

# Hungarian Insurers' Yearbook **2017**



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# **Presidential Address**



There is no doubt that the world has changed a lot over the past few years and that we are still facing huge changes. Digitisation is rewriting the traditional rules and framework of our sector. Remaining with the insurance industry, everyone talks about FinTech or InsureTech ideas and companies. References to them have become trendy while we forget that the insurance market has been intensively using and exploiting the impacts and opportunities of digitisation over the past few years and even decades. For almost ten years now the insurance sector has granted premium discount for electronic payments and administration, each insurance company keeps electronic files and nowadays the loss assessment process can also be digitised - and it is not the end of the list. We did not boast about it because all we did was do our job.

An insurer works best if no one else but the insured parties know how soon they received help. The events that make it to the news are always based on the faults or mistakes of insurers that occurred in the opinion of those concerned. Luckily, over the past few months a number of events occurred that proved that the prestige of insurers was improving and not only because of the rising premium revenue figures. These days it is "usual" that insurers often close a compensation within 24-48 hours after a summer storm. Damaged parties also receive immediate and considerable assistance on many occasions, easing their damage caused by unfortunate and grave events, while the investigations of liability often take months. The high quality of the service is also reflected in the improving customer satisfaction indicators. We are also witnessing major changes in the life insurance market: the insurance companies pulled together and created the Annual Cost Rate (ACR), which is a pioneer achievement in the field. Magyar Nemzeti Bank used the ACR to regulate the structure of costs first in pension insurance and then to define the framework conditions of ethical life insurance. Stressing customer transparency itself would hardly be enough, but insurers generate so much competition in this area which itself made further adjustments on the market. When ethical life insurance was introduced products that no longer satisfied the requirements and products believed by the companies not to be competitive any more under the new conditions were discontinued to exist. Looking back, we can say that the sector has grown up to its responsibilities.

For now Hungarian society has only recognised the need for self-care both in regard to secure retirement age and to secure properties. However, as surveys indicate, although the majority of the respondents clearly understand that there is a need for self-care, they often delay any action. Others look for excuses to explain why the idea cannot be followed by action. We understand that it is not easy to take a long-term commitment for a long-term goal. However, expert assistance, good examples and information can help people make the right decision. That is why I believe it is an important initiative and

result that the insurance sector launched a shared pension insurance education campaign last year under the title of "What would you without yourself?", pointing out the responsibility of each individual for saving up for their own retirement.

As we began with digitisation, let us go back to it. The reason why we must develop and must try to integrate all technical achievements into our services because the children born in the 21st century can be reached almost exclusively on these channels. The whole world is struggling with addressing young people - often even parents cannot build a relationship with their children. Classical values and value sets are only acceptable to this group if they can be translated into their "language". Not only our industry but our social mission depends on whether we can find channels in insurance mediation that satisfy the requirements of the 21st century; whether we can offer a "story" with insurance with which we can also address young people as customers and/or colleagues. We wish to make progress in this field as well in 2017.

Nevertheless, we must act with responsibility. We may simplify a product but we cannot sell protection to customers if it is only as good as a beauty patch. In the history of the insurance market of the latest times we have reached a point where we can secure the long-term future of our industry by developing and selling responsible, providercentred products that reflect the best the interests and expectations of our customers. Over the last 25 years we have built the market, now we must make progress. The annual premium revenue of the Hungarian insurance sector may exceed HUF 1,000 billion even this year and we cannot do worse in the future either!



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Anett Panduric Presiden



# Address by the General Secretary



It is easy to get used to anything good, especially when it comes after a few lean years. Thus, similarly to last year, we can again declare proudly that there was moderate growth in the Hungarian insurance market in 2016. With more than five per cent growth, the close to HUF 920 billion premium revenues almost reached the same level which was recorded prior to the crisis in 2007.

Both legs of the sector progressed. The non-life insurance sector grew slightly faster: there the premium revenues were more than nine per cent up in just one year, while in life insurance premium revenues increased by two per cent.

In the former category motor insurance was the driving force, with an increase both in the number of policies and in average premiums. The number of contracts expanded by more than 250,000 in a year and exceeded 4.8 million. The HUF 28,000 annual average premium was 17% higher than one year before, yet anyone wishing to have an MTPL policy with a higher premium in Europe would have to go as far as the Baltic region. This is especially reassuring: it seems that customers have understood that reliable service entails a cost. This year's public opinion survey confirmed that more than 50% of the population looked for a reliable insurance company as their main criteria in the search for an MTPL provider. Price was only the second aspect. The more than ten percentage point improvement in the already favourable data of the past few years was another, almost equally important feedback: these days more than eighty per cent of motorists are satisfied with the procedure and services of their insurers in MTPL cases. Less than 5% of the motorists expressed a negative opinion.

The fact that the majority of the expansion of the vehicle fleet involved second hand cars is reflected not only in the close to 14 years of average of vehicles, but also in the fact that there was only a four per cent rise in the number of casco contracts compared to 2015. Motorists rarely insure older vehicles for which the guarantee period has already expired with more than the MTPL insurance and the average casco premium is three times higher than the MTPL premium.

At the same time in life insurance pension insurance policies have performed better. It is already a positive development that more people intend to plan their future responsibly, with long-term savings. Since personal income tax credit was introduced for savings type insurance, in just three years a HUF 44 billion portfolio was built, generating almost ten per cent of life insurance premium revenues. Last year's fifty per cent increase in the premium revenues from this product clearly reflects the interest of the population.

The confidence index also reflects stable and balanced views of the population. We have been conducting public opinion surveys for the last three years on the insurers and the attitude has no changed. What clearly stands out though is that: this year twice as many as last year, i.e. every sixth person, said that they were fully satisfied with their insurers. Considering that according to the public opinion survey, this May every second person had life, accident or health insurance policies and almost 98% of the motorists had an MTPL policy, the results could easily be considered a reassurance. However, you can only get used to anything good if in the meantime permanent efforts are made to turn that efficiency into a permanent trend. This is what we all focus on here in MABISZ. How successful we are in these efforts will become clear next year.

Dániel Molnos



Secretary General



# Status and performance of the Hungarian economy in 2016

The growth dynamism of the economy has slowed down compared to the past few years, mainly because the EU assistance has been used up. Last year the GDP grew by 2% and amounted to HUF 35.005 billion at current prices. The EU assistance drawn at the time of the expiry of the previous seven-year EU budget cycle gave a boost to the dynamism of investments in the former years, but with a switch to the new assessment period the primarily infrastructure projects slowed down last year. In terms of the GDP composition, the gross added value of agriculture grew by 16.8 per cent, that of industry dropped by 0.8 per cent and of the construction industry by 17.9 per cent. The gross added value of services went up by 3 per cent. On the consumption side the actual household consumption rose by 4.2 per cent, while capital investments declined by 14.7 per cent. All these factors contributed to the 1.6 per cent increase in domestic consumption. International trade contributed 0.7 per cent to the overall growth.

In the labour market both employment and wages went up. 4 million 371 thousand people were employed, which figure was 3.1 per cent higher than at the end of 2015. In the meantime, the ratio of the unemployed was also falling dynamically. Compared to the economically active, the unemployment ration turned out to be 4.4 per cent by the end of the year compared to 6.1 per cent reported in the previous year. The constant rise in the number of public employees slowed down and reached 5 per cent as an annual average. Consequently, the increase in employment in the market sector was the main reason behind the falling unemployment rate. Nevertheless, the public employment programme still significantly distorts the unemployment rate, as the indicator calculator indicated without them would still be 8.5 per cent.

With the continuous decrease in unemployment (supported both by the Hungarian processes and presumably also employment abroad) and the relatively strong economic upturn the tensions around wage increases are also growing gradually. This compels companies to raise their wages. The dynamism of regular wages in the private sector rose gradually during the year from 4 per cent to 6 per cent. This dynamism matched the 5.5 per cent, minimum wage increase and was therefore healthy, reflecting the improvement in competitiveness. With the dynamic economic growth the gross average wages went up by 6.5 per cent.

As a result of the gradually improving employment, higher wages and low repayments, the consumption appetite of the population also increased. It was clear that household consumption was the backbone of last year's economic growth. Considering the favourable circumstances, the consumption dynamism of the population is expected to remain strong in the next few years as well.

