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# **Triglav Group**

# **Investor Presentation**

# 9M 2018 Results

November 2018

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# **Equity Story**

Modern, innovative and dynamic insurancefinancial group, firmly remaining the leader both in Slovenia and Adria region

# 2017-2020

Fast growth in the markets outside Slovenia Focus on profitability and selective expansion 2010

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Listing on the Ljubljana SE

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2008

1900

# 2000¥

Leading position in Slovenia, expansion started (by 2007 presence in all existent markets)

> **Established** in Austro-Hungarian Empire as the first Slovenian insurance company founded with domestic capital.

Transformation into a **public limited company.** Expansion of business. **1990** 

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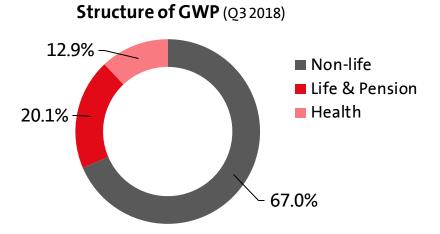
# Triglav Group

Triglav Group:	<ul> <li>38 companies</li> <li>Over 5.100 employees</li> <li>Parent company Zavarovalnica</li> </ul>	Triglav founded in 1900.	Two-tier board syster	n.	
Core business:	<ul><li>Insurance</li><li>Asset management</li></ul>				
Triglav mission:	<ul> <li>BUILDING A SAFER FUTURE for sustainable development.</li> </ul>	all our stakeholders, whi	ile being committed t	to responsible and	
Market position:	<ul> <li>In 6 countries in Adria region, international through inward reinsurance</li> <li>Leading insurance - financial group in Adria region and in Slovenia</li> </ul>				
Ratings:	<ul> <li>A / stable outlook</li> </ul>	<mark>S&amp;P Global</mark> Ratings	A BEST		
Stock Exchange:	<ul> <li>Listed on Ljubljana Stock Exchance</li> <li>In 2017 reward "Share of the year</li> </ul>	•			
Shareholders:	<ul> <li>State-owned funds (ZPIZ, SDH)</li> <li>International shareholders with</li> </ul>	•	nant shareholders		

#### **Core Business**

#### Insurance

- Non-life
- Life
- Supplementary pensions
- Health
- Reinsurance



#### Asset management

- Insurance portfolios and own funds:
  - AUM € 2,638 million (Q3 2018)
  - Liability driven investing
- Investment funds:
  - AUM € **732** million (Q3 2018; 17 mutual funds and discrectionary mandates)

Insurance portfolios and own funds (without united-linked products; Q3 2018) 3.7% 1.2% 6.9% Debt and other fixed return sec. Shares and other floating rate sec. Investment property Deposits with banks Loans given Other

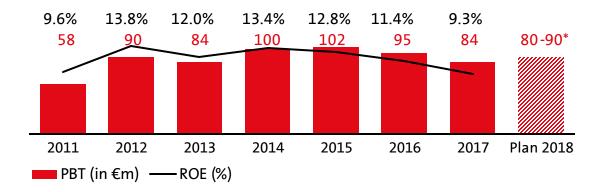
83.4%



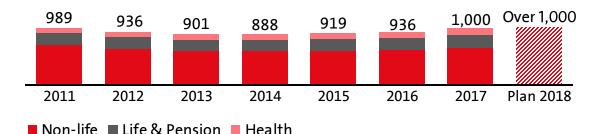
## **Profitable And Safe Operations**

#### Profit before tax and ROE

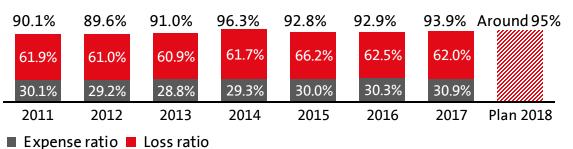
\*Annual profit guidance confirmed at the end of Q3 2018.



#### **Gross written premium** (in €m)



#### **Combined** ratio



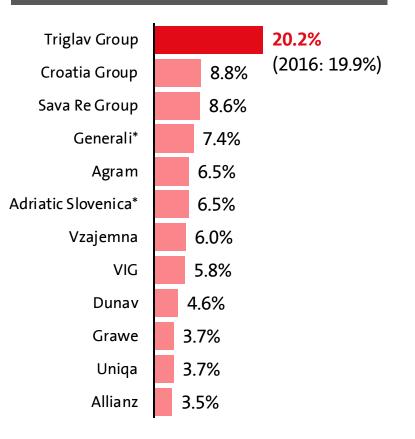


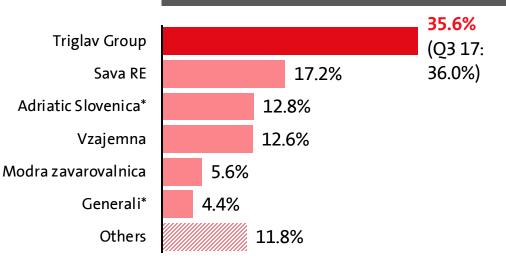
Triglav Group 9M 2018 Results

# Leading Market Position Both in Slovenia And Adria Region

#### **ADRIA REGION** (% market share; 2017):

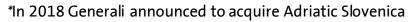
#### SLOVENIA (% market share; Q3 2018):





