



# CRÉDIT AGRICOLE ASSURANCES INVESTOR PRESENTATION

May 2023

AGIR CHAQUE JOUR DANS VOTRE INTÉRÊT  
ET CELUI DE LA SOCIÉTÉ



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## SUMMARY

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# CHAPTER 1

## COMPANY

### OVERVIEW

# Crédit Agricole Assurances (CAA): key figures

**€35.3bn**

in premium income in 2022<sup>1</sup>



Savings & Retirement

**€25.4bn**



Death & disability  
Creditor  
Group insurance

**€4.7bn**



Property & Casualty

**€5.2bn**

## Strong Financial Profile

▶ IFRS Net income Group share at end-2022

**€1.8bn**

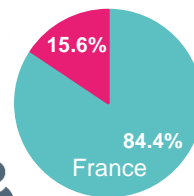
▶ Solvency II ratio<sup>2</sup> at end-2022

**204%**

▶ Life insurance outstandings at end-2022

**€321bn**

International<sup>1</sup>



5,700 employees

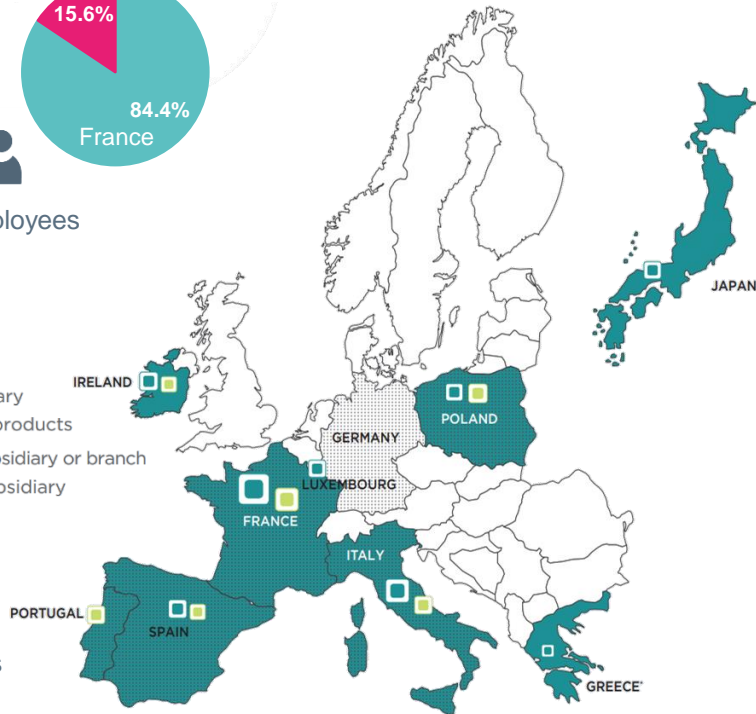
8,700 bancassurance distribution branches<sup>3</sup>

- ▶ Presence of a subsidiary
- ▨ Distribution of CACI products
- Personal insurance subsidiary or branch
- Property-Casualty subsidiary

*\*Run-off activities*



10 countries



<sup>1</sup> Under IFRS

<sup>2</sup> Calculated using the standardised approach without transitional measures other than the grandfathering of subordinated debts

<sup>3</sup> Crédit Agricole Group's networks in France and abroad

# Crédit Agricole Assurances: #1 insurer in France

Leader in Europe



#1

bancassurer<sup>1</sup>

Leader in France



#1

insurer<sup>2</sup>

## A leading position in profitable segments



Savings and Retirement

#1

Life insurance  
in France<sup>3</sup>

#1

Retirement bancassurer  
in France<sup>4</sup>

15%

market share in Life  
Insurance in France<sup>5</sup>

14%

market share in  
Retirement in France<sup>6</sup>



Death & disability / Creditor /  
Group insurance

#1

Individual Death & Disability  
in France<sup>7</sup>

22%

market share in Individual  
Death & Disability in France<sup>9</sup>

#2

Creditor insurer  
in France<sup>8</sup>

20%

market share in creditor  
insurance in France<sup>10</sup>



Property & Casualty<sup>11</sup>

#2

Home insurance in  
France<sup>12</sup>

7%

market share  
in Car insurance in France<sup>14</sup>

#1

Home, car and health  
bancassurer in France<sup>13</sup>

13%

market share  
in Home insurance in France<sup>15</sup>

<sup>1</sup> Internal source CAA, premiums at end-2021

<sup>2</sup> Source: L'Argus de l'assurance, December 16th, 2022, premiums at end-2021

<sup>3</sup> Source: L'Argus de l'assurance, May 20th, 2022, premiums at end-2021

<sup>4</sup> Source: L'Argus de l'assurance, April 22th, , premiums at end-2021

<sup>5</sup> Source: data FA 2021 and Predica estimates – life insurance outstandings

<sup>6</sup> Source: data FA 2021 and CAA estimates – individual & group supplementary retirement savings premiums

<sup>7</sup> Source: L'Argus de l'assurance, April 1st, 2022, premiums at end-2021

<sup>8</sup> Source: L'Argus de l'assurance, September 2nd, 2022, premiums at end-2021

<sup>9</sup> Source: data FA 2021 and Predica estimates – Death, Funerals and Dependence premiums

<sup>10</sup> Source: data FA 2021 and CAA estimates – Creditor insurance premiums

<sup>11</sup> #6 in France (source: L'Argus de l'assurance, December 16th, 2022, premiums at end-2021)

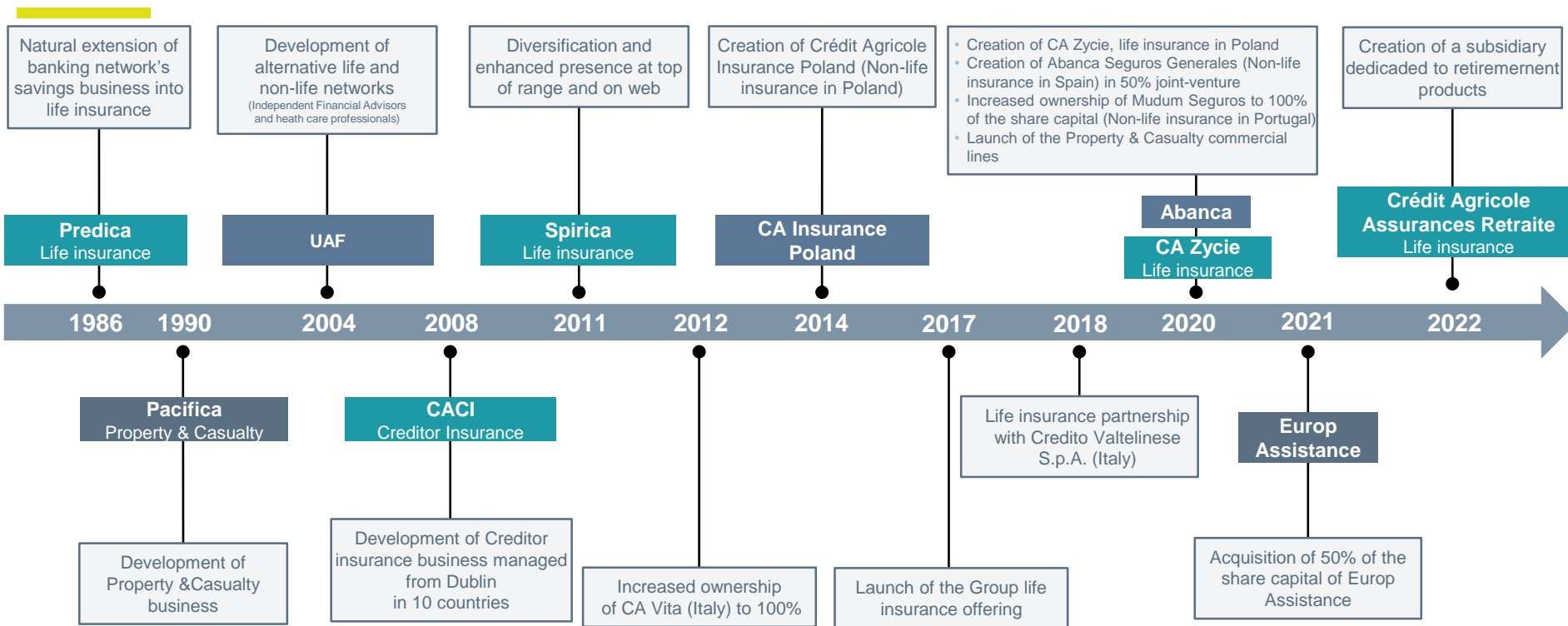
<sup>12</sup> Source: L'Argus de l'assurance, May 6th, 2022, premiums at end-2021