The indebtedness of the sector is extremely low even in an international comparison, which is another factor supporting the outlook. Retail loans equal 20.4% of the GDP, which is significantly behind the regional and European average figures. It is also equally important that the marginalisation in the share of FX loans also reduces the risks of indebtedness. Compared to the former retail debt ratios the latest ratio is especially low.

It is another development determining the consumption ability that, according to the latest MNB figures households spend approximately 8 per cent of their income on interest payment and loan repayments, which was much lower than the almost 13 per cent, observed during the crisis. Consequently, an increase in residential borrowing and residential consumption seems a realistic scenario.

Borrowing has already started because, as the financial accounts indicate, households borrowed more money than they repaid for the first time in H2 2016 after the crisis. The indebtedness was not yet dynamic as represented 0.4 per cent of the GDP.

That was part of the reason why the retail savings ratio dropped from 7.8 per cent of the GDP in 2015 (which was outstandingly high) to 4.6 per cent, Compared to the saving ratio before 2015 it was only a 0.5-1 per cent decline, but still contributed to the dampening of the economic deceleration caused by the drop in the capital investments.

Another factor indicating the reserves in consumption is that the last year's 4.6 per cent savings ration was still much higher than the 1-2 per cent before the crisis.

Besides consumption the recovered investment activities of the households was another important development. In addition to the government's measures supporting home construction (extension of the

family housing support programme, preferential VAT rate applicable to certain buildings) an increase in the household investment and home purchase intentions also reflects an improvement in the longer term outlook. In 2016 the volume of housing construction expanded by 31 per cent, in total 9,994 new homes were occupied. In terms of the future it was a positive sign that the number of home construction permits emerged steeply and reached 31,559 following the 12,515 issued in the previous year. Some temporary deceleration in infrastructure projects supported by the European Union was also expected and therefore over the year the capital investments declined by 14.7 per cent.

The Hungarian economy managed to grow without any deterioration in its external balance, which in fact also improved since 2016. The foreign trade balance showed EUR 9.9 billion sufficit compared to the EUR 8.6 billion sufficit reported in the previous year. The current account balance surplus improved from 3.4% to 5.5% of the GDP. Apart from the foreign trade balance the net export of services extended and the gradually falling external debt (coupled with the falling interest rates) reduced the income-balance deficit. As a result of the deceleration observed in the EU assistance indicated above, there was a

The position of the budget deteriorated slightly mainly because the government increased its capital expenditure with a declared objective of compensating the negative impact on growth of the depletion of the resources coming from the European Union. The GDP-proportionate budget deficit reached 1.8 per cent following the previous year's 1.6 per cent, but the primary balance deterioration was even greater. The indicator, calculated without the interest expenses related to debt increased by 0.7 per cent of the GDP, i.e. by also taking into account the savings resulting from the falling interest rates, the budget induced more than HUF 200 billion demand in the economy for products and services. As a result of

#### National economy and insurance

	Premiu	m revenu million)	ue (HUF	Marl	et share	(%)				
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Gross domestic product* (GDP) (HUF billion)	25539	27038	26259	27052	28134	28628	30065	32400	33999	3500
Gross insurance premium revenue (HUF billion)	930,3	882,8	830,5	843,8	817,3	768,1	809,4	850,2	869,2	918,
Change in gross insurance premium revenue as a percentage of the previous year (%)	112,1	94,9	94,1	101,6	96,9	94,0	105,4	105,0	102,2	105,
Total disposable income of households** (HUF billion)	14382	14546	14497	14697	15756	16197	16815	17567	17932	1850
Changes in household income as a percentage of the previous year (%)	104,0	101,1	99,7	101,4	107,2	102,8	103,8	104,5	102,1	103,
Gross insurance premium revenue as a percentage (%) of household revenues	6,5	6,1	5,7	5,7	5,2	4,7	4,8	4,8	4,8	5,0
Per capita insurance premium (HUF)	92518	87939	82866	84379	81963	77635	81814	86167	88303	9354
Per capita life insurance premium (HUF)	50586	45993	41013	44247	44079	40249	43739	45921	45309	4637
Per capital non-life-insurance premium (HUF)	41932	42333	42394	40131	37884	37386	38075	40246	42995	4717

\* Source : CSO

\*\* Source : KSH, 2016 estimated data

considerable decline in current and capital transfers and therefore the net financing position of the whole economy also reduced, yet remained at 4.6 per cent of the GDP.

The high external financing ability led to a reduction on the external debt: at the end of 2016 the gross external debt of the economy amounted to 69.6% of the GDP compared to the peak figure of 105% recorded in 2011. The net debt decreased even more strongly: the ratio dropped to 18.5 per cent from 55 per cent reported in 2011.

the budget processes and improving performance of the economy the national debt ratio within the GDP fell from 74.7 per cent to 74.1 per cent.

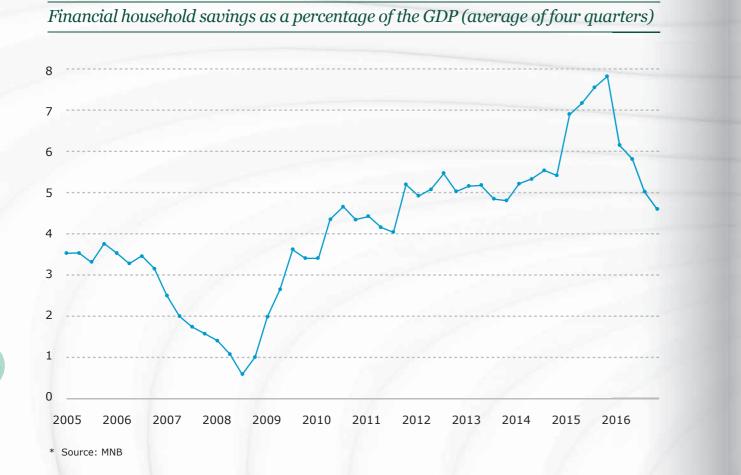
resulted in some deterioration in the balance indicators and increased inflation. Nonetheless, the impact did not show in the external balance, or the budget balance, or the dynamism of the price increase. Inflation remained as low as previously observed, around zero per cent until it changed as a result of the processes observed at the end of the year. At that time annual inflation rate went up to 1.8 per cent and reached 0.4 per cent as an annual average. 75% of which the decrease in household savings becomes that acceleration was the result of the fluctuation of a lot more moderate and matches the processes petrol prices and the prices of market services and processed food, reflecting longer-term price dynamism, were only minor factors. The regulated prices still reflected moderation and they also slightly held back the average annual inflation rate.

There was a slight increase in wages during the year but they did not have any relevant impact on prices in 2016. Companies are likely to have major productivity reserves, which dampen the impact of wage increases on prices.

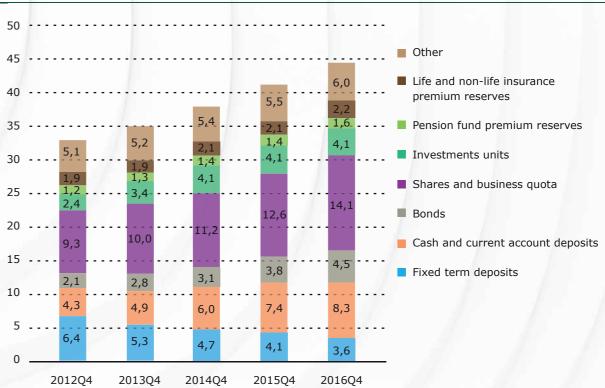
#### Household savings in 2016

The financial savings of households (net financing capacity) reached 4.6% of the GDP compared to Both the structure and degree of economic growth 7.8% recorded one year ago. There were no such drastic changes in the processes behind the fall in the savings ratio because the 2015 figure was outstanding. The then high savings ratio occurred because statistics reflected not only the HUF conversion of currency loans but also the decrease in borrowing waived in relation to the refund of unilateral unfair interest rate increases. The savings ratio, net of that impact was around 6%, with reflecting an increase in consumption and capital investments.

