

# ILC 9M21

## RESULTS PRESENTATION



November 24, 2021



# DISCLAIMER



Forward-looking statements are based on the beliefs and assumptions of ILC's management, and on information currently available. They involve risks and uncertainties because they relate to future events and therefore depend on circumstances that may or may not occur in the future.

Investors should understand that economic circumstances, industry conditions and other operating factors could also affect the future results of ILC and could cause results to differ materially from those expressed in such forward-looking statements.

- IR Contact:

Gustavo Maturana (gmaturana@ilcinversiones.cl, +56 2 2477 4680)

[www.ilcinversiones.cl](http://www.ilcinversiones.cl)

Magdalena Morales (mmorales@ilcinversiones.cl, +56 2 2477 4683)

[www.ilcinversiones.cl](http://www.ilcinversiones.cl)

01 9M21 Consolidated Results

02 Focuses by Division

03 Wrap-Up and Conclusions



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# 9M21 VS 9M20: MAIN TRENDS



1. Global  
Financial Markets  
Rebounded



2. Lower risk  
provisions and  
expenses



3. Recovery of  
formal labor  
market



4. Greater  
inpatient,  
outpatient and  
dental activity



5. Relevant  
growth in  
medical leave



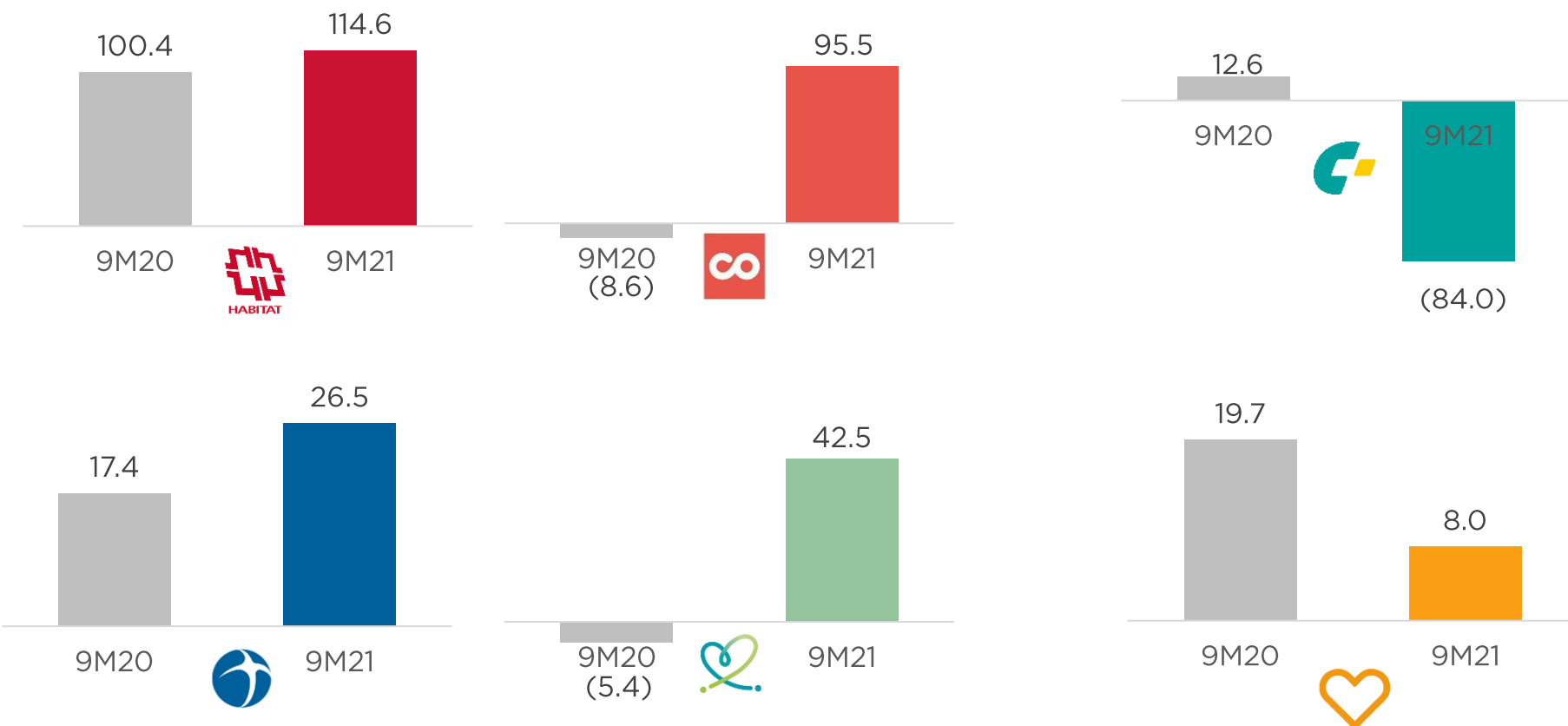
# 9M21 VS 9M20: BETTER OPERATING PERFORMANCE



(+) Better operating performance in all business divisions...

... mainly offset by a higher loss ratio in Consalud and Vida Cámara (-)

Ch\$ bn.

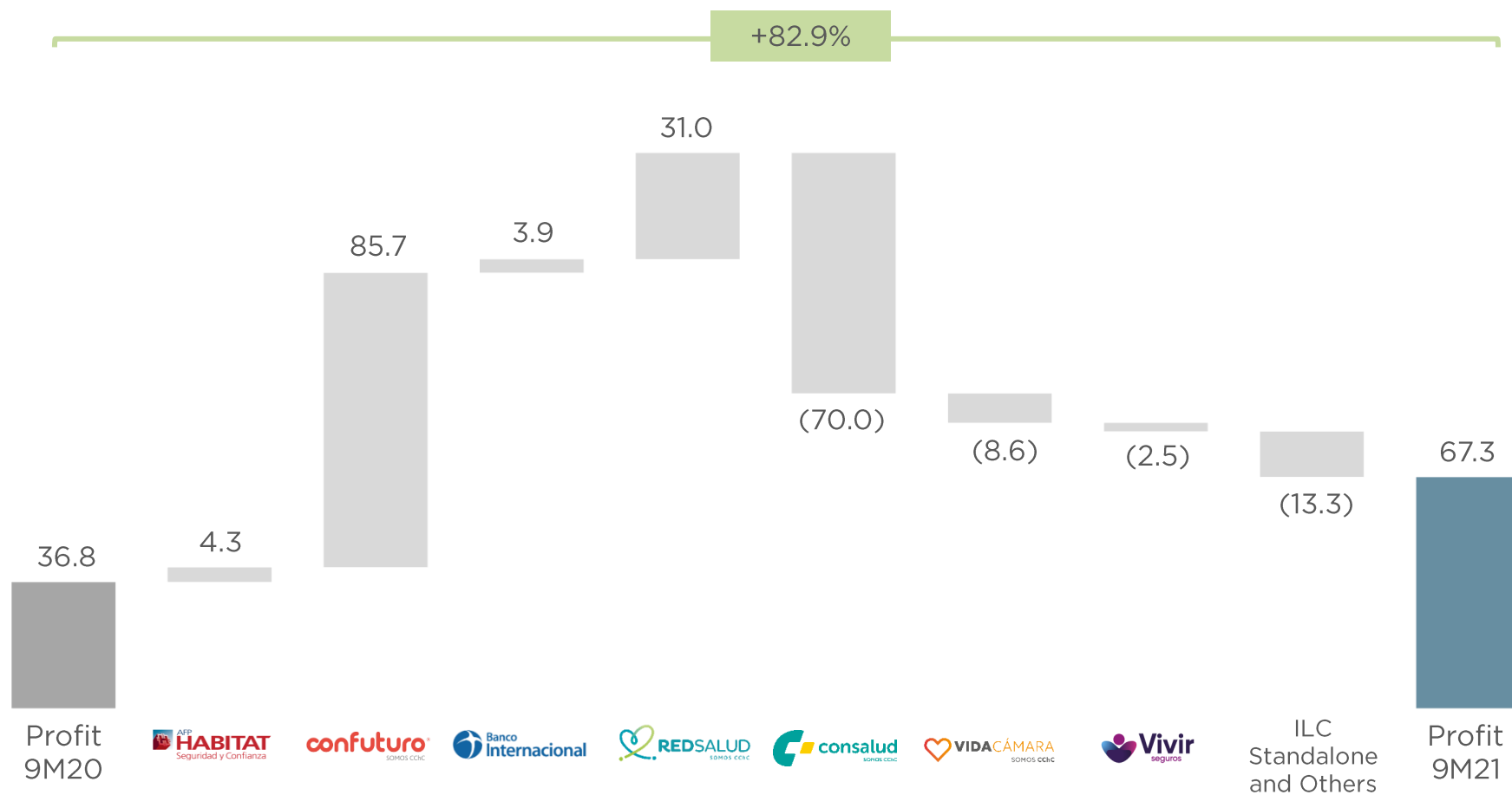


# ALL IN ALL...



## Variation in ILC's Profit by Subsidiary

Ch\$ bn.

