

# BUILDING TOGETHER A BETTER AND SUSTAINABLE FUTUR

Working in synergy with all the retail banking, private banking and financial services business lines, Societe Generale Assurances is at the heart of Societe Generale group's development strategy.

We continue to expand our distribution model through development of external partnerships.

We offer a full range of products and services to meet the needs of personal, business and corporate customers in Savings Life Insurance, Retirement Savings and Personal Protection.

As the trusted partner of our customers, we combine financial strength with dynamic innovation and a sustainable development strategy driven by the expertise and commitment of our 3,000 employees.



11.4 bn EUR

JR



126 bn EUR
OUTSTANDINGS



363 M EUR



**2.3** bn EUR

CROSS-SELLING REVENUES 12/31/2020



6.4% FINANCIAL RESERVES RATIO



**40.1%**COST TO INCOME RATIO



10



3,000 EMPLOYEES



14 M



23 M
IN-FORCE POLICIES



+45
FRANCE NPS

 $\mbox{\ensuremath{^{\star}}}$  Contribution to Societe Generale group net result.

# 2020 AN UNUSUAL YEAR

Since the beginning of the health crisis, Societe Generale Assurances fully played its role as a responsible insurer, while insuring the protection of its teams and the quality of services provided to our clients and partners.

# **Protection**

The necessary hygiene measures and working arrangements were set up at the end of February to protect our employees. This enabled us to roll out remote working to more than 90% of the workforce within a few days. Specific measures were also put in place, such as a telemedicine service, psychological support and access to social assistance services.



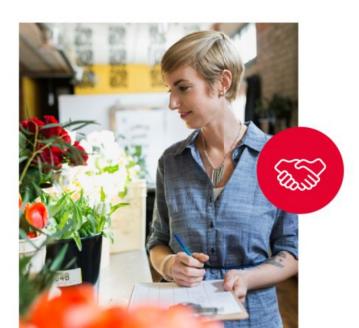
# Continuity

From the very start of the crisis, we adapted our organisation and our working methods to support our policyholders, with all of our clients' operations successfully completed on time. This rapid response was welcomed by our policyholders in the satisfaction surveys conducted after a contact with our teams, resulting in a Net Promoter Score (NPS) of +45 for 2020 (up 14 points compared with 2019).



# Support

To support the most severely affected professionals and businesses, we contributed 75 million euros to the insurers' investment programme to support mid-sized companies, SMEs and the health and tourism sectors. In 2021, in addition to the range of credit life insurance already in place for State-guaranteed loans, we are extending our commitment by contributing up to 800 million euros to the "Relaunch" equity loans (PPRs – Prêts Participatifs Relance).



# Digitalisation

Our clients adjusted their uses during the health crisis towards more digital contact and virtual communication. Our investments in recent years in the digitalisation of our tools and processes really paid off. Over the course of 2020, for example, we doubled the number of 100%-digital sales, as well as the number of policies signed electronically. Certain client procedures have been made more flexible, such as extending and adapting the deadline for declaring a claim, simplifying the medical selection process and automatically emailing remote working certificates to our home insurance policyholders.



# Solidarity

In addition to our support initiatives, we contributed 14 million euros to the solidarity fund set up by the public authorities and dedicated to very small businesses, SMEs, independent traders and retailers. We took several discretionary measures to help our most severely affected clients (particularly nursing staff and professionals), amounting to 11 million euros. Overall, support operations amounted to a total of more than 100 million euros.



Solidarity measures were implemented to accompany our most vulnerable clients, in France and in all our regions, including the payment of daily allowances for people placed on sick leave, the establishment of a psychological support service available to all personal accident insurance policyholders, the expansion of cover relating to Covid-19 risks in Romania and the extension of the deadline for submitting health insurance claims in Morocco.



# SOCIETE GENERALE ASSURANCES – A RESPONSIBLE AND INNOVATIVE PLAYER CLOSE TO ITS CLIENTS



Philippe Perret, Welcome. The year 2020 was unusual in every way. How has it affected Societe Generale Assurances?

P.P.: Last year was certainly extraordinary. The global health crisis turned our lives upside down and the ensuing economic crisis is far from over. From March 2020, the priority for Societe Generale Assurances was to protect our employees and ensure business continuity to enable us to serve our clients. We should emphasise the agility with which our organisation was able to adapt to continue our work. For example, nearly 90% of employees worked remotely, across all the countries in which we operate. And this service continuity was particularly appreciated by clients. In France, for example, our Net Promoter Score (NPS) - measuring the satisfaction of clients who have interacted with one of our call centers or management services increased very significantly, to +45 points (up 14 points compared with 2019). From the outset of the health crisis, we also took a series of exceptional measures, totalling more than 100 million euros, to help our policyholders through that difficult period and support the economic recovery.

"From the outset of the health crisis, we took a series of exceptional measures [...] to help our policyholders through that difficult period and support the economic recovery."

**Philippe Perret** 

# Was your business impacted by the situation?

**P.P.:** Overall, savings life insurance activity fell significantly in France and in our other regions. Despite a reduction in gross inflows, however, our outstandings increased by 0.5%, to reach 126 billion euros. There was also a sharp increase in our unit-linked (UL) activity, accounting for 44% of inflows and 33% of outstandings – a significantly higher level than that of the French market generally. Our protection business proved very resilient to the crisis, with an increase of 1%. There was a considerable difference, however, between our more severely impacted international businesses and activity in France, where premiums increased by 4% in personal protection and 12% in property and casualty insurance.

Diony Lebot, as Deputy CEO of Societe Generale group and Chairman of the Board of Directors of Sogecap, what do you see as the main post-crisis challenges, for the Group and more specically for the Insurance business unit?

**D.L.:** The crisis has obviously had a major impact on Societe Generale group's activities, although collectively we have shown an impressive ability to bounce back, particularly thanks to our resilient businesses, including insurance. Insurance remains a central activity in Societe Generale group's development strategy. It still has a significant growth potential and strengthening synergies with other business lines must be central to our action plans. I am thinking firstly of the retail banking networks in France and abroad. In France, the merger between Societe Generale and Credit du Nord networks was initiated, with the ambition of building a new, stronger bank with firm regional roots, to meet the expectations of our most demanding clients. Bancassurance will be a major priority for this future organisation and its development strategy.

"The concepts of a responsible insurer and bank have been strengthened by the crisis."

**Diony Lebot** 



REPÈRES 2020



"We have rolled out a number of initiatives to develop a working environment that respects diversity and makes it a strength."

**Diony Lebot** 

8

# What do you think are the major trends resulting from the crisis and how does Societe Generale Assurances intend to take advantage of them?