<sup>13</sup> Source: L'Argus de l'assurance, April 22th, 2022, premiums at end-2021

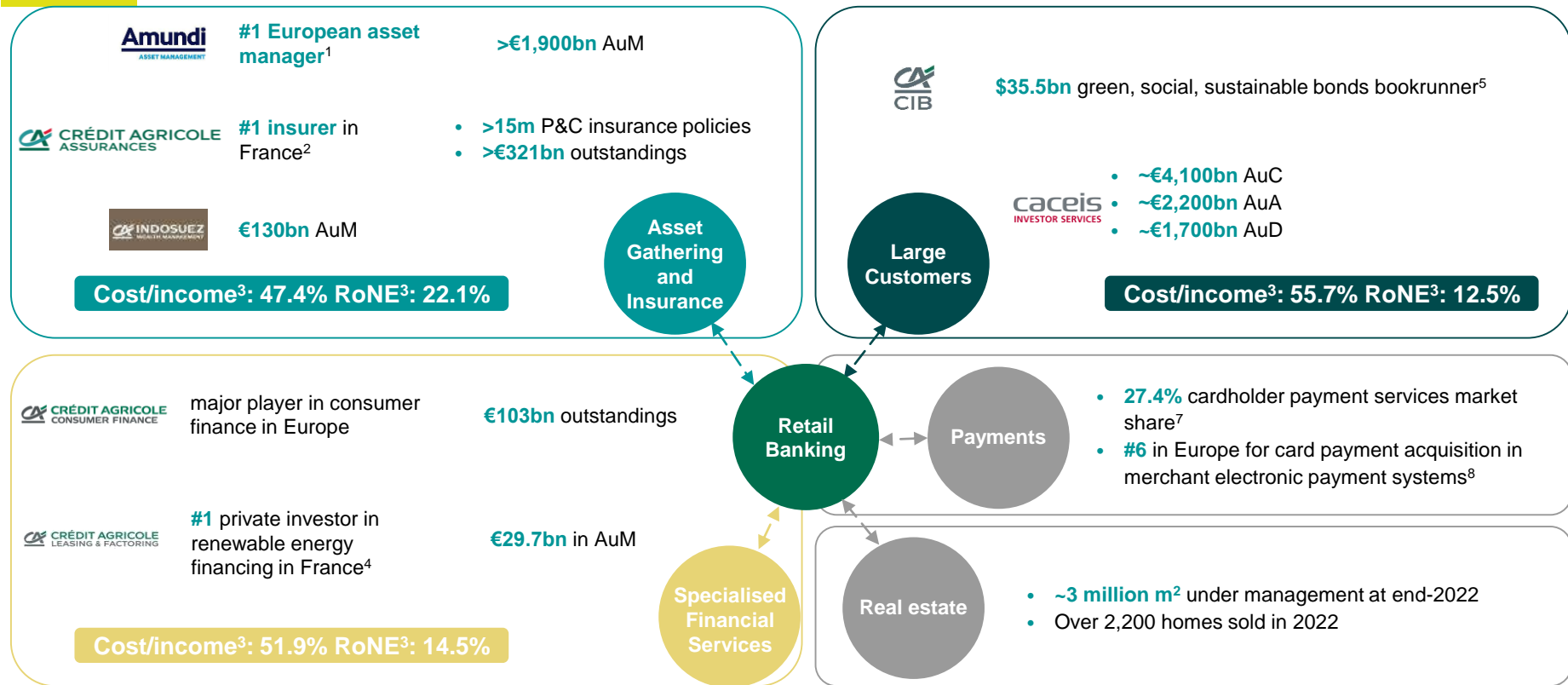
<sup>14</sup> Source: CCFa and Pacifica estimates – number of contracts

<sup>15</sup> Source: INSEE and Pacifica estimates – number of contracts

# In 36 years, CAA has built from scratch a complete, diversified and international bancassurer Group, fully integrated into the banking system



# Crédit Agricole Group: competitive and profitable business lines



Note: Unless otherwise stated, data at end-2022

1. IPE "Top 500 Asset Managers" published in June 2022 and based on assets under management at 31 December 2021 2. IPE "Top 500 Insurers de l'Assurance, end 2022 (2021 revenues)" 3. Underlying data at end-2021 and Cost/income excluding SRF 4. Internal CAL&F source based on 2021 ASF Sofergie market data 5. Top 5 worldwide, according to Bloomberg 6. Global Custodian, end 2021 7. ECB and Banque de France 2022 (2021 data) 8. Nilson Report 2022



# CAA: an integrated bancassurance model in France and abroad

**82%<sup>1</sup>** **Bancassurance model:** distribution of personal insurance, property & casualty and creditors insurance in CA's banking networks



**10%<sup>1</sup>** **Group partnerships:** internal financial partners together with complementary channels (internet, independent wealth management advisors, network dedicated to health professionals)



**8%<sup>1</sup>** **External partnerships:** e.g. partnerships with local banks



<sup>1</sup> As a percentage of premiums at end-2022



# CHAPTER 2

## A ROBUST BUSINESS MODEL

# The Bancassurance model

Efficient model, consistent and complementary to banking solutions

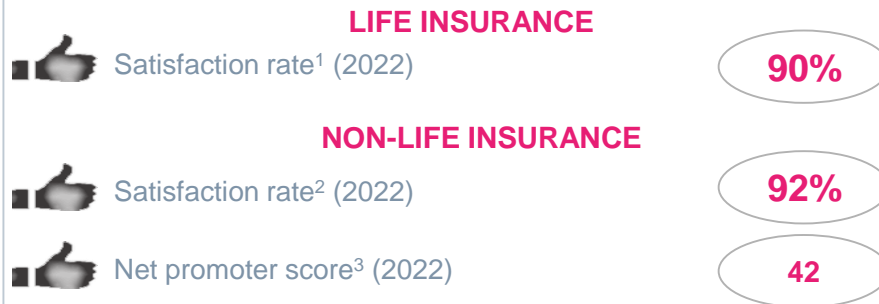
## Key Success Factors

- Brand strength
- Distribution and sales power
- Combined knowledge of banking & insurance markets
- Multiple contacts and backings' occasions
- Best in class multichannel offers
- An industrial production capacity
- Strong integration & standardisation of processes
- Claims management decentralization
- High quality of service
- Full range of all savings and insurance products supporting global customer relationship

