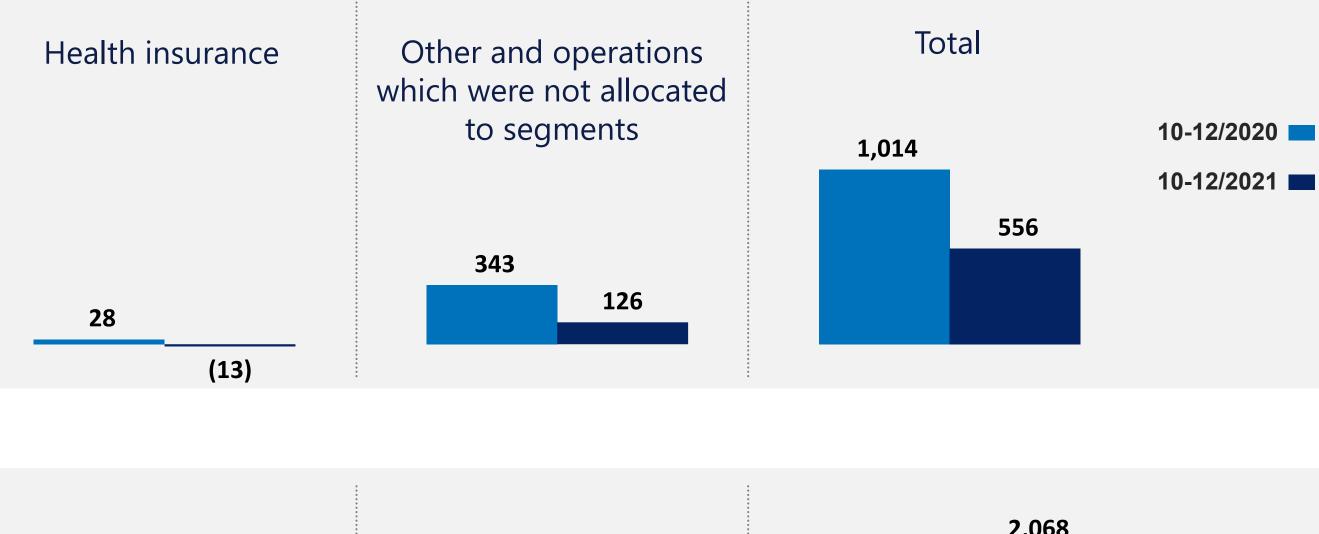
### Non-life insurance

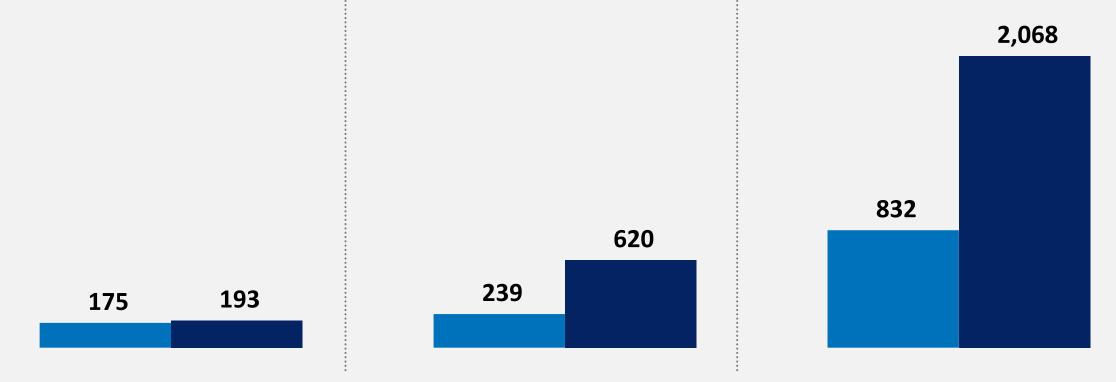






### **Comprehensive Income Before Tax by Segments**





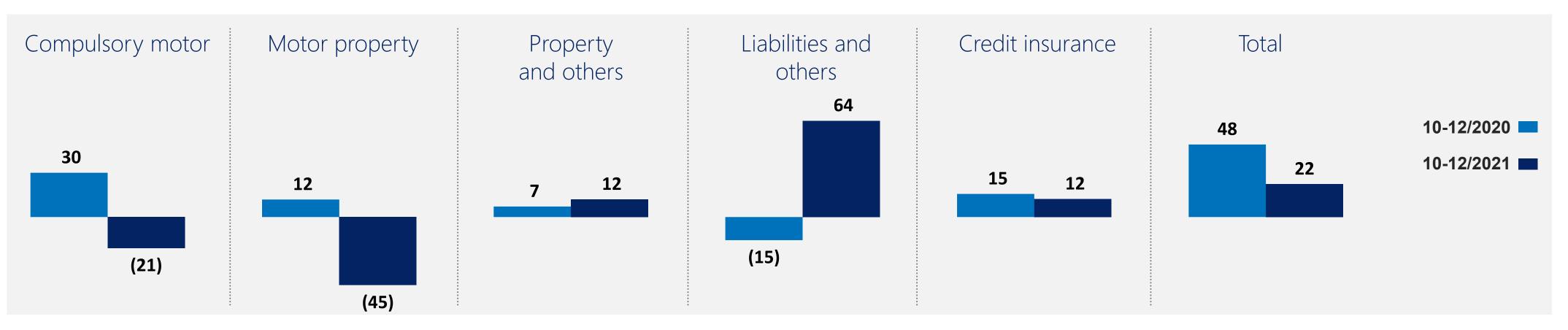


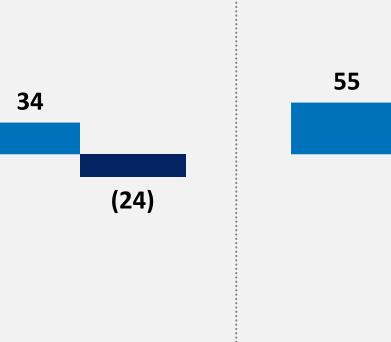




### (NIS Millions)





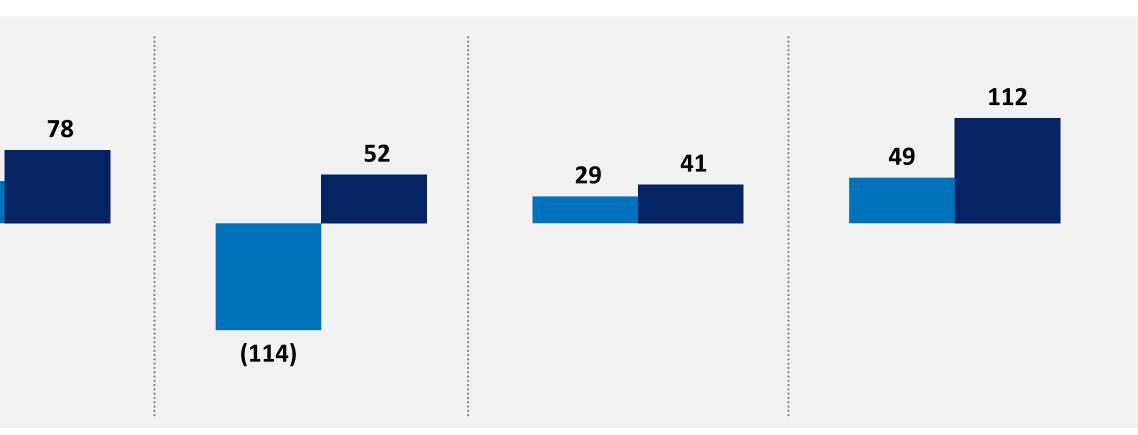