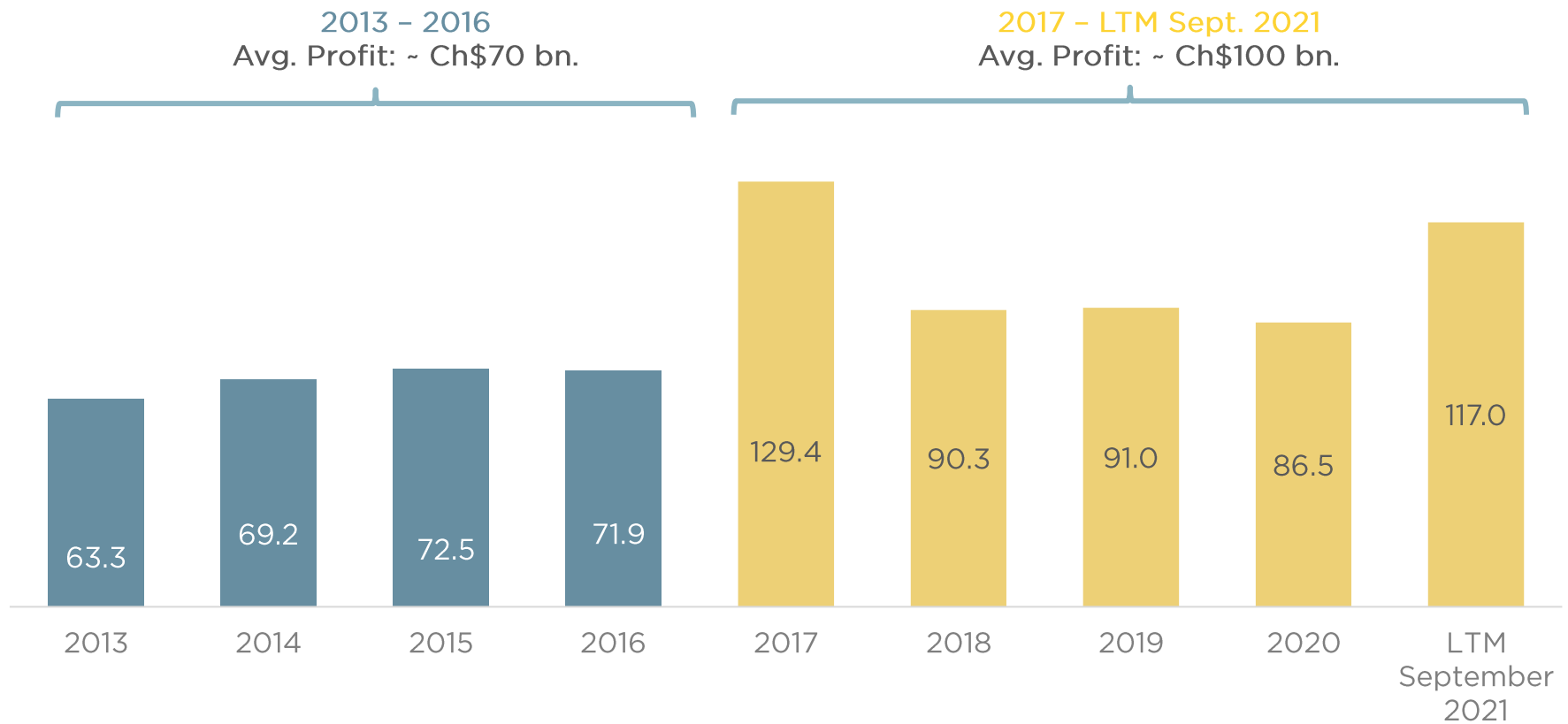


# RESILIENT RESULTS



## Evolution of ILC's Ordinary Profit

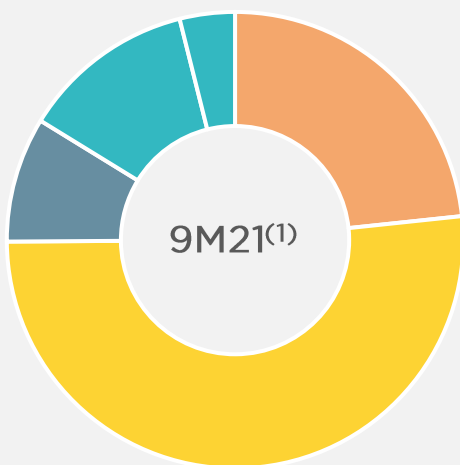
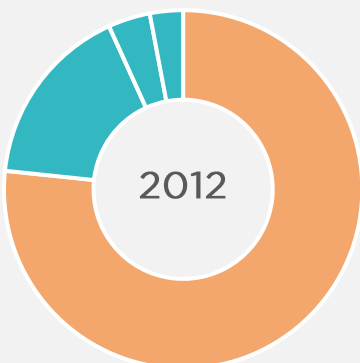
Ch\$ bn.



# DIVERSIFIED RESULTS



## Diversification of ILC's Recurring Profit



(1) Consalud's loss is not considered  
Source: ILC

Life Insurance



Pensions



Banking



Target

Health



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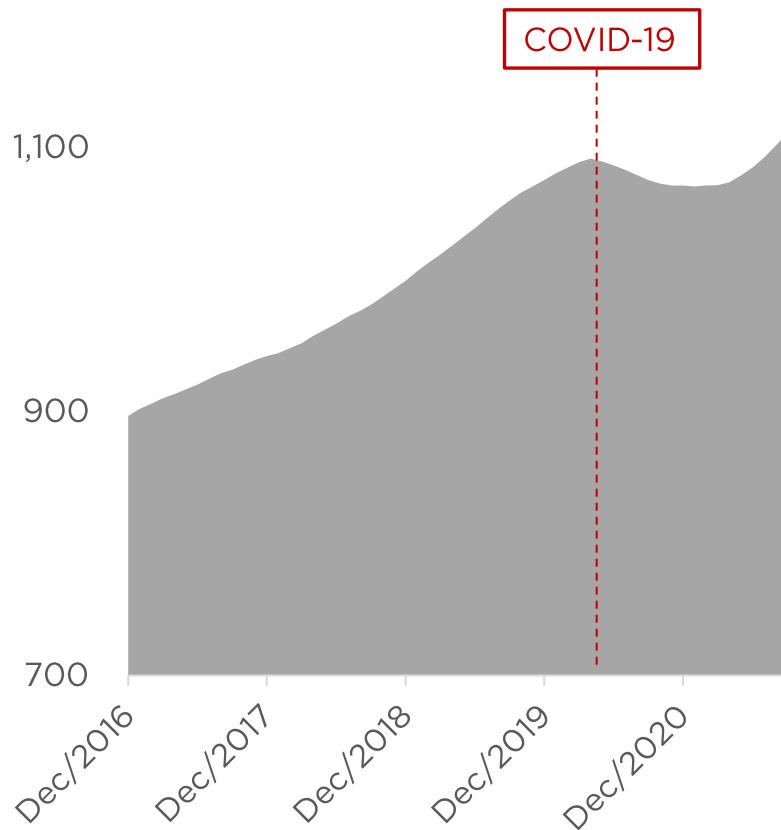




# RECOVERY OF FORMAL LABOR MARKET

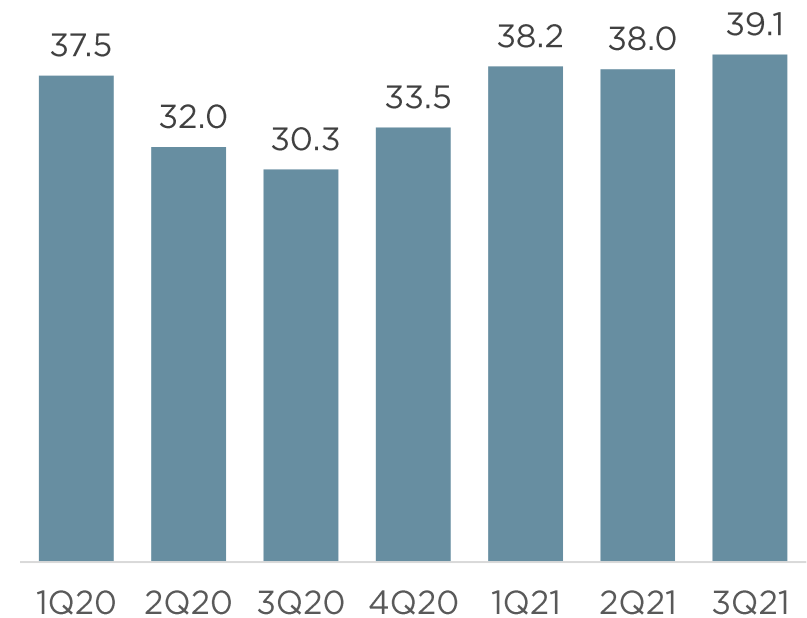
## Salary Base - AFP Habitat Chile

Ch\$ bn.



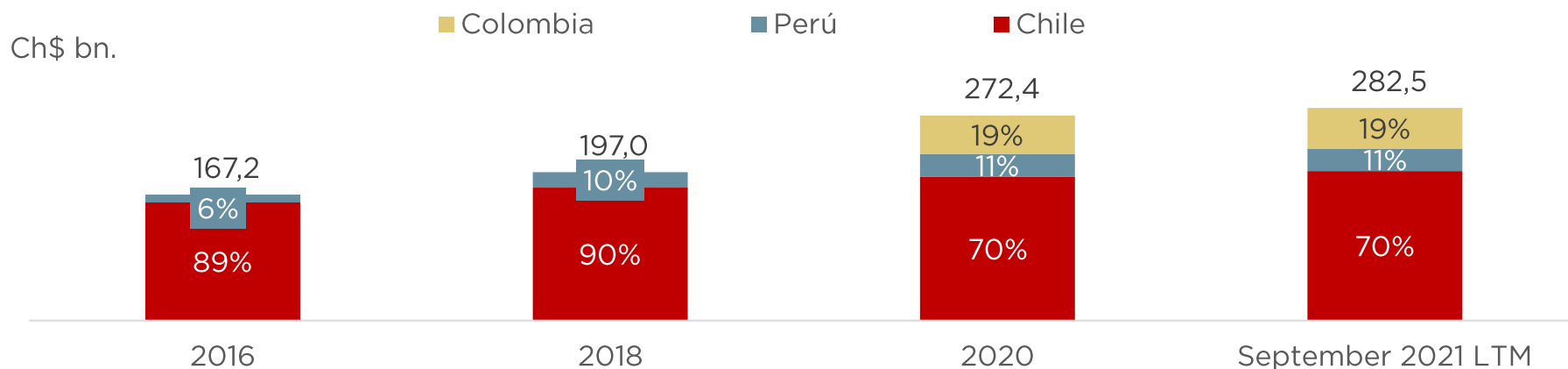
## Operating Result - AFP Habitat

Ch\$ bn.

