

MS&AD IR Day 2016

MS Amlin: Growth strategy

28th September, 2016

# **Agenda**

1. MS Amlin's aspiration, strategy and priorities within the MS&AD Group

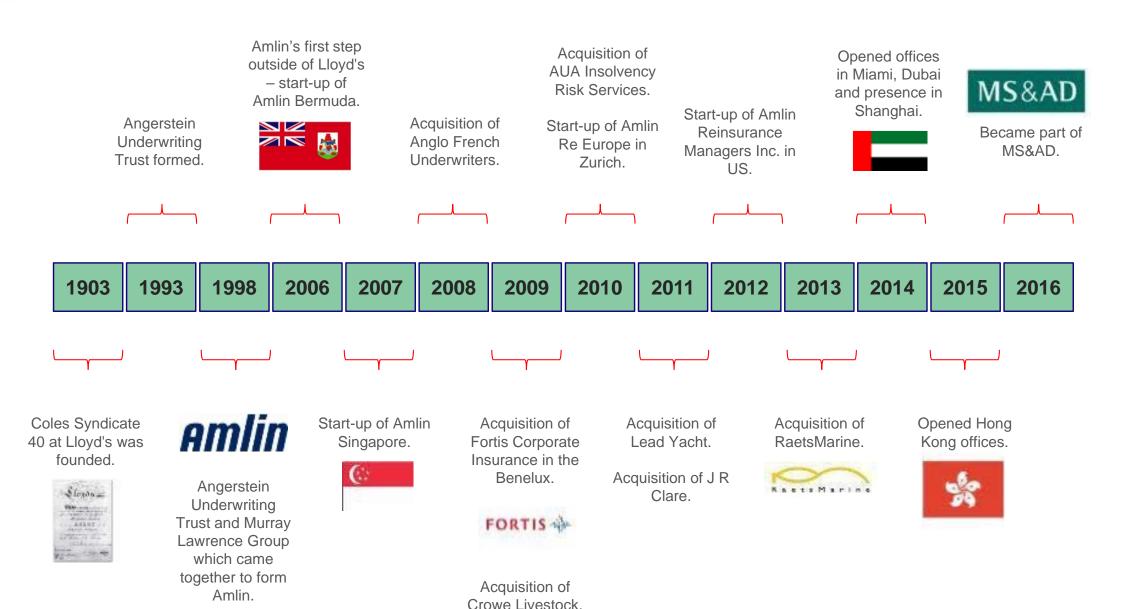
2. Synergy activities with MS&AD

3. Financial results of FY2016 (Q1)



1. MS Amlin's aspiration, strategy and priorities within the MS&AD Group

# MS Amlin's history

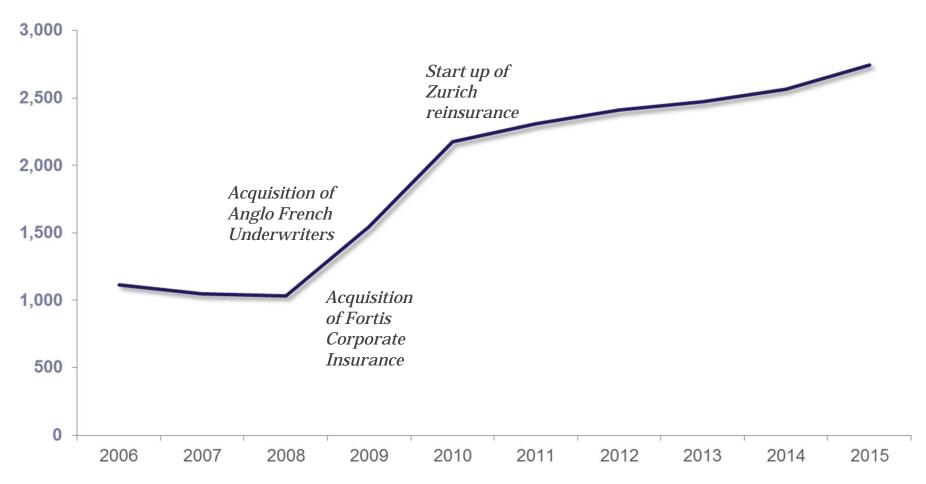