## Enhancement of the customer-focused universal banking model

- Additional source of sustainable revenue
- Enriches the customer relationship and brand image
- Protection solutions for retail banking customers
- Empowers the role of banking advisor
- Simple, transparent and competitive product range

## ...generating value for customers

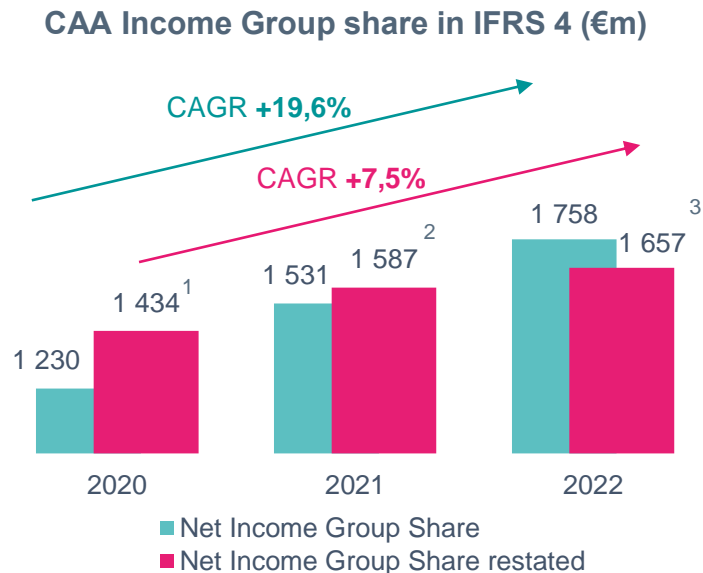


<sup>1</sup> Based on 5,895 customers that responded to a satisfaction survey on Predica's main services

<sup>2</sup> Based on 4,500 individual Pacifica customers surveyed after a car home insurance claim

<sup>3</sup> Out of 4,500 Pacifica individual customers making a property & casualty claim between 1 Oct. 2020 & 30 Sept. 2021

# Strong and recurring profitability with efficient value creation



Cost / income ratio<sup>5</sup> (2022)

27.1%

Combined ratio<sup>4</sup> (2022)

98.5%

<sup>1</sup> The restatement consisted in contribution to the State solidarity fund for €38m, voluntary support scheme on business interruption for €92m, exceptional Covid-19 contributions for €24m and a one-off cash payment for €49m.

<sup>2</sup> Crédit Agricole Assurances paid Crédit Agricole S.A. a cash balance of €56 million due to the early repayment of redeemable subordinated notes in the amount of €1 billion in total. These redemptions followed a new €1 billion issue of perpetual subordinated bonds in October 2021.

<sup>3</sup> Restated from the gain on disposal following the sale of La Médicale

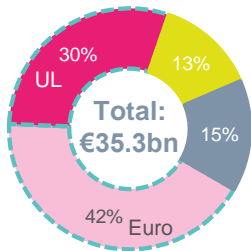
<sup>4</sup> (Claims + operating expenses + commissions) / earned premiums, net of reinsurance; Pacifica scope

<sup>5</sup> Group contribution to Crédit Agricole S.A.'s operating expenses (including an analytical allocation of charges by Crédit Agricole S.A.) / Group contribution to Crédit Agricole S.A.'s revenues (including an analytical transfer of the switch guarantee)

# Diversified business mix and strong activity in all strategic business lines

## Diversified business mix 2022 premium income

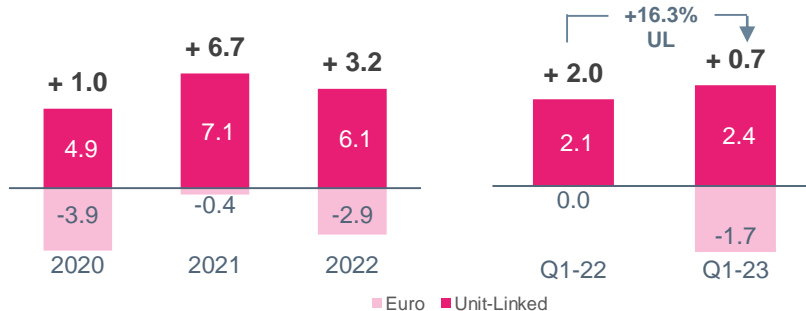
Savings & retirement: 72%  
(-3 pts vs 2021)  
€: -1 pt vs 2021  
UL: -2 pts vs 2021



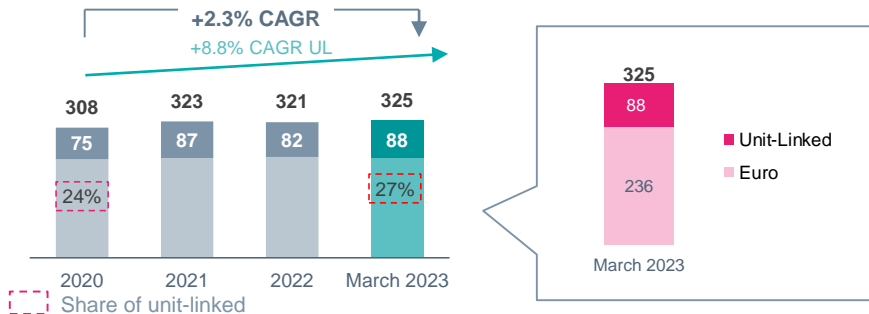
Death & disability / Creditor / Group insurance  
(+1 pt vs 2021)

Property & casualty  
(+2 pts vs 2021)

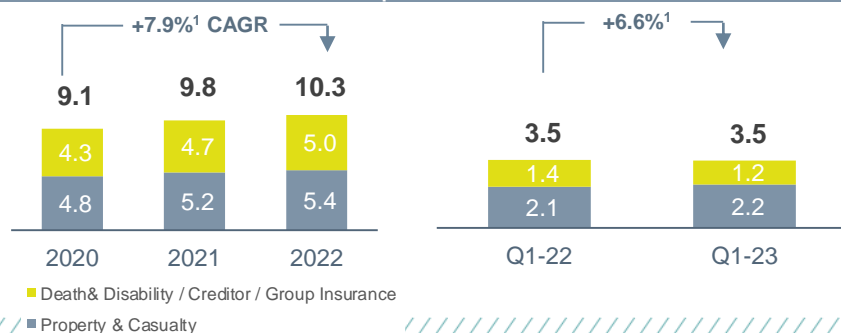
## Increasing diversification of the business profile Savings & retirement - Net inflows (€bn)



## Life insurance outstandings (€bn)



## Protection - Gross premium income in €bn



<sup>1</sup> Growths restated of la Médicale; excluding the restatement, growth is +6.6% CAGR between 2021 and 2022 and -1% between Q1 2022 and Q1 2023.