**P. P.:** The crisis accelerated underlying trends that were already beginning to emerge. I am thinking primarily of digitalisation of the client relationship. Strengthening clients' need for protection is also a key aspect to emerge from this period and which Societe Generale Assurances intends to address. Our systems have now been adapted in both of these key areas and we will continue to improve them. The need for personalisation has become vital. We need to be there at key moments and immediately

provide the most appropriate response. That is why Societe Generale Assurances is developing increasingly modular solutions. The success of our new car insurance in France is a good example of this. Finally, the now ubiquitous issue of Corporate Social Responsibility (CSR) must irrigate our products, as well as the way we work.

**D.L.:** To go even further, it seems to me that the concepts of a responsible insurer and bank have been strengthened by the crisis. Many of our clients have been saving in recent months. It is now up to Societe Generale Assurances, along with the retail banking and private banking networks, to offer clients products which, as well as being profitable. bring meaning to savings. In line with our CSR strategy, we have developed an innovative and responsible solution with several leading asset managers, based on an open architecture model. I think that we are still only at the beginning of a groundswell. Societe Generale must be among the first to show the way. I am also delighted to see that Societe Generale Assurances recently signed the Principles for Responsible Investment, increased its green investment holdings by a multiple of 3.5 and made major commitments to strictly limit its investments in the unconventional fossil fuel sector.

# How do you judge your performance from the point of view of nancial results, which are down?

**P. P.:** The economic crisis which followed the health crisis was particularly severe. Earnings were therefore naturally down slightly for Societe Generale Assurances, but its fundamentals remain solid. RONE remains good and our solvency ratio, at 195%, is also entirely satisfactory.

**D.L.:** Societe Generale Assurances makes a significant contribution to Societe Generale group's earnings. Its performance enhances the Group as a whole. The resilience of the Insurance business in the current period is obviously a strength for Societe Generale group and reinforces the Group's desire and strategy to continue investing in this activity.



# What growth drivers are currently identied for the coming years?

**P. P.:** The crisis confirmed our strategy. This strategy is based on diversification of our activities: unit-linked savings life insurance, stepping up sales in protection, diversification of our distribution networks, with an important role remaining for partnerships development. These partnerships can also be established with certain specialist business lines within the Group, such as ALD, Boursorama or CGI, as well as with external distributors. The development of retirement savings is also a major issue. Societe Generale Assurances is currently one of the leaders in this market, with sustained growth in its activity. To better respond to our clients' expectations, we have created a dedicated "Group Retirement and Employee Savings" business line and signed a partnership with Fidelity to offer solutions geared towards responsible investment.

**D.L.:** I agree with Philippe. We are fortunate in Societe Generale group to have an abundance of innovative and rapidly-growing business lines and very impressive franchises. Supporting these business lines by promoting the development of synergies is obviously a major challenge and one which will add particular value for the entire Group.

# You want to develop a responsible employer culture – what does that mean in practice?

**D. L.:** The issues of inclusion and diversity are extremely important to Societe Generale group. Our collective work as managers not only involves guaranteeing non-discrimination, which is the bare minimum, but also making diversity an essential driver of the Group's performance. We have rolled out a number of initiatives in these areas, to develop a working environment that respects diversity and makes it a strength. At Group level, for example, we have set ourselves an inspirational objective of reaching a level of 30% women and 30% international profiles within the Group's management bodies by 2023.

P. P.: At Societe Generale Assurances, we have carried out several initiatives to this effect, which have achieved notable progress this year. Our gender equality index reached 93 out of 100 in 2020, marking a significant increase. In order to stay in touch with teams, especially during periods of lockdown, we produced a number of very popular webcasts. Several surveys were conducted to assess our employees' morale, revealing a very high level of commitment for us to build on. We also stepped up our policy of recruiting work-study students, to help young people, particularly affected by the health crisis. Finally, we signed a three-year partnership with Énergie Jeunes association, which fights educational inequalities through skills sponsorship.

"The need for personalisation has become vital. We need to be there at key moments and immediately provide the most appropriate response."

**Philippe Perret** 

# COMMITTED BOARD OF DIRECTORS

The Board of Directors approves the strategic orientations and ensures their proper implementation.

# DIONY LEBOT

Chairman of the Board of Directors, Deputy Chief Executive Officer of Societe Generale group

## PHILIPPE PERRET

Head of the Insurance Business Unit, Chief Executive Officer of Sogecap, member of Societe Generale group Management

# **SYLVIE RÉMOND**

Head of the Service Unit Risks, member of Societe Generale group Management Committee

# MARIE-CHRISTINE DUCHOLET

Head of Societe Generale retail banking in France, member of Societe Generale group

## PATRICK FOLLÉA

Head of the Business Unit Wealth member of Societe Generale group Management Committee

# **AURORE GASPAR**

Deputy CEO of Boursorama

# **AGATHE ZINZINDOHOUE**

Head of Societe Generale group Treasury

## **CORINNE BURLET**

Head of Societe Generale group

## SÉBASTIEN PROTO

Deputy General Manager of Societe Generale group

## **MAI NGUYEN**

Deputy Chief Executive Officer of Sogecap, Head of Finance, Investments & Risks for Societe Generale Assurances

## BENOÎT OTTENWAELTER

Former Head of Risks at Societe Generale group former, member of Societe Generale group Executive Committee

## MICHEL LUNGART

Independent Director

DELOITTE & ASSOCIÉS, **ERNST & YOUNG AUDIT** 

10

PICARLE & ASSOCIÉS

as of April 7, 2021



**WOMEN** 



5 MEN



**56** years old

**AVERAGE OF DIRECTORS** 

# **EXECUTIVE COMMITTEE WITH KEY COMPETENCIES**



**The Executive Committee** is composed of the Chief **Executive Officer and the** heads of the four Business Units and the four Service **Units of Societe Generale** Assurances.



PHILIPPE PERRET Chief Executive Officer of Societe Generale Assurances



MAI NGUYEN





**INGRID BOCRIS** Partnerships, Corporate and Innovation



Investments

& Risks

LAURENT **DOUBROVINE** International



**JEAN-MANUEL** 



Resources



11

**DANIEL JOST** 

Corporate Secretary

# PHILIPPE BOURRIN

Customer Relationship France, Deputy Head



BRUNO **GÉRIN-ROZE** Human

The management committee meets several times a year to discuss the corporate strategy of Societe Generale Assurances.