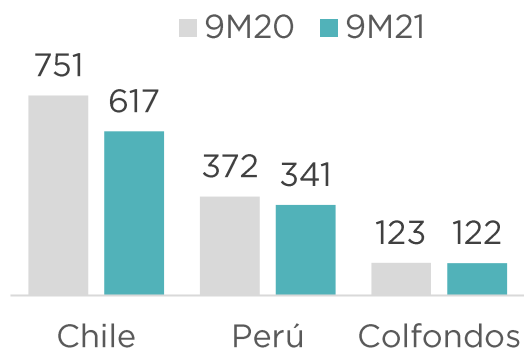


# HIGHER REVENUES TOGETHER WITH A LOWER LEVEL OF ADMINISTRATIVE EXPENSES

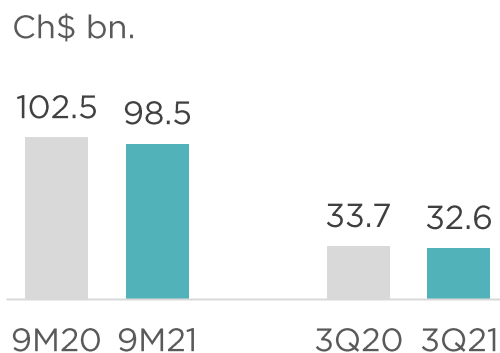
## Revenue Breakdown - AFP Habitat



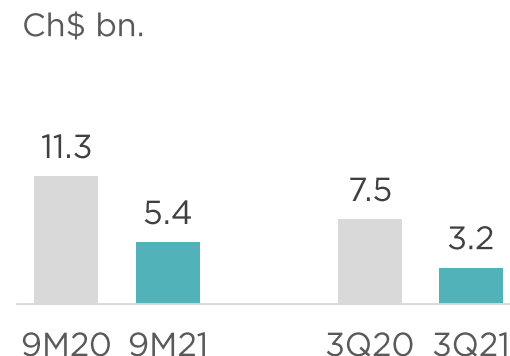
### Sales Staff



### Administrative Expenses

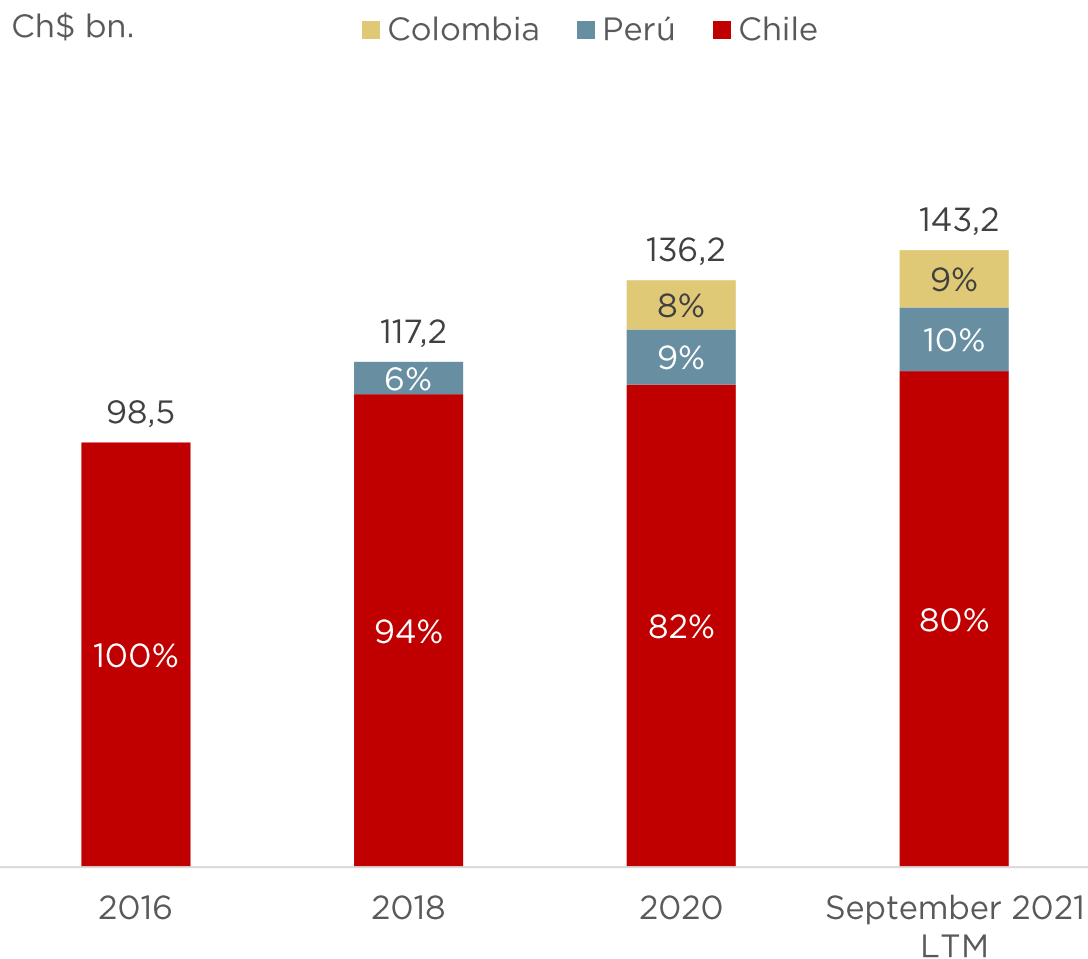


### Gain on Legal Reserves

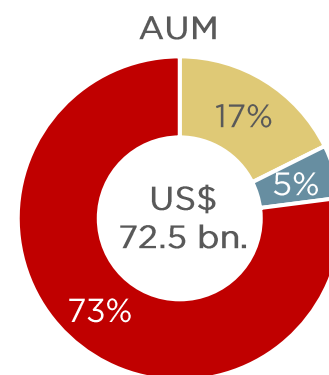
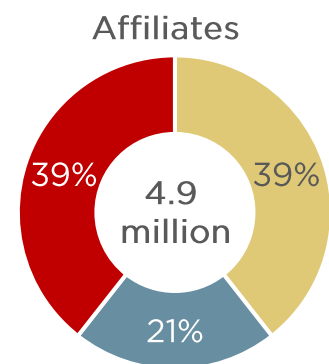


# GEOGRAPHIC DIVERSIFICATION

## Profit before Taxes and Legal Reserves - AFP Habitat



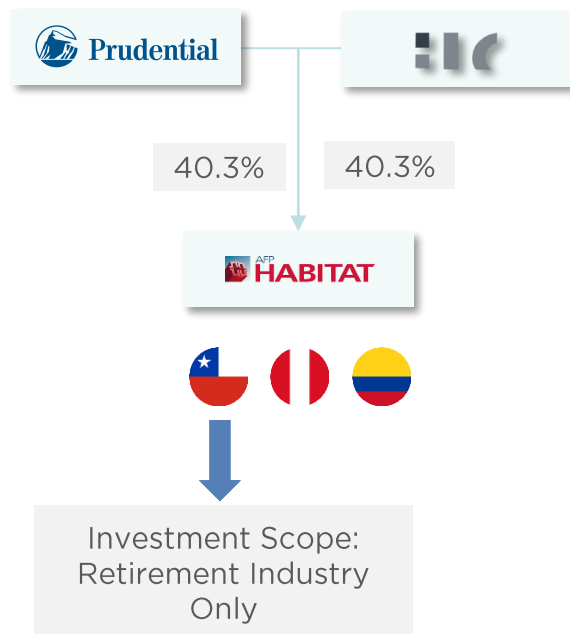
## Main Figures - AFP Habitat



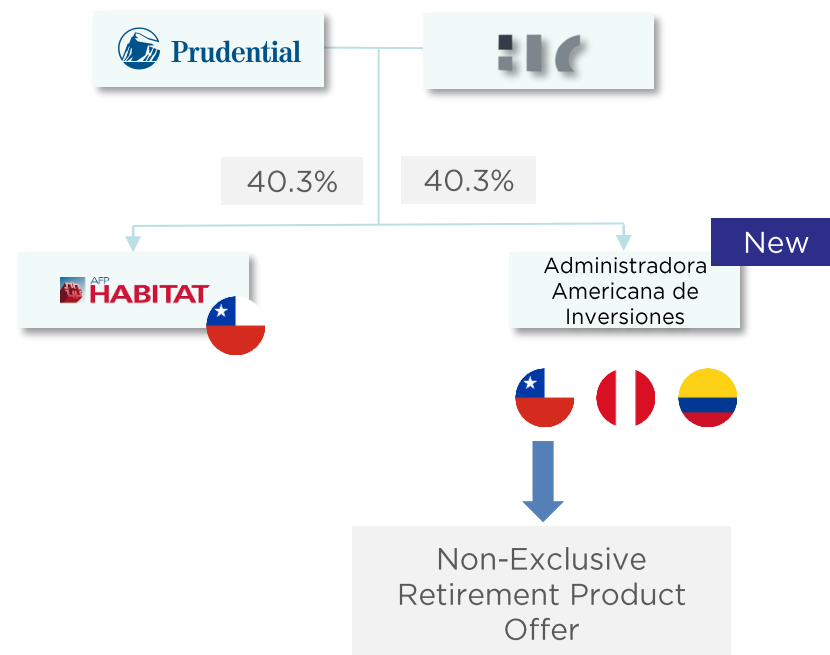
# AFP HABITAT'S RESTRUCTURING PROCESS

## Proposal<sup>(1)</sup>

September 2021  
(Simplified structure)



Proposal  
(Simplified structure)



(1) Structure approved at the Extraordinary Shareholders' Meeting  
Source: AFP Habitat

Pensionate con una  
**Renta Vitalicia.**  
Asesórate aquí.