# CHAPTER 3

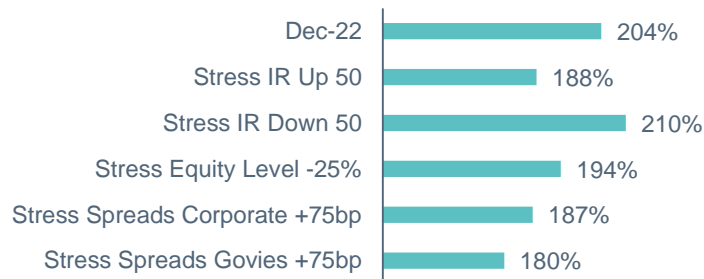
## SOLVENCY & CAPITAL MANAGEMENT

# A strong solvency ratio under Solvency II

## Group coverage ratio

**204%**  
Solvency II ratio  
at 31 December 2022

## Key sensitivities

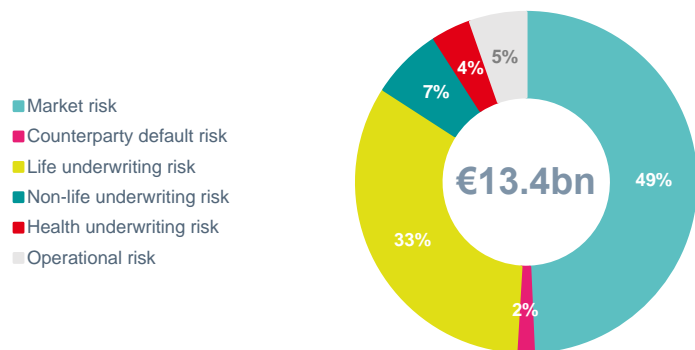


## Solvency ratio at a high level

- ▶ A steadily high Solvency II prudential ratio of 204% at 31 December 2022, showing the solidity and the resilience of Crédit Agricole Assurances
- ▶ The decrease of the ratio over the year is mainly due to the evolution of the financial markets and in particular the rise in interest rates, the exceptional equity distribution of €2.0bn made in June 2022, the repayment of intragroup subordinated debts for €0.9bn and a PPE reversal for policyholder's profit sharing at end 2022
- ▶ CAA had built up high reserves in past years to maintain a high level of solvency despite rising interest rates

# CAA Solvency Capital Requirement (SCR) and Capital structure at end-2022

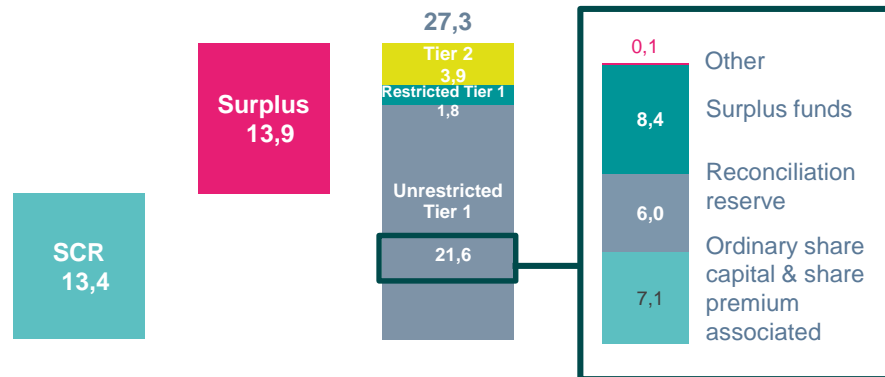
## Breakdown of the Solvency Capital Requirement<sup>1</sup>



- ▶ Use of the Standard formula
- ▶ No transitional measures applied
- ▶ Inclusion of the eligible policyholder participation reserve (PPE) in surplus funds
- ▶ Unrestricted and restricted T1 cover 174% of SCR ; Tier 2 cover 29% of the SCR
- ▶ Group's subordinated debt valued at €5,676 million under Solvency II, of which €569 million held by Crédit Agricole Group

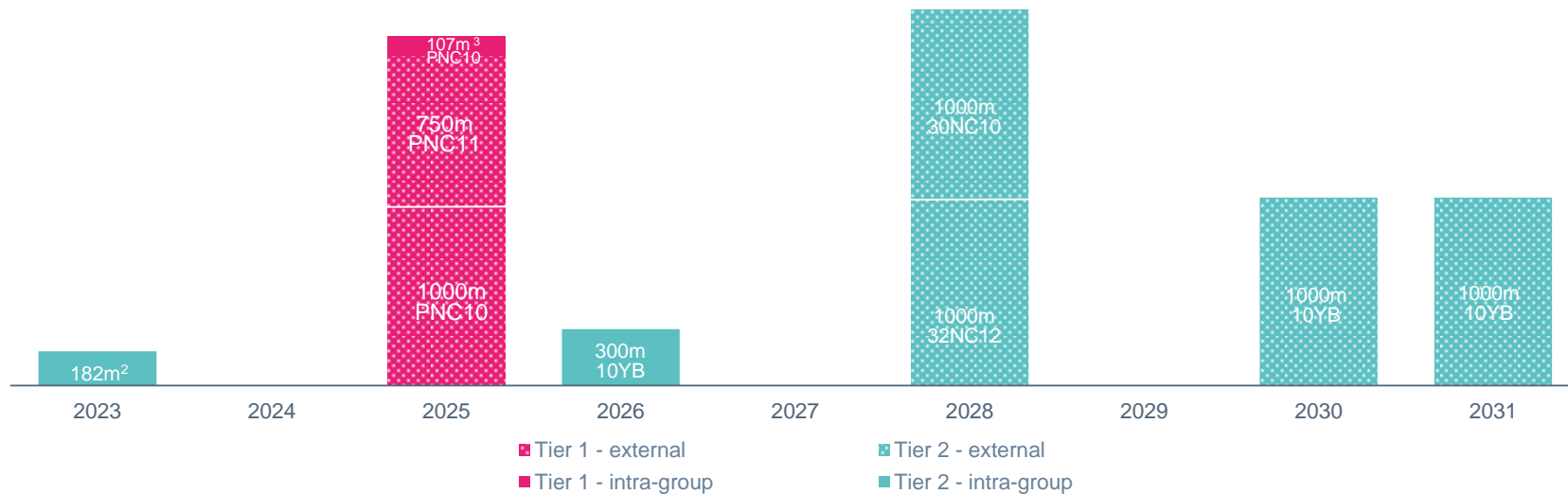
<sup>1</sup> Solvency Capital Requirements (SCR) breakdown presented before diversification and after loss absorbing capacity by technical provisions and including operational risk