# THIERRY BOUSQUET

Savings Technical Products

## **LAURENT BRUNO**

Property & Casualty and Protection Technical products

## JEAN-MICHEL CEDELLE

Bancassurance Sales France

## JÉRÔME LERICHE

Bancassurance Marketing

## FRÉDÉRIC BARROYER

Group Retirement and **Employee Savings** 

## **PASCAL BIED-CHARRETON**

# MARTIAL DELONCLE

Car Partnerships

# **MATTHIEU DURUT**

## **LAURENT JOURDAN**

**Group Partnerships** 

## **FABRICE MULLER**

Group Technical products. Group Protection and Health

## THIBAUT PEIGNEY

External Partnerships

## **AUDREY PUJALTE**

## **MARLÈNE PRADEILLES**

Support and Supervision

# **PATRICE BÈGUE**

Development Romania

# FRÉDÉRIC COIN

Italy

# **CATHERINE DE LA CROIX**

Poland

## **JEAN ELIA**

Luxembourg

# THIBAUT FRÉMY

Sub-Saharan Africa

# **ARNAUD DE LA HOSSERAYE**

# **TAOUFIK LACHKER**

SABINE DE LATTRE Projects, Information Systems and Transformation

# GAËL LOAËC

Czech Republic

# YANN LOUARN

## FRÉDÉRIC SALAÜN

Russia

# THIERRY THIBAULT

# **PHILIPPE VIAL**

# **ANNIE ASSOULINE**

Customer Experience

## **LAURENT BADUEL**

Property & Casualty Claims Handling

# KARINE DESTRE-BOHN

Customer Relationship

# **RODRIGUE LECLERCQ**

Property & Casualty Policy

# **LAURENT SALANIÉ**

Life Insurance Customer Relationship

# YANN DASPET

# FRÉDÉRIC DUCREUX

Group Assets, Liabilities and Financial Management

# VALÉRIE HUGUET

Accounting and Group Support

## **ÉRIC JOSEPH**

# ALIX MIGDAL

Budget, Reporting

## SÉBASTIEN SIMON

Risk Management

12

# **ANTOINE TAVENEAUX**

**Actuarial Supervision** 

# **HUGUES FEYRIT**

## **ALEXANDRE MANCHET**

Organisation and Projects

# **JANINE MORET**

IT Production

# **ANDREIA DE MIRANDA-**SANTOS

International Human Resources

# **CAROLINE DA SILVA**

# **HERVÉ LASCOMBES**

Legal and Taxation

# **CHRISTOPHE PAUTET**

Internal Control

## **MAHAMANE TOURÉ**

Corporate Social Responsibility

# **ALEXANDRE LECOMTE**

Chief of Staff for Societe Generale Assurances CEO and Communication

# **MICHEL NOURY**

# **PERFORMING ENTITIES** AND STRONG POSITIONS

# **IN FRANCE**

## LIFE INSURANCE



# Chief Executive Officer, Director

PHILIPPE PERRET Deputy Chief Executive

# Officer, Director **MAI NGUYEN**

Deputy General Manager

## **INGRID BOCRIS**

Deputy General Manager

## LAURENT DOUBROVINE

Deputy General Manager LAURENT DUNET

# Antarius

# Chief Executive Officer

# **LAURENT DOUBROVINE**

Deputy Chief Executive Officer JÉRÔME LERICHE

# Deputy Chief Executive Officer

JEAN-MANUEL MERCIER

# ORADEAVIE

# Chief Executive Officer

INGRID BOCRIS Deputy Chief Executive

THIBAUT PEIGNEY

Officer

# **PROPERTY & CASUALTY INSURANCE**

# SOCESSUR

Chief Executive Officer

# LAURENT DUNET

Deputy Chief Executive Officer PHILIPPE BOURRIN

# INSURTECH (BROKERAGE & SERVICES)



# **Executive Chairman**

**INGRID BOCRIS** 

Chief Executive Officer **PASCAL BIED-CHARRETON** 

6th

**LIFE INSURER** 

**1**th

LIFE INSURER

IN MOROCCO

13

**ABROAD** 

**GERMANY** 

# Societe Generale **Assurances Germany**

# **TUNISY**

**RUSSIA** 

Rosbank Insurance

**UIB** Assurances

Societe Generale Assurances Italy

**ITALY** 

Societe Generale Assurances Poland

Komerční Pojišťovna

Societe Generale Assurances Romania

# 5<sup>th</sup> LIFE INSURER IN LUXEMBOURG

**LIFE INSURER IN CZECH REPUBLIC** 

3<sup>rd</sup> **LIFE INSURER IN ROMANIA** 

Komerční Pojišťovna, awarded '2<sup>nd</sup> best life insurer for 2020' in the Czech market by the business newspaper Hospodářské noviny.

# **LUXEMBOURG** Sogelife

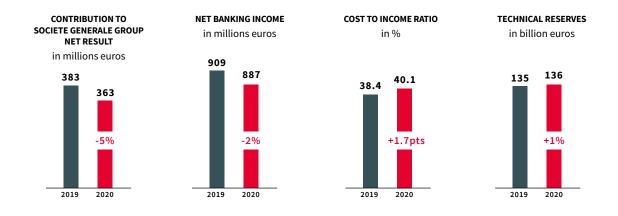
# **MOROCCO** La Marocaine Vie

**POLAND** 

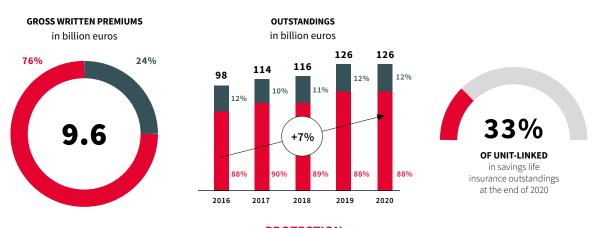
# **CZECH REPUBLIC**

# **ROMANIA**

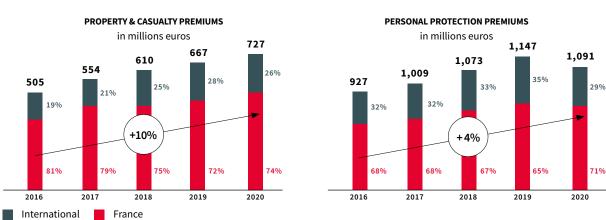
# **FINANCIAL DASHBOARD**



# **SAVINGS LIFE INSURANCE**



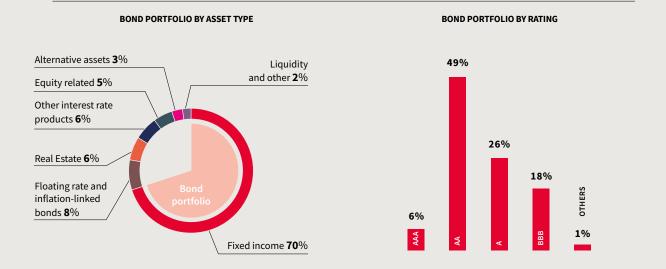
# **PROTECTION**



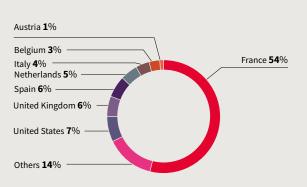
# SOCIETE GENERALE ASSURANCES FRANCE ASSET ALLOCATION

Excluding unit-linked

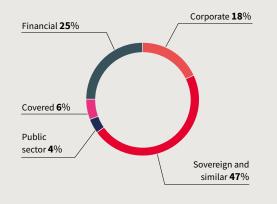




# BOND PORTFOLIO BY GEOGRAPHY



## BOND PORTFOLIO BY COUNTERPARTY



# A COMPLETE **RANGE OF PRODUCTS**

Distributed in synergy by the different business lines of Societe Generale group and by our external partners to private individuals, professionals and corporate clients, our product range adapts to the changing needs of our customers in life insurance savings and protection. Our products are regularly praised and awarded by the trade press.