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### Non-Life Insurance | Comprehensive Income Before Tax





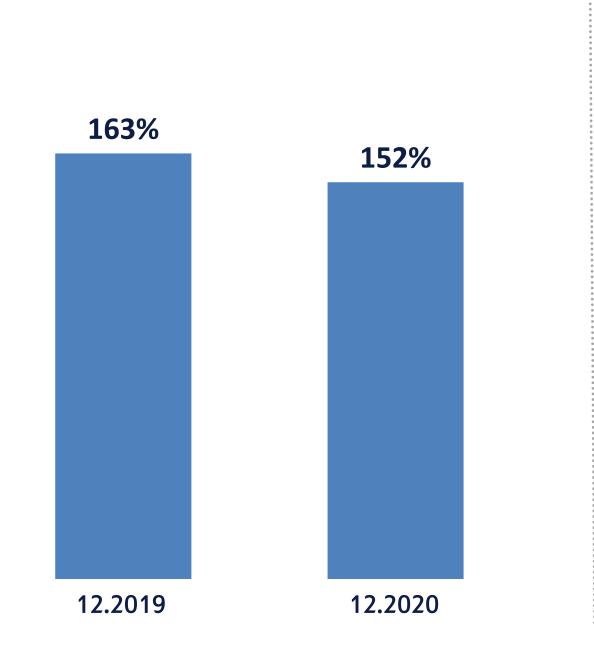




### **Total Capital**



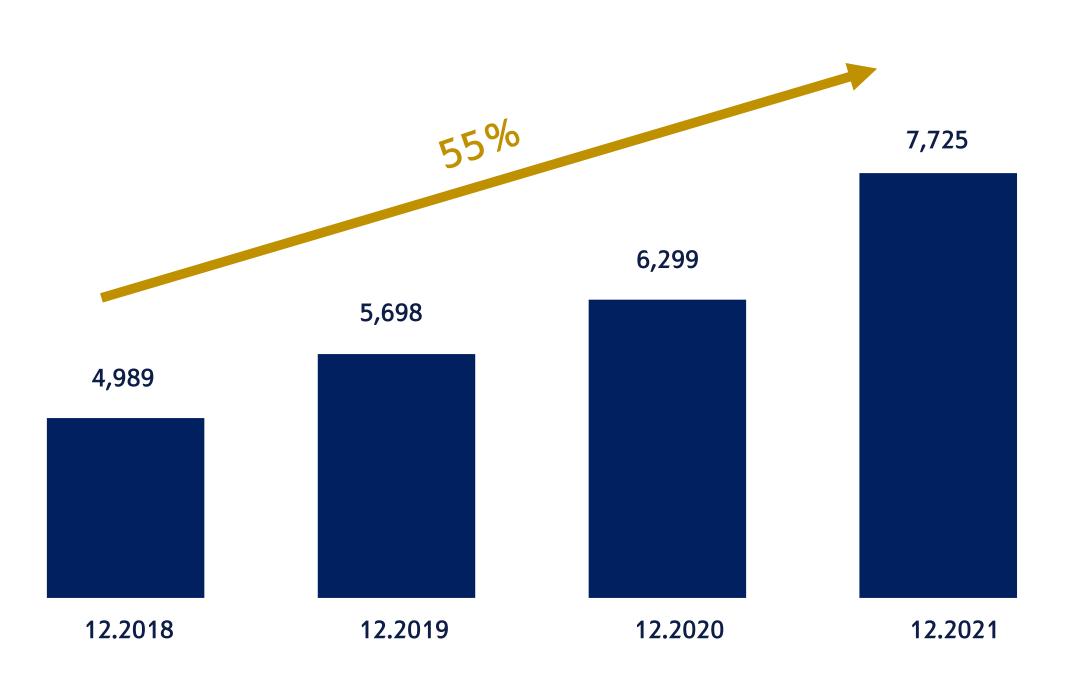
#### **Solvency Ratio** Includes transitional measures<sup>2</sup>



- "review provision with respect to the liability adequacy".