## Eligible own funds (€bn)





# Maturities and call dates of subordinated debts<sup>1</sup>



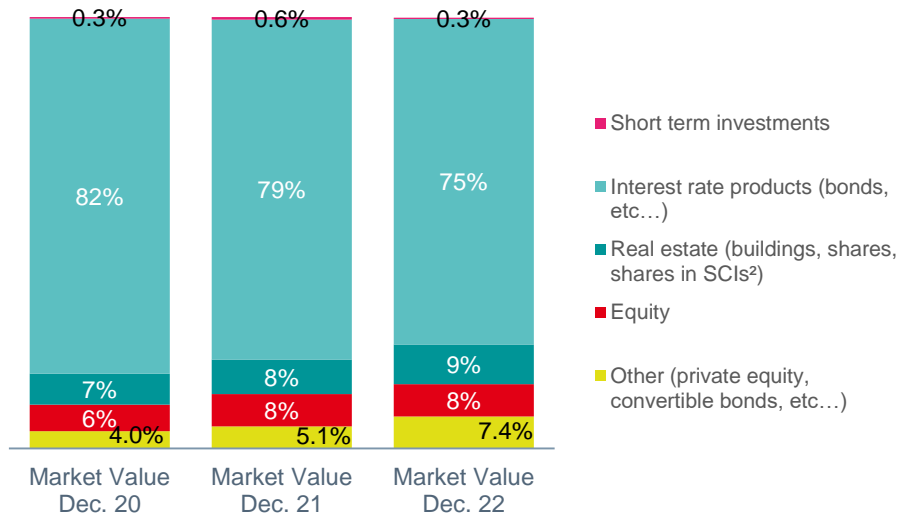
<sup>1</sup> Maturity date for bullet issues and first call date for callable issues; <sup>2</sup> of which €168m of 20NC10 debt and €14m of 10Y debt; <sup>3</sup> 2025 corresponds to the end of the grandfathering clause for the PNC10 €107m debt.

NB : The indication of the first call date is not an indication of the issuer's intention to call or not to call the instruments

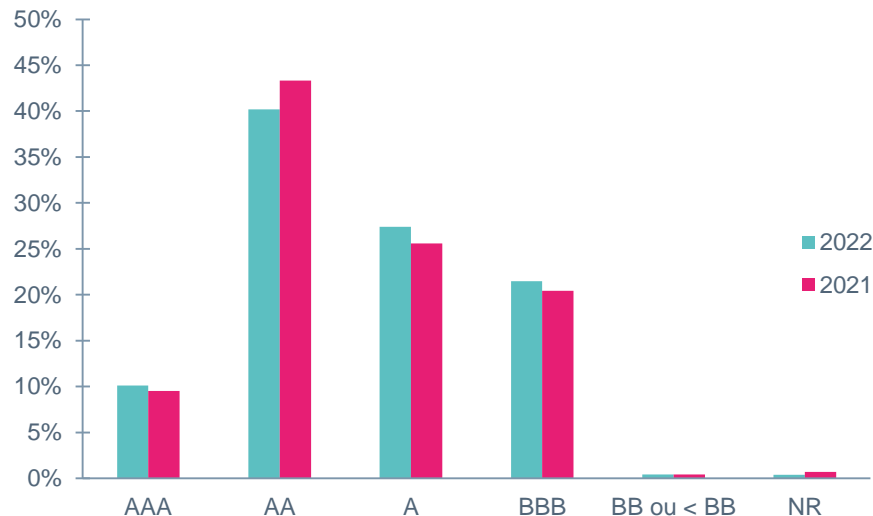
# A prudent and diversified assets allocation with strong focus on Economic, Social & Environment

Breakdown of investments by asset class (excl. Unit-linked accounts)<sup>1</sup>

Total of investments at end-2022: €295.9bn (excl. UL accounts)



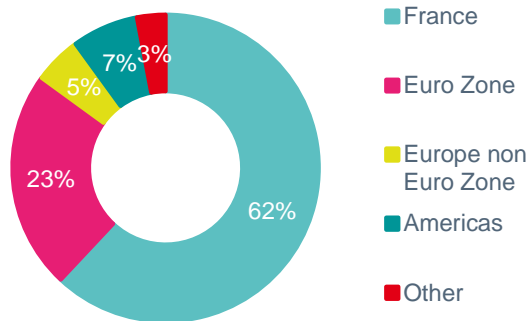
Bond portfolio by rating



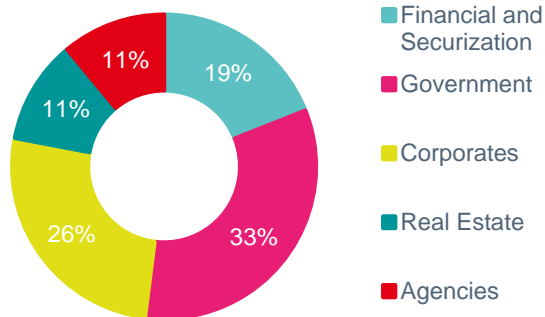
<sup>1</sup> Scope: life insurance companies of CAA; <sup>2</sup> Société civile immobilière: non-trading real estate investment company;

# Diversification of issuers and geographic areas

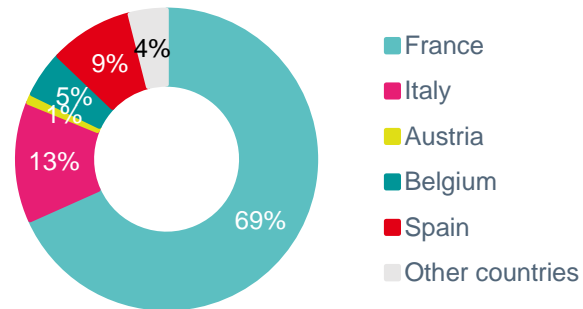
Breakdown of investments by geographical area at end-2022<sup>1</sup>



Breakdown of investments by economic sector at end-2022<sup>1</sup>



Gross exposure to sovereign debt: €55.7 bn at end-2022<sup>2</sup>



<sup>1</sup> Scope: CAA Group AuM owned directly excluding Mudum Seguros and CA Assicurazioni as well as derivatives, repurchase agreements, intragroup loans.

<sup>2</sup> Exposure to sovereign debt is presented as net of impairment, before hedging, and corresponds to an exposure before application of sharing mechanisms between insurer and policyholder specific to life insurance.



# CHAPTER 4

## ESG STRATEGY AND AMBITIONS

# A ESG strategy as a business driver



## ACTING FOR THE CLIMATE AND THE TRANSITION TOWARDS ECONOMY LOW CARBON

- Major institutional investor in France in renewable energies
- Membership of the UN-convened Net-Zero Asset Owner Alliance (NZAOA) & Net-Zero Insurance Alliance (NZIA)
- Contribute to financing of 11.8 GW of installed capacity in renewable energies, the equivalent of 3 millions of French house
- €10bn of green bonds investments
- No direct investment in a coal developer, and oil and gas sector that would develop new fossil fuel exploitation projects



## STRENGTHEN SOCIAL COHESION AND INCLUSION

- Launch of an entry-level 'EKO' car insurance offer & multi-risk home insurance plan
- €21 billion in assets invested in responsible-labelled units (SRI, Greenfin, Finansol labels)
- Investment in responsible projects allowing access to housing, food, health, digital, to the greatest number, in the territories



## SUCCEED WITH THE AGRICULTURAL AND AGRI-FOOD TRANSITION

- #2 insurer of farmers in France
- Full range of climate insurance (hail, crop insurance, grassland insurance)
- Preventive actions (prevent climatic hazards, fires, etc.)