The Oscar for best policyholder service was awarded by the magazine Gestion de Fortune for the entire range of products distributed by the retail bank of Societe Generale group.

## **INDIVIDUAL SAVINGS**

- Life insurance
- Capitalisation

Corporate retirement

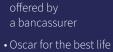
**RETIREMENT SAVINGS** 

Pension funds



# ÉBÈNE • Gold trophy for bank life







• 2021 Label of Excellence



# SÉQUOIA

 Oscar for the best life insurance for assets under management above EUR 5 billion



• 2021 Label of Excellence



FIPAVIE **OPPORTUNITÉS VIE** 

• Oscar for the best life insurance policy CGP



# **MULTISUPPORT EXCELLENCE**

• Oscar for best life insurance policy for assets under management below EUR 1 billion

# TARGET +

- Oscar for the best life insurance policy CGP
- Oscar for best life insurance policy for assets under management below EUR 1 billion



# **PER ACACIA**

 Oscar for best policy individual PER offered by a



• Gold Victory 2020 of best deal for constitute a life



• Silver Victory 2020 the best policy traditional



## PER PALISSANDRE **ENTREPRISES**

- Oscar for best policy corporate PER
- 2021 Label of Excellence

# PRIMOPER

 Oscar for best policy individual PFR CGP

# **Protection**

# PERSONAL PROTECTION

- Term life insurance
- Funeral expenses cover
- Long-term care insurance
- Personal accident insurance

## **HEALTH INSURANCE**

- Individual health insurance
- Group health insurance

# **CREDIT LIFE INSURANCE GROUP LIFE INSURANCE**

**PROPERTY & CASUALTY** 

- Car insurance
- Home insurance
- Multirisks insurance for professionals
- Executive Liability insurance
- Mobile/tablet insurance

# **OTHER RISKS**

- Legal expenses insurance
- Loss of employment insurance
- Means of payment insurance
- Financial losses insurance
- Cyber risks insurance



## INDIVIDUAL PROTECTION AND OTHER COVERS



Awards

# GÉNÉA

- Oscar for best term life insurance policy
- Two 2021 Labels



- of Excellence





# **GARANTIE OBSÈQUES** SOCIÉTÉ GÉNÉRALE

- 2021 Label of Excellence
- Oscar for best Funeral Expenses insurance policy



# **ANTARIUS PROTECTION FAMILLE**

• 2021 Label of Excellence



# **GÉNÉPRO**

· Oscar for best Madelin protection policy



# **GARANTIE AUTONOMIE SENIOR**

- · Oscar for best long-term care insurance policy
- 2021 Label of Excellence

# **PROPERTY & CASUALTY INSURANCE**



# **CAR ASSURANCE**

• Two 2020 Labels of Excellence

# **CREDIT LIFE INSURANCE**



 Oscar for best mortgage insurance policy

## **HEALTH INSURANCE**

# **COMPLÉMENTAIRE SANTÉ** SOCIÉTÉ GÉNÉRALE

• 2021 Label of Excellence



Trophées d'Or are awarded for one year from March 2021 by journalists from Le Revenu.



Victoires are awarded for one



**Labels of Excellence** are awarded for one year by the editorial journalists of Dossiers de l'Épargne. The labels above were awarded from May 2020 for 2020 Labels and between November 2020 and May 2021 for 2021 Labels.



The Oscars are awarded for one year from April 2021 by a panel of journalists from Gestion de Fortune and professionals representing all insurance industry stakeholders.



# **BEING A** RESPONSIBLE **INSURER**

# Offering responsible and sociallyengaged savings solutions

As a major player in responsible savings, one of our main priorities is to incorporate societal and environmentalissues into our products. In order to enable our policyholders to give meaning to their savings, Societe Generale Assurances gives them the opportunity to invest in responsible unit-linked funds. These funds' outstandings reached 2.8 billion euros at the end of 2020 (up eight-fold compared with 2018). Societe Generale Assurances also promotes investments in the real economy (infrastructure and private equity) via innovative offers that allow savers who want to contribute to financing the economy to invest in companies.

Allowing individual retail banking customers in France and Societe Gener private banking clients to create value while respecting their values - that is the challenge of the latest generation of socially responsible savings products. This range, offered to our clients as part of their life-insurance savings

policies, based on an open-architecture model and accessible to everyone, is made up exclusively of funds benefiting from the French government's **SRI** (Socially Responsible Investment) label or addressing the most important current environmental and climatic issues - making it the on product of its kind on the market.

In 2019, Societe Generale Ass gained a leadership position retirement savings market when it became the first company in group retirem and third in the overall ran rement savings. In 2020, So rale Assurances stepped up the support offered to its corporate clients in setting up their employee savings and retirement savings schemes by offering a comprehensive appro ach via its "Group Retirement and Em loyee Savings" **business line.** This pproach allows Societe Generale A nces to meet the expectations of anies and their cated schemes, employees, with ded simple and informative digital tools and bespoke support

**INSURER IN GROUP** 

**RETIREMENT SAVINGS** 

OF OUTSTANDINGS IN

RESPONSIBLE FUNDS (X8 VS 2018)

RESPONSIBLE FUNDS





"Partnerships represent a significant growth driver. Value-added digital innovations were launched in car and home insurance in 2020, illustrating our ability to offer transparent and personalised offers for every need, while supporting changing practices."

# **INGRID BOCRIS,**

Partnerships, Corporate and Innovation

# Giving a practical dimension to investments through infrastructure financing

In an unprecedented and longterm low-interest rate environment, Societe Generale Assurances has confirmed its innovation capacity by launching **Sécurité Infra Euro** - the first thematic euro fund in its category. This new fund allows our clients to make significant investments in infrastructure projects that meet environmental, social and governance (ESG) criteria, such as the construction of schools, water distribution and energy transmission. It brings a concrete dimension to their investment by financing infrastructure that serves daily needs and giving them a higher potential yield than from traditional euro fund, thanks to investments in profitable business sectors.