#### **Total Capital Attributable to Company Shareholders<sup>1</sup>** (NIS Millions)



1. In the years 2018-2019 total capital was restated due to retrospective application of the Capital Markets, Insurance and Savings Authority's circular regarding the

2. The data includes the impact of material capital actions occurring in the period between the calculation date and the publication date of the Company's economic solvency ratio report

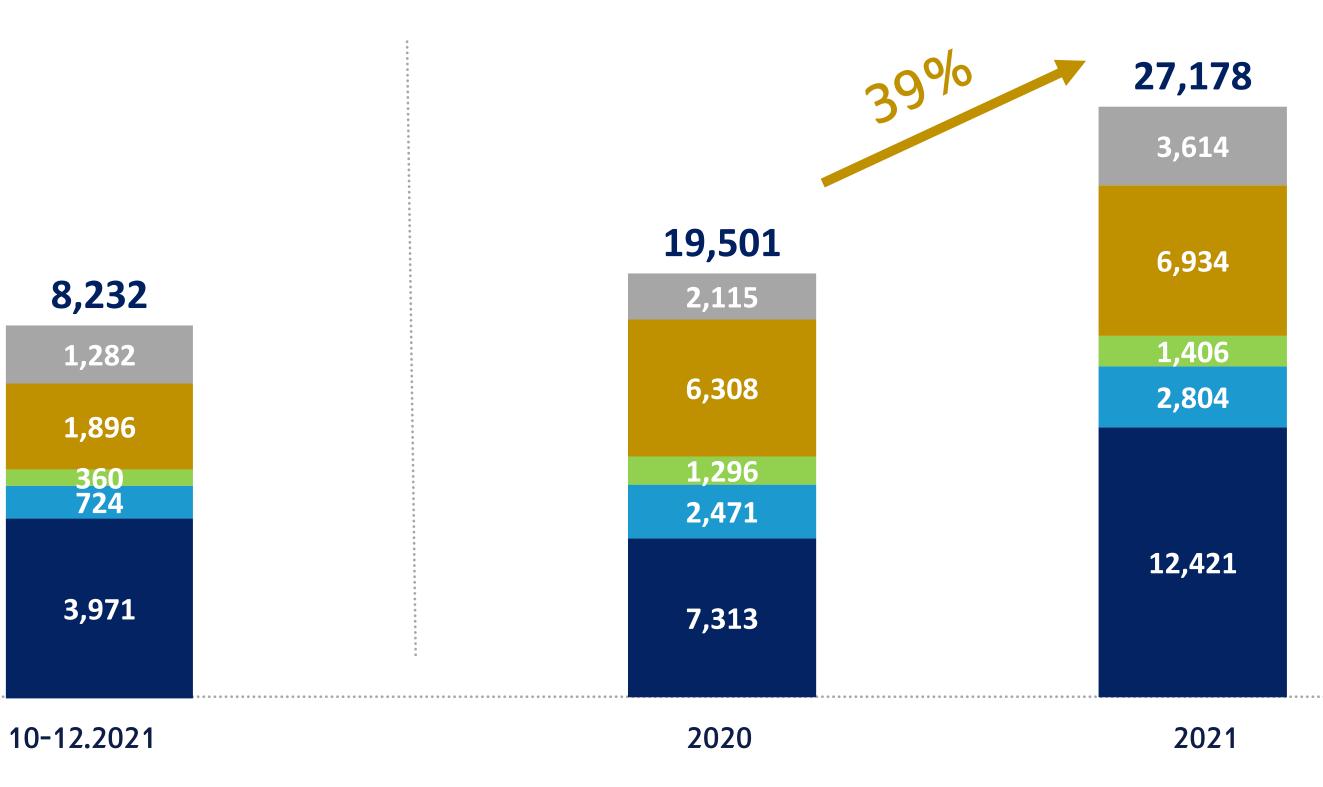