**Triglav market share in Slovenia by segments** (Q3 18):

- 44% in non-life
- 29% in life
- 26% in health



Source: Calculation based on the data of regional regulators and insurance associations



# **Strong Credit Ratings**

<b>S&amp;P Global</b> Ratings	S&P Global Ratings rating	g A/stable outlook
A BEST	A.M. Best rating	A/stable outlook

#### <u>\*From S&P GR Rating Report:</u>

The credit rating exclusively reflects Triglav Group's **standalone credit profile** and does not include any uplift from the Group's status as a government-related entity.

- Business risk profile strong
- Financial risk profile very strong
- Capital adequacy extremely strong
- Group has adequate reinsurance protection

Credit rating agency	Credit rating	Medium-term outlook	Date
S&P Global Ratings	Α	stable	7-Sep_2018
A.M. Best	Α	stable	30-Oct-2017
S&P Global Ratings	Α	stable	8-Sep-2017
A.M. Best	Α	stable	28-Oct-2016
S&P Global Ratings	Α	stable	1-Jul-2016
A.M. Best	А-	positive	16-Oct-201
S&P Global Ratings	A-	positive	29-Aug-201
A.M. Best	A-	positive	3-Oct-2014
S&P Global Ratings	A-	stable	26-Sep-2014
S&P Global Ratings	A-	stable	7-Jul-2014
A.M. Best	A-	stable	17-Oct-2013
S&P Global Ratings	A-	stable	4-Jul-2013
A.M. Best	A-	stable	21-Mar-201
S&P Global Ratings	BBB+	positive	14-Feb-2013
S&P Global Ratings	A-	negative	8-Aug-2012
S&P Global Ratings	Α	negative	21-Nov-2012
S&P Global Ratings	Α	stable	25-Nov-2010
S&P Global Ratings	Α	stable	25-Aug-200
S&P Global Ratings	Α	stable	25-Sep-2008



Strategy 2017 – 2020: Focus on Adria region. Organic growth, potential takeovers not excluded.

#### 2017

- MACEDONIA: Entry into <u>life insurance market</u> (new company)
- BOSNIA AND HERZEGOVINA: Entry into voluntary pension insurance market (joint-venture)
- Establishment of REGIONAL PLATFORM for alternative investments Trigal (joint-venture)

#### 2018

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- **CROATIA**: Triglav Group signed agreement to acquire RMOD in Croatian <u>pension insurance market</u> (takeover)
- Using NEW BUSINESS MODEL and IN COOPERATION WITH the reinsurance and local PARTNER entry into Greek motor vehicle insurance market
- SLOVENIA: Triglav Group purchased remaining 28.1% equity stake of SPD thereby becoming 100% owner. Company operates in the <u>Slovene supplemental voluntary pension insurance market</u> (takeover)
- SLOVENIA: Triglav Group signed agreement to acquire Slovenian AM company ALTA Skladi (takeover)

## Management Bord of Zavarovalnica Triglav

- Andrej Slapar
   President
   CEO
- Uroš Ivanc Member CFO
- Tadej Čoroli Member Non-life, Sales and Marketing
- Barbara Smolnikar Member Life & Health
- Marica Makoter Member and Employee Representative HRM, Operations, IT, Fraud prevention



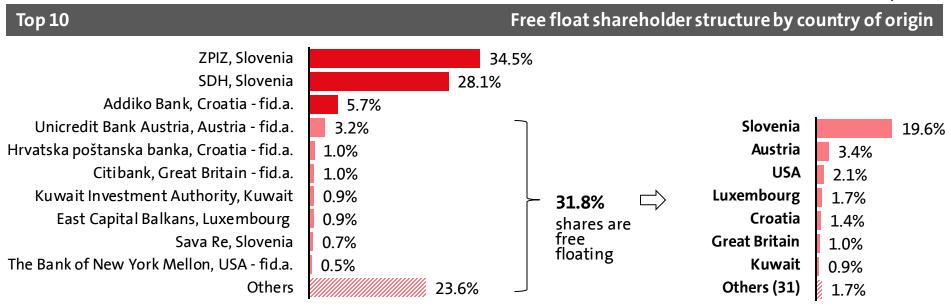
Marica Makoter Tadej Čoroli Andrej Slapar Uroš Ivanc Barbara Smolnikar



# Shareholders of Zavarovalnica Triglav

- State-owned funds (ZPIZ, SDH) with 62.6% stake predominant shareholders
- 31.8% shares free floating
- International shareholders with 18% stake (2008: 4%)