# Roll-out of a responsible investment-oriented employee savings product

In partnership with Fidelity International, Societe Generale Assurances now offers its large corporate clients a unique active financial management **solution**, focused on responsible investment and offering competitive pricing. Centred around nine new high-quality company mutual funds (FCPEs), "My Responsible Company Savings solution" covers various levels of risk and return to adapt to every investor profile. Societe Generale Assurances aims to offer a simple solution for employees, enabling them to take full advantage of the benefits offered by their employer, in line with the conviction that every investment decision must have a positive impact for society.

# Strengthening the advisory approach - Fipavie Opportunités policy

In a context of increased client expectations in terms of advice on their financial allocations, a new innovative policy has been launched by Oradea Vie, Societe Generale Assurances life insurance company dedicated to partnerships, and **ODDO BHF.** This policy allows clients to benefit from a diversified financial solution, personalised wealth management tailored to their needs and **bespoke support.** Fipavie Opportunités policy – available from ODDO BHF partner wealth management advisers via a digital channel - offers three types of management (advisory, discretionary or targeted) for personalised support.

# **Guiding policyholders** towards unit-linked (UL) with complete confidence

To give our clients the opportunity to choose the right time to invest or gradually enter the financial markets, Societe Generale Assurances has launched "Lissage" solution. This product guides Credit du Nord group's retail banking and private banking clients towards UL with complete confidence, in the framework of a savings life insurance policy. Policyholders have six months to define their UL allocation without any switching fees. Lissage solution gives them the possibility of establishing an automated reallocation programme, to invest part of their outstandings in the financial markets each week. They can also choose to decide on reallocations themselves and to invest in one or more instalments when they decide that the time is right.



"We build high value-added journeys whatever our policyholders' preferred channel, offering autonomy, simplified procedures and personalised services and advice for a high-quality client experience."

# LAURENT DUNET.

Bancassurance Development France

# Towards ever greater personalisation and digitalisation

We attach fundamental importance to our clients' satisfaction and are particularly attentive to their expectations in terms of personalisation and advice. In protection, we have strengthened our proximity to our policyholders by offering new solutions that respond as closely as possible to the needs of each client segment. Our development strategy is based on ever greater personalisation at every stage in the life of policies. With this objective in mind, car insurance for Societe Generale's retail banking clients in France was completely overhauled in 2020. Completely flexible thanks to its five formulas and five options, this new product is accompanied by an attractive call price and a new formula dedicated **to leasing,** to provide an increasingly tailored response to client expectations whatever their insurance needs.

Societe Generale Assurances is constantly adapting its processes and offering its clients new tailor made compensation options, depending on the nature of the home insurance claim, including privately negotiated and compensation in-kind. This **simplícation of client formalities** complements a quality of service optimised through the use of artificial intelligence.

The digitalisation of client journeys continued in 2020, particularly with the adoption of electronic signatures for personal accident insurance. In 2020, 100%-digital sales doubled in property and casualty insurance and





"This year, our international entities helped to export the expertise of Societe Generale Assurances beyond France, accelerating the diversification of activities, including through new distribution partnerships."

LAURENT DOUBROVINE, International



# Alabri, 100% online and bespoke home insurance

For clients of Boursorama – the leading online bank in France and a Societe Generale subsidiary - Societe Generale Assurances has launched Alabri, a simple, personalisable and transparent home insurance with attractive pricing. Alabri is a **flexible product** which adapts to all client profiles, whether they are owners or tenants. From the quotation to subscription, the journey is simple, fast and 100% online. Whatever options are chosen, with a few clicks clients can adjust the value of the items to be covered or the excess amounts applicable, as required. As he makes his choices, the client sees the price adjusting in real time for complete transparency.

# A new policy management system in Romania and Germany

The **Policy Administration System** (PAS) digital transformation programme being carried out in several international entities of Societe Generale Assurances continued in 2020. PAS aims to improve time-to-market, support entities' growth, increase the security of production activities and increase operational efficiency. As well as **benefiting from a system** ensuring end-to-end policy mana**gement** and enabling new distribution channels to be activated with partners, this programme makes it possible to meet the digital needs of distributors and end clients by improving the reliability and speed of execution of policy management processes.

# Protecting companies against cyber risks

In an environment marked by the digital transformation of society and the economy, the growing number of cyber-attacks is a vital daily concern for companies. To respond to this major challenge for business leaders, Societe Generale Assurances is one of the first bancassurers to offer Credit du Nord group clients a comprehensive service, including support with crisis management, coverage of damage suffered by the company, pecuniary consequences and defence costs.

# Offering the right product at the right time thanks to situational marketing

Direct marketing campaigns allow regular communication with our clients in order to promote products and services that may meet their needs. In 2020, Societe Generale Assurances and the Societe Generale retail bank went a step further, implementing systematic marketing journeys based on events as diverse as the subscription of a banking product, the finalisation of a partially completed insurance quote, an important milestone in life or a seasonal event, in order to offer the right product at the right time.



"The effectiveness of our model is based on a modular, resilient information system using an open architecture model. Our secure data management system, combined with Artificial Intelligence, is vital to ensuring our clients' and partners' confidence."

**AIRY GROSCOLAS,**Corporate Resources

23

# Responding to new practices and behaviours

With its European expertise in **mobility** (469,000 vehicles insured in 2020), Societe Generale Assurances responds to new practices by developing products covering multimodal mobility and electrically-assisted vehicles.

By combining our insurance expertise with the connected fleet management know-how of ALD **Automotive,** a leader in corporate automotive mobility solutions and a Societe Generale group subsidiary, we launched the first connected insurance offer on the et market in France, which reduces the insurance premium paid by companies thanks to their employees' good driving scores. **In Poland,** Societe Generale Assurances has established major partnerships in the vehicle fleet insurance market, particularly with **Alphabet Polska Fleet Management** and ING Śląski. By the end of 2020, 55% of vehicles insured by Societe Generale Assurances came from partnerships outside Societe Generale group. In 2020, Societe Generale Assurances pursued its mobility strategy by acquiring a stake in **Reezocar** the leading French platform in online sales of used cars to individuals, with the ambition of offering a complete range of insurance products and services.

In terms of new business models and innovative partnerships, Societe Generale Assurances, with support from Roadzen, has stepped up the commercial and international development of **Moonshot Insurance**. The European leader in contextual insurance, Moonshot

Insurance takes 90 days to develop BtoBtoC insurance products and services for clients in e-commerce, payment services, travel and mobility by combining innovative insurance coverage linked to new uses with a 100%-digital client experience. At the end of 2020, the insurtech had **more than 500,000 clients** and was aiming for significant growth in the number of its partners.



"All the teams do their utmost to offer our clients a unique, personalised experience that meets their expectations. This clientoriented approach is one of the cornerstones of our development."