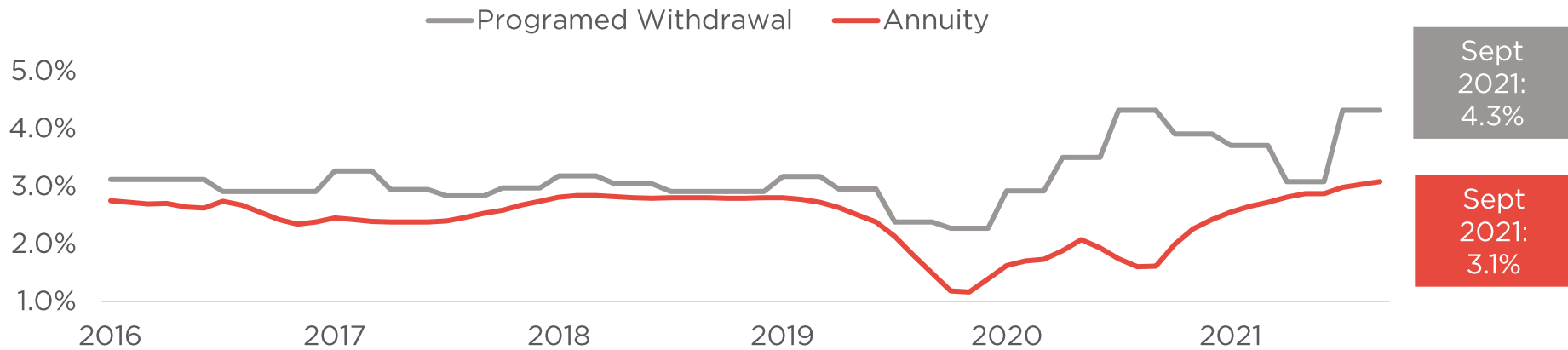
SOMOS  
**cchc**

Compañía de Seguros  
**confuturo**  
un grupo CCHC

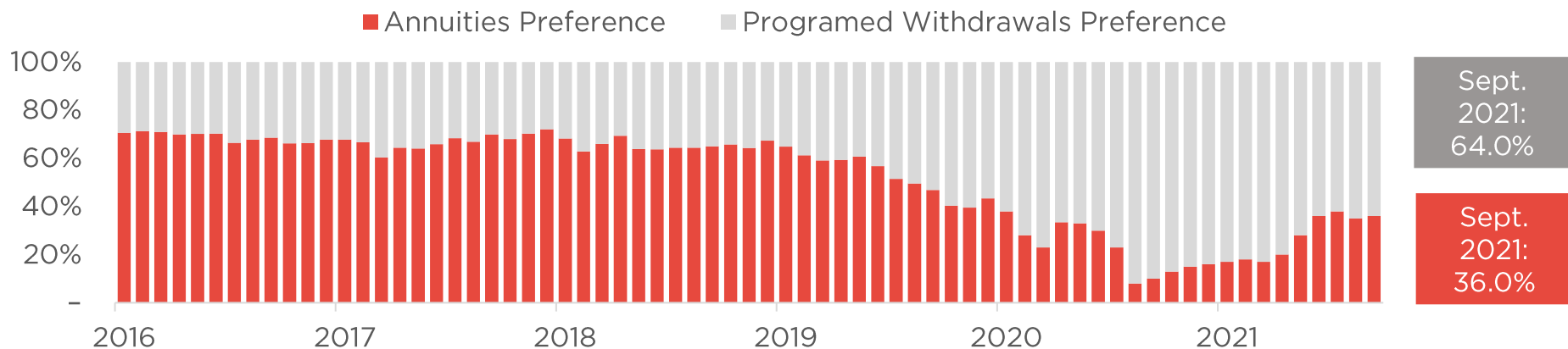


# NEW RETIREES: PROGRAMMED WITHDRAWAL VS ANNUITY

## Annuity Rate vs Programed Withdrawal Rate

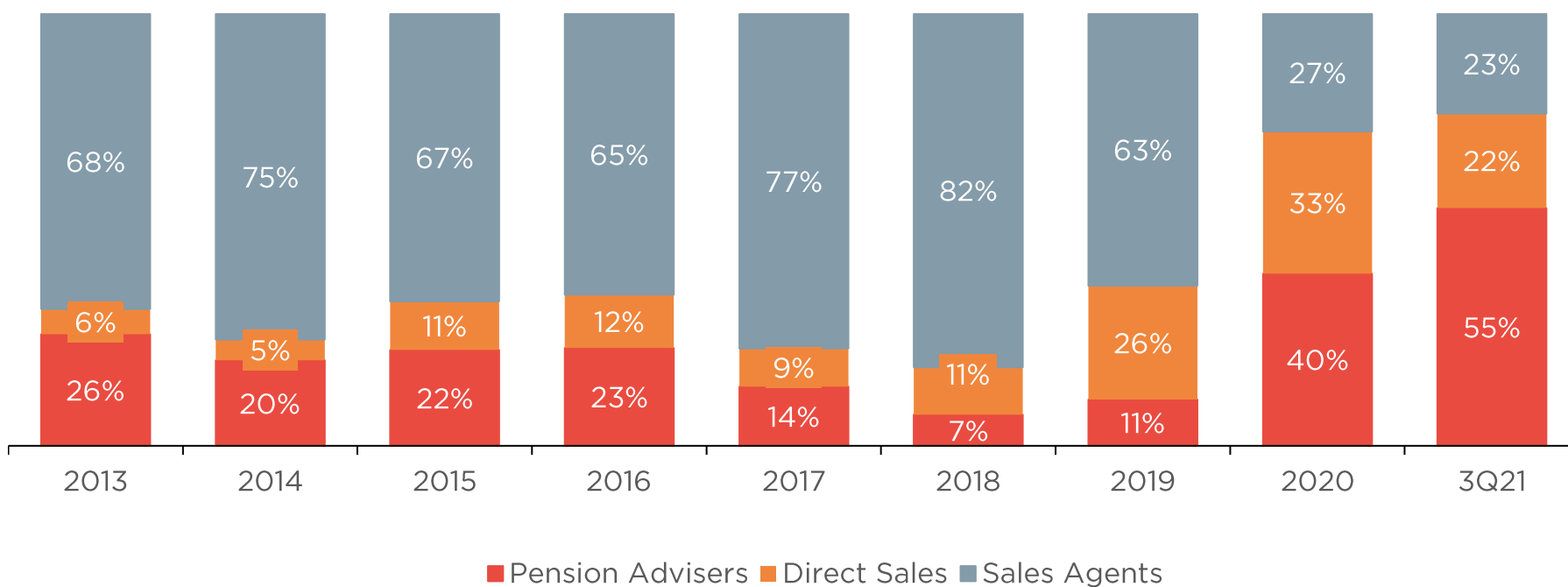


## New Retirees Annuity vs Programed Withdrawals



# BUSINESS FLEXIBILITY: TRENDS IN CHANNELS

## Annuities Sold by Channel



## Change in Channels

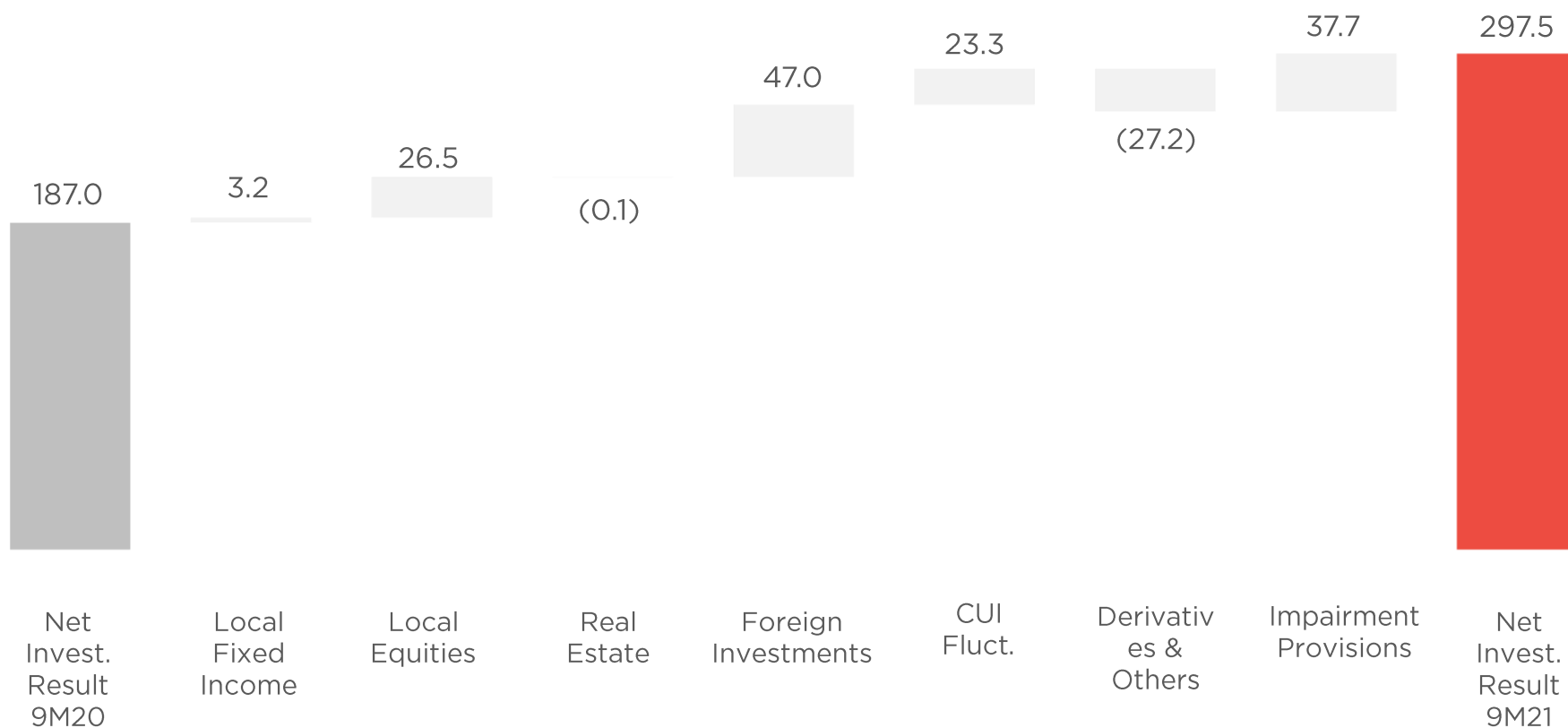
- Promote sales through direct channels and reduce sales staff
- Direct channels provide better pensions as there is no commission, which is important when yields are low

# ASSET ALLOCATION DELIVERS RESULTS

- Better financial market performance and reversal of provisions drive Confuturo's quarterly result

## Net Investment Result

Ch\$ bn.

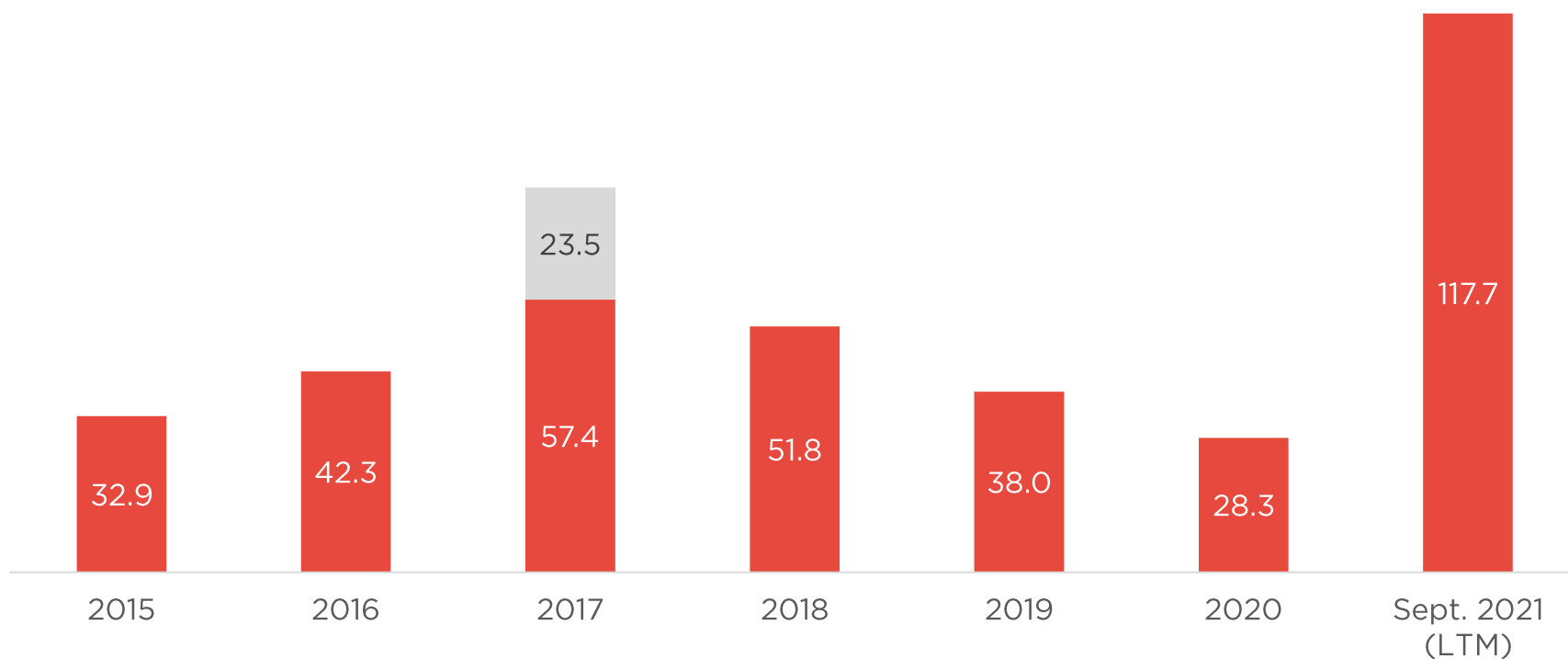


# ASSET ALLOCATION DELIVERS RESULTS

## Profit Evolution - Confuturo

Ch\$ bn.

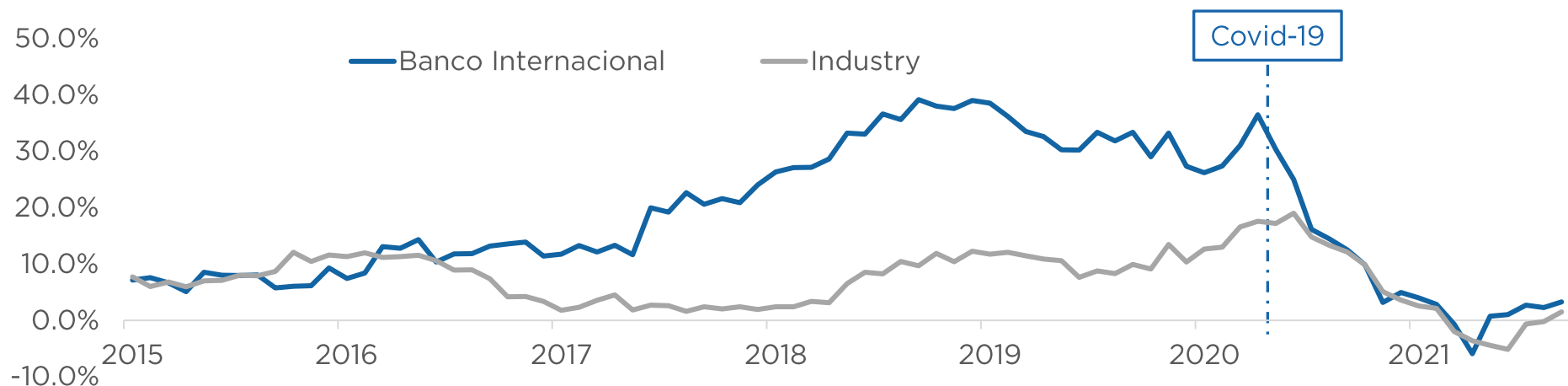
■ Recurring Profit



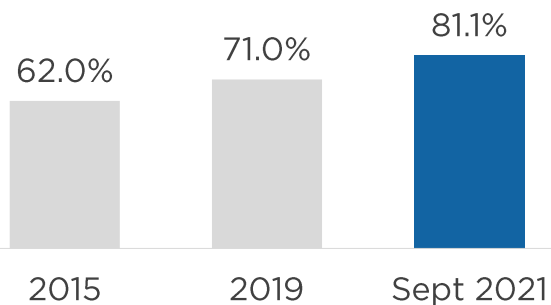


# FLEXIBILITY: FROM GROWTH TO RISK FOCUS

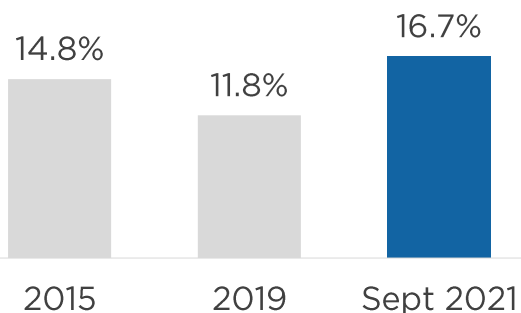
## Annual Loan Growth (%)