# MS Amlin's global locations

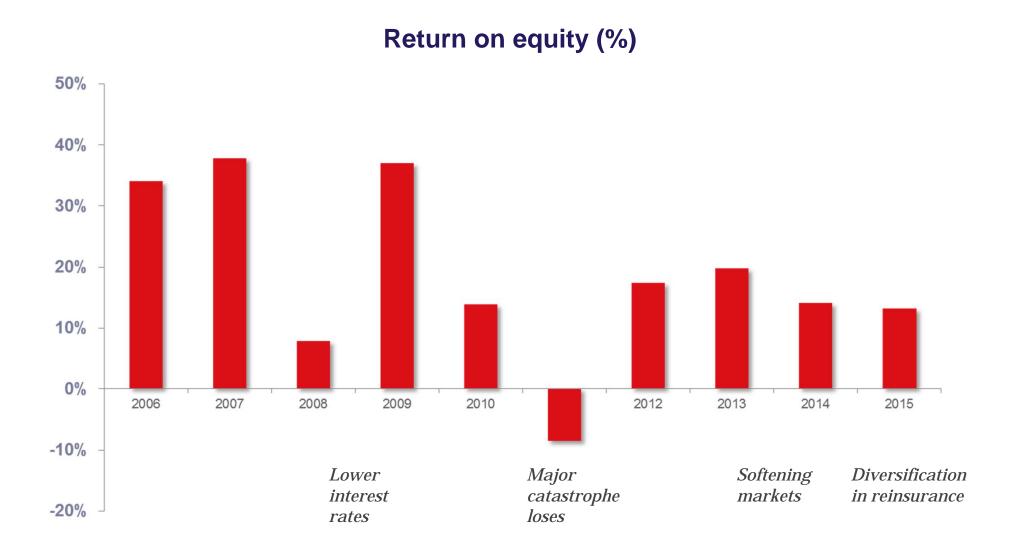


# Ten year growth CAGR 10.7%

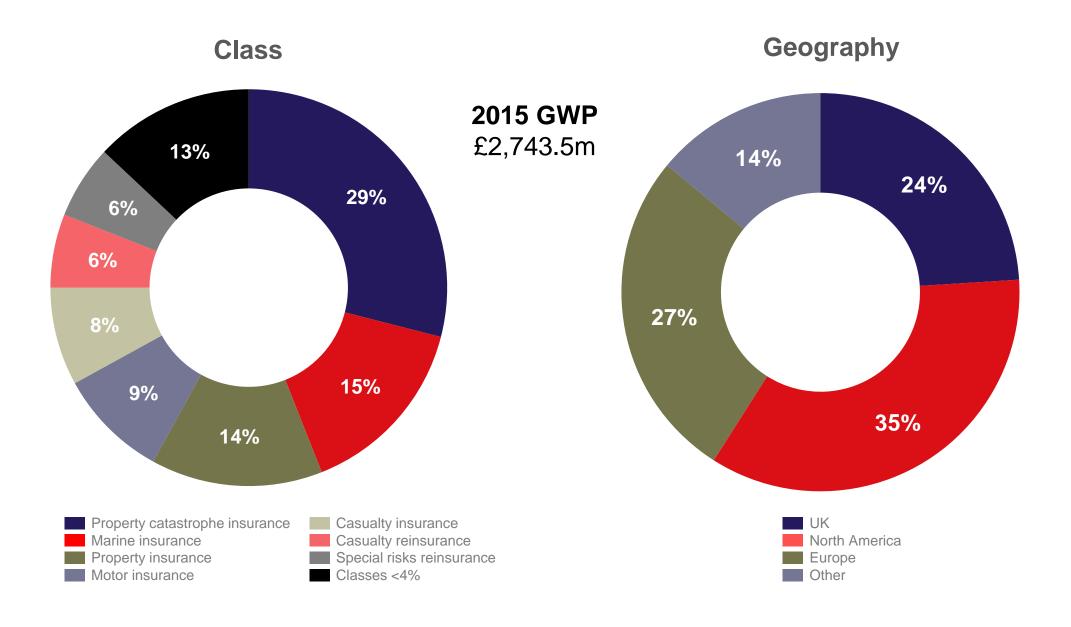




# Ten year average ROE of 16.4%



# 2015 GWP by class and geography



# What is our aspiration?

"MS&AD expects MS Amlin to be the driver for the organisation to become a world leading insurance and financial services group.