**JEAN-MANUEL MERCIER,**Customer Relationship France

# Insurance dedicated to the protection of electric bikes in Italy

Bikeplatinum is another illustration of our ability to offer innovative solutions responding to new practices, particularly the challenges of the energy transition. Societe Generale Assurances in Italy now offers insurance to protect electric bikes – via its partner 24hassistance – making it one of the st insurers to offer a dedicated and innovative solution in that market.

# Multimobility – the first insurance that protects users of new forms of mobility in Italy

In Italy, the expansion of new forms of mobility (bikes, electric scooters, hoverboards and segways) accelerated following the end of lockdown. The growth opportunities in this market, in which insurance cover remains limited, have enabled Societe Generale Assurances and its partner 24hassistance to launch the rst insurance to protect users of these new electrical mobility solutions. The product covers them in the event of an accident, whether they own or rent the vehicle, and offers various levels of protection.



# **OUR PARTNERS\***



# **BEING A** RESPONSIBLE INVESTOR AND A CONTRIBUTOR TO THE REAL ECONOMY

Societe Generale Assurances incorporates societal and environmental issues into all of its products, from protection to savings life insurance. In savings life insurance, this means making strong commitments regarding how we manage the assets entrusted by our clients, in order to **provide** innovative and responsible solutions with a positive impact. As a long-term investor, we have a major role to play in supporting the energy transition and combating global warming. That is why, for several years now, we have adopted an investment policy that encompasses environmental, social and governance (ESG) criteria. Alongside financial and credit ratings, these ESG criteria are taken into account to guide the selection of securities, their retention in the portfolio or their exclusion.

By the end of 2020, nearly 83.6 billion euros in assets under management had been assessed based on ESG and carbon criteria. Societe Generale Assurances is also

SOCIETE GENERALE ASSURANCES

announcing a total exit from the countries and by 2040 in the rest of greater than:

- 10% for securities already held;

In relation to our real-estate investments, we favour investments

24

determined to reduce its exposure to fossil fuels, in accordance with its commitment to align its activities

with the Paris Agreement. We therefore fully back the climate strategy adopted by Societe Generale group, which - after coal sector by 2030 in EU and OECD the world - has pledged to reduce its global exposure to the oil and gas extraction sector by at least 10% by 2025. Furthermore, we have pledged that our direct investments will exclude companies whose turnover from unconventional fossil fuels is

- 5% for new investments.

contributes to financing companies and innovation by investing in market funds such as Nova, Novi, Novo and tech funds.

demonstrating high energy

efficiency. At the end of 2020

our portfolio of buildings with

environmental certification was

Our total "green" investments,

meanwhile, stand at 2.6 billion

euros, up by a factor of 3.5 since 2018.

As a long-term investor and as part

of the management of our euro fund,

we are committed to financing of

the real economy, particularly in the field of infrastructure. In 2020,

780 million euros were dedicated

to this investment focus, including

160 million euros in Tibi-labelled

Societe Generale Assurances is also

a founding member of the Fonds

Stratégique de Participations, a

long-term shareholder in French

Societe Generale Assurances

valued at 3.1 billion euros.



"In order to support our clients in their investments with a positive impact on economic and social development, we have incorporated the sustainability dimension into our products. thereby involving our policyholders in our responsible investment approach."

## MAI NGUYEN,

Finance. Investments and Risks

# Signing of the Principles for **Responsible Investment**

In line with these actions in favour of responsible finance and in order to formalise its long-standing commitment as a responsible investor, in 2020 Societe Generale Assurances signed the Principles for Responsible Investment (PRI).

The PRI bring together international players in the financial sector who work together to promote responsible investment. The principles, which are voluntary, aim to provide a framework for the integration of environmental, social and corporate governance (ESG) factors into investment decisions and ownership practices.

# **Action against** global warming

Alongside 11 other institutional investors, coordinated by the Caisse des Dépôts and supported by the French Insurance Federation, Societe Generale Assurances has helped to launch three "Ambition Climat" market funds. Through this investment, Societe Generale Assurances makes the fight against global warming a major focus in its asset management, in compliance with the Paris Agreement.





IN GREEN INVESTMENTS

(X3.5 VS 2018)



2.6 bn EUR 3.1 bn EUR

OF BUILDINGS WITH **ENVIRONMENTAL** CERTIFICATION



# Reduced carbon footprint

Keen to reduce the carbon footprint of its global equity portfolio and to limit global warming to within 1.5°C, Societe Generale Assurances has chosen the Lyxor S&P Eurozone Paris-Aligned Climate ETF to reposition part of its equity portfolio on a carbonfree trajectory. This 500 million euros investment in a PAB (Paris-Aligned Benchmark) index enables Societe Generale Assurances to achieve an immediate 50% reduction in carbon intensity and to reduce the carbon intensity of its portfolio by 7% a year in absolute terms.

# **BEING A** RESPONSIBLE **EMPLOYER**

SOCIETE GENERALE ASSURANCES

As part of Move Up, our collective

and collaborative approach to our

corporate culture, 300 leaders in

France and abroad took part in a di-

gital seminar at the end of 2020 to

reflect on new ways of working and

adaptations to work environments

Our ambition to maintain a high

level of team commitment involves

listening to our employees. Surveys

that will be rolled out in 2021.

proactive measures to achieve them. An agreement to promote employment and job retention for people with disabilities has therefore been signed with two

gender equality index rose 78 in 2018 to 93 at the end of demonstrating our desire to move towards a more inclusive society. A company agreement has equality between women and men.

A **remote-working** policy has been applied within the company since 2015 in order to promote work-life balance. This way of organising work gathered pace in 2020, to be extended to all functions. In 2020, 90% of employees in France and abroad were working remotely, in order to continue all activities and maintain service quality for our clients during the health crisis.

New arrangements will be intro-

were conducted in France and abroad duced, combining work on site and

throughout 2020, particularly during the months of lockdown. These measured team morale, **confirming** the employees' strong commitment and level of job satisfaction.

Generale Assurances also wanted 100 work-study positions and setting employment contracts for young people under 25.

Despite the health crisis, Societe to maintain its recruitment policy aimed at young people, by renewing aside 26% of new permanent

"As a responsible employer, we pay special attention to the quality of workplace life, diversity and professional development for our 3,000 employees."

**BRUNO GÉRIN-ROZE,** Human Resources

# Masterclasses to discover the company's **business lines**

In order to allow all employees to learn about the company's various **business lines,** Societe Generale Assurances has set up masterclasses run by internal experts, tasked with sharing information on their activities and the challenges of their job... without using jargon! More than 10 masterclasses were organised in 2020 to learn about data, steering and asset-liability management, IT systems, client experience as well as client services.