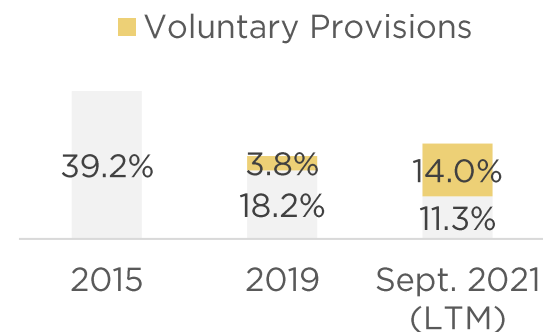
## Increasing Collateral Coverage



## Improving Basel Index

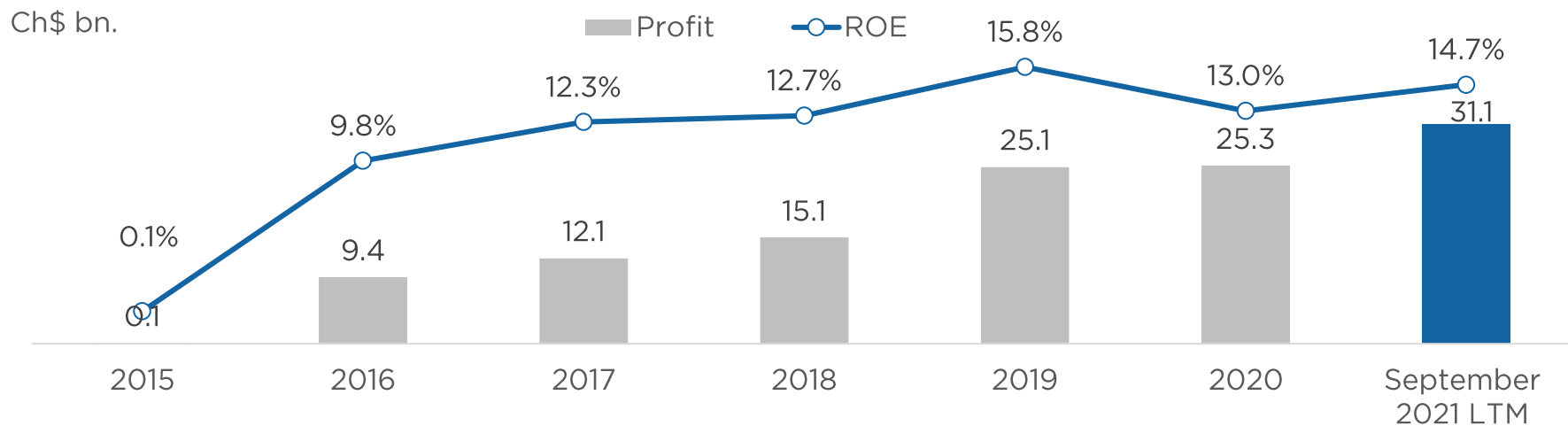


## Risk Expenses / Gross Operating Result (%)

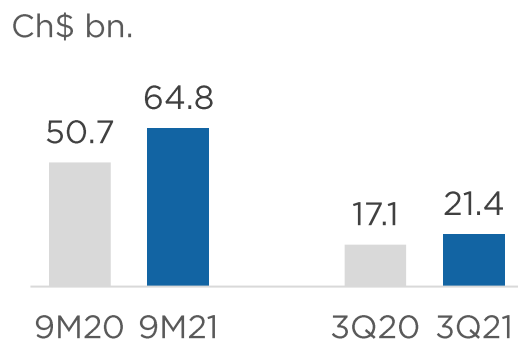


# CONSISTENT RESULTS

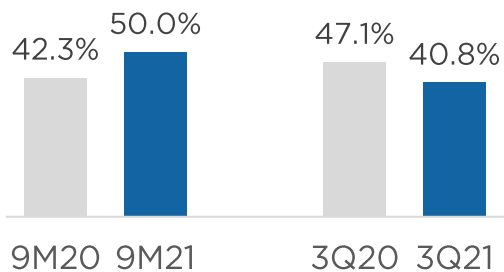
## Profit & ROE (%) Evolution



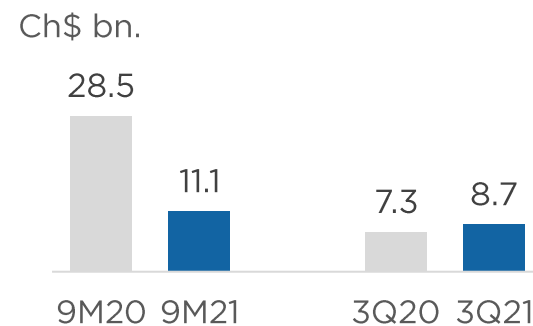
### Net Interest Margin



### Efficiency



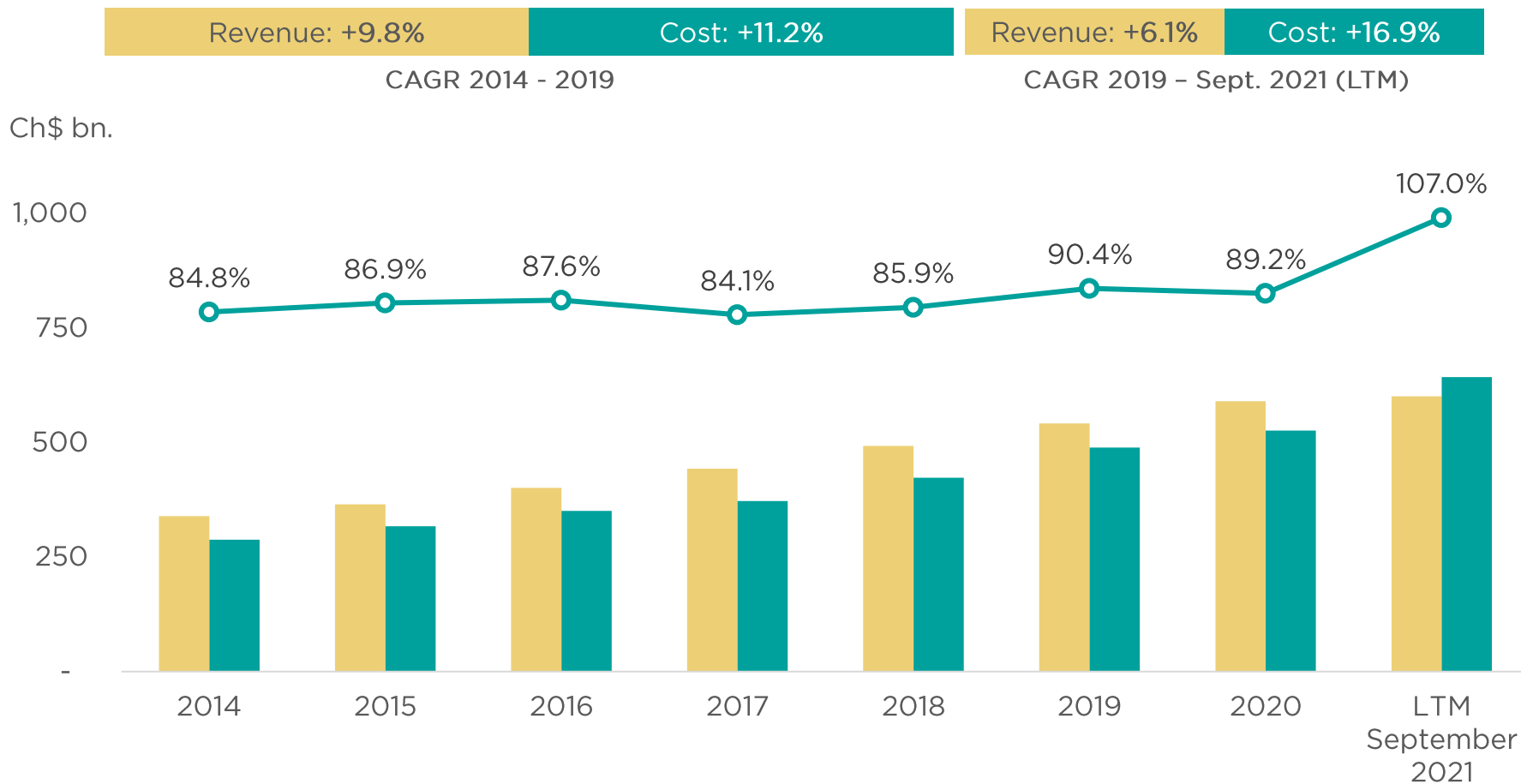
### Treasury results





# COST ACCELERATION PRESSURES LOSS RATIO

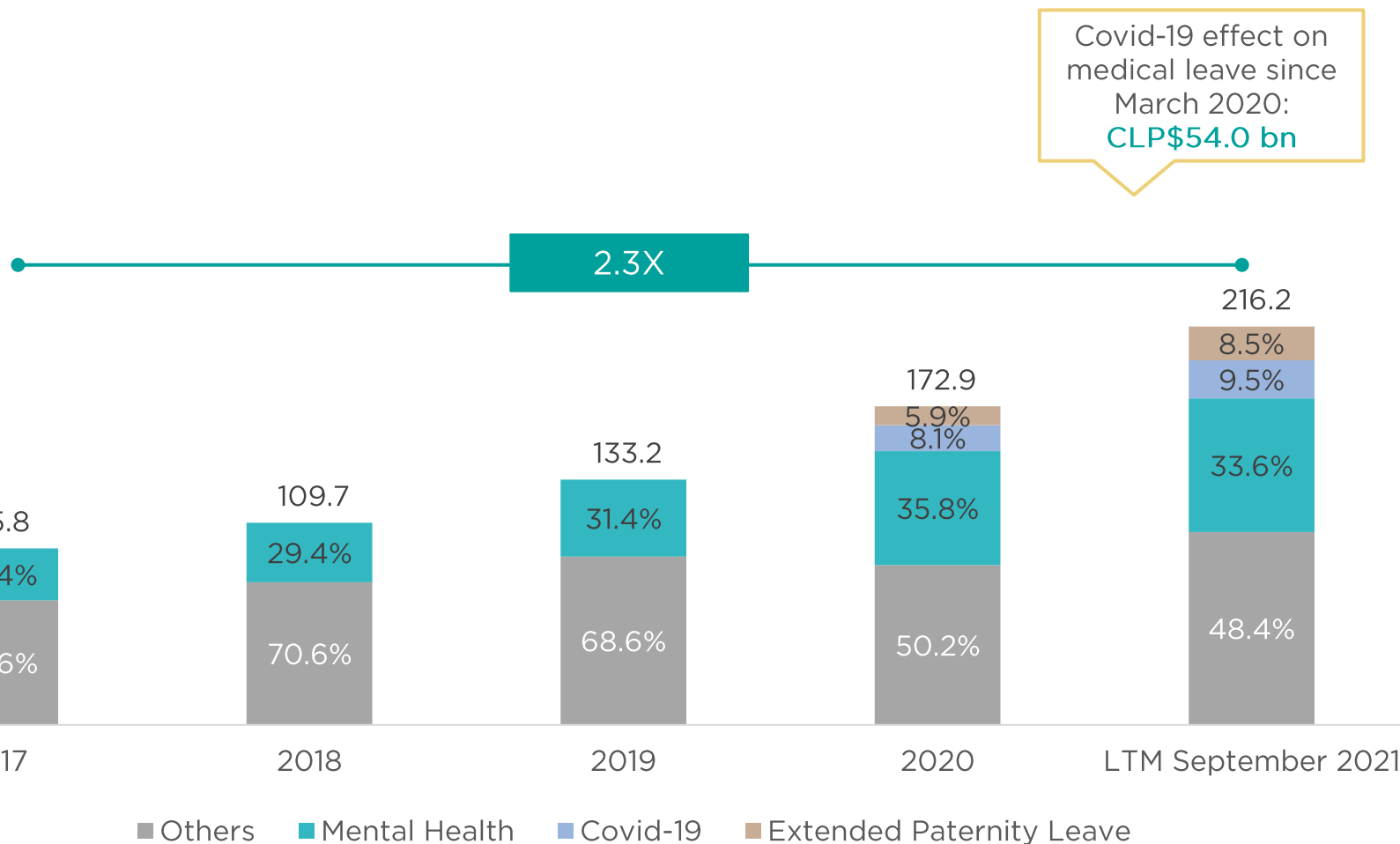
## Evolution of Revenue, Cost and Loss Ratio