As at 30 Sept 2018



Shareholder structure	Total	Domestic	Foreign	Legal entities	Individuals
Number of shareholders	14.200	13.537	663	494	13.706
% of shares	100%	82.1%	17.2%	89.1%	10.9%
% of shareholders	100%	95.3%	4.7%	3.5%	96.5%



# **Share Price Performance**



Total return	Jan- Sept 2018	Last 12 months
ZVTG	+7,5%	+13,4%
SBITOP Index	+10,1%	11,5%
BEINSUR Index*	+4,1%	+5,3%

Source: Bloomberg on 28 Sept 2018 \*Bloomberg Insurance index (33 shares)

	30 Sept 2018	30 Sept 2017	31 Dec 2017	31 Dec 2016	31 Dec 2015
Closing price at the end of period	28.80	27.40	28.90	23.20	23.50
Book value per share (consolid. data)	32.28	32.31	32.98	32.28	30.48
Net earnings per share (consolid. data)	2.59	2.30	3.07	3.62	3.91
Market capitalisation	654,772,262	622,943,055	657,045,777	527,455,434	534,275,978
Average daily trading volume	170,628	162,813	166,345	114,845	142,878
No. of shares	22,735,148	22,735,148	22,735,148	22,735,148	22,735,148
The percentage of floating stock	31.78%	31.04%	31.04%	30.98%	31.13%

Traded on Bloomberg, Reuters Ljubljana Stock Exchange; Prime market; ISIN SI0021111651; Ticker symbol ZVTG ZVTG SV; ZVTG.LJ



# Capital Management And Dividend Policy





> 250%	Surplus capital adequacy	Possibility of a more aggressive growth of business volume, assessment of potential changes in the business strategy
200 - 250%	Target capital adequacy	Regular performance of risk management activities
150 - 200%	Sub-optimum level of capital adequacy	Analyzing possible medium and long-term measures to improve capital adequacy and emphasized monitoring of risks
130 - 150%	Warning level of capital adequacy	Implementation of measures to improve capital adequacy
< 130%	Insufficient capital adequacy	



Strong Capital adequacy, within target range 200-250%					
	31 Dec 2017	31 Dec 2016**			
Solvency ratio*	222%	242%			

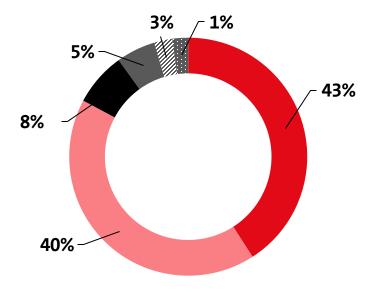
\*Standard formula used. In 2017 methodology was revised introducing more conservative approach for calculation of the adjustment for the loss absorbing capacity of deferred taxes.

\*\*Based on methodology before its revision in 2017.

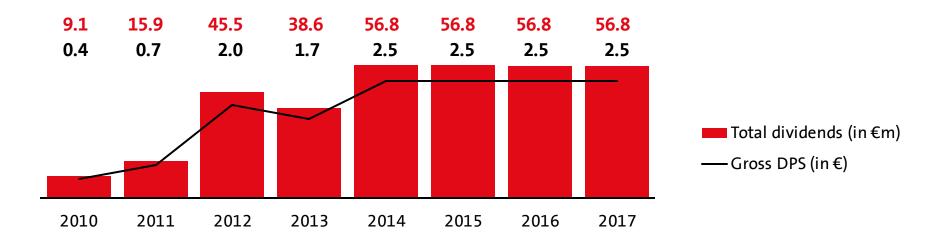
#### **Risk profile of Triglav Group** (as at 31 Dec 2017)

Risk exposure in line with the defined risk appetite.

- Underwriting risk
- Market risk
- Credit risk
- Operational risk
- $\ensuremath{\mathbbmill}$  Risk of companies from other financial sectors
- Risk of other companies



The minimum dividend pay-out is set to 50% of consolidated net profit for the previous year, however Zavarovalnica Triglav will strive not to reduce its dividend payment below the level of the previous year. As thus far, the future implementation of the dividend policy will be subordinated to achieving the medium-term sustainable target capital adequacy of Triglav Group. The proposal of the Management Board and the Supervisory Board as regards the annual distribution of accumulated profit of the Company will therefore take into account the following three objectives in a balanced manner: to ensure prudent capital management of Triglav Group and its financial stability, to reinvest net profit in the implementation of the strategy of growth and development of Triglav Group and to pay out attractive dividends to the shareholders.



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9 Months 2018

# Financials & Investments



• Annual profit guidance confirmed, taking into account the business conditions anticipated until the end of 2018.