**ARE UNDER 25** 

26%

OF EMPLOYEES RECRUITED

ON PERMANENT CONTRACTS

100 WORK-STUDY POSITIONS



# 200 recommendations from cooptation

To expand the promotion of our values of team spirit, innovation, responsibility and commitment, a cooptation system has been launched, making our employees ambassadors of Societe Generale Assurances on the employment market. By the end of 2020, more than 200 candidates recommended by our employees had been interviewed by our human resources teams. Another benefit of this system is that for each new recruitment resulting from a recommendation, a bonus is paid to one of our partner charities to help facilitate the professional reintegration of people in difficulty.

# A commitment to the professional integration of people with disabilities

The diversity of our teams and support for employees' careers are priorities for Societe Generale Assurances. The results of an internal survey revealed that a majority of respondents wanted the company to do more to promote the inclusion of people with disabilities. We therefore signed an agreement with two trade unions to increase the employment and job retention of people with disabilities. This agreement is a further illustration of our commitment as a responsible employer.

90% OF EMPLOYEES WORK **REMOTELY** 



# Promoting our employees' responsible behaviour and commitment

Societe Generale Assurances is resolutely committed to offering each of its employees a respectful working environment where everyone is able to grow.

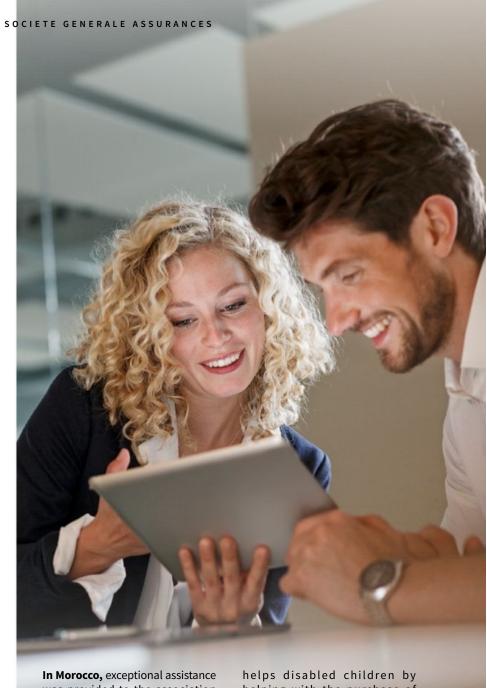
For several years, actions have been implemented to prevent and fight inappropriate behaviour in the workplace, in order to make our employees aware of the good practices defined in Societe Generale Code of Conduct, which forms the basis of the Group's professional ethics.

Actions in favour of more responsible digital technology have been organised in order to make employees aware of our environmental impact. For instance, Societe Generale Assurances has organised the collection of digital devices no longer used by its employees in order to redistribute them to associations helping young people without qualifications, in order to enable them to build a professional future.

Throughout the year, socially responsible initiatives sprung up across all our regions to help tackle the health crisis.

**In Italy,** assistance was provided to the emergency services responsible for coordinating the response and providing assistance to the public in the event of a serious emergency.

**In Luxembourg,** Sogelife provided support to the Luxembourg Foundation to develop several projects in the fields of healthcare, assistance to vulnerable people and research.



In Morocco, exceptional assistance was provided to the association SOS Villages d'Enfants, a long-standing partner of La Marocaine Vie, to support emergency social and healthcare measures carried out locally to help young people and families.

In Czech Republic, actions to support the Children's Home and Special Kindergarten in Beroun association, which particularly

28

helps disabled children by helping with the purchase of protective masks for children and hygienic wipes. In Romania, assistance was provided to the Geeks for Democracy association, which supports the purchase of essential items delivered by NGO volunteers to the homes of the elderly, people with reduced mobility and single-parent families.





# Signature of a partnership with Énergie Jeunes association

As a responsible employer, promoting its employees' socially-responsible commitment is a priority for Societe Generale Assurances, which has chosen for the next three years to support Énergie Jeunes association, which fights the lack of qualifications among young people in priority education colleges. Based on the principle of skills sponsorship, all Societe Generale Assurances employees in France were invited to contribute 1.5 days a year from their working time to support the action of Énergie Jeunes, particularly by contributing to classes in priority education secondary schools in order to help students develop academic resilience an opportunity for everyone to mobilise around a programme with a strong social impact.

# Raising awareness of responsible digital use

Aside from the technological aspects, committing to responsible digital use also means understanding the effects of our own behaviour, particularly when it comes to using digital equipment. In line with the CSR commitments made by Societe Generale group, Societe Generale Assurances employees are regularly encouraged to adopt simple eco-responsible actions in their daily lives, in order to take collective action to reduce our environmental impact.

# A socially-responsible programme in Romania

In Romania, the Catch Up Moment programme has been set up as a socially-responsible initiative to promote well-being at work and inclusive and responsible behaviour. Built around three values – commitment, responsibility and team spirit – it invites employees to take action to promote these values within their teams. The results at the end of 2020 demonstrate a strong commitment, with a participation rate of 83% and 15 ideas implemented within the entity.



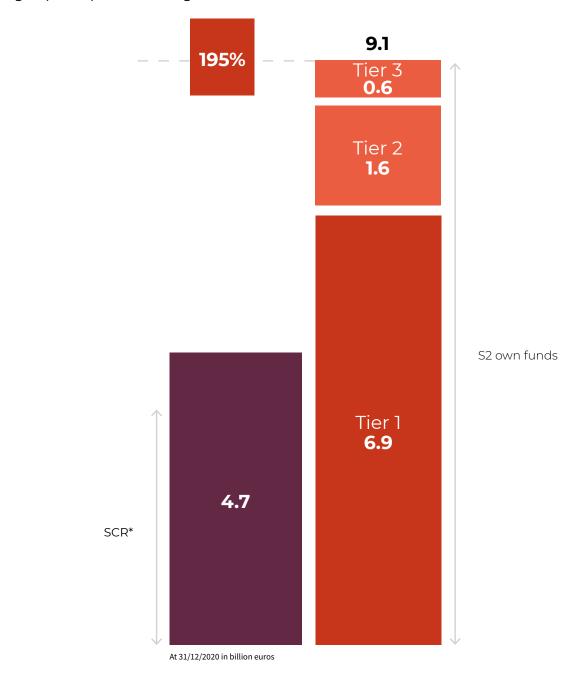
"Everything we do, every action we take, should be measured in the light of our beliefs and convictions. That is the only possible way of fulfilling our responsibility in society and maintaining the trust that binds us to our clients and our employees."

**DANIEL JOST,**Corporate Secretary

# **ACTIVITY REPORT 2020**

# **SOLVENCY**

# Sogecap Group SCR\* coverage ratio



<sup>\*</sup> SCR: Solvency Capital Requirement.