# MEDICAL LEAVE DOUBLED IN 4 YEARS

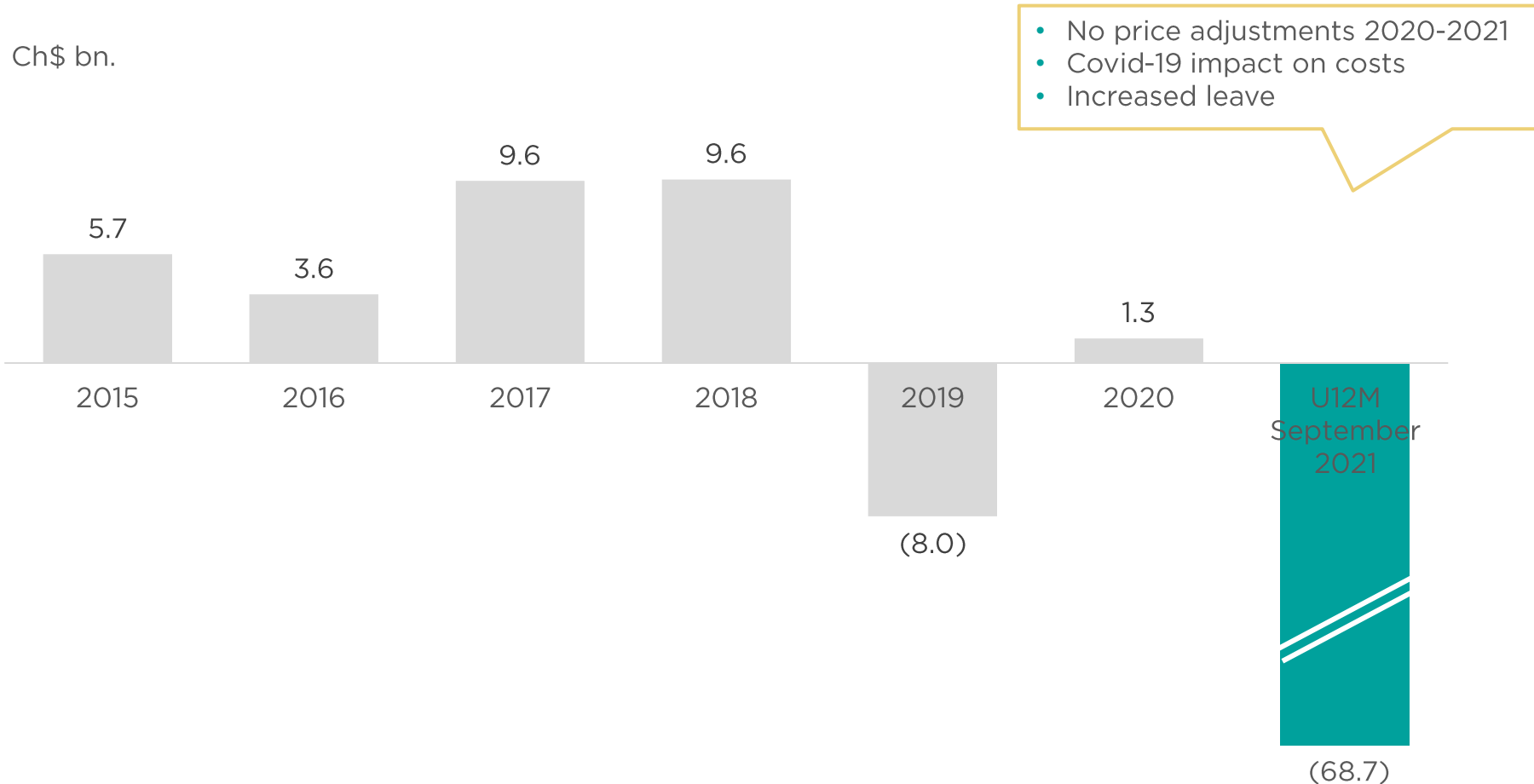
## Medical Leave - Consalud

Ch\$ bn.

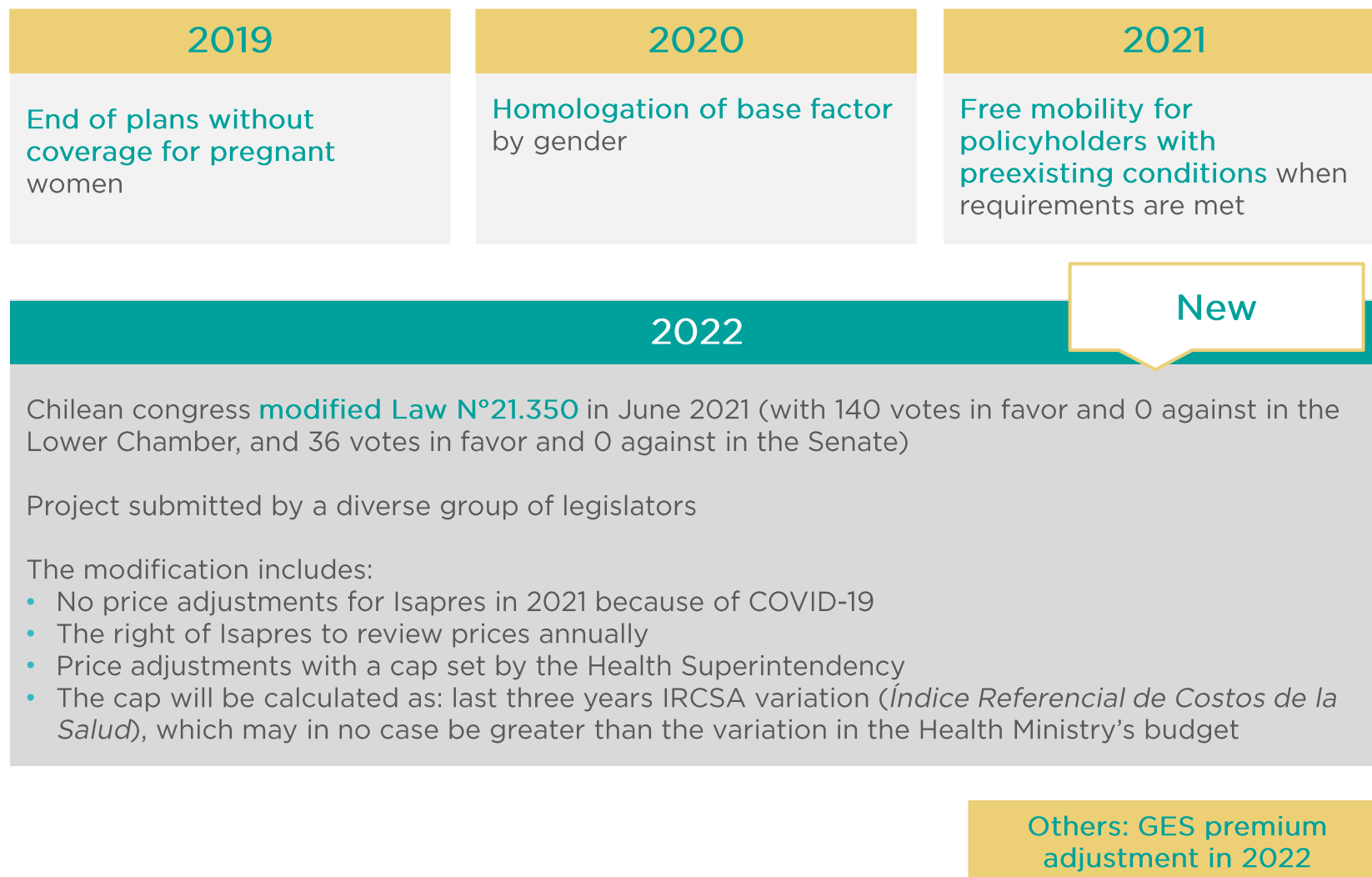


# 2021: PERFECT STORM

## Net Result - Consalud (Under IFRS)



# HOWEVER, REGULATION IS MOVING FORWARD

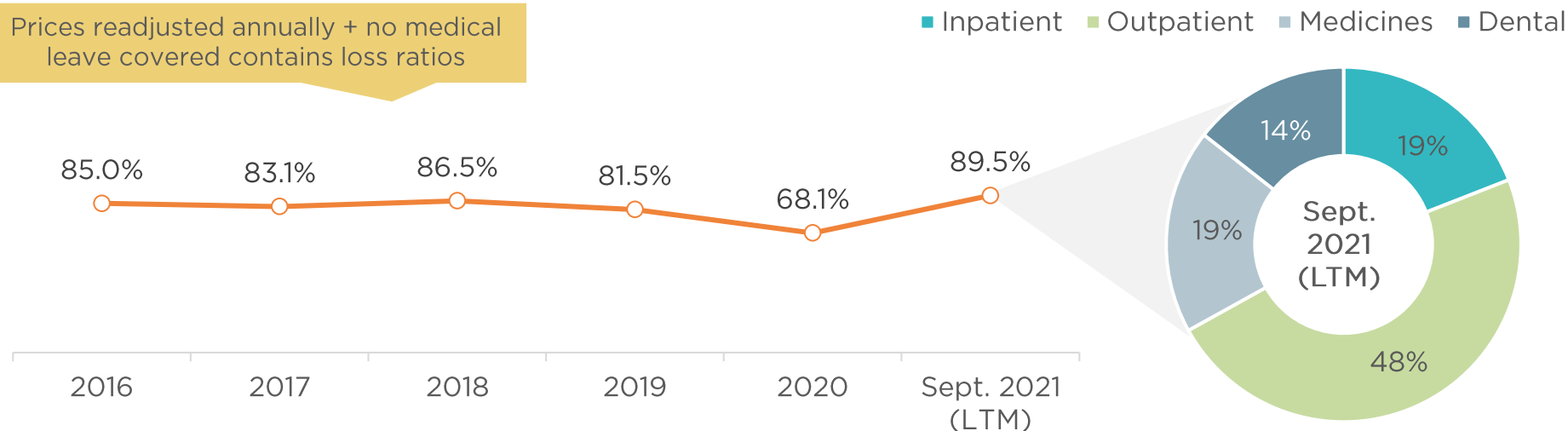




# LOSS RATIO UP AS HEALTH ACTIVITY REBOUNDED

## Loss Ratio - Vida Cámara

Prices readjusted annually + no medical leave covered contains loss ratios



## Beneficiaries - Vida Cámara

2020

Reached 100% customer services offered online, and 100% of employees working remotely

2020

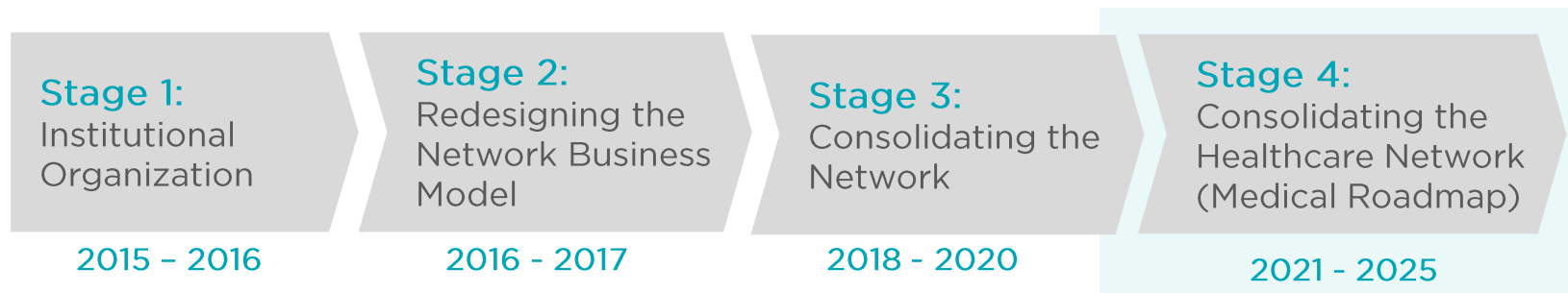
4 million medical services covered

9 years offering group health insurance, with 360 thousand beneficiaries (#3 in industry)