The combined business of MS Amlin will achieve this by establishing a leading position at Lloyd's and globally in our P&C, Reinsurance and Marine & Aviation markets."

# What is our strategy?

#### **Client intimacy**

- Deepening client relationships
- Improving our understanding of clients and their needs
- Responding to feedback
- Continuous service improvement
- Differentiation in the market



#### **Profitable growth**

- SBU strategies that focus on sustainable growth
- Getting closer to markets we want to serve
- A focus on key emerging markets
- Positioning Amlin for scalable, long-term growth



# How are we organised to deliver our strategy?

#### **Client Intimacy & Profitable Growth**

#### 3 SBUs

- Reinsurance
- Marine & Aviation
- Property & Casualty
- Deeper client relationships
- Excellent Service and Marketing
- Profitable Growth

Consolidated support functions

- Client-centric
- High quality services
- Minimise duplication

Go to market under a single brand

- Integrated business
- Consistent approach and values
  - Recognised for quality of products and services

# The seven trends impacting our markets…

- 1. Increasing power of brokers
- 2. Market push towards greater client intimacy
- 3. Economic growth in emerging markets
- 4. Growth and speed of capital
  - 5. Efficiency
  - 6. Low interest rate environment
- 7. Increasing regulation

- Consolidation
- Data/technology abilities
- Broker placement platforms
- Broker facilities
- Get closer to client
- Gain greater control of client
- Ability to differentiate with client
- Direct sales/marketing
- Outstripping core markets
- Opportunities
- arkets
- Abundance of traditional capital
- Pension funds & other institutional money
- Cat bonds
- Broker focus on larger insurers and clients
- Insurer expense base
- Technological solutions
- Lower investment income
- Depressing RoEs
- Ongoing impact on expense base
- Potential effect on corporate structure

- Control of client
- Brand
- Differentiators
- Direct sales/marketing

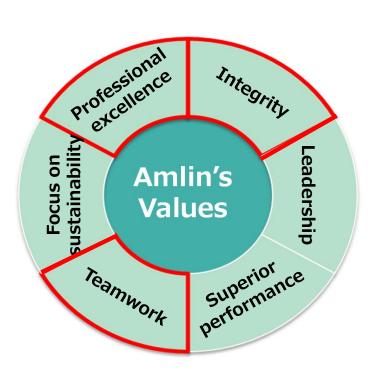
- Emerging markets are able to retain more risk locally
- Side cars and companion capital reinsurers
- ILS funds
- Flatter insurance cycles
- Bundling
- Putting a greater focus on underwriting profitability
- Potential impact on M&A activity, startups

#### Common values with MS&AD

• Both companies have common values and corporate culture because of similar mission ,vision and value.

#### **Values of MS Amlin**

#### Values of MS&AD



#### CUSTOMER FOCUSED

We continuously strive to provide security and achieve customer satisfaction.

#### INTEGRITY

We are sincere, kind, fair and just in all our dealings with everyone.

#### **TEAMWORK**

we achieve mutual growth by respecting one another's individuality and opinions, and by sharing knowledge and ideas.

#### INNOVATION

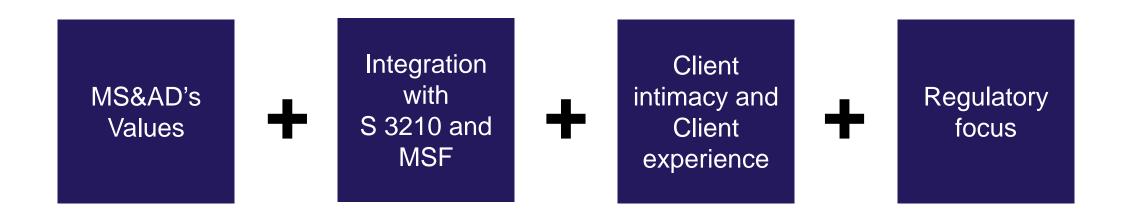
We listen to our stakeholders and continuously seek ways to improve our work and business.