# Our ESG ambitions for tomorrow



## ACTING FOR THE CLIMATE AND THE TRANSITION TOWARDS ECONOMY LOW CARBON

- **Reduce the carbon footprint** of our listed equity and corporate bond investment portfolios **by 25% between 2019 & 2025**
- **Increase the production capacity of the renewable energy installations** that we contribute to finance in order to bring it from 5.2 GW at the end of 2020 up to 14 GW by 2025
- **Continuing to invest in new forms of low-carbon energy** such as hydrogen
- **Financing reforestation in France to reach 4 millions trees planted by 2025**, i.e. the equivalent of three times the woodland located in the Bois de Vincennes to the east of Paris.
- Enhance our employees' awareness of societal issues, including climate issues



## STRENGTHEN SOCIAL COHESION AND INCLUSION

- Being among the first operators to promote access to housing, digital technology, healthcare and food in local communities
- **Launch of a programme to combat uninsured driving**
- **Responsible UL in Life insurance: to grow these outstandings from €14 billion at the end of 2021 to €28 billion by the end of 2025**



## SUCCEED WITH THE AGRICULTURAL AND AGRI- FOOD TRANSITION

- **Offering a Young Farmers discount** on insurance premiums for new farmers who want to set up their own farming business
- **Supporting the reform of French crop insurance** to double the number of farmers covered by this scheme
- Supporting the market with a view to **doubling the number of multi-risk farming policies** containing cover for renewable energy installations



# CHAPTER 5

## AMBITIONS 2025



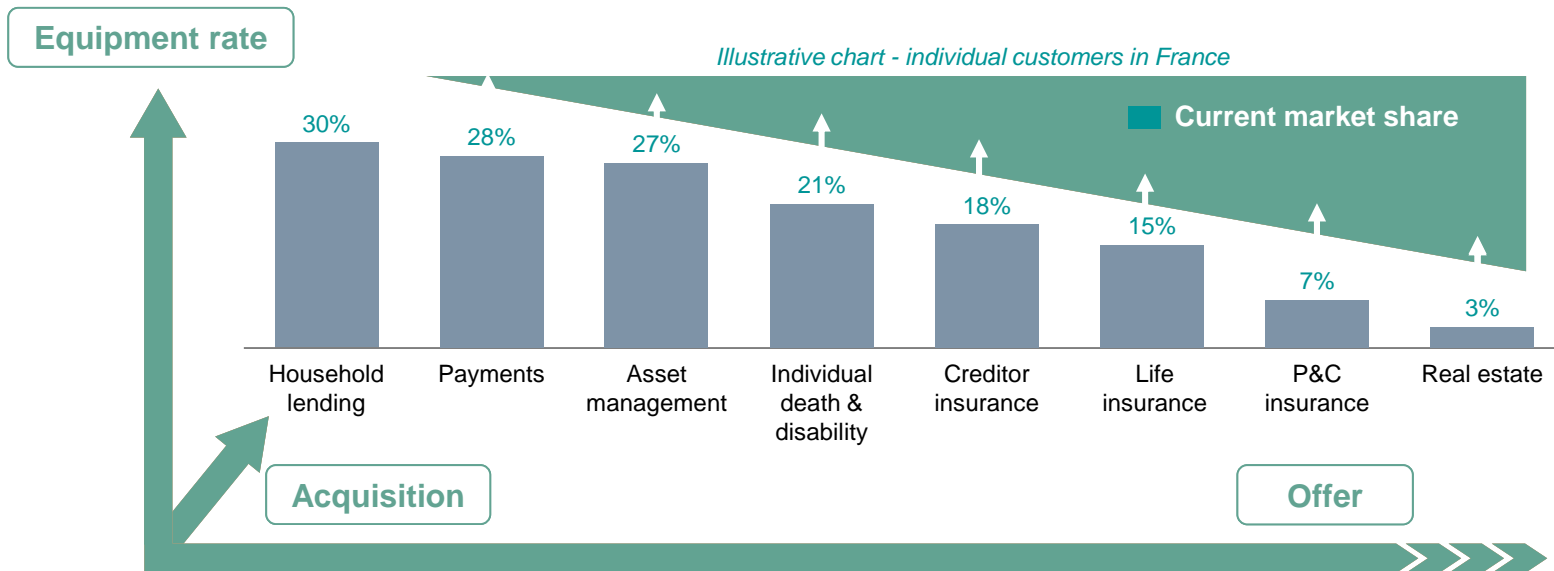
# **CHAPITRE 5.1**

## **CRÉDIT AGRICOLE GROUP AND ITS BUSINESS MODEL**



# A winning formula creating the bank of strong and lasting relationships

An intrinsic development model based on comprehensive relationships with our customers, served by competitive and innovative business lines





# CHAPITRE 5.2

## HORIZON 2025

# CAA | Continuing to grow our core businesses in France and internationally

## 2025 Targets

### Accelerating on personal and property insurance

- **Increasing the equipment rate** in P&C, D&D and creditor insurance
- **Growing the business with professionals and farmers** in connection with the crop insurance reform
- Adapting **mobility insurance offers** to changing habits, in synergy with the SFS business line
- Developing **services** (e.g., remote surveillance with Nexecur and services with Europ Assistance France)
- Growing insurance **brand recognition** for the Group

+2.5m

P&C contracts for individuals

### New sustainable and affordable savings solutions

- Pursuing the **diversification of savings solutions** combining performance and capital protection
- Expanding **sustainable Unit-Linked** contracts and investment solutions

>€345bn

Savings outstandings including  
>€110bn UL outstandings

### Universal *bancassurance* for corporates

- Accelerating the **growth of P&C insurance for corporates**
- Pursuing the development of **Group Health/D&D and Retirement**

€1.5bn

Corporates GWP

### Developing international business

- Maximising **synergies** within the Group internationally
- Developing **partnerships** outside the Group, primarily on **European *bancassurance***
- Exploring **complementary distribution** models (e.g., digital B2C)

25%

Of total insurance GWP from  
international activity<sup>1</sup>

<15%

Cost/income ratio<sup>2</sup> (including IFRS17  
impact of -15 points)

# CAA | Expanding offers and services to cover all customer needs, particularly in Health and Retirement

## Comprehensive and service-oriented Health insurance approach

- **Health insurance for all markets** (seniors, small business owners & self-employed professionals, corporates) and **new segments** (students, public sector)
- **A single individual and group Health Platform** providing 100% digitised customer journeys and access to a services and care ecosystem

## Complete offer for Seniors and Retirement

- A range of “**ageing well in the future**” solutions: insurance, assistance and services, capitalising on Europ Assistance France and Nex Secur
- **Digital advisory** platform on **retirement planning**
- **Crédit Agricole Assurances Retraite**, new insurance company dedicated to retirement, to accelerate the development of this activity

## CSR: Core of our offers and business model

- **Responsible offers**, in line with our NZIA<sup>5</sup> commitments (e.g., insurance for low-impact mobility) and reduction in our investment portfolio's **carbon emissions** (NZAOA<sup>6</sup> commitments)
- **Entry-level offers**, affordable for all (EKO)
- Strong positioning on **Crop insurance and prevention**, supporting the agri-food transition