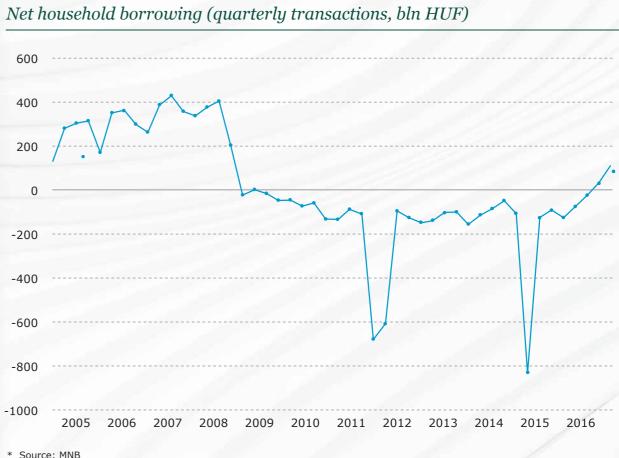
> In the structure of savings it is important to stress that for the first time in many years households borrowed more money than their maturing loans. In H2 2016 borrowing increased by almost HUF 150 billion. However, the cautious borrowing policy of the households is changing: in the bank questionnaires the majority of banks reported an estimated increase in retail loan demand.



Financial assets of households (thousand billion HUF)



\* Source: MNB

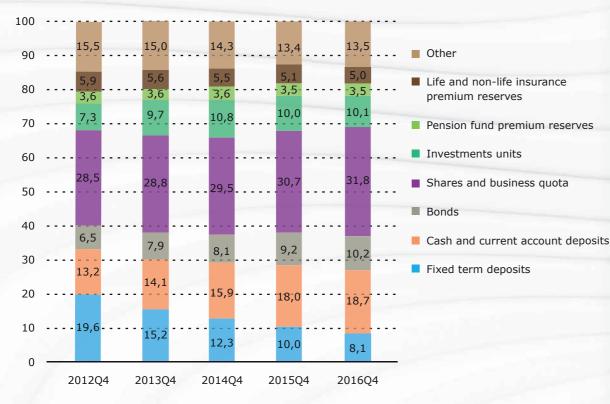


The net financial assets continued to grow as the nominal value of financial assets reached HUF 44,312 billion at the end of 2016, which was HUF 3.206 billion higher than one year before. The greatest nominal increase in financial assets resulted from the appreciation the equity participations in companies, and was followed by an increase in assets held in bonds, cash and current account deposits.

Compared to its own size, the most dynamic growth was reported in bonds and current account deposits, the portfolio of which grew by almost 20 per cent in one year. At the same time household savings kept in fixed-term deposits continue to of the structure of financial assets well that the share decline dynamically (11.8 per cent or HUF 478 billion) and their ratio also dropped within the financial assets (from 10 to 8.1 per cent).

The National Debt Management Centre offers household bonds with an interest rate higher than the market rate, which explains the transformation in the structure of household savings. Bank deposits still provide very low interest rates, therefore it has been a logical development that households increased their direct government bond exposures and decreased there long-term fixed bank deposits. It is another consequence of the low interests rates that a considerable part of savings is kept in cash and demand deposits. The increase in the ratio of liquid assets indicates that households either intend to invest or are waiting for better savings options. It indicates the transformation of bonds almost doubled in 5 years and the share of fixed-term deposits dropped to only one third of what it was during the crisis.

#### Financial assets of the households (composition, %)



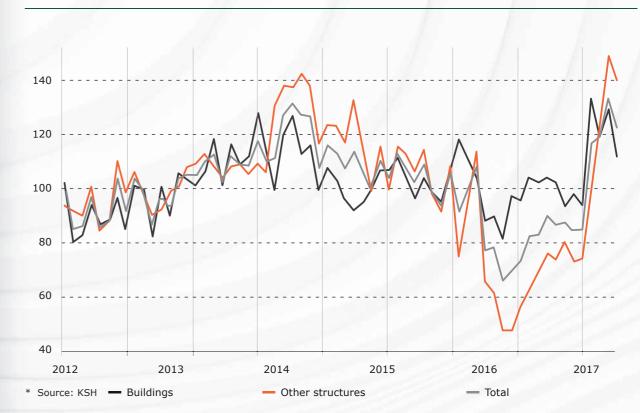




#### Status of the construction industry and housing market

The construction industry output fell by 18.8% in 2016 compared to 2015. Although there was no major change in the construction of buildings compared to 2015, construction of other structures decreased by 33%. The biggest decline occurred in road and railway construction projects. The lack of large centrally controlled infrastructure projects relates to the new budget cycle of the European Union, at the beginning of which

Volume indices of the construction industry output (same month of previous year = 100)



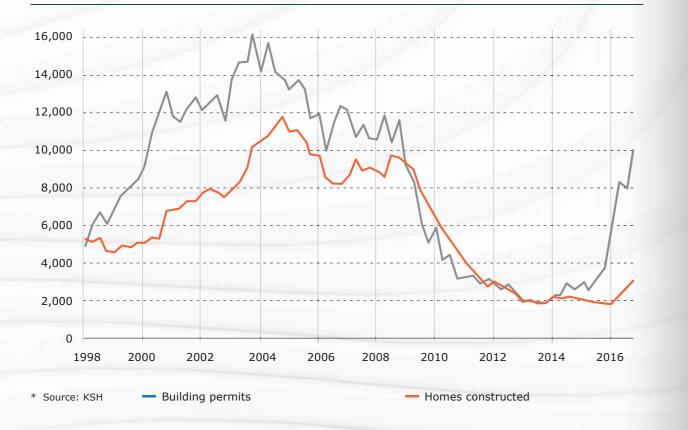
The housing market became much stronger in 2016 and still includes some growth potential. 9,994 new homes were constructed in 2016, which figure is 31% higher than one year before. In total 31,559 new home construction permits were issued in 2016, which is two and a half times higher than the number in 2015. Home construction expanded primarily in Budapest and in towns with county rights. Flats in multi-storey, multi-flat buildings were used much greater than in the former years, while the ratio of new family houses fell slightly. The increase in household investment projects was encouraged not only at the extremely low interest rates but also by the home building intentions of the government. The VAT on home construction was reduced from 27 per cent to 5 per cent in 2016 providing that certain conditions were fulfilled. The impact of the measure could be felt from the introduction and its advantages will also

continue in the future because the VAT reduction will remain in effect until the end of 2019. Another initiative to stimulate the housing market is the Family Home Support Scheme (CSOK) which was amended and simplified at a number of points in February 2016. Families with more children may also be eligible for HUF 10 million CSOK. Even despite the increase the volume of home construction in 2016 not even close to the volume before the crisis, and therefore there is still reasonable space for improvement, as also indicated in a sudden increase in the number of home construction permits.

the drawdown of assistance had not yet reached the usually observed level. As the base figure was rather high due to the peak draw down of EU assistance in the previous two years, the decline in capital investments and construction industry output was rather spectacular. However, all signs indicate that the decline in the construction industry output in 2016 was only temporary. The contract portfolio of the construction industry companies is growing rapidly, the housing market is expanding and EU assistance will also be soon available, to complete a favourable macroeconomic situation.

Parallel with the expansion of the housing market, the housing prices continued to rise from the lowest levels observed in 2014. While the producer prices of the construction industry rose by 3%, the housing prices grew almost twice as much.

Number of home construction permits and occupied new homes (quarterly, number, with seasonal adjustments)



#### Legal environment of insurance

The entry into force of the Solvency II regime was fundamental for the insurance sector. Following many years of drafting of the new rules to regulate the operation of insurers, the new EU legislative environment was transposed into the national legislation by 1 January 2016.

In addition to many other detailed provisions, the new legislation calls upon the supervised agencies and the supervisory authority to introduce changes and build cooperation. The objective is to provide better services to customers. The switch to the new regulation was proceeded by a long period of preparation, and the assessment of the impacts of the changed legal environment will also take long.