#### **PROFESSIONALISM**

We make continuous efforts to improve our skills and proficiency to provide high-quality services.

出典: Amlin Annual Report 2014

## Our corporate culture



Designing and embedding the behaviours for success

# Some of our current priorities

Successfully integrating MS Frontier and Syndicate 3210

Client intimacy

Developing our overseas hubs

Core systems and MI

MS Amlin Edge

- Talent
- Systems
- Synergies

- Client experience programme
- CRM
- NPS

- Miami, Dubai, Hong Kong and Hamburg
- Synergies with MSIG in South East Asia
- Consolidating data (Nexus)
- Solvency II, Pillar3
- Medium term strategy

- Future technology
- Big data
- Disruptors

#### Culture

# **Future perspective (RI SBU Strategy)**

## **Growth Strategy**

Distribution	Products	Capital & Capacity	Service & Client Intimacy	Efficiency & Technology	Underwriting Excellence
<ul> <li>Understand global business by region and product</li> <li>Develop the optimum footprint and distribution channels</li> </ul>	<ul> <li>Increase penetration of products into regions</li> <li>Broaden product range</li> </ul>	Identify capacity gaps to compete with the global Top 10     Develop capital solutions to bridge the gap	<ul> <li>Leverage and deepen existing client relationships</li> <li>Embed CRM and supporting culture and behaviours</li> <li>NPS to support continuous improvement</li> </ul>	Differentiate ourselves as a partner through ease of trading     Minimise our cost of doing business	Multidimensional MI     First class technical pricing tools     Develop MS Amlin view of risk     Training, development and knowledge transfer

## Future perspective (P&C SBU Strategy)

#### **Sustainable Profitable Growth**

# Deepen presence in existing markets

- Strengthen existing teams
- Focus on Large Corp & SME
- Grow Property UK & NL
- Grow Liability France
- Build-out German greenfield operation



# Target new markets

- Develop Cyber
- Develop International C&E
- Develop Engineering France
- Develop emerging markets via Lloyd's hubs and MSI network



# Drive Client Intimacy

- Implement segmented approach
- Develop Salesfunnel & Account management and NPS
- Strengthen Tier 1 broker position
- Strengthen Sales capability



# Broaden distribution reach

- Develop modular products & package proposition
- Develop e-trading capability for SME
- Develop Tier 3 brokers
- Establish satellite offices in UK, FR, GE, NL



# Strengthen capabilities

- Develop MI & analytics
- Enhance pricing & portfolio mgt capabilities
- Develop integrated "UW cockpit"
- Develop Risk Engineering



## Future perspective (M&A SBU Strategy)

#### **Growth Strategy**

Deepen presence in existing markets

Add new markets

Broaden Distribution reach

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**New Service Propositions** 

Strengthen capabilities

- Full Product / Market matrix
- Product / Appetite Development
- Leverage relationships

- M&A in existing MS Amlin offices
- M&A in new MS Amlin offices
- Small bolt-on acquisitions



- Cover holders
- Broker & Market facilities
- Fronting partnerships



- One-stop shop
- Streamlined UW & Online
- Cover Holder +



- Team Strengthening (FTE/Capabilities)
- Systems & MI
- UW Platforms (Hubs & Spokes)





# 2. Synergy activities with MS&AD

### **International Business Strategy Committee**

The "Global Meeting" (launched in 2016) focuses on studying specific synergy ideas and includes participants of MSI's three Holding Companies, the East Asia and India Division and MS Amlin.