## Best-in-class digital customer journeys

- Increasing **visibility and use of** digital *bancassurance* **journeys**
- Personalising the **customer relationship** and improving equipment rates and satisfaction using data

## 2025 Targets

+40%

Health beneficiaries<sup>1</sup>

€23bn

Retirement outstandings<sup>2</sup>

x2

Outstandings on certified responsible unit-linked funds<sup>3</sup>

14 GW

Installed capacity in renewable energy<sup>4</sup> financed by CAA



Equivalent to the average consumption of over **5 million** households

20%

Of P&C underwriting in self-care<sup>7</sup>

Note: 2025 targets vs. 2021

1. Individual and Group Health, 1,7m health beneficiaries at end-2021 2. Individual and group retirement, €19bn at end-2021 3. ISR, Greenfin, Finansol 4. Renewable energy - mainly solar, wind, hydropower, and hydrogen 5. Net Zero Insurance Alliance - Committed to accelerating the industry's role in the green transition with a zero-carbon target 6. Net Zero Asset Owner Alliance 7. Web and Web-to-store



# **CHAPITRE 5.3**

## **LONG-TERM HORIZON, 2030 AND BEYOND**

# Universal access to healthcare: A growing challenge for social equity in the next decade

## Growing geographical inequalities in access to healthcare

**7m** People live in an area with **insufficient access to healthcare** (medical desert)

▶ 27m expected in 2030

**1/2** General practitioner is over 60 years old

**€19bn** Public investment in healthcare (2021-2029)

## Ageing population

**18m** Senior citizens

▶ 21m expected in 2030, including 3m with diminished autonomy

**140k** Additional places in EHPAD and collective housing units needed by 2030

## Complex healthcare journeys

- ▶ **Multiplicity of stakeholders** with consolidating trends
- ▶ **Opacity for patients** and **complexity of healthcare journeys**
- ▶ **Fragmented and insufficient housing solutions** for Seniors

# We are launching a strategic business line, at Group level, to facilitate access to healthcare and senior care services: **Crédit Agricole Santé & Territoires**

Digital platform, "Ma Santé By CA", **providing advisory, prevention and assistance on all healthcare-related matters**

- Simplified healthcare journeys (e.g., journeys for key health issues, access to networks of professionals)
- Administrative support (e.g., reimbursement estimation, appointment setting)
- Prevention programs

Healthcare advisory platform

Telemedicine & health centers

In partnership with key stakeholders in the sector, launch solutions to address medical deserts

- Launching a **national open telemedicine platform**
- Deploying health centers
- Supporting new practices development, combining telemedicine, connected equipment, etc. (such as corners and booths in pharmacies)

Coordination

Innovation

Expertise

Contribution to the **development of new housing solutions for seniors** (assisted-leaving residences, inclusive housing solutions) in partnership with specialised players

Housing for seniors

Service platform

Creation of a **service platform for seniors and caregivers**, leveraging on internal and external service providers:

- Facilitating social contacts
- Providing assistance whenever necessary: In-home help, support to caregivers, remote surveillance, remote support, delivery of pharmaceutical products
- Providing guidance and advice on housing and residential paths



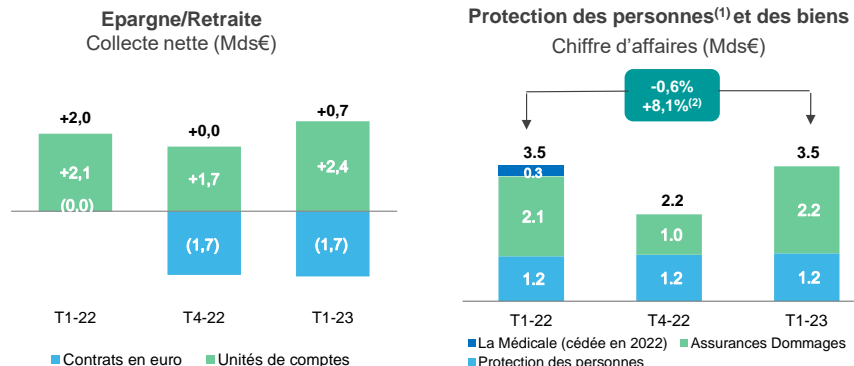
# CHAPTER 6

# APPENDICES



## ASSURANCES

### Activité record, forte hausse des revenus et du résultat



### Epargne/retraite : collecte brute<sup>(4)</sup> et taux d'UC record

- **Collecte nette** +0,7 Md€, grâce aux UC (taux UC sur collecte brute 45,8%, +4,8pp T1/T1).
- **Encours<sup>(3)</sup>** : 324,6 Mds€, +0,7% sur un an ; taux d'UC 27,2%, +0,9 pp T1/T1, en lien avec la hausse de la collecte et des marchés actions favorables.

### Dommages<sup>(5)</sup> : chiffre d'affaires +9%<sup>(2)</sup> T1/T1

- **15,5 millions de contrats** fin mars 2023, +3,7%<sup>(2)</sup> sur un an
- **Ratio combiné<sup>(6)</sup>** 97,0% fin mars 23 (-0,7 pp sur 1 an en lien avec une sinistralité favorable)
- **Réforme de l'assurance récolte** : dynamique positive du CA (+75% T1/T1)
- **Nouvelle offre MRH jeunes locataires** : +30% d'affaires nouvelles sur la cible clients<sup>(7)</sup>

### Protection des personnes : chiffre d'affaires +6%<sup>(2)</sup> T1/T1

- Forte croissance en **prévoyance** (+6%) et assurances collectives (+14%)
- Activité **assurance emprunteur** +6% grâce à un effet favorable sur le stock<sup>(8)</sup>

(1) Prévoyance, emprunteur, assurances collectives (2) Périmètre constant hors la Médicale (3) Epargne, retraite et prévoyance (4) Collecte brute T1 23 : 8,2 mds€ (5) Taux d'équipement : 42,9% CR; 27,4% LCL; 17,3% CA Italia (yc Creval) (6) Ratio combiné dommage (Pacifica) : (sinistralité + frais généraux + commissions) / cotisations, net de réassurance; (7) offre Assurance habitation au tarif unique de 6 euros par mois pour les jeunes locataires, lancée fin 2022; + 25% sur un an (8) Impact en 2023 de la dynamique commerciale de 2022 sur les crédits (9) Résultats PAA, hors résultat financier (10) Les données de variation de CSM T1 23 sont calculées à partir d'un bilan d'ouverture au 1<sup>er</sup> janvier 2023.