The gradual introduction of the new, ethical insurer concepts in life insurance, which started earlier was a major consumer protection step, affecting the insurance sector in 2016. In that regard the legislator and the authority responsible for the supervision of the application of the law expressed their expectations in legal acts and decrees as well as in supervisory recommendations. The new rules made the individual products clearer, more transparent and comparable and reduced the life insurance costs. By

accepting rules on a phased entry into force, the legislator further reduced the commission amount payable to insurance intermediaries in the initial phase of life insurance contracts mediated by them. In addition, an important guarantee rule was introduced on the minimum investment ratio to be applied to the insurance premium under each contract following the deduction of the risk premium.

The annual cost rate (ACR) developed from 2010 as a unique and consistently used indicator in the life insurance market of Europe has become a legislative concept, the details of which are laid down in a supervisory regulation instrument. The indicator is one of the key tools assisting information provided and obtained prior to a contract, enabling future contracting parties to compare the costs of the individual savings type life insurance products under the same terms and conditions.

All in all, the ethical insurer concept has a major impact in life insurance and intends to shift the market to longer-term contracts, more predictable operation and more understandable and transparent practices.

It has now become a tradition that the act on mandatory third party liability insurance was amended in a number of points in 2016 too. In relation to the

legal regulations on construction and the government decree on the simple notification on the construction of residential buildings, a mandatory designer liability insurance was introduced.

Agricultural insurance with premium subsidy is aimed at protecting the Hungarian agriculture and Hungarian farmers. By 2016 such policies were clearly established in the Hungarian market. The data supply procedures on the operation of the sector were developed and integrated into the Insurance Act during the year.

The changes in the regulations on the status and responsibility of multiple agent insurance intermediaries was a step towards the transformation of the insurance intermediary society and assistance in the orientation of customers. According to the new regulations the previously independent multiple agent organisations and persons who had contracts with multiple insurers for the intermediation of substitute (competitive) products of those insurers are now considered tied insurance intermediaries (agents). However, due to the special regulations they have remained individually liable, and therefore they must still have a professional liability insurance.

Among the EU regulations at this point we only wish to refer to the regulatory dumping that has become a general phenomenon in finance. Following many years of preparations, the individual directives and regulations enter into force soon after one another, affecting the same markets and influencing the operation of large systems of service providers at many points, forcing legal subjects to make multiple adaptations. In addition, there is usually a delay in the issue of implementation of decrees and guidelines, which are only prepared in the second round of the multi level regulations and which often reduces the preparation period of service providers to less than six months. At the same time, the subject matter of these legal regulations is crucially important. This is the case with the new EU directive on the Sale of Insurance (EU 2016/97 Directive) and the PRIIPs regulation on Key Information Documents for Packaged Retail and Insurance-Based Investment Products (1286/2014/EU Regulation) which relates to the former directive in many aspects. In that respect we describe the successful interest validation steps of the insurance sector in the presentation of the life insurance segment. The new general data privacy regulation (GDPR) (EU 2016/679 Regulation) also belongs to the same category. These regulations, entering into force on different dates in 2017 and 2018, will all have a fundamental impact on the operation of insurers and demand a lot of preparation from the authorities and the service providers applying the law.

The publishing date of this yearbook there were 24 private limited insurance companies operating on the Hungarian market with registered seats in Hungary, of which 21 were members of the Association.

Of the Hungarian insurance companies operating as private limited companies, only 3 are not members of MABISZ. (DAS Jogvédelmi Biztosító Zrt., CIG Pannónia Életbiztosító Nyrt. and Magyar Exporthitel Biztosító Zrt.).

There are 19 insurance associations, of which 1 is a member of the Association.

At present, branch offices of insurance companies of 17 EU Member States pursue insurance activities in Hungary, 5 of which are members of MABISZ. Among them, there are 3 branch offices, the legal predecessors of which operated earlier as limited insurance companies. (AIG Europe Limited, METLIFE Europe, QBE Insurance (Europe) Limited)

In 2016 the number of life insurance contracts decreased by 5% from the previous year. In the other personal insurance, the number of accident insurance policies dropped by almost 1% but the number of health insurance contracts went up by 5.4%. Following the significant decrease in the previous year, the number of travel insurance policies fell by a further 11.2%.

The Council of Europe, Committee of Experts on the Evaluation of Anti-Money Laundering Measures and the Financing of Terrorism (Moneyval) completed the fifth round of Hungary's country assessment in March 2016 on the basis of the new FATF recommendation and methodology (Financial Action Group attached to OECD, the most important standard issuer against the financing of money laundering). On the basis of the opinion of the nine-member Moneyvel delegation conducting the site examination and the result of the country assessment prepared by the autumn it is clear that the insurance sector performed well in the implementation of the legal regulations and the practice of the expected actions.

#### **Development of the insurance market**

During 2016 the number of overall non-life insurance contracts increased in total by 1.7%. The number of vehicle insurance policies was 4.1% higher, while the increase in MTPL insurance policies was 4.4% and the number of casco policies also increased by 3%. The number of general liability insurance policies decreased by 7.4%, while the

### Gross insurance premium income and market share by company

HUF million and unit

	Premium	revenue (HU	F million)	Market share (%)				
	2014	2015	2016	2014	2015	2016		
Aegon	85 840	90 251	94 563	10,10	10,38	10,30		
AIG Europe Branch Office	9 564	10 151	10 268	1,12	1,17	1,12		
Allianz	123 237	119 556	130 533	14,50	13,76	14,22		
Astra	5 302	n.a.	n.a.	0,62	n.a.	n.a.		
Cardif	4 459	5 725	5 879	0,52	0,66	0,64		
Cardif Life	1 345	1 685	1 935	0,16	0,19	0,21		
CIG Pannónia General	2 496	3 661	3 607	0,29	0,42	0,39		
CIG Pannónia Life	14 420	14 643	13 535	1,70	1,68	1,47		
Colonnade	4 857	4 736	4 137	0,57	0,54	0,45		
Dimenzió (Dimension)	2 808	2 991	n.a.	0,33	0,34	n.a.		
ERGO Life Insurer	0	4 530	4 479	0,00	0,52	0,49		
ERGO Life Insurer Branch Office	0	243	246	0,00	0,03	0,03		
Erste	15 984	16 701	18 243	1,88	1,92	1,99		
Euler Hermes	3 982	n.a	n.a.	0,47	n.a.	n.a.		
Európai Utazási Biztosító (European Travel Insurance Company)	2 589	2 656	2 619	0,30	0,31	0,29		
Generali	114 831	120 220	125 993	13,51	13,83	13,72		
Genertel	3 837	4 016	4 391	0,45	0,46	0,48		
Grawe	9 175	10 314	11 153	1,08	1,19	1,21		
Groupama	94 592	91 851	95 489	11,13	10,57	10,40		
K&H	31 534	39 937	45 412	3,71	4,59	4,95		
KÖBE	7 007	10 537	8 759	0,82	1,21	0,95		
Magyar Posta	8 447	9 534	10 857	0,99	1,10	1,18		
Magyar Posta Life	63 322	49 779	59 713	7,45	5,73	6,50		
Medicover	2 151	3 146	4 500	0,25	0,36	0,49		
MetLife Europe Branch Office	19 402	19 787	19 463	2,28	2,28	2,12		
NN	74 722	79 618	78 498	8,79	9,16	8,55		
Pannónia General	3 908	5 675	6 711	0,46	0,65	0,73		
Pannónia Life	3 944	4 081	4 045	0,46	0,47	0,44		
Porsche	993	1 187	1 222	0,12	0,14	0,13		
Signal	23 272	21 553	20 627	2,74	2,48	2,25		
Union	34 172	33 474	36 265	4,02	3,85	3,95		
UNIQA	56 302	58 530	58 572	6,62	6,73	6,38		
Vienna Life	12 518	14 349	15 264	1,47	1,65	1,66		
Wáberer Hungária	9 150	14 055	21 069	1,08	1,62	2,30		
Total	850 162	869 172	918 046	100,00	100,00	100,00		

entrepreneurial property insurance policies increased by 2.2%. By contrast, the number of retail property insurance policies declined by 1.4%.

Owing to government measures the number of agricultural insurance contracts grew significantly, by nearly 23.3%, within which the number of plant insurance contracts increased by 120% and the animal insurance contracts by almost 30%. The number of freight insurance contracts went up by more than 81%, but the greatest increase occurred in credit insurance, where the number of contracts rose from 22 to 7,379 a year.

