

WELCOME TO ERGO



“Look in and get a first-hand impression of our multi-faceted company!”



“With our broad range of insurance and provision products, we rank among the major insurance groups in Europe today. And we will be the no. 1 choice for our customers in future, too. Why am I confident that this will be the case? We have the know-how, the ideas and the financial strength required to be a top player – and because we are determined to work passionately towards success, day after day.”



Dr. Torsten Oletzky
Chairman of the Board of Management

“Our experienced experts apply their extensive knowledge exactly the way you need it.”



Our experts have the answers

Whether insurance, provision, advice or service – our competent experts at ERGO always have the right solution for all customer concerns.

Integrated solutions which go further

People seek protection from all sorts of eventualities and wish to make provisions for the future – and they prefer the convenience of solutions from a single source. ERGO fully meets this need with its comprehensive and appealing range of products: private and corporate old-age provision, health and property protection and legal expenses solutions. We rely on high quality in all these areas.

As a result, we feature among the leading providers in the market, and in the health and legal expenses insurance segments our specialists are indeed the market leaders in Europe.



Excellent financial strength

We have been in the business of assessing risks for many decades, and long-term experience gives a sense of security and creates trust. Our experts for asset and integrated risk management continuously monitor the emergence of new risks. They prepare in good time for all eventualities and ensure that profitable and sustainable investments are chosen to protect our customers's assets.

Our experts' forward-looking approach has proven its worth. They have played a key role in ensuring that our Group was made weather-proof in good time in the economic and financial crisis since 2008. Our high equity provides security in the long term. All these are more than just good reasons why independent rating agencies have repeatedly attested to the excellent financial strength of the ERGO Group and its subsidiaries.

Our product portfolio goes far beyond conventional insurance business, with attractive fund products, comprehensive assistance services, medical care services and effective administrative solutions for companies. We constantly work towards solutions that go further which has made us the pioneer in providing new services, such as offering legal advice over the phone, SMS with severe weather warnings and guaranteed access to medical specialists at short notice. We combine this diversity in such a way as to ensure that our customers invariably get a customised solution to their problem.

Our brand names provide guidance

ERGO is operating in the market under its own name as well as with the brands of its specialist insurers, providing reliable guidance for our customers.

Life and non-life insurance products are mainly featured under the ERGO brand, and this broad range is supplemented by our specialists for health insurance (DKV), legal protection (D.A.S.) and travel insurance (ERV). They are all experts in their own fields and market leaders in their respective segments.

Our roots go back a long way. ERGO can rely on experience gained in the German and international insurance markets which stretches back into the nineteenth century. Even in those days, the predecessors of our current Group companies played a leading role in their markets. The brands of our specialist insurers stand for successful entrepreneurship right up to the present day. ERV has enjoyed the trust placed in it by travellers for around one hundred years. And the legal expenses insurer, D.A.S. and health specialist, DKV, which have been active in the market for more than 80 years, are not far behind.

Many roads lead to ERGO

The Group's great selling power is based on our various sales channels. Our customers receive advice locally from over 20,000 competent agents. As regards brokers, the ERGO broker sales organisation in Germany combines the products of various brands into a comprehensive and conveniently accessible portfolio. Direct marketing expertise is ensured by our specialists at ERGO Direkt Insurance in Germany as well as by ERGO Daum Direct in South Korea.

Our products are attractive for large partners too: we maintain a far-reaching sales partnership with the major European bank UniCredit Group in Central and Eastern Europe. In Germany, we have been cooperating with the UniCredit subsidiary HypoVereinsbank for many years. Numerous public health insurers, such as AOK, collaborate with us in our domestic market and offer our supplementary insurance policies. In this way, they help their customers to add to the catalogue of benefits provided by statutory health insurance with extensive and specially tailored cover.



“We generously share our knowledge, and we develop our best ideas together as a team.”

We make use of synergies

Wherever sensible and feasible, ERGO offers everything from a single source. This entails numerous advantages for both the Insurance Group and its customers.

For example, our customers' assets are managed by MEAG, the collective asset manager for all our brands. With an investment volume of over 190 billion euros – ERGO accounts for more than 100 billion euros of the total sum – MEAG is among the major investors in the European financial sector. The company's experienced portfolio managers adopt a strategy of great prudence and sustainability, thereby ensuring secure and profitable investments.