# **RECONCILIATION**

Reconciliation between Sogecap Group consolidated accounts under French GAAP and contribution to Societe Generale Group's net result

2020 (in million euros)	Sogecap Group consolidated financial statements (French GAAP)	Differences with Societe Generale Group scope of consolidation	IFRS adjustments	Normative adjustments	Contribution to Societe Generale Group consolidated financial statements (IFRS)
Net banking income	1,186	18	(20)	(297)	887
Operating expenses	(436)	(13)	29	64	(356)
Gross operating profit	750	5	9	(233)	531
CONTRIBUTION TO SOCIETE GENERALE GROUP NET RESULT	470	11	9	(127)	363

Difference between return on equity (RONE) based on reported own funds and RONE based on normative capital allocation, and other analytic elements.

# **CONSOLIDATED FINANCIAL STATEMENTS**

At 31/12/2020 under French GAAP

# **LIST OF SUBSIDIARIES AND AFFILIATES**

Companies	Year of first consolidation	Country	31/12/2020			31/12/2019		
			% of control	% of interest	Method <sup>1</sup>	% of control	% of interest	Method <sup>1</sup>
Sogecap		France	100.00%	100.00%	FC	100.00%	100.00%	FC
Sogelife	1997	Luxembourg	60.14%	60.14%	FC	60.14%	60.14%	FC
La Marocaine Vie	2001	Morocco	50.98%	50.98%	FC	50.98%	50.98%	FC
Komerčni Pojištovna	2005	Czech Republic	51.00%	51.00%	FC	51.00%	51.00%	FC
Oradea Vie	2001	France	100.00%	100.00%	FC	100.00%	100.00%	FC
BRD societate de administrare a fondurilor de pensii private SA	2007	Romania	51.00%	51.00%	FC	51.00%	51.00%	FC
Societe Generale Strakhovanie Zhizni	2007	Russia	81.00%	81.00%	FC	81.00%	81.00%	FC
Societe Generale Strakhovanie	2007	Russia	81.00%	81.00%	FC	81.00%	81.00%	FC
BRD Asigurari de Viata SA	2008	Romania	51.00%	51.00%	FC	51.00%	51.00%	FC
Sogessur	2010	France	100.00%	100.00%	FC	100.00%	100.00%	FC
SGI Holding Sis	2016	France	100.00%	100.00%	FC	100.00%	100.00%	FC
Antarius	2017	France	50.00%	50.00%	FC	50.00%	50.00%	FC
New Primonial Holding 2 SAS	2019	France	17.21%	17.21%	EM	17.90%	17.90%	EM
BG1 SA	2020	Luxembourg	100.00%	100.00%	FC	NC	NC	NC

(1) FC: Full Consolidation, EM: Equity Method, NC: Not consolidated

# **CONSOLIDATED FINANCIAL STATEMENTS**

At 31/12/2020 under French GAAP

# **BALANCE SHEET ASSETS**

In thousands of euros	31/12/2020	31/12/2019
Goodwill	160,714	182,671
Intangible assets	152,725	140,533
Insurance portfolios	20,752	27,138
Others	131,972	113,395
Insurance company investments	111,659,618	113,154,183
Investments in real estate properties	4,443,005	4,254,861
Investments in tied or associated undertakings	2,511,103	4,216,472
Other investments	104,705,510	104,682,850
Investments backing unit-linked commitments	40,261,414	36,799,731
Investments from other companies	0	0
Investments accounted for using the equity method	101,395	102,010
Ceding companies' and retrocessionaires' share of technical reserves	796,930	933,940
Receivables arising from insurance and reinsurance operations	598,913	492,448
Receivables from banking sector	759,093	899,440
Other receivables	131,948	271,895
Other assets	3,782	3,102
Tangible fixed assets	3,580	2,886
Other assets	203	216
Prepayments and accrued income	2,051,186	2,080,590
Deferred acquisition costs	297,334	256,357
Others	1,753,852	1,824,233
TOTAL ASSETS	156,677,718	155,060,543

# LIABILITIES

In thousands of euros	31/12/2020	31/12/2019
Group capital and reserves	3,089,193	3,080,931
Share capital or equivalent	1,263,556	1,263,556
Share premiums	254,936	254,936
Consolidated reserves	1,133,118	1,144,220
Consolidated net income	470,411	432,256
Conversion reserves	-32,828	-14,036
Minority interests	514,523	378,655
Subordinated liabilities	2,313,856	2,309,397
Gross underwriting reserves	95,423,060	97,593,557
Life technical reserves	93,809,527	96,084,177
Non-life technical reserves	1,613,533	1,509,380
Unit-linked technical reserves	40,638,263	37,038,135
Provisions for risks and charges	87,463	43,432
Debts arising from insurance and reinsurance operations	471,984	418,011
Debts owed to banking sector organisations	12,551,938	12,658,288
Other debts	1,511,672	1,481,042
Accrued expenses and other liabilities	75,766	59,095
TOTAL LIABILITIES	156,677,718	155,060,543

# **CONSOLIDATED FINANCIAL STATEMENTS**

At 31/12/2020 under French GAAP

# **PROFIT AND LOSS ACCOUNT 2019**

In thousands of euros	LIFE BUSINESS	NON-LIFE BUSINESS	OTHER BUSINESS	31/12/2020	31/12/2019
Written premiums	10,245,157	1,172,206	0	11,417,363	15,845,841
Change in unearned premiums	-26	-64,254		-64,280	-110,333
Earned premiums	10,245,131	1,107,952	0	11,353,083	15,735,508
Income from other activities	0	0	5,620	5,620	4,287
Other operating income	179,087	11,816	0	190,903	191,929
Net investment income	3,128,023	17,549	-6,269	3,139,303	7,236,851
Total ordinary operating income	13,552,241	1,137,317	-649	14,688,909	23,168,575
Cost of insurance claims and benefits	-11,809,862	-486,272	1	-12,296,133	-20,781,810
Expenses or income net of reinsurance cessions	3,356	-44,132	0	-40,776	-53,746
Expenses from other activities	0	0	0	0	0
Management expenses	-1,162,950	-395,208	0	-1,558,158	-1,547,589
Total ordinary operating expenses	-12,969,456	-925,612	1	-13,895,067	-22,383,145
NET OPERATING INCOME	582,785	211,705	-648	793,842	785,430
Other net income				-124	-272
Exceptional items				-3,198	3,326
Income tax				-225,260	-262,711
Employee profit sharing				-12,526	-6,712
NET INCOME FROM CONSOLIDATED ENTITIES				552,734	519,060
Net income from investments accounted for using the equity method				428	0
Insurance portfolios amortisation				-6,385	-6,385
Goodwill amortisation				-21,957	-21,845
OVERALL CONSOLIDATED NET INCOME				524,820	490,830
Minority interests				-54,409	-58,574
CONSOLIDATED NET INCOME - GROUP SHARE				470,411	432,256

We would like to thank all the clients, partners and employees of Societe Generale Assurances who contributed to the preparation of this report. **JOIN US ON** 





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# SOCIETE GENERALE ASSURANCES

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