# Gross Premiums Earned, Contributions and Receipts with respect to investment contracts (NIS Millions)





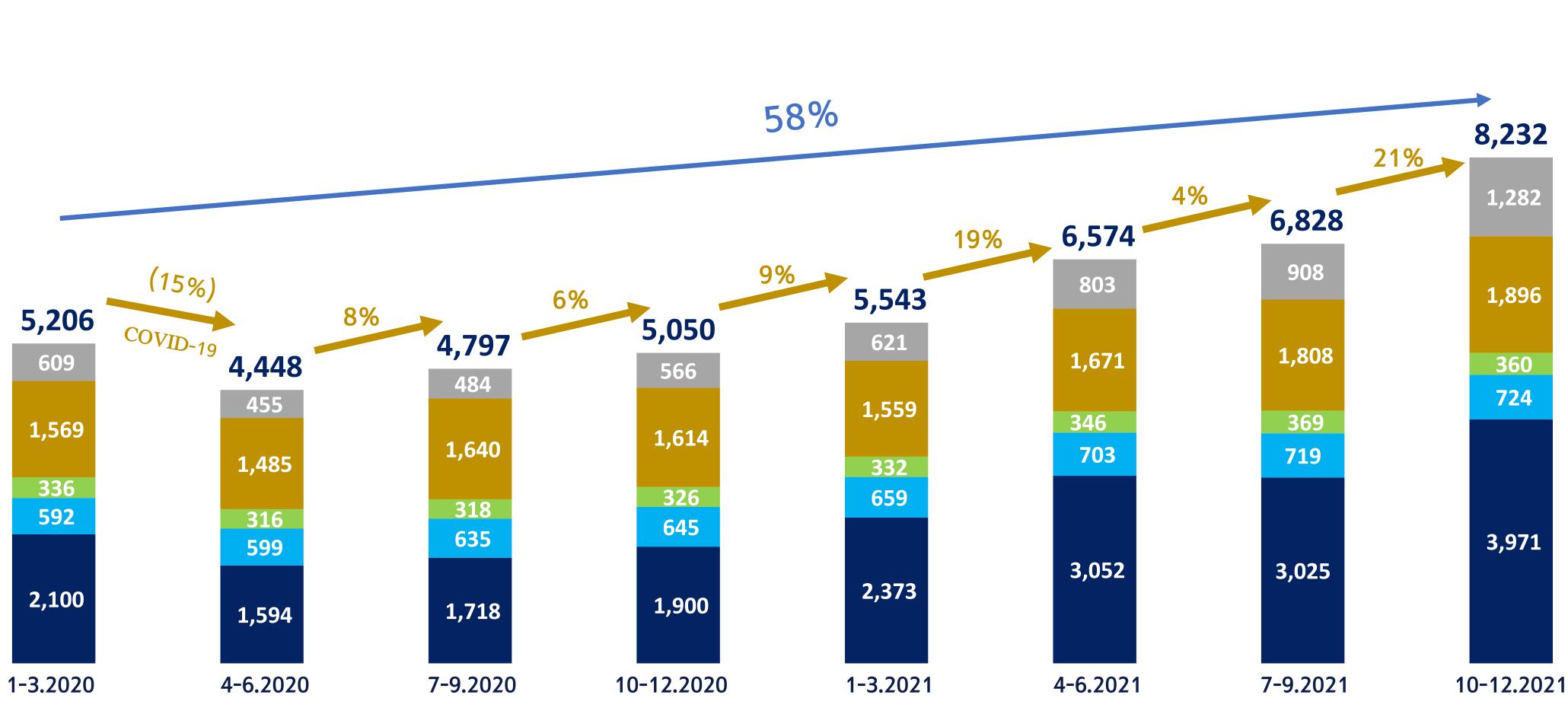












### **Gross Premiums Earned, Contributions and Receipts with** respect to investment contracts (NIS Millions)

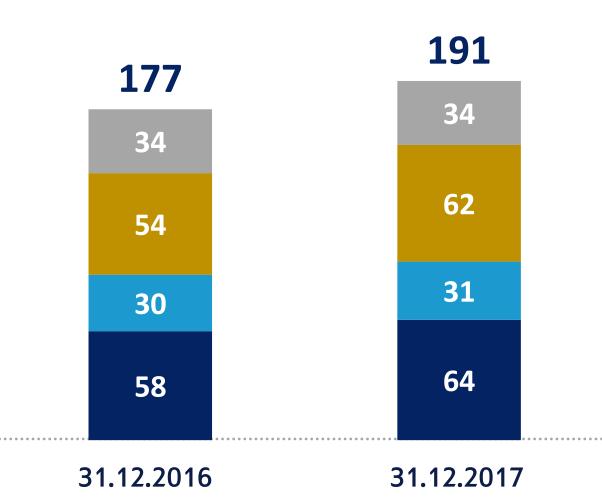


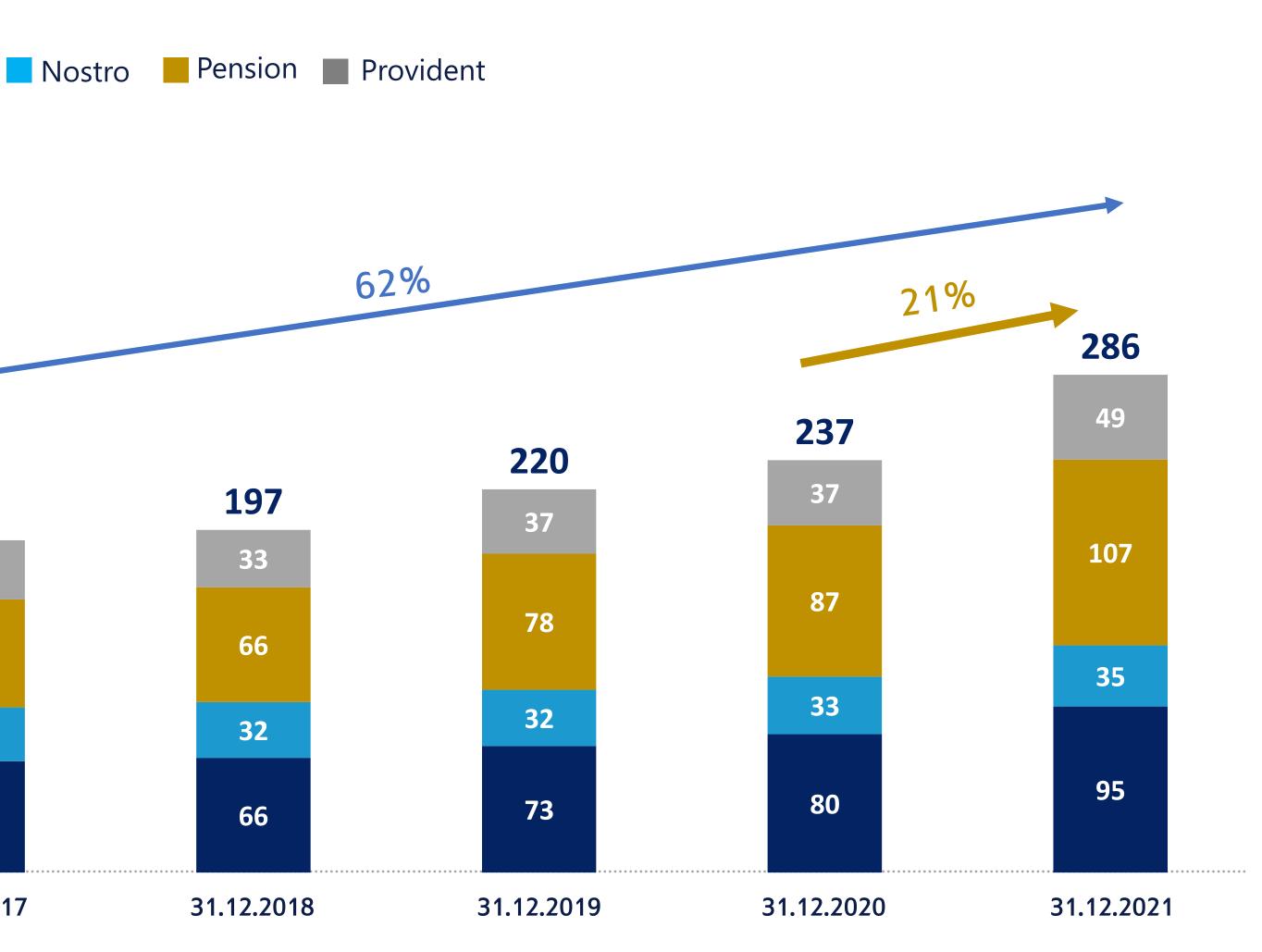


### **Assets under Management** (NIS Billions)



#### Investment-linked insurance contracts and investment contracts



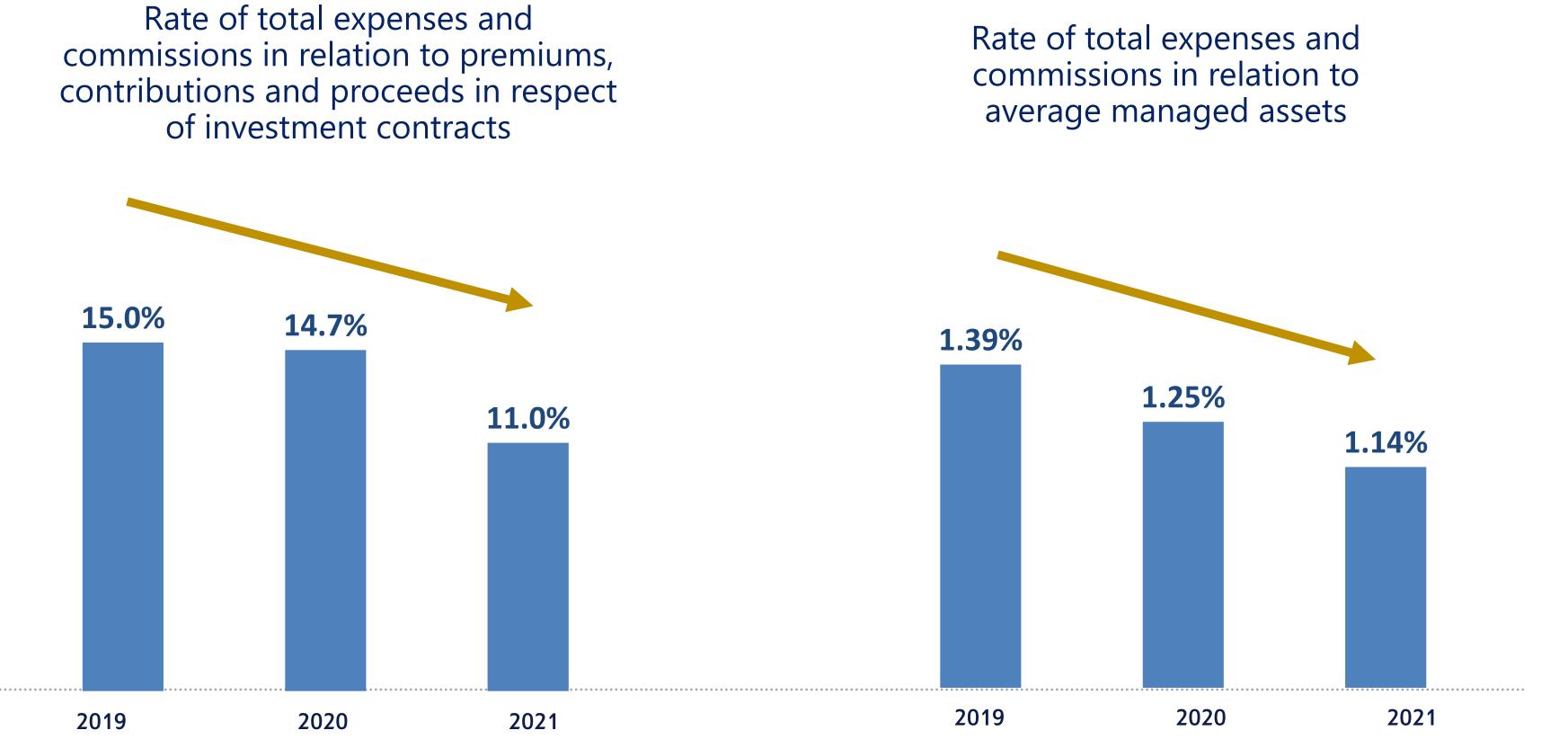