The increase of the premium revenues of insurance companies continued in 2016; the total premium revenues amounted to HUF 918,046 million, which was 5.6%, i.e. HUF 49 billion more than the premium revenues in the preceding year. According to expectations, the rising tendency will continue in 2017 also. Compared to the previous year the premium revenues from life insurance policies grew by 2.0%, and the revenues from non-life insurance policies also increased by 9.4%. Despite the slight increase in life insurance premium revenues, due to the increase in non-life insurance policies in 2016 the share of life insurance premium revenues declined within the total premium revenues (from 51.3% in the preceding year to 49.6%).

In 2016 the total assets of the insurance companies increased by, HUF 93.7 billion, 4.1% relative to the previous year, and the total assets amounted to HUF 2,404 billion. Based to the volume of the accumulated assets, the share of insurance companies as institutional investors is still high in the capital market.

### Life insurance market

In 2016 the life insurance market grew very mod- January 2017 according to the original schedule. The erately compared to the previous years (2%). However, even though the figure seems low at first site, the healthy transformation of the market structure is notable: the stress is shifting to regular premium contracts, which is a positive development. Within life insurance pension insurance policies increased especially dynamically by more than 50%, both in classical mixed and unit-linked insurance products. Nearly 10% of the total life insurance premium revenues originated from pension insurance. The data illustrate well that the tax credit introduced on 1 January 2014 was an effective incentive for long-term savings, as previously predicted.

2016 was the year of gradual adaptation to the changing legislative environment for the insurers. In Hungary it involved the changes generated by the ethical life insurance concept, which significantly affected the product structure of life insurance and, as it turned out later, also the number of contracts.

In Europe the focus was on the PRIIPs Regulation, which should have been applied from 1

The market share of Allianz Hungária Zrt., which lost its market leading role in 2015, grew by 0.52% in 2016 over a year, and thus the company regained its market leader position. The company's market share in 2016 was 14.22%. By contrast last year's market leader, Generali Biztosító Zrt. fell back to second place: its market share decreased from 13.83% in 2015 to 13.72% in 2016. There was a negligible change in the market share held by GROUPAMA Biztosító Zrt. in third place with a decline from 10.57% to 10.40%. Relative to the previous year, no change took place at the fourth place either: AEGON Magyarország Általános Biztosító Zrt.'s 10.38% market share decreased to 10.30%. NN Biztosító Zrt., (formerly ING) selling only personal insurance, kept its fifth place, while its market share decreased from 9.16% to 8.55%. The overall market share of the five companies decreased from 57.7% in the previous year to 57.2%; i.e., the market concentration decreased further by 0.5 percentage points in 2016.

majority of the year was dedicated to consultations in preparation for the level two regulations, demanding a lot of resources. However, the published drafts disregarded the specificities of operation of the insurance companies at a number of points. Having recognised this, the European insurance sector began to cooperate and achieved a result: the second level rules were not finalised in the originally planned form. In the end, the European legislator was forced to postpone the application of PRIIPs by one year (to January 2018). Consequently, preparing for the application of PRIIPs remains a task for 2017.

Another extremely important European regulation is the IDD Directive on the Sale of Insurance, which was announced in February 2016. The new legal regulation brings a lot of changes primarily in life insurance because it regulates the sale of unit-linked life insurance policies in a way, similar to the MiFID Regulation. That is why, life insurers have been closely monitoring the developments from the very beginning and in 2017, when the second level rules become available, the market can duly prepare for the application of the directive from February 2018.

### Life insurance premium revenue by company

	_					<u> </u>		
	Life Insuran	ce Premium r million)	evenue (HUF	Market share (%)				
	2014	2015	2016	2014	2015	2016		
Aegon	38 955	39 530	39 133	8,60	8,86	8,60		
AIG Europe Branch Office	_	-		/	-	-		
Allianz	41 759	35 532	35 183	9,22	7,97	7,73		
Astra	99	-	-	0,02	-	-		
Cardif	-	-	-	-	-	-		
Cardif Life	1 345	1 685	1 935	0,30	0,38	0,43		
CIG Pannónia General	-	-	-	-	-	-		
CIG Pannónia Life	14 420	14 643	13 535	3,18	3,28	2,97		
Colonnade	-	-	-	-	-	-		
Dimenzió (Dimension)	2 808	2 990	-	0,62	0,67	-		
ERGO Life Insurer	-	4 530	4 479	-	1,02	0,98		
ERGO Life Insurer Branch Office		-	_	-	-	_		
Erste	15 984	16 701	18 243	3,53	3,74	4,01		
Euler Hermes	-	-	-	-	-	-		
Európai Utazási Biztosító (European Travel Insurance Company)	-	-	-	-	-	-		
Generali	41 504	42 588	44 915	9,16	9,55	9,87		
Genertel	-	-	-	-	-	-		
Grawe	9 175	10 314	11 153	2,03	2,31	2,45		
Groupama	48 768	43 279	45 189	10,76	9,70	9,93		
K&H	13 453	17 543	17 829	2,97	3,93	3,92		
KÖBE	-	-	-	-	-	-		
Magyar Posta	-	_	-	-	-	-		
Magyar Posta Life	63 322	49 779	59 713	13,98	11,16	13,12		
Medicover	-	-	-	-	-	-		
MetLife Europe Branch Office	18 904	19 204	18 782	4,17	4,31	4,13		
NN	74 722	79 618	78 498	16,49	17,85	17,25		
Pannónia General	-	-	-	-	-	_		
Pannónia Life	3 944	4 081	4 045	0,87	0,92	0,89		
Porsche	-	_	-	-	-	_		
Signal	16 796	14 362	12 244	3,71	3,22	2,69		
Union	11 469	9 513	11 247	2,53	2,13	2,47		
UNIQA	24 367	27 269	25 652	5,38	6,11	5,64		
Vienna Life	11 284	12 813	13 325	2,49	2,87	2,93		
Wáberer Hungária	-	_	-	_	-	_		
Total	453 078	445 974	455 100	100,00	100,00	100,00		

# Main personal insurance indicators in 2016

	Premium revenue (HUF million)
RISK	56 481
of which, single premium payment	750
of which, regular premium payment	55 731
ENDOWMENT INSURANCE	4 861
of which, single premium payment	195
of which, regular premium payment	4 666
MIXED	92 309
of which, single premium payment	40 133
of which, pension insurance pursuant to the PIT Act with single premium payment	991
of which, regular premium payment	52 175
of which, pension insurance pursuant to the PIT Act with regular premium payment	10 513
TERM-FIX	9 005
of which, single premium payment	0
of which, regular premium payment	9 005
ANNUITY	754
of which, single premium payment	421
of which, regular premium payment	333
UNIT-LINKED	286 103
of which, single premium payment	99 688
of which, pension insurance pursuant to the PIT Act with single premium payment	4 134
of which, regular premium payment	186 416
of which, pension insurance pursuant to the PIT Act with regular premium payment	27 359
OTHER	5 587
of which, single premium payment	30
of which, regular premium payment	5 557
TOTAL LIFE INSURANCE	455 100
ACCIDENT INSURANCE	18 538
HEALTH INSURANCE	12 413
TRAVEL INSURANCE	10 595
TOTAL PERSONAL INSURANCE	496 646

Insurance payout and changes in reserves (HUF million)	Number of contracts (unit)
29 895	700 606
262	32 877
29 633	667 729
5 953	33 612
0	1 602
5 953	32 010
87 481	554 242
25 511	134 438
0	780
61 970	419 804
380	62 279
8 621	32 373
5	29
8 616	32 344
892	6 097
345	2 625
547	3 472
218 831	1 093 730
79 412	237 415
291	19 140
139 420	856 315
5 836	138 822
5 902	46 025
2	12 334
5 900	33 691
357 576	2 466 685
4 595	638 098
6 273	33 092
2 264	1 225 083
370 707	4 362 958