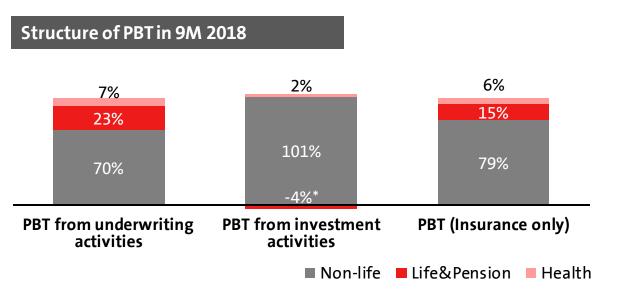
Gross written premium	Profit before tax	Combined ratio non-life
€ 820.2m	€ 69.9m	92.4%
GWP up 6% y-o-y	Increased by 8% y-o-y	Down from 94.5% in 9M 2017
<ul> <li>Growth in all markets: <ul> <li>Slovenia: +5%</li> <li>Other markets: +8%</li> </ul> </li> <li>Growth in all insurance segments: <ul> <li>Non-life: +6%</li> <li>Life &amp; Pension: +1%</li> <li>Health: +10%</li> </ul> </li> </ul>	<ul> <li>Influence of good performance in insurance business. Growth of net premium income (+6% y-o-y) at a higer rate than growth of net claims incurred (+1% y-o-y). Lower returns on financial investments, as expected (-19% y-o-y).</li> <li>9M 2018 PBT from underwriting +32% y-o-y, from investment activities -26% y-o-y (decrease of life investment result mainly due to lower returns on assets of guarantee fund and additionally formed mathematical reserves)</li> </ul>	<ul> <li>Favourable and in line with long term average target value i.e. around 95%</li> </ul>

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		In € million	
	9M 2018	9M 2017	Index 2018/2017
Gross written premium	820.2	777.1	106
Net premium income	703.8	664.1	106
Gross claims paid	495.4	467.4	106
Net claims incurred	471.6	469.2	101
Insurance business gross operating costs	191.7	181.9	105
Profit before tax	69.9	64.5	108
Net profit for the accounting period	58.8	52.3	112
Gross insurance technical provisions	2,811.9	2,732.2	103
Total equity	736.4	756.6	97
Number of employees	5,140	5,151	100
Expense ratio non-life	28.3%	28.2%	
Net claims ratio non-life	64.1%	66.3%	
Combined ratio non-life	92.4%	94.5%	



				9M 2018			9	M 2017
	Non-life	Life & Pension	Health	Total	Non-life	Life & Pension	Health	Total
PBT from underwriting activities	33.9	11.0	3.6	48.5	19.4	12.5	4.7	36.6
PBT from investment activities	19.8	-0.7*	0.5	19.6	18.4	7.3	0.7	26.4
PBT from insurance operations	53.7	10.3	4.1	68.2	37.8	19.9	5.4	63.0
PBT from non-insurance operations				1.7				1.5
Total PBT				69.9				64.5



\*Life investment result net of guarantees and additionally formed mathematical reserves.

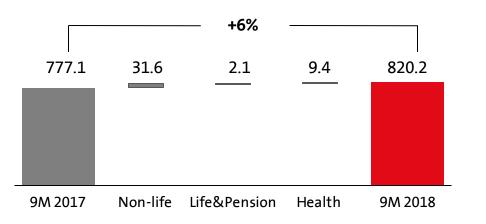
The decrease in 9M 2018 life investment result mainly the result of:

- lower returns on assets of the guarantee fund (€ 4.1 million),
- additional provisions made due to the reduction in the reserving interest rate (€ 2.9 million).

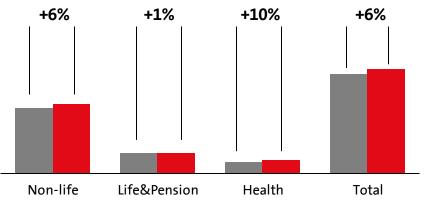
In € million

# **Gross Written Premium (GWP)**

#### **GWP development from 9M 2017 to 9M 2018** (in $\in M$ )

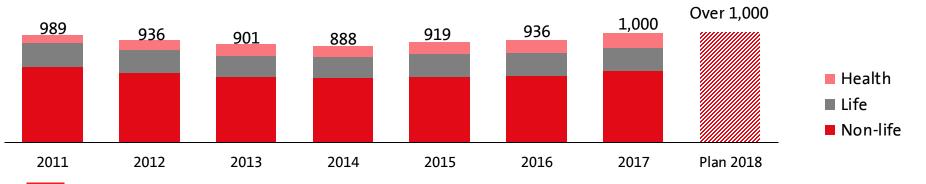


#### **GWP growth by segments** (in € M)



■ 9M 2017 ■ 9M 2018

Gross written premium (in € M)