### Rate of total general and administrative expenses, marketing expenses and commissions

Rate of total expenses and of investment contracts

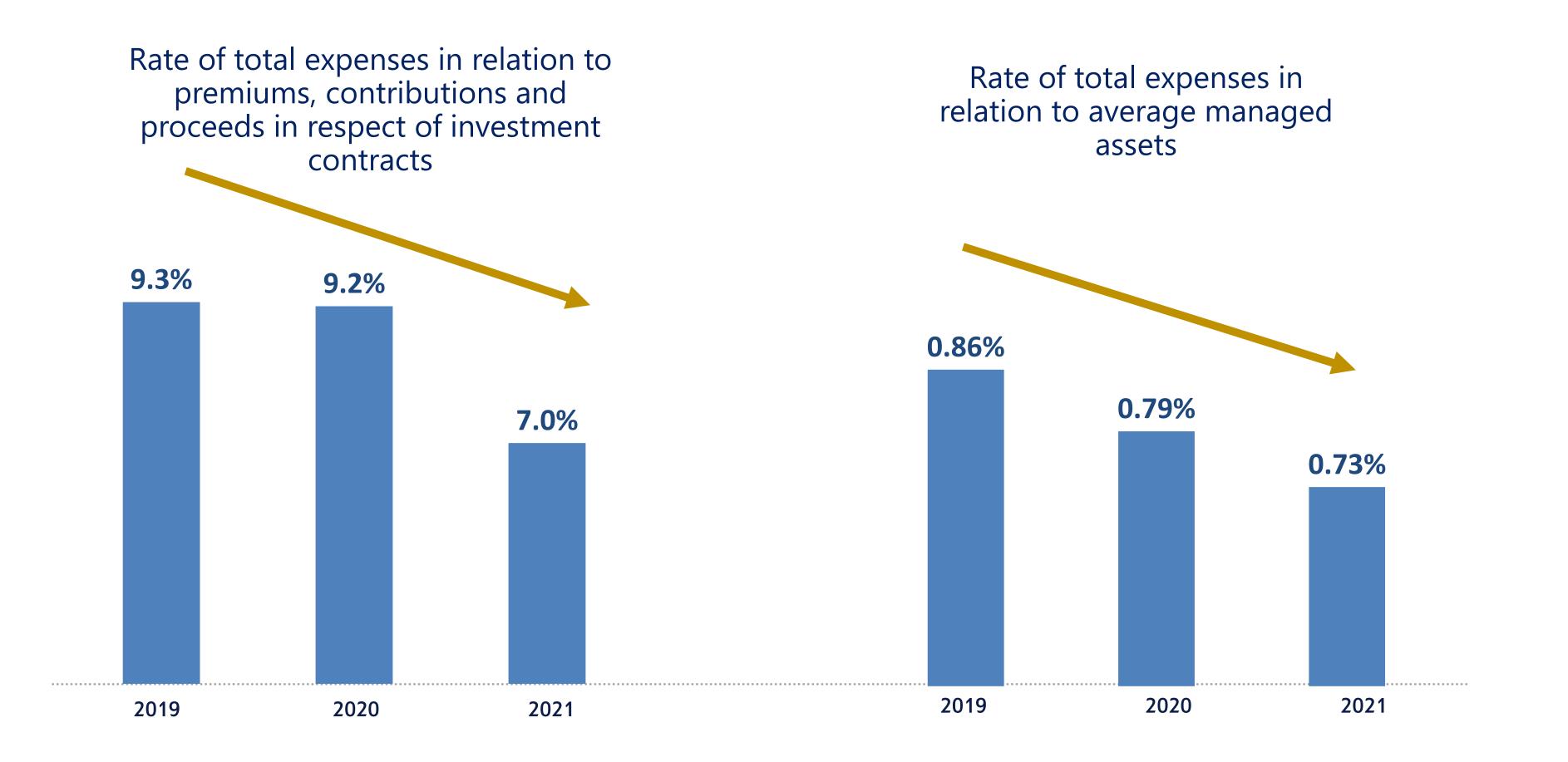








### Rate of total general and administrative expenses\*



\* Including marketing and claim settlement expenses







### Leading Investments

#### **Biz**portal 2.12.21

#### כלל ביטוח תעמיד אשראי בהיקף של 665 מיליון שקל למגוריט ומנרב

-1 <del>חברת הביטו</del>ח והאשראי מעמיקה את ההשקעה של בתחום השכירות לטווח ארוך באמצעות עסקת מימון פרויקטים של מגורים להשכרה של החברות, בהיקף כולל של 506 יחידות דיור

חברת הביטוח והאשראי כלל עסקי ביטוח <0.16% חתמה על עסקת מימון עם קרן הריט מגוריט ^+0.84% וחברת הנדל"ן מנרב, לטובת מימון 4 פרויקטים של מגורים להשכרה בהיקף כולל של כ-665 מיליון שקל , ובסך הכל 506 יחידות דיור.

הפרויקטים כוללים רכישה של 50 דירות בפרויקט yard בשכונת נוה שרת, בתל אביב, וכן הקמה של 279) 3 פרויקטים במסגרת המכרזים של החברה הממשלתית "דירה להשכיר", בערים באר יעקב יח"ד), ראשון לציון (78 יח"ד) ובשכונת מלחה בירושלים (99 יח"ד).