### Life insurance premium revenue and contract number by company in 2016

1.1									12			
	RI	SK	ENDOW	MENT	MID	KED	UNIT-L	INKED	ОТ	HER	тот	AL
	Premium revenue	Number of contracts	Premium revenue	Number of contracts	Premium revenue	Number of contracts	Premium revenue	Number of con- tracts	Premium revenue	Number of con- tracts	Premium revenue	Number of con- tracts
Aegon	8 517	296 858	1	512	9 885	88 588	20 390	85 349	341	1 676	39 133	472 983
AIG Europe Branch Office	0	0	0	0	0	0	0	0	0	0	0	0
Allianz	3 290	4 116	0	106	5 983	35 391	25 514	131 639	396	25 563	35 183	196 815
Astra	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Cardif	0	0	0	0	0	0	0	0	0	0	0	0
Cardif Life	1 935	22	0	0	0	0	0	0	0	0	1 935	22
CIG Pannónia General	0	0	0	0	0	0	0	0	0	0	0	0
CIG Pannónia Life	331	3 072	0	0	123	773	12 935	37 922	146	885	13 535	42 652
Colonnade	0	0	0	0	0	0	0	0	0	0	0	0
Dimenzió (Dimension)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
ERGO Life Insurer	211	11 089	0	0	203	275	4 065	8 682	0	0	4 479	20 046
ERGO Life Insurer Branch Office	0	0	0	0	0	0	0	0	0	0	0	0
Erste	1 293	25 356	0	0	865	10 126	15 638	34 584	446	10	18 243	70 076
Euler Hermes	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Európai Utazási Biztosító (European Travel Insurance Company)	0	0	0	0	0	0	0	0	0	0	0	0
Generali	2 590	60 942	317	2 779	4 962	34 384	33 135	138 675	3 912	7 154	44 915	243 934
Genertel	0	0	0	0	0	0	0	0	0	0	0	0
Grawe	736	10 001	0	0	6 112	41 482	0	0	4 305	25 138	11 153	76 621
Groupama	1 769	27 504	31	557	4 045	27 094	39 339	219 084	4	11	45 189	274 250
K&H	3 282	20 947	0	0	1 498	29 631	13 037	33 077	11	13 354	17 829	97 009
KÖBE	0	0	0	0	0	0	0	0	0	0	0	0
Magyar Posta	0	0	0	0	0	0	0	0	0	0	0	0
Magyar Posta Life	19 981	75 814	3 159	22 378	35 816	137 922	640	15 066	117	31	59 713	251 211
Medicover	0	0	0	0	0	0	0	0	0	0	0	0
MetLife Europe Branch Office	645	4 861	584	3 595	887	8 079	16 061	58 211	606	655	18 782	75 401
NN	8 301	106 168	0	0	17 961	99 781	48 264	106 391	3 972	1 036	78 498	313 376
Pannónia General	0	0	0	0	0	0	0	0	0	0	0	0
Pannónia Life	314	4 704	0	0	1 564	7 506	2 168	2 090	0	0	4 045	14 300
Porsche	0	0	0	0	0	0	0	0	0	0	0	0
Signal	385	35 093	223	441	870	18 027	10 221	47 380	544	5 929	12 244	106 870
UNION	1 162	6 562	376	2 055	15	90	9 593	38 109	101	820	11 247	47 636
UNIQA	1 407	6 037	132	988	1 237	13 281	22 514	101 525	362	2 230	25 652	124 061
Vienna Life	333	1 460	38	201	281	1 812	12 588	35 946	84	3	13 325	39 422
Wáberer Hungária	0	0	0	0	0	0	0	0	0	0	0	0
Total	56 481	700 606	4 861	33 612	92 309	554 242	286 103	1 093 730	15 346	84 495	455 100	2 466 685

#### HUF million and unit

21

### Non-life insurance market

#### Home insurance

According to the insurers selling residential property insurance 2016 was an average year in terms of claims. As in the previous years, damages caused by summer storms, cloud bursts and hail storms made up a high portion of the claims reported for home insurance contracts and, in relation to the heavy storms, secondary damages caused by strikes of lightning were also reported in a large number.

tations in relation to the service. As on-line claim reporting began to spread, their intensity after a claim event has also accelerated and the same speed is also expected by customers in the service. While there have been no changes in insurance premiums for years, there have been regular developments both in the services and the products of this business line.

ance product review, introduced years ago assists ditions of the products are also available on the MABISZ website.

#### Agricultural insurance

In 2016 the ratio of premium subsidised plant insurance products continued to increase. The source of assistance has changed. From 2016 producers may receive insurance premium assistance under the Rural Development Programme approved by the EU, financed from the EARDF Rural Development Fund. Freight insurance The assistance framework is HUF 4 billion p.a. until 2020, which is significantly higher than the HUF 3 bil- The stable growth that started on the freight insurance lion p.a., which was available in 2015.

With the help of this measure not only the purchased by them also expanded.

A new actor entered the plant insurance market in 2016: with the intention to strengthen a former cross-border service, the Austrian Österreichische Hagelversicherung VVaG company established a Hungarian branch office in February. The branch office in the activities of the Agricultural Committee.

The premium support, the new actor and the favourable sectoral results of the prior years generated a negative premium competition, as a result of which the insurers could not increase their premium volume even despite a more than 10% increase in the number of insured farmers and the increase in the number of risks included in the cover.

Due to the dominance of plant insurance (85% of the sectoral premium revenue), the weather during the year practically determines the sectoral Insurers observed increasing customer expec- results. The sectoral claim ratio of plant insurance was higher than 60% due to the storms in July and August, accompanied with hail.

The animal insurance market continued to stagnate in 2016 too. As a result of previous sectoral portfolio cleaning the companies present in the market cover almost exclusively natural damages and farmers also request such cover. This still water was "disturbed" by the bird flu epidemic in the autumn of In 2016 insurers came out with a number of new 2016, as a result of the knock-on effects of which the and modified products. The standard home insur- Hungarian poultry farmers incurred direct and indirect losses of billions of HUF. This called attention to in their comparison. The respective terms and con- the low penetration of animal insurance and therefore, upon the initiative of MABISZ, a series of negotiations were launched to introduce animal insurance.

> In terms of the sales channels the brokers increased their share and at the end of 2016 they managed more than 75% of the agricultural portfolio. Other intermediaries also appeared who previously were not engaged in agricultural insurance. This creates difficulties in training.

market in the previous years continued both in the number of contracts and in premium revenues. The increasing penetration of Hungarian transportation number of insured producers increased, the cover companies into the Western European markets continues to be an important driving force for the growth of the freight insurance market. Although Western European carriers try to lobby at their own governments for the introduction of legal barriers protecting their markets against Central European carriers, their efforts cannot yet be felt in the actual business volume. The security required from carriers also makes the activijoined MABISZ in January 2017 and now it takes part ties of Central and Eastern European transportation companies more difficult. The demands are becoming

more and more specialised and responding to them is ance sector too. Despite the premium decline which a separate task for the insurers as well.

Despite the continued strong premium competition, insurers try to offer premium proportionate to the increasing risks. Another reason for increasing the premium is that in 2016 the frequency of certain claim types also rose steeply. In certain claim categories some insurers detected 60% increase. Damages in goods associated with traffic accidents have gone up. This fits in the tendency of an increase in the number of claims observed in mandatory third party liability insurance.

The claim increase was also the result of the refugee crisis in Europe. Refugees often use goods vehicles as a "means of transport", hiding in the cargo section. The consignees reject full consignments mostly when they consist of food, due to very strict food hygiene requirements, irrespective of the degree of the actual damage caused. This poses new challenges for both the forwarding and transportation companies and managing this claim type is also an increasingly serious problem for the insurers.

With the higher risks, indicated in the rising number of claims, insurers must undertake risks more carefully, following a thorough examination of the cus- their risks. tomer and the customer's transportation activity.

The MABISZ initiative, also joined by the Freight Insurance Committee, may contribute to the better assessment of insurance needs. Professional discussions and consultations were held with the two largest interest groups of brokers. The objective is to define criteria which hopefully will be frequently applied by the brokers during the assessment of the freight insurance needs of customers. These criteria were distributed to the brokers in the form of a recommendation.

More professional requests for proposals, containing more information and a more exact definition of customer needs can simplify the work of insurers, who can then serve their customer's needs more effectively and efficiently.