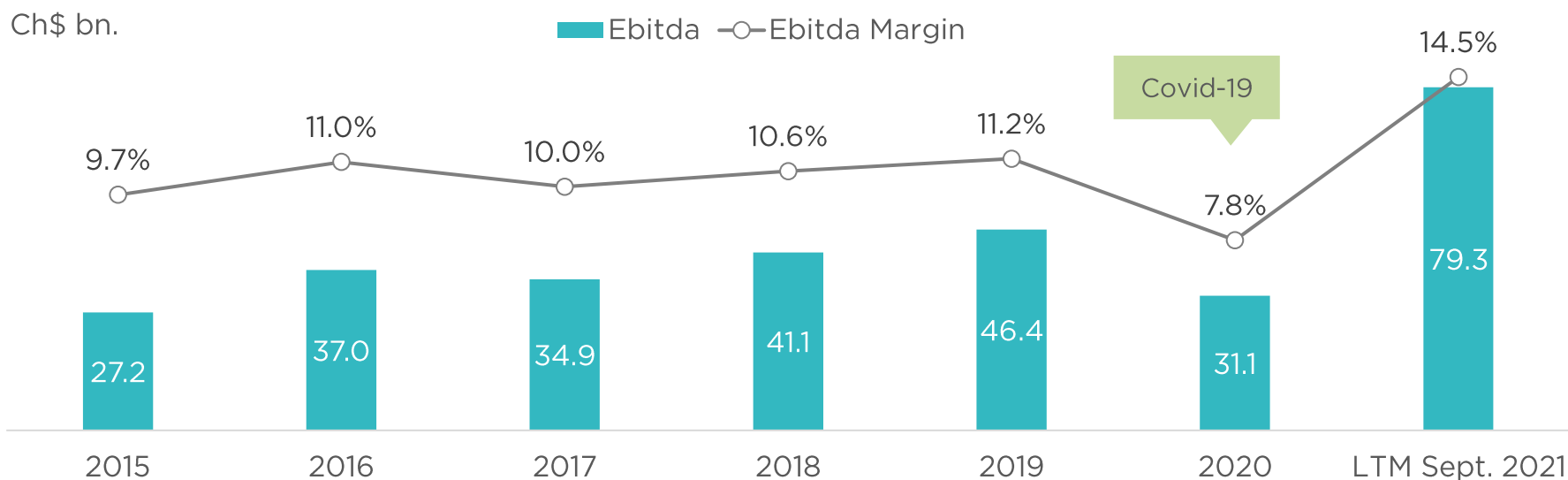


# 2020 - 2021: NETWORK CONSOLIDATION APPROVED THE TEST

## RedSalud's Strategic Plan: Phases



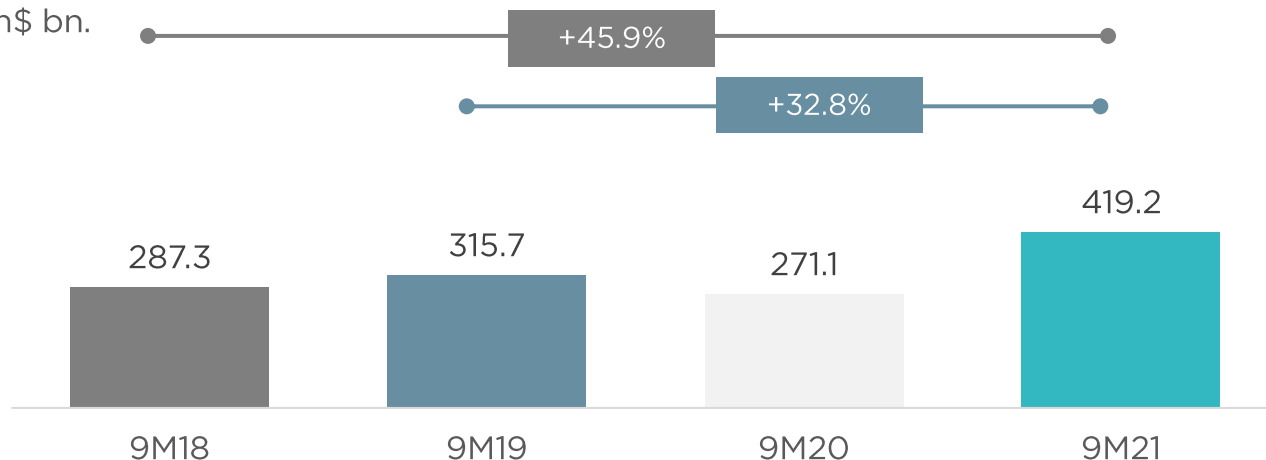
## Ebitda and Ebitda Margin Evolution



# HIGHER ACTIVITY BENEFFITED MARGINS

## Revenues RedSalud

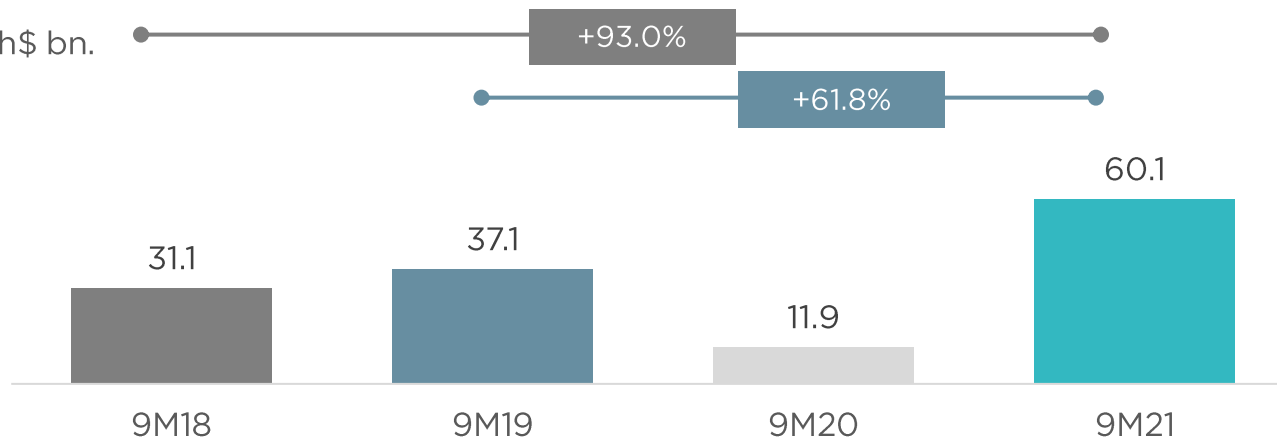
Ch\$ bn.



- Revenue higher than pre-pandemic levels
- Revenue growth without significant CAPEX investments

## EBITDA RedSalud

Ch\$ bn.



- Growth in EBITDA is higher than revenue, as marginal activity becomes more efficient with volumes

# FLEXIBILITY: STRUCTURAL ADVANCES & NEW SERVICE ALTERNATIVES

## Advances in the Implementation of New Systems



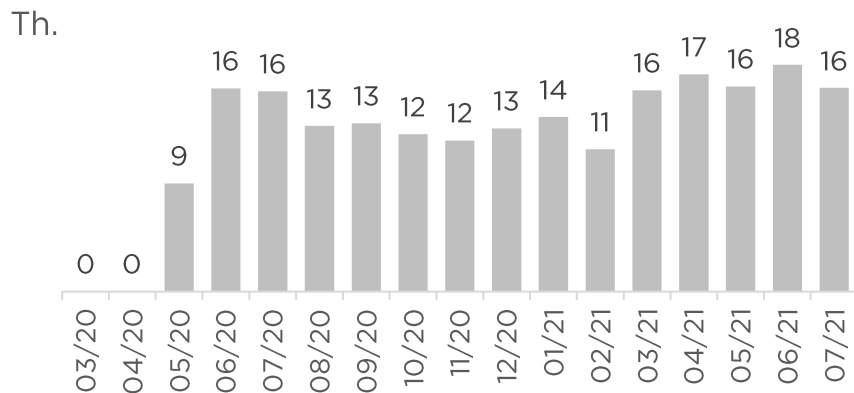
- ✓ Medical and Dental Centers
- ✓ Clinica RedSalud Vitacura (September 2021)