	International Business Strategy Committee		
	Global Meeting	Senior Executive Meeting	
Purpose	Strategy discussions (In particular on synergies).	Discussions among Senior Executives on strategy and progress in each region.	
Frequency	As occasion calls (6 times in FY2016)	3 times/year	





Head

Office

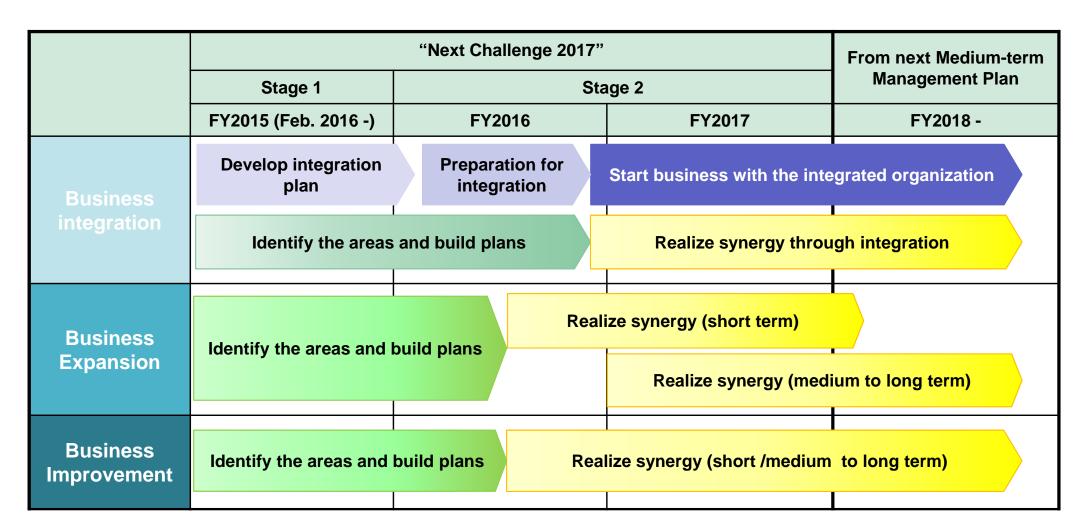
## **Areas Where Synergy is Expected**

#### Areas where synergy is expected

Busi Integ	Lloyd's	<ul> <li>Increase influence as a market leader at Lloyd's with the integration of syndicate 2001 and 3210.</li> </ul>
<b>Business</b> Integration	Reinsurance	Increase our presence in the reinsurance market with the integration of MS Amlin AG and MS Frontier Re.
Bus	Asia	<ul> <li>Use MSIG's network in Asia, the largest in the region, to provide MS Amlin's specialized products directly to local markets.</li> <li>Share MS Amlin's expertise in underwriting and business management with our local partners to entrench the partnership.</li> </ul>
Business	Continental Europe	Complement businesses through cross-selling between MS Amlin SE and MSIGEU.
Expansion	U.S.	Use MSIG USA's admitted paper and MS Amlin's E&S paper to widen our underwriting capability.
sion	Japan, etc.	<ul> <li>Share MS Amlin's expertise in developing specialized products in Japan.</li> <li>Provide global companies with products and services using MS Amlin's underwriting capability (e.g. D&amp;O)</li> </ul>
Improvement		<ul> <li>Share MS Amlin's expertise in ERM and developing Internal Models</li> <li>Collaborate in Talent Management</li> <li>Provide Leadenhall Capital Partners' services to especially Japanese pension funds.</li> </ul>