#### Industrial property and technical insurance premium revenues.

The premium revenues of construction assembly insurance have gone up because the performance and output of the construction industry improved significantly. The shortage of capacity in the construction industry both in human resources and equipment made project organisation more difficult and implementation was also extended, causing a major challenge for the insur-

An information brochure was also created on property and technical insurance. The insurance information described in the brochure help customers and insurance intermediaries in understanding and selecting the insurance cover that matches best

The Industrial and Technical Insurance Committee prepared a recommendation for the brokers, making easier for them to request proposals for industrial, machine and property insurance and construction and assembly insurance. The recommendation was presented to the broker's association.

Liability insurance The favourable tendency observed in the previous years could still be felt on the Hungarian liability insurance market in 2016, when this market segment outgrew the non-life insurance market. It was induced partly by the growth of the Hungarian economy and, indirectly, an increase in the sales of companies, driven considerably by the growing construction industry. In view of the expanding service contents, the average insurance premium also went up, increasing the overall

was the result of strong competition on the market, the premium revenues have gone up slightly in the field of industrial property and technical insurance. However, the lack of preventive measures and maintenance cancelled due to the extreme weather conditions, lack of qualified workforce and funding led to higher claim expenses.

In 2016 special attention was paid to educational activities related to claim prevention and insurance. MABISZ provided professional support to the revision of the guidelines of the Public Procurement Authority that contain insurance needs and requirements.

In cooperation with the Hungarian Disaster Management Directorate General and the Hungarian Electrotechnology Association, a recommendation was prepared to prevent and reduce damages caused by fires of electrical origin.

Owing to the smart underwriting activities of insurers the claim ratio turned out to be as favourable as in the previous years with higher profitability in the segment than in the total non-life insurance market.

The growth which began in the construction sector is likely to be felt in 2017, especially because

legislation requires a mandatory liability insurance According to the trend observed in health insurance from companies engaged in construction design and implementation activities, classified as construction activities requiring simple notification. As govern- services. The increased activity of brokers in personal ment measures encouraging construction projects boosting the premium revenues of the liability insur- appeared in the market. ance market can also be expected.

Similarly to the previous years it continues to be a problem that the insured amounts are lower in the liability insurance contracts. It is partly due In the constantly expanding product range everyone to the fact that the legislator often does not set a can find an insurance adapted to actual needs and minimum limit for the mandatory liability insurance tailored to age and situations in life. and partly due to the lack of clear understanding of the market actors of the importance of insurance and the degree of damage they can cause with their activities. Thus the most important goal for them is Travel insurance to have an insurance policy with the lowest possible premium. In 2016 MABISZ paid outstanding atten- The number of tourists decreased both in organised tion to that issue. It made proposals to the minimum limits to the legislator concerning mandatory liability insurance and also prepared a recommendation for the broker's associations, thus assisting them to develop an adequate liability insurance cover.

#### Health and accident insurance

There were no robust changes in this field in 2016 either. The market processes continue to be dedicated to continuous construction and quality assur- The association will take every opportunity to creance. Accident insurance also stagnated since the previous year. In health insurance premium reve- as widely as possible as it is often not considered nues grew by almost 13%, and the number of con- important enough by customers and travel insurtracts increased by 5%.

to the demand for group insurance increases and customers tend to look for products that finance these insurance is another development. Besides the large are likely to continue in the future, their impact international broker firms small companies have also

> It is important for the association to regularly remind consumers and companies of the services and importance of these health and accident insurance products.

and individual tourism in 2016 due to the attacks and uncertain political situations. It affected primarily the summer tourist destinations. This decline could be felt in travel insurance, especially in the insurance attached to organised trips. The most affected regions included Turkey and France. The 2017 projections suggest that the situation is slowly calming down. By making up for trips cancelled last year, in the first half of the year tourists seemed to contribute a great deal to the increase of revenues of travel and insurance companies.

ate awareness of the importance of travel insurance ance is missed only when disaster strikes.

### Data of certain non-life insurance business lines in 2016

	Premium revenue	Number of contracts	Claim expenditure	Claim expenditure in the current year	Number of claim events in the current year
VEHICLE	203 742	5 729 286	122 195	138 739	309 682
of which CASCO	73 715	867 960	42 077	42 626	137 428
of which liability insurance	130 028	4 861 326	80 118	96 113	172 254
General liability insurance	29 461	108 872	7 384	13 453	10 912
Entrepreneurial assets	47 465	214 622	11 598	18 305	46 743
Household property	109 360	3 138 081	35 656	35 641	657 375
Agricultural	12 279	23 675	7 175	7 221	6 620
of which animal insurance	568	1 014	281	219	233
of which plant insurance	9 703	20 201	6 480	6 375	5 593
Freight insurance	4 542	33 423	1 272	1 304	1 181
Credit insurance	3	7 379	-77	71	0
Other insurance	14 547	461 087	4 885	3 141	20 173
TOTAL NON-LIFE INSURANCE*	421 400	9 716 425	190 088	217 873	1 052 686

\* Net of accident, sickness and travel insurance



HUF million and unit

### Non-life insurance premium revenue and contract number by company in 2016\*

#### \* Net of accident, health and travel insurance

HUF million and unit

	F	Retail		al liability	Entrep	reneurial	o	ther	Т	otal
-	Premium	Number of	Premium	Number of	Premium	Number of	Premium	Number of	Premium	Number of
	revenue	contracts	revenue	contracts	revenue	contracts	revenue	contracts	revenue	contracts
Aegon	33 995	885 883	1 005	8 894	2 775	10 154	16 675	464 957	54 450	1 369 888
AIG Europe Branch Office	0	0	4 688	4 376	2 184	319	815	32	7 687	4 727
Allianz	18 113	536 429	10 707	24 334	10 501	51 708	54 560	1 465 568	93 880	2 078 039
Astra	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a
Cardif	0	0	0	0	0	0	5 797	319 873	5 797	319 873
Cardif Life	0	0	0	0	0	0	0	0	0	0
CIG Pannónia General	0	0	194	1 418	592	1 764	2 698	41 810	3 483	44 992
CIG Pannónia Life	0	0	0	0	0	0	0	0	0	0
Colonnade	501	12 293	359	741	1 118	6 596	150	84 867	2 129	104 497
Dimenzió (Dimension)	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a
ERGO Life Insurer	0	0	0	0	0	0	0	0	0	0
ERGO Life Insurer Branch Office	111	3 210	0	0	0	0	0	0	111	3 210
Erste	0	0	0	0	0	0	0	0	0	0
Euler Hermes	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a	n.a
Európai Utazási Biztosító (European Travel Insurance Company)	0	0	0	0	0	0	268	1 012	268	1 012
Generali	21 460	523 282	7 777	47 144	10 604	31 370	34 609	537 377	74 450	1 139 173
Genertel	600	28 785	0	0	0	0	3 782	146 119	4 382	174 904
Grawe	0	0	0	0	0	0	0	0	0	0
Groupama	17 776	539 841	1 488	5 904	3 579	66 163	18 803	458 911	41 646	1 070 819
K&H	3 500	124 107	148	2 677	1 090	8 130	22 087	1 066 706	26 825	1 201 620
KÖBE	555	26 148	19	3 875	25	210	8 065	179 636	8 663	209 869
Magyar Posta	3 126	130 492	0	6	0	1	6 596	276 446	9 723	406 945
Magyar Posta Life	0	0	0	0	0	0	0	0	0	0
Medicover	0	0	0	0	0	0	0	0	0	0
MetLife Europe	0	0	0	0	0	0	0	0	0	0
Branch Office	0	0	0	0	0	0	0	0	0	0
Pannónia General	1 543	61 860	377	2 959	1 196	6 338	3 596	114 213	6 711	185 370
Pannónia Life	0	0	0	0	0	0	0	0	0	0
Porsche	0	0	0	0	0	0	1 222	13 849	1 222	13 849
Signal	2 194	74 193	79	580	1 438	11 529	3 718	193 006	7 429	279 308
UNION	1 954	74 200	741	1 350	8 233	5 790	10 841	364 882	21 768	446 222
UNIQA	3 907	116 102	1 824	4 605	4 112	14 409	19 891	343 420	29 735	478 536
Vienna Life	0	0	0	0	0	0	0	0	0	0
Wáberer Hungária	27	1 256	55	9	18	141	20 942	182 166	21 041	183 572
Total	109 360	3 138 081	29 461	108 872	47 465	214 622	235 114	6 254 850	421 400	9 716 425