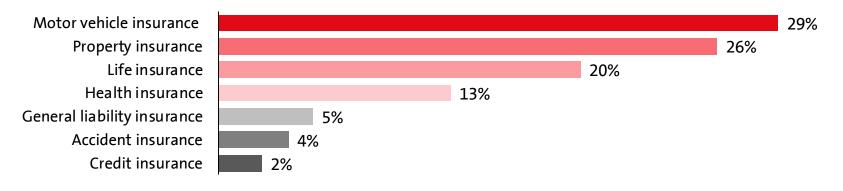


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# **Gross Written Premium by Segments**



#### Well balanced structure of consolidated GWP



67.0%

20.1%

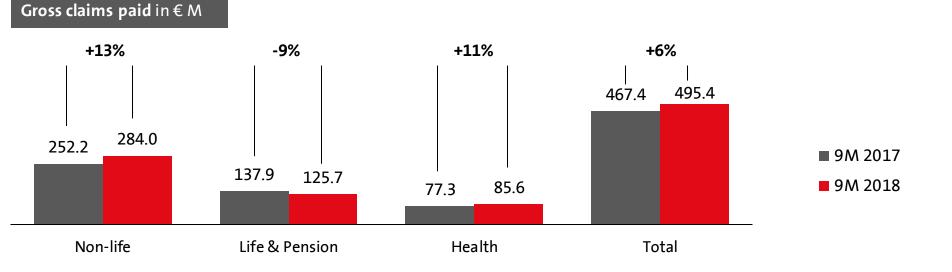
12.9%

66.6%

21.0%

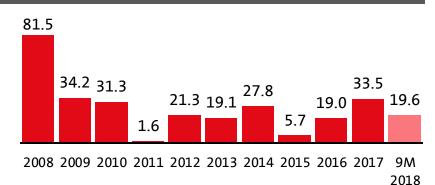
12.4%

## **Gross Claims Paid**



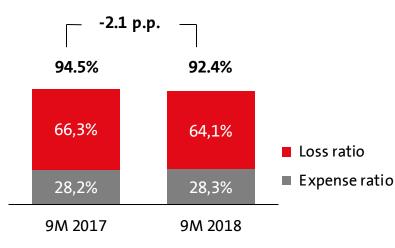
#### € 19.6 million CAT loss events in 9M 2018 (all occured in Q2 2018) CAT losses in last 10 years in € M

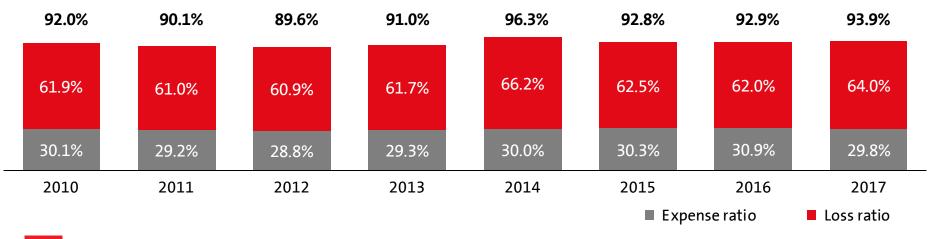
- $\in$  3.3 m May hail and floods in Eastern Slovenia
- € 2.3 m Early June storms with hail in North-Eastern Slovenia
- ${\it \in 11.5}\ m$  June hail in North-East Slovenia and Bela Krajina
- € 1.5 m Mid-June hail in Zasavje region (Slovenia)
- € 1.0 m April frost, May and June floods in Macedonia





# **Triglav Group Non-life Combined Ratio**



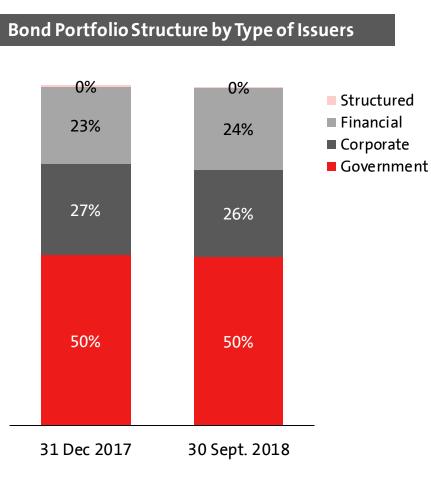




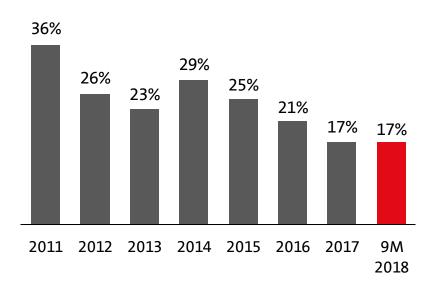
	Non-life 8	k Health <sup>1</sup>	Life & F	Pensions <sup>1</sup>		Total
	In € M	In %	In € M	ln %	In € M	In %
Investment property	88.2	8%	2.4	0%	90.5	3%
Investments in associates <sup>2</sup>	13.3	1%	0.6	0%	13.8	1%
Shares and other floating rate securities	104.9	9%	76.6	5%	181.5	7%
Debt and other fixed return securities	874.6	76%	1,320.7	89%	2,195.3	84%
Loans given	5.7	0%	32.5	2%	38.2	1%
Bank deposits	55.1	5%	42.2	3%	97.3	4%
Other financial investments	6.2	1%	4.7	0%	10.9	0%
Investments	1,147.9	100%	1,479.7	100%	2,627.6	100%
Financial investments of reinsurance companies in reinsurance contracts with cedents	6.1		0.0		6.1	
Unit-linked insurance contract investments	0.0		448.1		448.1	
Group financial investments	1,154.0		1,927.8		3,081.8	