- ✓ Starting in Medical and Dental Centers

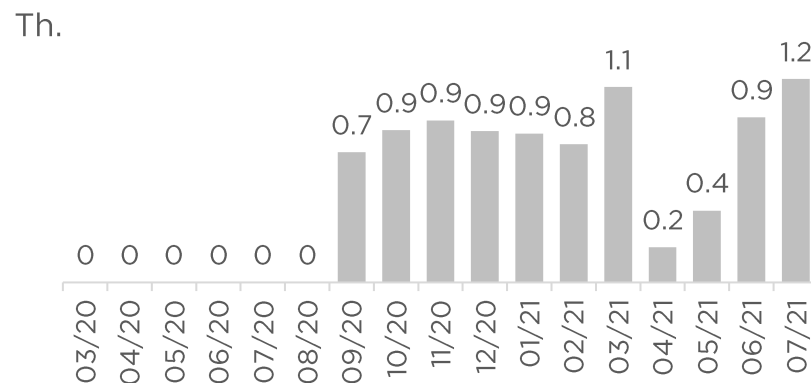


## Telemedicine - RedSalud



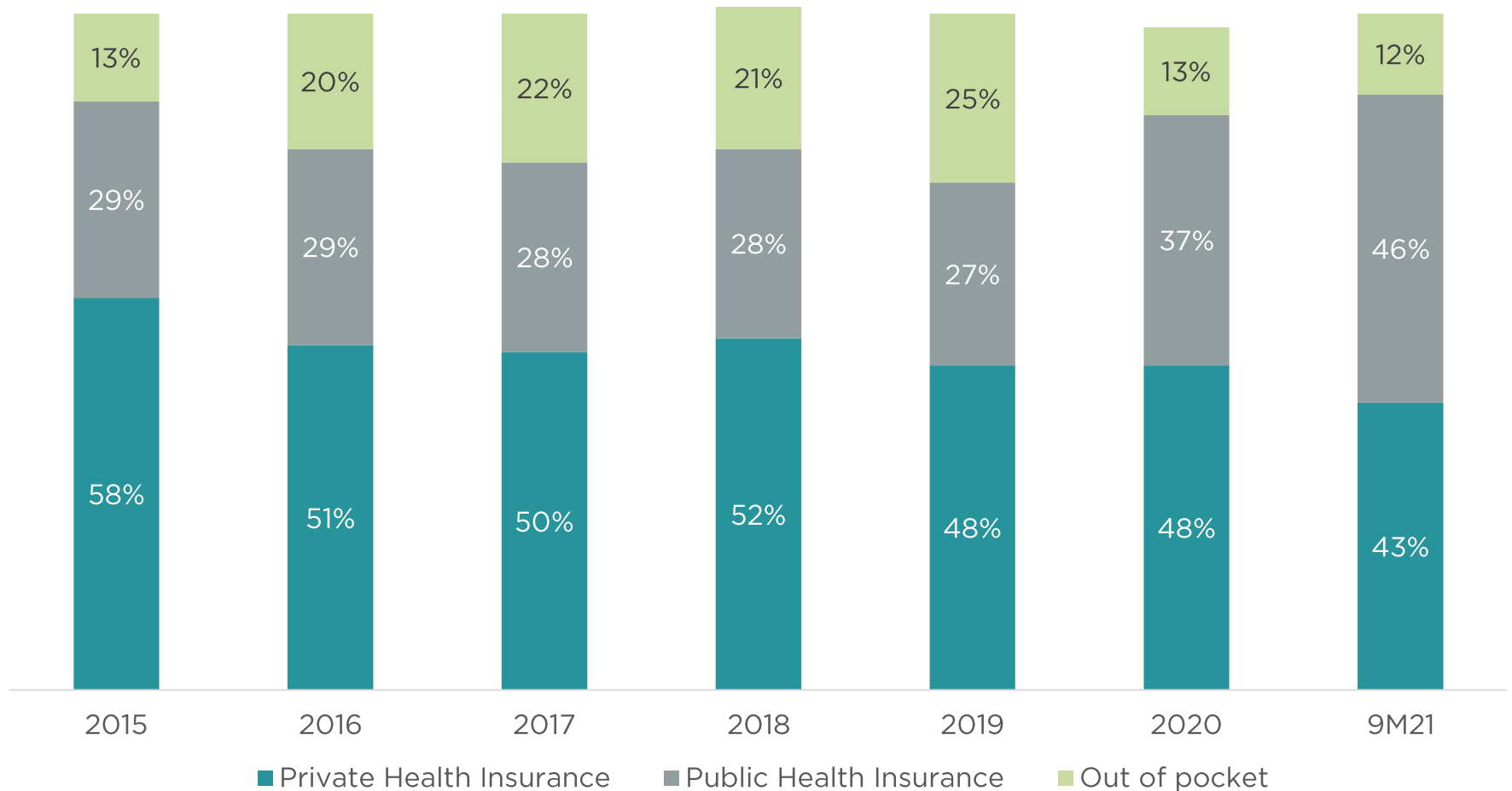
Source: RedSalud

## "Surgery in a Day" - RedSalud



# FLEXIBILITY: STRUCTURAL ADVANCES & NEW SERVICE ALTERNATIVES

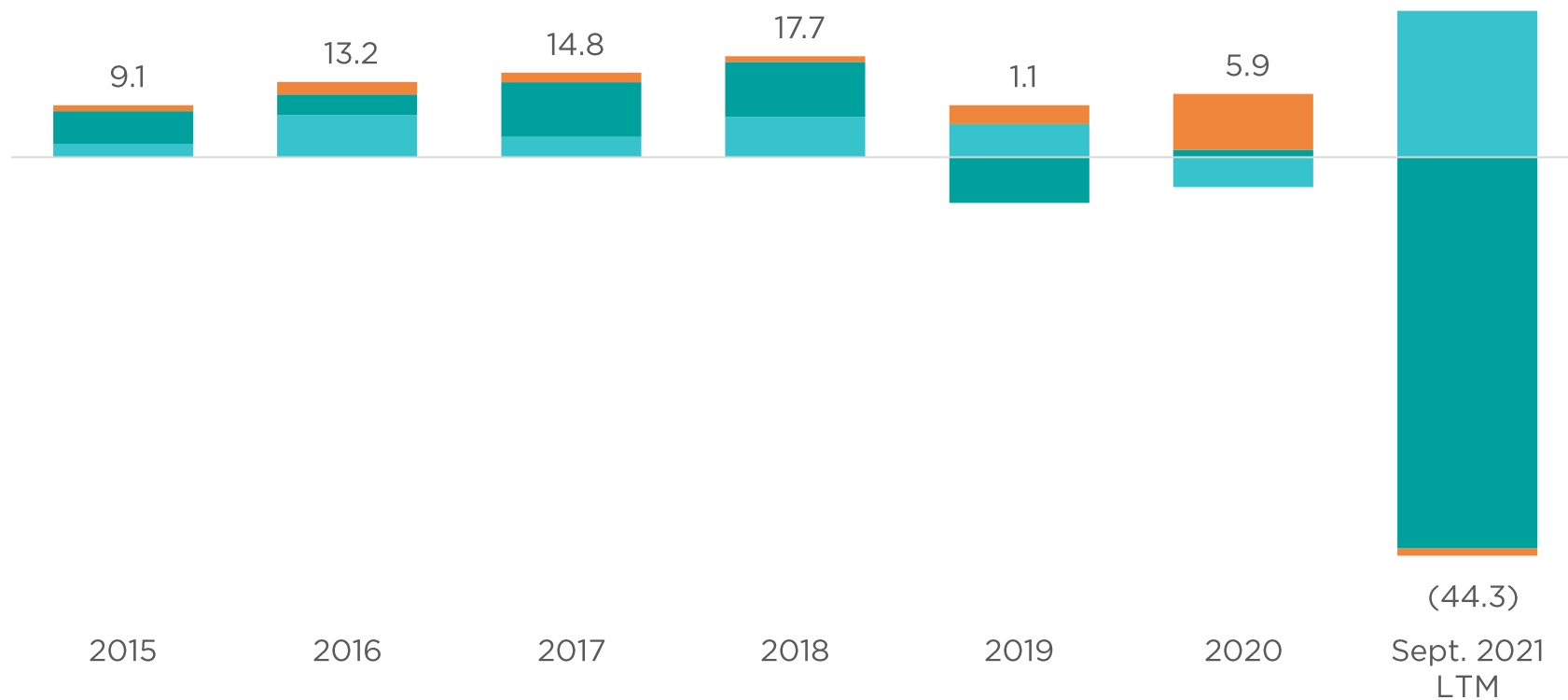
## RedSalud Revenue Breakdown by Insurer



# HEALTHCARE AND INSURANCE HEDGING STRATEGY

## Net Income from Health Sector

Ch\$ bn.



(1) Excludes Net Income from ATESA sale

(2) Excludes SIS Net Income

Source: Asociación de Aseguradores de Chile, CMF, RedSalud, Consalud, Vida Cámara

# ACTIVE ROLE WITH THE PUBLIC SECTOR (FONASA)

- Know-how in group health insurance and relationship with companies
- Developing individual insurance
- **60% of beneficiaries in FONASA**



- Know-how in individual and supplementary health insurance
- Relationship developed with providers
- **60% of beneficiaries arrived from FONASA**



- Close relationship with the public insurer
- Largest private network in Chile
- Relevant size in inpatient, outpatient and dental
- **FONASA: 45% of revenue**



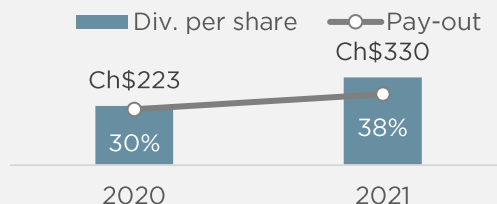
# SOLVENCY AND FINANCIAL POSITION



## Capitalized subsidiaries (2020-2021)



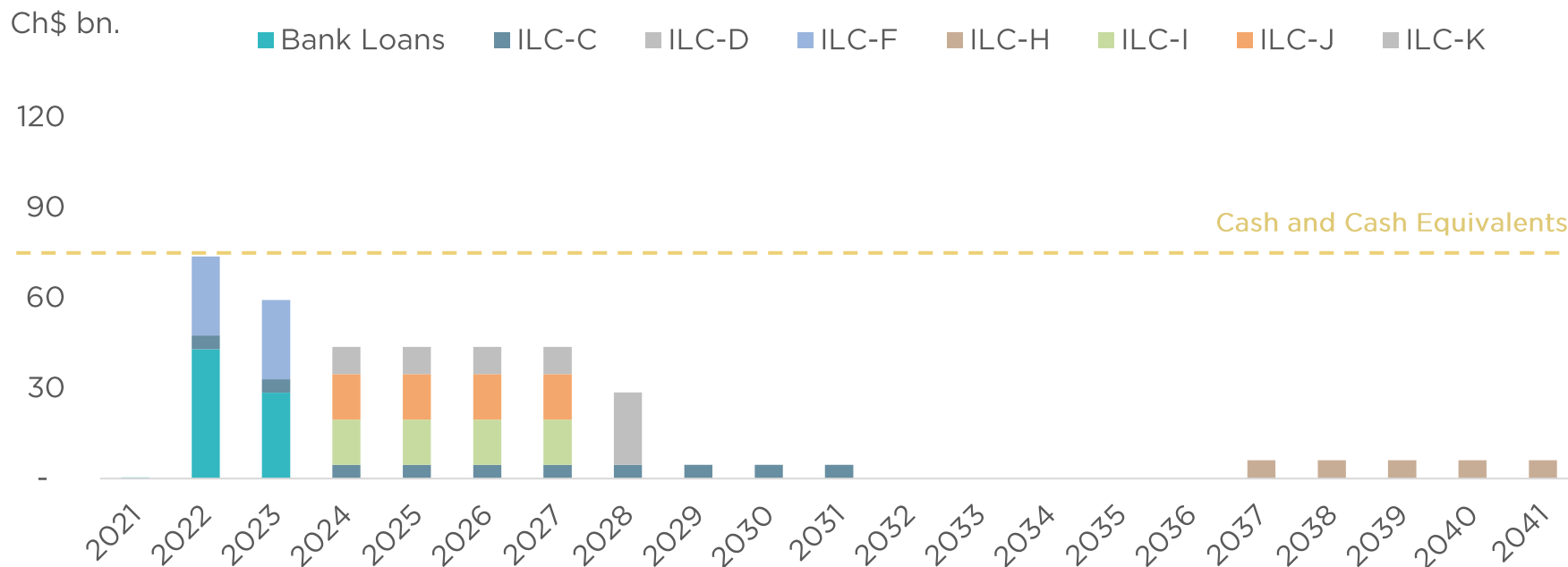
## Dividends (Pay-out)



## Share buyback program approved



## Repayment Schedule - ILC (September 2021)



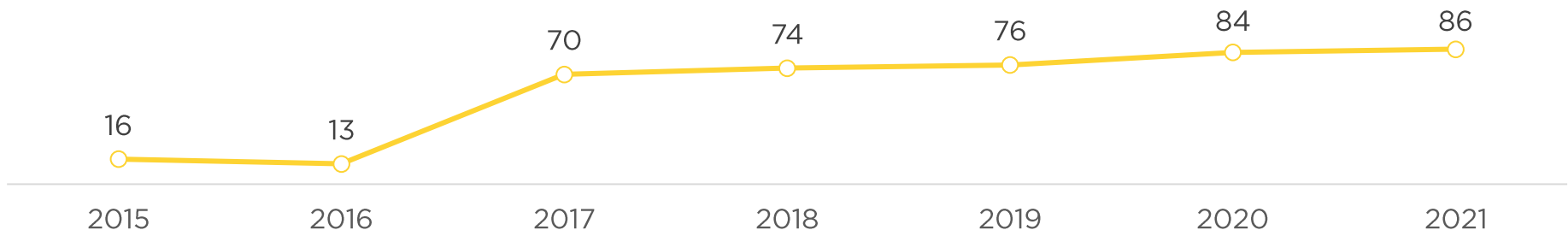
# ILC WAS SELECTED FOR THE DJSI CHILE AND MILA FOR THE 4° YEAR



## ILC's Sustainability Model:

Stakeholders	Clients	Employees	Suppliers	Investors	State	Civil Society
1. Governance	Sustainability Committee			Sustainability Leader		
2. Sustainability Strategy	Inclusion and Access	Service Culture and Ethics		Responsible Investment	Contributing to Public Debate	
3. Global Organizations	Global Compact & Sustainable Development Goals (SDG)					
4. Measuring Tools	Dow Jones Sustainability Index (DJSI)			SSIndex		
5. Reporting	GRI			Integrated Reporting		
6. Corporate Social Responsibility	Public-private initiatives designed in-house to support elderly					

## ILC's Percentile - DJSI:



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# WRAP-UP AND CONCLUSIONS

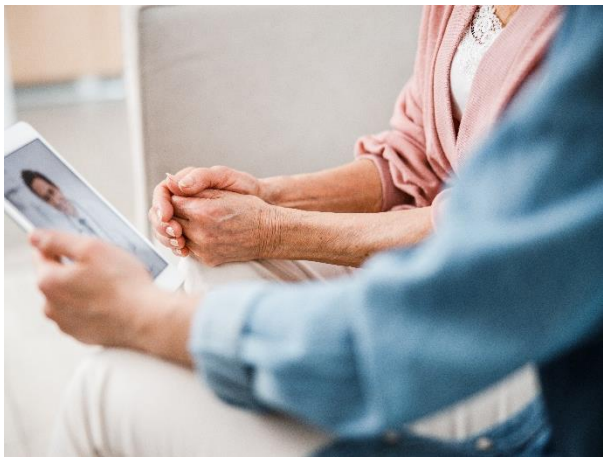


- Working to make companies more flexible allows us to be better prepared



- Preparing the organizational structure for the future...





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November 24, 2021