Contribution aux résultats (en m€)	T1-23 publié IFRS 17	T1-22 publié IFRS 17	Δ T1/T1 publié IFRS17
<b>Produit net bancaire</b>	<b>711</b>	<b>537</b>	<b>+32,5%</b>
Charges d'exploitation	(82)	(75)	+8,9%
<b>Résultat brut d'exploitation</b>	<b>630</b>	<b>462</b>	<b>+36,3%</b>
<b>Résultat net part du Groupe</b>	<b>474</b>	<b>358</b>	<b>+32,5%</b>
<i>Coefficient d'exploitation hors FRU (%)</i>	<i>11,5%</i>	<i>14,0%</i>	<i>-2,5 pp</i>

(\*) les données 2022 et 2023 de résultats des métiers Assurances sont présentées en normes IFRS 17

### Forte croissance des revenus (+32%) et des résultats (+32%) pro-forma IFRS17

- **Revenus** : +32% T1/T1 du fait du dynamisme de l'activité, et d'un effet de base lié aux conditions de marché au T1-22. PNB T1-23: 711m€, dont 621m€ de relâchements structurels de CSM et RA (87%) et dont 83 m€ de résultat d'assurances-dommages<sup>(9)</sup> et de réassurance (12%).
- **Charges** : assiette totale +7% T1/T1, dont part attribuable en PNB (-164m€) et part non-attribuable (-82 m€); Coex T1 23 IFRS17 : 11,5%, -2,5 pp T1/T1.
- **CSM<sup>(10)</sup>** : hausse déc/mars; impact des affaires nouvelles supérieur au relâchement du trimestre, effet positif du contexte de marché sur la valorisation du stock.

# Crédit Agricole Group organization

Crédit Agricole Group includes Crédit Agricole S.A.,

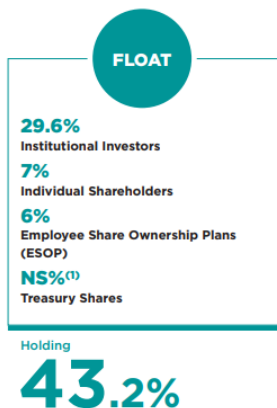
all of the Regional Banks

and Local Banks

and their subsidiaries.

## Crédit Agricole Group

Crédit Agricole Group includes Crédit Agricole S.A., as well as all of the Regional Banks and local Banks and their subsidiaries.

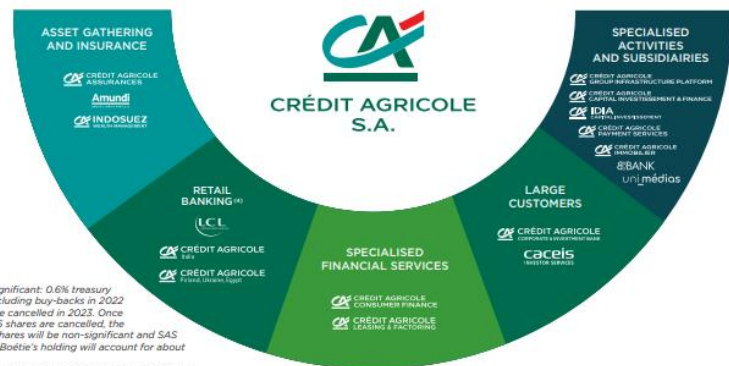


(1) Non-significant: 0.6% treasury shares, including buy-backs in 2022 that will be cancelled in 2023. Once 16,658,366 shares are cancelled, the treasury shares will be non-significant and SAS Rue de la Boétie's holding will account for about 57%.

(2) The Regional Bank of Corsica, 99.9% owned by Crédit Agricole S.A., is a shareholder of SACAM Mutualisation.

(3) Excluding information made to the market by SAS Rue La Boétie, in November 2022, regarding its intention to purchase by the end of the first half year of 2023 Crédit Agricole S.A. shares on the market for a maximum amount of one billion euros.

(4) Disposal of Crédit du Maroc in December 2022.



# Crédit Agricole Group key figures

## Rankings and key figures



**Number 1**

retail bank in the European Union based on number of customers

**10<sup>th</sup>** largest global bank by balance sheet size<sup>(2)</sup>

**Number 1**

insurer<sup>(3)</sup> and institutional investor<sup>(4)</sup> in renewable energy in France

**Number 1**

European asset manager<sup>(5)</sup>



**53** million customers

**Number 1**

cooperative mutual bank in the world<sup>(6)</sup>



**11.5 million** mutual shareholders

**46 Countries**



**8,700** branches

including 7,100 in France (Regional Banks and LCL)

(1) Internal source: ECO 2022

(2) The Banker, 2022.

(3) L'Argus de l'Assurance 2022 (in revenues).

(4) CA Assurances, end 2022: 11,8 GW installed renewable energy capacity via CAA investments.

(5) IPE (Investment & Pensions Europe) 2022 Asset Management Guide.

(6) World Cooperative Monitor, November 2021 (in revenues).

# Crédit Agricole Group insurance companies

*Simplified organizational chart (March 2023)*

In France,

- Life insurance and Death & disability activities, with Predica, CAAR and Spirica
- Property & casualty insurance activity led by Pacifica

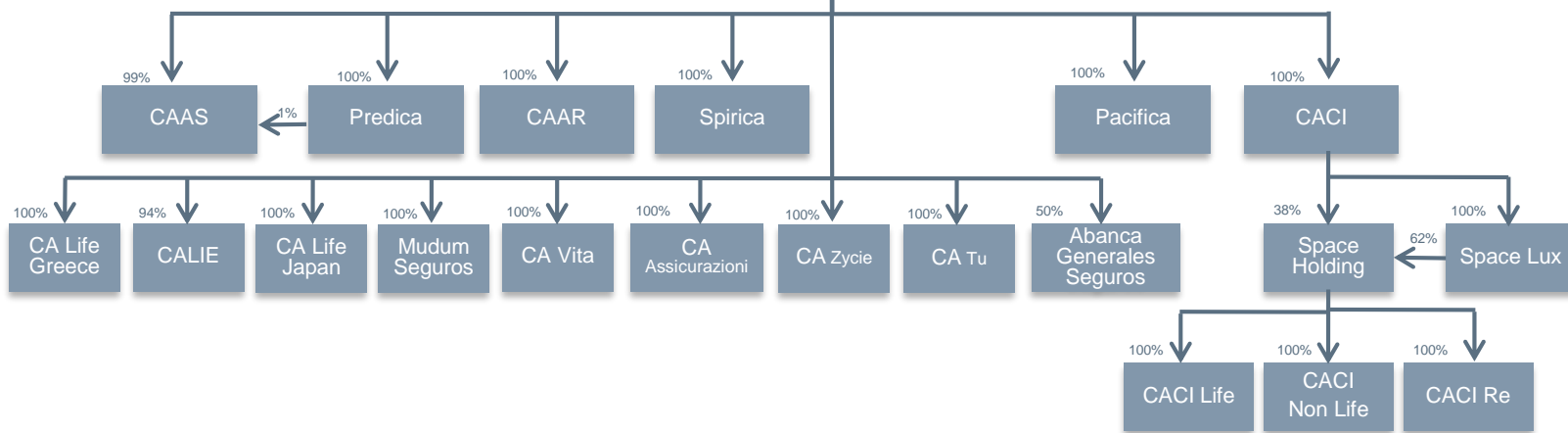
In Europe,

- CACI develops creditor insurance worldwide
- Presence in several countries, mainly Italy and Luxembourg



100%

CRÉDIT AGRICOLE ASSURANCES



On 1<sup>st</sup> July 2022, Crédit Agricole Assurances has sold La Médicale to Generali.

On December 2022, Crédit Agricole Assurances has launched Crédit Agricole Assurances Retraite, its supplementary occupational pension fund.



# CHAPTER 7

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# CAA Contact list

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