1 Includes investments of own funds of the Group 2 Investment in associates are mainly additional Real Estate exposure





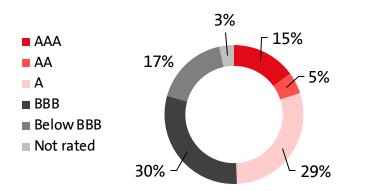
#### Exposure to Slovenian Bonds in Total Bonds



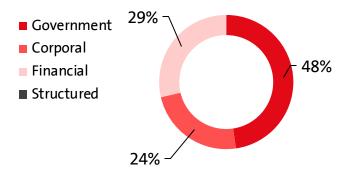
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## **Investment Portfolios: Non-life and Health**

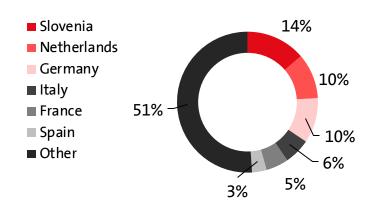
#### Bonds by Rating



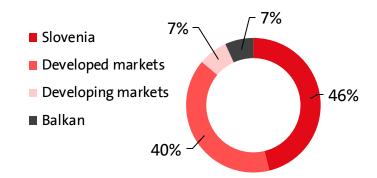
#### Bonds by Type of Issuer



#### Top Bond Exposures by Country



#### **Equity Exposures by Region**



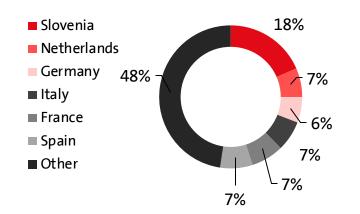


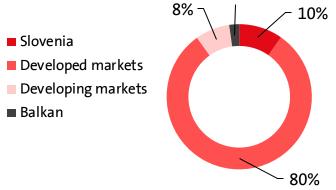
## Investment Portfolios: Life and Pensions\*

#### \*Unit-linked investments excluded

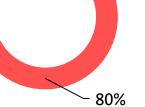
#### Bonds by Rating Bonds by Type of Issuer 5% 6% 0.3% Government 15% 7% 22% Corporal A Financial 51% ■ BBB Structured Below BBB 29% Not rated 27% 37%

#### Top Bond Exposures by Country





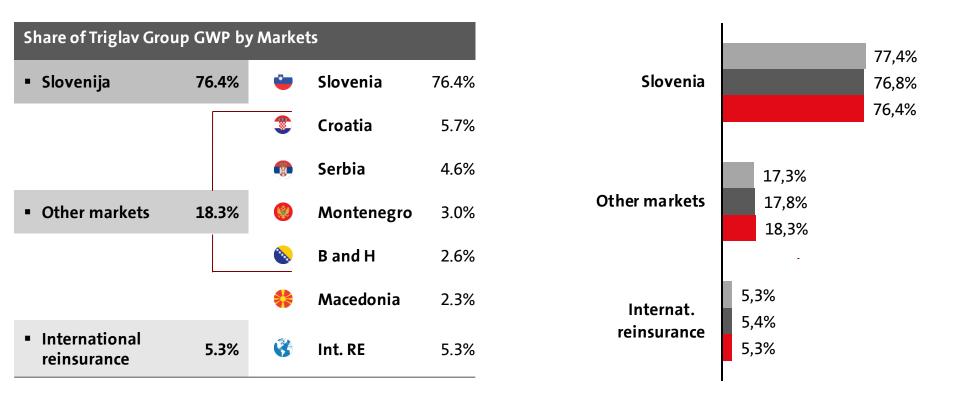
Equity Exposures by Region 2%





## **Insurance Markets of Triglav Group**

- Seven markets in six countries, Slovenia the largest market.
- GWP share from outside Slovenia is consistently increasing