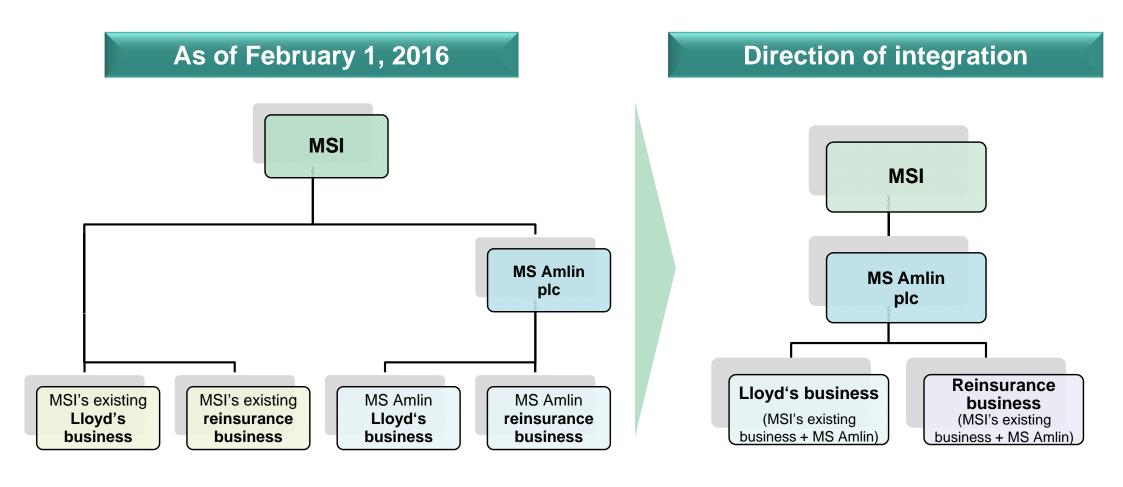
### **Roadmap towards creating Synergy**

- The Lloyd's Managing Agent was integrated in May 2016. The integration of the Lloyd's syndicate and the reinsurance business will be completed in January 2017.
- The Group will work to maximize the synergies in business expansion and business improvement.



### Integration of Lloyd's business and Reinsurance business

- Lloyd's Managing Agents were integrated in May 2016 and start underwriting under the unified brand.
- Syndicates are planned to be integrated in January 2017.
- Procedures for reinsurance business integration are underway for the insurance renewal of the next fiscal year.



## **Cost savings from the integration**

The integration of Lloyd's syndicate and reinsurance operation is expected to yield cost synergies.

Outwards reinsurance cost savings for 2017 can be realized by combining the coverage bought in 2016 separately by MSI's former Syndicate 3210 and Syndicate 2001.