As regards information technology, a large team of specialists makes its expertise available to the entire Group – our service provider ITERGO. It provides cutting-edge information technology for the Group and hence the foundation for standardised processes. To ensure that optimal support is offered throughout, the IT specialists at ITERGO pick up on trends at an early stage, develop custom-fit solutions for all needs and maintain all systems. This means that the individual units save both time and money.



Indeed, we do not only coordinate tasks centrally, but also make use of synergies in individual markets and across market boundaries. Depending on our structure in a given country, the individual units work closely together: companies with the same business model integrate their functions or use standardised processes and IT systems.

Across national borders, companies operate with uniform management structures, as is the case in the Baltic States. In some instances, one location takes on tasks of companies in neighbouring countries. For example, ERGO manages bank sales in Central and Eastern Europe from its base in Vienna.

Germany: exemplary integration

In Germany, ERGO's back-office virtually functions like a single company. In concrete terms, this means:

While the different brands represent ERGO externally, internal corporate functions such as accounting, controlling, product management and purchasing are centrally managed from one location within the Group. All divisions work using a uniform IT platform which ensures standardised and lean processes and makes information available to everybody.

Consequently, we can provide optimal customer support, react quickly to their individual requirements and use capacities where they are needed. Needless to say that we pass on the cost advantages resulting from this integrated back-office to customers.

We think and work hand in hand

All ERGO companies make use of the Group's integrated expertise. Its managers and specialists constantly exchange information and ideas, making the specialised knowledge which exists in many parts of the Group available to everybody.

It's all about quality and innovation

We determine the best solution for a product or process and transfer it to other fields by means of intensive reciprocal exchange. After all, good ideas always win out – even in different markets. This ensures high quality, and we can always offer the best and most innovative solutions in the market.

Not only do we have specialised knowledge, but we are able to make optimal use of it in the right place thanks to our systematic integration. This makes us an especially attractive partner since we readily share our knowledge – in sales partnerships, joint ventures and, of course, when entering new markets.

Our advantage: the know-how transfer goes beyond our own business field since we are the primary insurer of Munich Re, one of the leading risk carriers worldwide. We benefit in many different fields from close exchange with colleagues and their expertise. The Group's managers frequently move between the two business segments.

An excellent reference

As a Group, Munich Re pursues an integrated business model consisting of reinsurance and primary insurance, thus covering the whole spectrum of risk protection. In reinsurance, Munich Re is one of the leading providers worldwide as the "insurer's insurer". Within the Group, ERGO is the specialist for primary insurance, i.e. for direct insurance of private and corporate customers in Germany and abroad.



Within Munich Re, we mutually support each other when entering new business fields – for example by making experts available to each other. As a primary insurer, we benefit from the fact that the reinsurer has, in many markets, been present for decades. When entering new markets, we not only benefit from the market knowledge of Munich Re's experts, but may also use its excellent reputation as reference.

“We listen to our partners’ concerns and respect other cultures.”



Success on the international stage

The foreign markets outside of the German home market already account for over one quarter of ERGO's total business, and we intend to achieve significant further growth in these international markets over the next few years.

The focus is on countries in Eastern and Southeastern Europe as well as India, China and other high-growth Asian markets where rising affluence will lead to a further increase in the demand for risk protection and provision.

Internationally, ERGO focuses on life and non-life insurance. Thanks to our special expertise, we have already succeeded in establishing legal protection and travel insurance as new business models in numerous markets, and we will continue along this path. We also will take advantage of our expertise in direct sales and sales through banks to enter new business fields.

With openness and respect

When entering new markets, we rely on strong partners. We bring extensive experience, a wide product range and financial strength to the partnership, our partners know the local market and its sales structures. They are major players in their respective markets, with well-known brands and well-established distribution channels. Our collective strengths form the ideal basis for shared success.

Mutual respect is the hallmark of a good partnership. Our business approach reflects our openness to new cultures and our respect for their special features. This is also conveyed by the name: In joint ventures, ERGO and the local brands operate side by side on an equal footing. As regards management our formula also is to capitalise on local competences. As a rule, our companies are run by a local management team which is supported by dispatched experts.