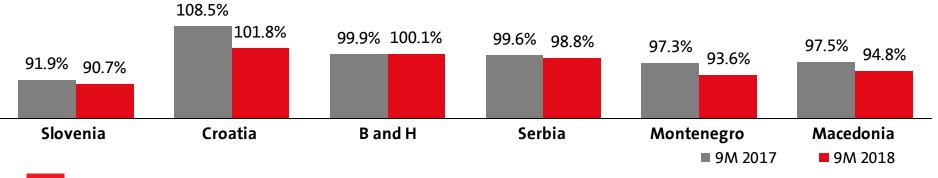
■ 9M 2016 ■ 9M 2017 ■ 9M 2018

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Cour	ntry	Perf	Performance by markets				% Consol. GWP	Market developmen	<b>t</b> (2017)
				vth Index 9M 2017	Market share	Market position		Insurance penetration Premium share in GDP (EU 7.2%)	Insurance density € per capita (EU €2,150)
<b></b>	Slovenia	5%		105	35.6%	1	76.4%	5.0%	1.055
3	Internat. Reinsurance	3%		103	-	-	5.3%	-	-
	Croatia			108	4.6%	8	5.7%	2.5%	295
	Serbia			113	6.0%*	5*	4.6%	2.1%	109
	Montenegro	8%		104	38.2%	1	3.0%	1.9%	131
٠.	Bosnia and Herz.			103	8.0%*	6*	2.6%	2.2%	99
	Macedonia		-	112	15.7%*	1*	2.3%	1.5%	71

\*H1 2018

#### Non-life Combined Ratios by Markets





# Slovenia

Zavarovalnica Triglav

Triglav, Zdravstvena Zavarovalnica

Skupna pokojninska družba



Key figures			
Market share*	▼	-0.4 p.p.	35.6%
Market position	٠		1
Gross written premium		+6%	€ 640.7 M
Gross operating costs		+5%	€ 142.9 M
Gross claims paid		+4%	€ 402.3 M
Combined ratio	▼	-1.2 p.p.	90.7%
Market development			
Insurance penetration (2017)			5.0%
GWP			€ 1,799 M (+6.9%)
Insurance density (2017)			€ 1,055 per capita

#### Major events

- GWP growth in line with market
- GWP of Zavarovalnica Triglav increased by 4%, TZZ by 10%, Skupna by 11%
- Market consolidation
- Aggressive price competition, upward pressure on the acquisition costs

\* In Slovenia a market share of 36% (44% in non-life insurance, 29% in life insurance and 26% in health insurance)

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# Croatia

Triglav Osiguranje, Zagreb



Key figures			
Market share	▼	-0.1 p.p.	4.6%
Market position	٠		8
Gross written premium		+8%	€ 47.0 M
Gross operating costs		+5%	€ 15.8 M
Gross claims paid		+30%	€ 31.3 M
Combined ratio	▼	-6.7 p.p.	101.8%
Market development			
Insurance penetration (2017)			2.5%
GWP			€ 1,023 M (+9.7%)
Insurance density (2017)			€ 295 per capita

#### Major events

- Strong growth in GWP
- Challenging overall market conditions
- Focus on increasing profitability through improved underwriting and cost optimization initiatives

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# Serbia

Triglav Osiguranje, Belgrade



Key figures					
Market share (H1 2018)		+0.2 p.p.	6.0%		
Market position (H1 2018)	٠		5		
Gross written premium		+13%	€ 37.9 M		
Gross operating costs		+21%	€ 15.7 M		
Gross claims paid		+26%	€ 13.2 M		
Combined ratio	▼	-0.8 p.p.	98.8%		
Market development					
Insurance penetration (2017)					
GWP (H1 2018) € 441 M (+6.8					
Insurance density (2017) € 109 per d					

#### Major events

- High growth across all lines of business and increased market share
- Particular focus on the development of life insurance sales channels
- Various innovative mass products in the field of home insurance launched

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# Montenegro

Lovćen osiguranje Lovćen životna osiguranja



Key figures			
Market share	▼	-0.6 p.p.	38.2%
Market position (H1 2018)	٠		1
Gross premium written		+4%	€ 24.8 M
Gross operating costs		+1%	€ 10.0 M
Gross claims paid		+41%	€ 17.5 M
Combined ratio	▼	-3.7 p.p.	93.6%
Market development			
Insurance penetration (2017)			1.9%
GWP			€ 65 M (+6.0%)
Insurance density (2017)			€ 131 per capita

#### Major events

- Strong GWP growth in life insurance segment (bancassurance)
- Focus on improving core operating profitability and cost efficiency
- Marketing of new products

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# Bosnia and Herzegovina

Triglav Osiguranje, Sarajevo Triglav Osiguranje, Banja Luka



Market share (H1 2018)	▼	-0.2 p.p.	8.0%
Market position (H1 2018)	▼		6
Gross written premium		+3%	€ 21.6 M
Gross operating costs		+1%	€ 8.6 M
Gross claims paid		+8%	€ 9.1 M
Combined ratio		+0.2 p.p.	100.1%
Market development			
Insurance penetration (2017)			2.2%

GWP (H1 2018) Insurance density (2017)