## **Business Expansion: Revenue Synergy in Asia**

• In Asia, we see opportunities in 6 Product lines

**Project Cargo** 



**Political Risk/Violence** 



**Fixed Premium P&I** 



**Industry & Energy** 



**Yacht** 

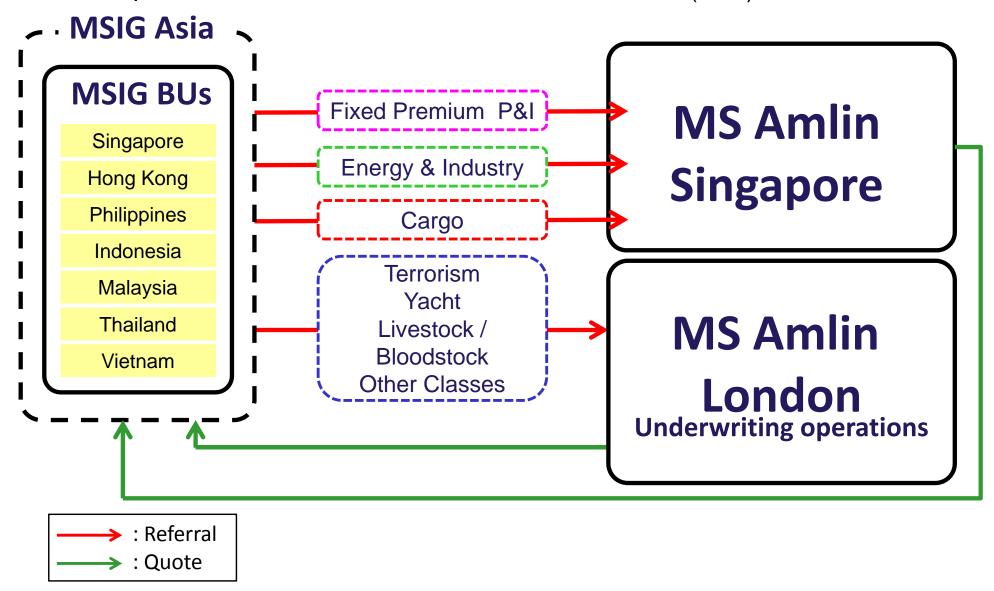


**Bloodstock** 



#### **Business Expansion: Revenue Synergy in Asia**

Cooperation scheme between MSIG Business Units (BUs) and MS Amlin



## **Business Expansion: Revenue Synergies in other Regions**

India	Special focus on infrastructure projects
Continental Europe	<ul> <li>Focus on cross-sales between MS Amlin SE and MSIGEU (e.g. Marine &amp; Aviation)</li> </ul>
U.S.	<ul> <li>Huge potential with the combination of MS Amlin's E&amp;S paper and MSIG USA's admitted paper</li> </ul>
Japan	<ul> <li>For global Japanese commercial clients: Creation of a facility whereby MSIG can use MS Amlin's Lloyd's syndicate to provide coverage in countries in which Lloyd's has licenses but MSIG does not (e.g. D&amp;O).</li> </ul>

### **Business Improvement: Non-Revenue Synergies**

**ERM** 

Internal Model

Leadenhall Capital Partners

Talent Management



# 3. Financial results of FY2016 (Q1)

## Outline of MS Amlin results for the year ended 31 December 2015

		2014 £m	2013 £m	2012 £m	2011 £m
Gross written premium (収入保険料)	2,743.5	2,564.0	2,467.4	2,405.6	2,304.1
Net written premium (正味収入保険料)	2,392.4	2,278.9	2,107.4	2,058.6	2,013.2
Net earned premium (正味経過保険料)	2,172.8	2,183.4	2,077.4	1,970.5	1,927.4
Result attributable to underwriting (保険引受利益)	246.8	246.0	283.1	207.1	(146.0)
Investment contribution (資産運用収益)	107.4	118.5	160.4	165.3	40.5
Other costs (その他費用)	(101.9)	(105.8)	(117.8)	(108.2)	(88.3)
Result before tax (税引前利益)	252.3	258.7	325.7	264.2	(193.8)
Return on equity (株主資本利益率)	13.2%	14.1%	19.8%	17.4%	(8.6)%
Net assets (純資産)	1,846.1	1,782.8	1,678.6	1,497.7	1,420.4
Net tangible assets (有形純資産)	1,581.7	1,519.2	1,439.5	1,286.3	1,201.5
Perーshare amounts (in pence) ( 一株当たりデータ(単位ペンス))					
Earnings (一株当たり当期純利益)	47.2	47.4	60.0	50.1	(30.3)
Net assets (一株当たり純資産)	367.4	356.8	336.7	302.5	287.2
Net tangible assets (一株当たり有形純資産)	314.8	304.1	288.7	259.8	243.0
Ordinary dividend under IFRS (一株当たりIFRSベースの普通配当)	27.3	26.3	24.3	23.3	23.0
Ordinary dividends declared for the calendar year (一株当たり当期普通配当金)	8.4	27.0	26.0	24.0	23.0
Special dividend (一株当たり特別配当金)	-	15.0	-	-	
Operating ratios (経営指標)					
Claims ratio (損害率)	54%	56%	52%	57%	78%
Expense ratio (事業費率)	35%	33%	34%	32%	30%
Combined ratio (コンバインドレシオ)	89%	89%	86%	89%	108%

### Results of 1<sup>st</sup> quarter of FY2016(Jan-March, 2016)

- Net premiums written were 1,097 million pounds, more than initial plan, due to premium growth in Reinsurance SBU
- Net income after tax was 23 million pounds due to a decline in investment income caused by downturn in the financial markets.

(million £)

	FY2016 (Jan-March)
Net premiums written	1,097
Net premiums earned	580
Incurred losses(including LAE)	312
Net Commission and expense for acquisition, admin expense	217
Undewriting profit	53
Investment income Other income	△38
Net Income after tax	23
Net IE Loss Ratio	53.9%
Net Operating Ratio	37.5%
Net Combined Ratio	91.4%

**※1** Adapting accounting standards to let profit and loss reflect the influence of the market value fluctuation



# Thank you for your kind attention!