Service across borders

International thinking has tradition in our company. Our insurance cover accompanies our customers on trips or when they temporarily live away from their home country. When something unexpected happens abroad, the ERGO companies settle the claim quickly and without red tape. Our corporate clients, too, benefit from this tightly knit network. Even beyond their own country borders, other ERGO companies provide services of the quality to which they are accustomed at home.

Our values create trust

Four values describe the corporate culture of ERGO: Excellence, Results, Group spirit and Openness.

We intend to be among the very best, and this is the goal towards which every individual consistently works by efficiently implementing defined targets. All pull together to ensure joint success. Openness, respect and trust are the values underlying the relationships among colleagues, with customers and business partners.

Transparency matters to us: we disclose what we do and why we do it. Our customers should know exactly what benefits they can expect from us. We can vouch for our pledged services and promises. As a conscientious company, we comply with the high standards of the Corporate Governance Codex as a matter of course. Over and above this code, we have our own code of conduct which defines high ethical standards for work undertaken by employees and managers.



Attractive employer

Our more than 50,000 employees have long-term prospects. We offer them a wide variety of tasks in an international Group with ambitious goals – and the opportunity to grow through these challenges. We support the professional development of our employees through individual training and systematically prepare them for new tasks.

As life is not all about work, we enable them to reconcile professional and family demands with our flexible working time models. ERGO has been awarded the “work and family” certificate by the German non-profit Hertie foundation – a reflection of our family-friendly personnel policy.

We take our social responsibility seriously. ERGO and its brands promote a large number of social projects in various countries and support cultural and scientific endeavours. Many employees regularly collect for charitable causes or donate blood. This commitment has a long tradition which we will continue in the future, too.

Sustainable business is our guiding principle. We make continuous efforts to reduce our energy consumption and CO² emissions, for example by using modern air conditioning technology. We choose sustainable capital investments and also offer this option to our customers. We also encourage the use of renewable energies by means of innovative insurance concepts and through the operation of solar systems.



“We are constantly on the move exploring new avenues into the future.”

We accompany you into the future

We adopt a sustainable approach in theory and practice. This also entails that we take our responsibility seriously regarding the values that our customers entrust us with – their security, their health, and their assets.

This commitment goes far beyond signing the contract. We also take pride in providing the best service to our customers when settling their insurance claims.

In some instances, we pledge to provide our services for decades. And we can do that with a good conscience, since our experts calculate carefully. Thanks to their experience, they detect trends and take them into account at an early stage.

We apply the same sustainable approach to our customer relations, too. Support and advice is provided to many customers by our brands over a long time period. There are good reasons for this: our brands and our financial strength stand for security and reliability – fundamental values.

Open to new approaches

We wish to be the no. 1 choice for our customers, and to remain so for a long time to come. Consequently, it is essential for us to follow a forward-looking business approach. The needs of our customers change – and our flexible concepts and products accommodate these changing needs. We plan for the long term and react to new trends in good time – to have an answer ready for our customers before they even start to ask the question.



In planning for the future, we make use of the entire spectrum of our experience and products: we are one of the first providers to link insurance products and related services. It is our intention to consolidate this pioneering role and to score further with innovative services and product combinations.

In future, those companies in particular will be successful that are able to adapt and use their knowledge just as effectively under new conditions. ERGO is one of them – as is already evident in new markets today. We have ambitious goals, and we wish to achieve significant growth in the next few years, offering the same dependable quality products.

We would be pleased if you were to join us.



ERGO AT A GLANCE

With **premium income** amounting to **19 billion euros**, ERGO is one of the major insurance groups in Europe.

Worldwide, we are represented in more than **30 countries**, focusing on the regions of **Europe and Asia**.

Over 40 million customers place their trust in the services, expertise and financial strength of ERGO, thereof 20 million in our domestic German market.

Over 50,000 people work for the ERGO Group, either as salaried employees or as self-employed sales representatives.

ERGO is part of **Munich Re**, one of the world's leading reinsurers and risk carriers.

For up-to-date key figures and information about the ERGO Insurance Group, please visit **www.ergo.com**.

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