יוסי דורי, משנה למנכ"ל ומנהל חטיבת ההשקעות בכלל ביטוח ופיננסים: "כלל ביטוח ופיננסים מרחיבה את החשיפה וההשקעה שלה בתחום הפרויקטים למגורים בישראל. רק בשנתיים האחרונות, השקענו כ-2.5 מיליארד שקל בפרויקטים של דיור בישראל, בהיקף של כ-1700 יחידות





#### השקעה רביעית לכלל במרלו"גים והתעשייה: 85 מיליון שקל עבור פרויקט במבוא כרמל

המגרש בגודל 9 דונם בפארק התעשייה מבוא כרמל, עליו ייבנה מבנה לשימושי לוגיסטיקה ותעשייה, נרכש מ-י.ש. שמיר וגרופית שיקבלו את התשלום בהתאם להתקדמות הפרויקט • בסך הכל, השקעות כלל בענף הלוגיסטיקה והתעשייה בישראל נאמדות בכ-400 מיליון שקל















### בשוק הדיור

ל״נדל״ן היום״ נודע כי חברת הביטוח השקיעה לא פחות מ-2.5 מילארד שקלים בשנתיים האחרונות בשוק הנדל"ן

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עופר פטרסבורג 18:49,30/12/2021 LT12/2021





הולכים על בטוח: "כלל ביטוח ופיננסים" הפכה לשחקן מרכזי בשוק הדיור להשכרה ארוכת טווח והשקיעה כ-2.5 מיליארד שקלים במהלך השנתיים האחרונות בפרויקטי נדל"ן שונים – כך נודע למערכת "נדל"ן היום". בשנים האחרונות השקיע החברה במגוון פרויקטים – בארץ ובחו"ל.





### Leading in Investment Returns







מניות הן המשחק הכי טוב בעיר כשמדובר בטווח ארוך. קרנות השתלמות הן השקעה ל-6 שנים לפחות. ומכאן, שבעיני רבים המסלול המועדף בקרנות השתלמות הוא מסלול מנייתי. המסלול המנייתי הוא המסלול הצומח ביותר בשנים האחרונות בקרנות ההשתלמות ועדיין הוא שני למסלול הכללי - מסלול שמשלב מניות ואגרות חוב.



#### 16.3.22

תשואות קופות גמל בפברואר - כלל גמל מנצחים ב 2 מתוך 3 המסלולים תשואות קופות גמל בפברואר - דירוג FUNDER-AdvizerLand תשואות שליליות בכל המסלולים בכל הגופים | שינוי בהובלה ל-3 שנים במסלול בין 50-60



יורם נוה מנכל כלל ביטוח ופיננסים. צילום סיון פרג

פתיחת 2022 הכניסה קצת חשש למשקיעים. זה התחיל עם הפד, והמשיך עם פוטין, ובינתיים המשקיעים חווים ירידות בקופות הגמל במסלולים השונים. למרות שבחינה של המסלולים השונים, מראה שהיקף הירידות לא כל כך דרמטי ביחס לחדשות שמגיעות כל הזמן מאוקראינה. איך אומרים, הכל יחסי בחיים, תצפה לגרוע, אולי תופתע לטובה. אז כן יש תשואות שליליות, אולם פחות מהחשש. סיקור FUNDER-AdvizeLand לתשואות בגופים השונים, בהתאם לחתכי הגיל. נזכיר שמודל קופות הגמל בהתאם לחתך הגילאים יושם בישראל בעקבות משבר 2008, שבו התחדד הצורך להקטנת סיכון אצל חוסכים בגיל מבוגר שקינים. למרוע חסכון מאוחר לא מאפשר לתשואות לפצות על הנזק, ולאור זאת עלול ליצור נזק בהיקף הקצבה של החוסך.











### Leading in Returns Campaign

Clal Insurance and finance is ranked first in pension returns for one, three, five and ten years in the general track, and ranked first in study funds returns for one and three years



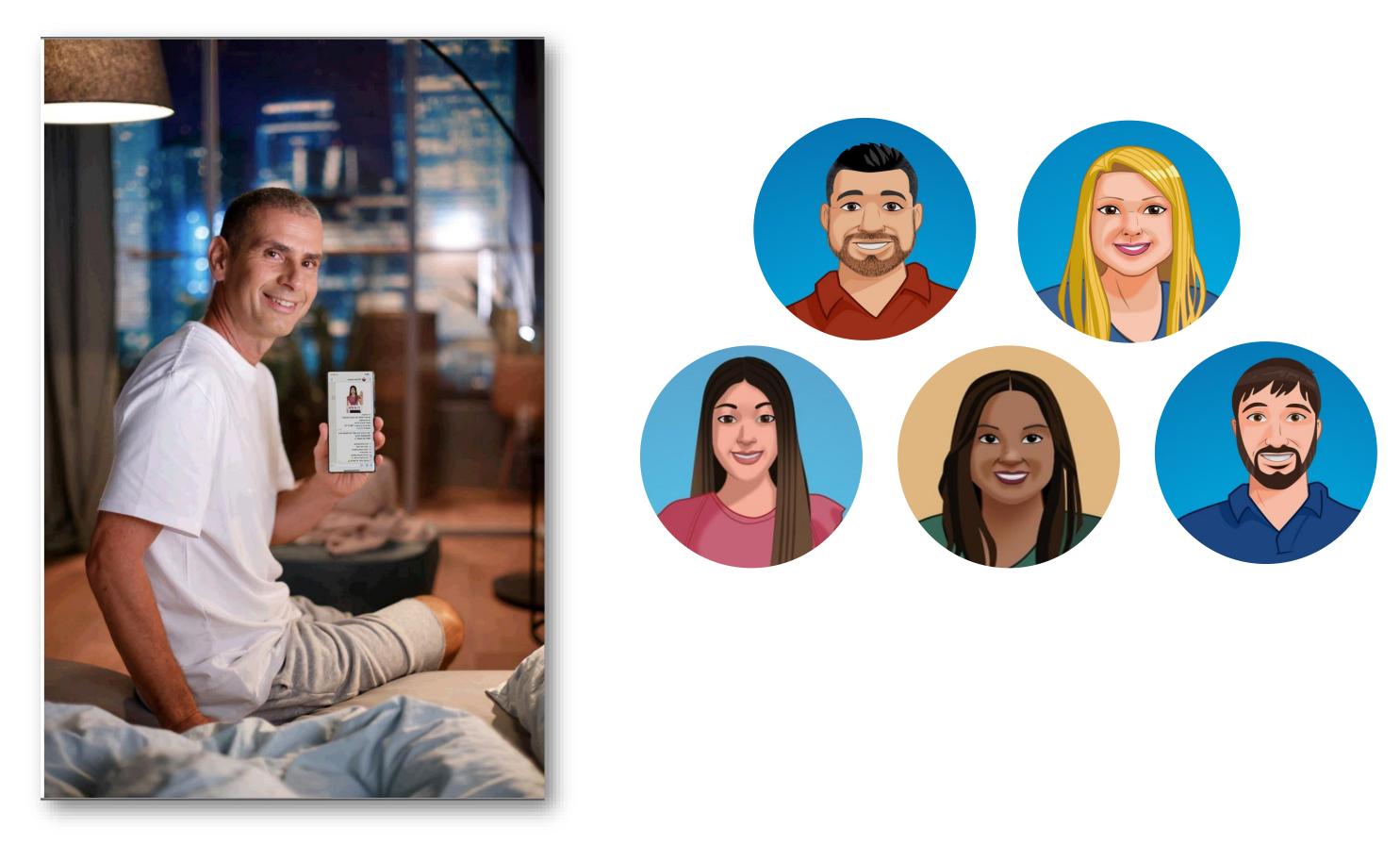
#### בוסטר לפנסיה כלל גאה להיוח הפנסיה לבני 60+ בשנה. שלוש וחמש השו וגם במסלול הפנסיונרים בשנה ובשלוש השנים האחרונות ולול לפנסיונרים שנה אחרונה יכור דעי גמל ופנסיה בע"מ הפניקט פנטיה וגמל בע"מ 6,13% 5.72% 7.40% 9.30% מנורה מבטחים וגמל בע"מ 6.11% 7,20% 8,14% אלטשולר שחם גמל ופנסיה בע'מ ביטוח ופיננסים