#### Major events

- Solid growth of GWP
- Decrease of market share due to a new market participant
- Focus on profitability in a very challenging market environment

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€ 184 M (+4.7%)

€ 99 per capita

# Macedonia

Triglav Osiguruvanje, Skopje

Triglav Osiguruvanje Život, Skopje



Key figures					
Market share (H1 2018)		+0.1 p.p.	15.7%		
Market position (H1 2018)	٠		1		
Gross written premium		+12%	€ 18.8 M		
Gross operating costs		+10%	€ 5.6 M		
Gross claims paid		+6%	€ 7.7 M		
Combined ratio	▼	-2.7 p.p.	94.8%		
Market development					
Insurance penetration (2016) 1					
GWP (H1 2018) € 80 M (+6.3%					
Insurance density (2016) € 71 per capit					

#### Major events

- Introduction of life insurance products through newly established life insurance company Triglav Osiguruvanje Život.
- Focus on health insurance, where the company recorded high GWP growth and marketing of new insurance products.
- Decrease of income from financial assets due to decreasing interest rates

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# Appendix

Triglav is the highest mountain in Slovenia and the highest peak of the Julian Alps (2,864 meters/9,396 ft).

Macroeconomic indicators	Slove	enia	Croa	atia	Serl	pia	Monte	enegro	Bosn Herzeg	ia and ovina	Maced	lonia	E	U
	2017	2018 Outlook	2017	2018 Outlook	2017	2018 Outlook	2017	2018 Outlook	2017	2018 Outlook	2017	2018 Outlook		2018 Outlook
GDP growth (in %)	5.0	4,5	2.8	2,8	1.9	4,0	4.3	3,7	3	3,2	0	1,6	2.7	2,2
GDP per capita (in USD)	23,654	26.586	13,271	14.637	5,901	6.815	7,678	8.644	5,181	5.704	5,474	5.953	41,339	43.120
Inflation rate (in %)	1.4	2,1	1.1	1,6	3.1	2,1	2.4	2,8	1.2	1,4	1.4	1,8	1.7	1,9

Source: IMF, Outlook October 2018

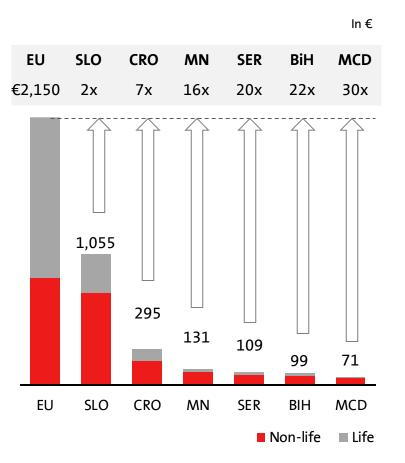
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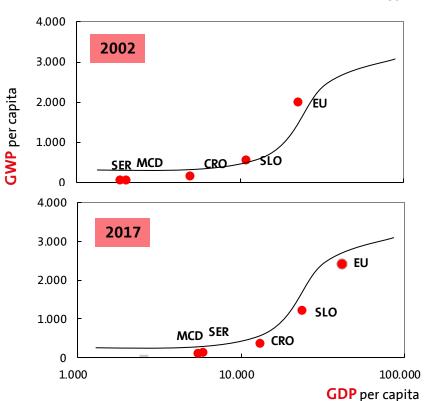


Triglav Group 9M 2018 Results

### **GDP Growth and Low Insurance Density Key Growth Drivers**







Corelation between GWP and GDP

Source: Sigma (Swiss RE), IMF, local regulators

In USD

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# IR Calendar 2018 of Triglav Group

Date*	Location	Investor Conference/Roadshow
4 – 5 Dec 2018	Prague, Czech Republic	WOOD's Winter Wonderland: Emerging Europe Conference
29 Nov 2018	Ljubljana, Slovenia	Investors' Conference of Ljubljana Stock Exchange
22 Nov 2018	Online	Webcast of Ljubljana Stock Exchange (9M 2018 Performance)
6 -7 Sep 2018	Bucharest, Romania	WOOD: Frontier Investor Day with FT
3 Sep 2018	Online	Webcast of Ljubljana Stock Exchange (H1 2018 Performance)
21 June 2018	Headquarters, Ljubljana	Triglav Group Investor Day
31 May 2018	Online	Webcast of Ljubljana Stock Exchange (Q1 2018 Performance)
24 - 25 May 2018	Zagreb, Croatia	Investors' Conference of Ljubljana SE & Zagreb SE
20 Apr 2018	London, United Kindgdom	London SE & Intercapital Conference
2- 4 Apr 2018	Miami, NY, Austin	USA Roadshow (with FIMA and LXM)
23 Mar 2018	Online	Webcast of Ljubljana Stock Exchange (2017 Performance)

\*The actual dates may differ from the above stated planned dates. More info: <u>www.triglav.eu</u>.

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