Launching a team of expert Bots, which are based on real-life employees that were integrated into the bot itself, and provide response in a range of areas: pension and provident, life insurance, health and travel insurance, non-life insurance and claims.



### Leading in Innovation - Service





### **Adif's Winners**

Clal Insurance and Finance has won Adif and Insurance and Finance Reporters' Rating for 2021 with three leading products in the following categories: The move of the year in the long term saving segment, cross- segment innovation, and innovation in the non-life insurance segment.



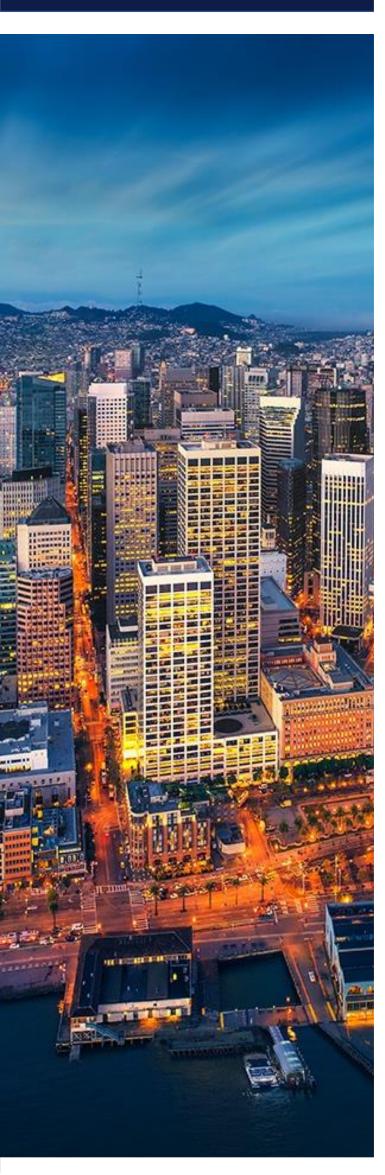








### **Statements of the CEO and Chairman**







**Yoram Nave** CEO



Haim Samet Chairman

I am proud to present Clal Insurance and Finance's best annual results since it was founded. This year we recorded a post-tax comprehensive income of NIS 1,402 million, compared with post-tax comprehensive income of NIS 602 million in 2020, a significant increase of NIS 800 million!

In 2021, we continued improving our results from underwriting activities and became a leading company in growth and increased efficiency, exceeding our strategic plan targets by far. We continue being leaders in investment returns to members; this leading position is translated into growth and into positive and impressive net transfers in the pension and provident area. As a result, Company's assets under management is consistently on the increase, reaching records numbers of NIS 286 billion in 2021 – a 21% increase compared with 2020.

Clal Insurance and Finance has improved in all of its operational parameters; it is leading in the Capital Markets Authority' customer services indexes, as well as in the ratings of the Association of Insurance Agents in Israel in all areas of insurance and finance.

In 2021, Clal made significant business moves in the holding company – purchase of all shares of Davidoff, purchase of shares in Wobi, and the issuance of Michlol. In the second half of 2021 we successfully raised and recycled tier 2 capital in Clal Insurance, alongside a capital raising of approx. USD 0.5 billion in Clal Holdings at the beginning of 2022, that will allow us to consider business opportunities in line with the targets and the Company's strategic plan.

I am pleased to note that we end 2021 with total equity attributable to Company's shareholders totaling NIS 7,725 million (excluding thr capital raising) – a NIS 1.4 billion increase compared to total capital in 2020. This is an impressive increase of 23%.

The excellent annual results give a great boost for our teams of Company employees, agents, management and Board of Directors; those results are the result of hard collaborative work, thanks to which the trend of improvement in the activities of Clal Insurance and Finance continues.

This year, the Company also completed a capital raising that significantly enhanced its capital base and will allow significant strategic moves.

We will continue our intensive work towards achieving our joint goals in accordance with the Company's strategic plan.







# Thank You!