### Non-life insurance premium revenue and claim expenditure by company

			_				
	Non-life ins	surance premi	um revenue	Gross	s claim expen	diture	
	2014	2015	2016	2014	2015	2016	
Aegon	46 886	50 721	55 430	18 148	19 452	21 565	
AIG Europe Branch Office	9 564	10 151	10 268	5 567	5 305	4 062	
Allianz	81 478	84 024	95 350	46 525	37 474	38 472	
Astra	5 203	-	-	1 952	-	-	
Cardif	4 459	5 725	5 879	1 308	1 582	1 407	
Cardif Life	-	-	-	-	-	-	
CIG Pannónia General	2 496	3 661	3 607	859	1 121	1 775	
CIG Pannónia Life	-	-	-	-	-	-	
Colonnade	4 857	4 736	4 137	1 417	1 411	1 289	
Dimenzió (Dimension)	-	1	-	-	0	-	
ERGO Life Insurer	-		- //	-	-	-	
ERGO Life Insurer Branch Office	-	243	246	-	20	33	
Erste	-	-	-	-	-	-	
Euler Hermes	3 982	-	-	3 199	-	-	
Európai Utazási Biztosító (European Travel Insurance Company)	2 589	2 656	2 619	652	665	710	
Generali	73 327	77 633	81 078	28 240	28 958	26 605	
Genertel	3 837	4 016	4 391	2 615	2 297	2 610	
Grawe	-	-	-	-	-	-	
Groupama	45 824	48 572	50 299	19 352	22 276	22 347	
K&H	18 081	22 394	27 583	8 303	11 389	14 609	
KÖBE	7 007	10 537	8 759	4 756	6 905	6 082	
Magyar Posta	8 447	9 534	10 857	4 823	5 879	6 683	
Magyar Posta Life	-	-	-	-		-	
Medicover	2 151	3 146	4 500	1 538	2 306	3 292	
MetLife Europe Branch Office	498	583	681	207	76	154	
NN	-	-	-	-	-	-	
Pannónia General	3 908	5 675	6 711	2 540	4 556	3 576	
Pannónia Life	-	-	-	-	-	-	
Porsche	993	1 187	1 222	521	754	802	
Signal	6 476	7 191	8 383	3 103	3 620	4 277	
UNION	22 703	23 961	25 018	7 740	9 655	11 814	
UNIQA	31 936	31 261	32 921	18 796	16 689	16 687	
Vienna Life	1 233	1 536	1 939	417	563	897	
Wáberer Hungária	9 150	14 055	21 069	7 419	10 083	13 473	
Total	397 084	423 198	462 946	189 998	193 036	203 220	

HUF million



# The vehicle insurance market

### Mandatory third party liability insurance - premium revenue, claim expenditure

		Manc	latory third par	ty liability insu	rance	
	Premiun	n revenue (HUF	million)	Claim ex	penditure (HUI	F million)
	2014	2015	2016	2014	2015	2016
AEGON	7 161	7 931	10 081	5 742	5 663	6 490
Allianz	21 540	22 337	28 758	19 627	12 198	13 183
Astra	3 962	-		1 487	-	-
CIG Pannónia General	43	40	37	86	-15	319
Generali	6 992	8 637	9 789	1 997	3 503	4 304
Genertel	1 909	1 931	2 190	1 635	1 215	1 541
Groupama	5 172	6 964	8 229	3 916	4 985	5 544
K&H	11 588	15 419	19 713	6 474	9 518	12 047
KÖBE	6 027	9 446	7 616	4 313	6 457	5 624
Magyar Posta (Hungarian Post) Insurance Company	4 632	5 391	6 423	3 655	5 332	5 957
Pannónia General	738	1 675	2 180	675	1 390	1 681
Signal	1 579	1 929	2 555	987	1 332	1 909
UNION	3 256	3 317	4 370	1 948	2 268	2 883
UNIQA	8 382	8 306	9 441	8 294	7 201	7 072
Wáberer Hungária	7 127	11 754	18 645	6 349	8 636	11 564
Total	90 108	105 076	130 028	67 185	69 682	80 118

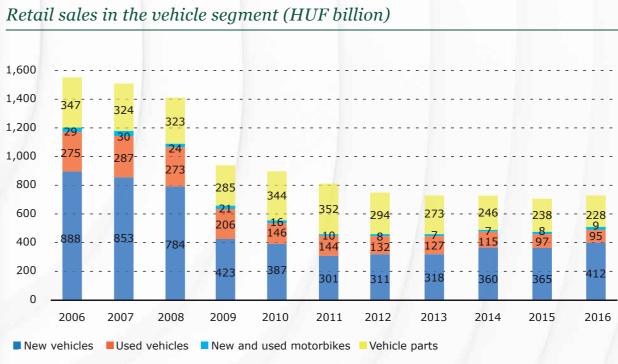
ures (number and composition of accidents, annual inflation rate) and the changes in the legislative environment are the major factors affecting the development of the car insurance market.

#### Development of car and component market in 2016

In 2016, the vehicle retail sales reached HUF 743 billion reflecting nominal expansion of 4.9%. Following the continuous decline of the last decade, 2016 was the first year showing some growth in the turnover of

The dynamism of new and used motor sales, with the the sector. By composition, the sales of new vehicles status of the related financing market, the claim fig- went up by 12.6%, while the sales in the used vehicles and vehicle parts segments shrank moderately.

> In terms of volume, the number of registered new cars grew, from 77,178 the previous year, to 96,527 in 2016. There has been a practically steady increase since the lowest figures recorded in 2009, and clearly, with the continuous improvement in the terms and conditions of lending, the dynamism of growth has even accelerated in recent years. The currently prevailing law and predictable retail loan repayments and improving employment ratios and increased income may result in a further increase in new vehicle sales.



\* Source: CSO

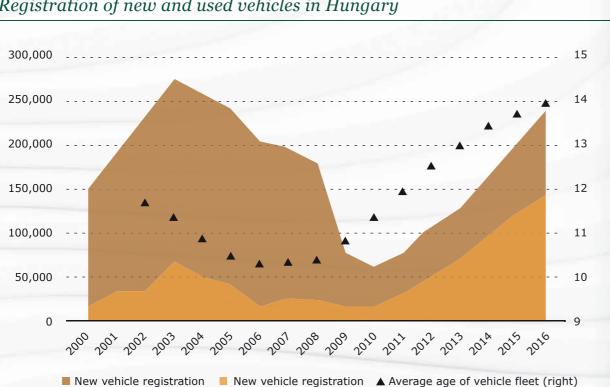
### Registration of new cars (number, monthly data)





The total vehicle pool grew by 116,350 cars in 2016. cles is constantly rising. Prior to the financial crisis sate for the ageing of the fleet. The average age of cle and imported used vehicles) were imported used passenger cars went up from 13.7 to 13.9 years. It vehicles, but in recent years the respective ratio has also indicates that the share of older imported vehi- constantly reached 60 per cent.

The sale of new vehicles was not enough to compen- 10-20 per cent of the total vehicle market (new vehi-



*Registration of new and used vehicles in Hungary* 

ter in the general picture determined by the income of households and moderate banking system activity and is also similar to the composition observed in the region (in Poland the ratio was similar on the vehicle market even before the crisis). Unless the terms and conditions of lending are eased significantly, we cannot (e.g., casco, home insurance, life insurance, etc.). expect any major change.

The number of road accidents went up to 16,628 in 2016 from 16,331 in the previous year, reflecting a 1.8% increase. Primarily the number of accidents with light injuries increased and, luckily, the number of fatal accidents dropped by 3.4% (the number of people dying in accidents 130.0 billion in 2016, reflecting 23.7% rise. fell from 644 to 607) and there was practically no change in the number of accidents with severe injuries.

The increase in the number of accidents and the consequential unfavourable claim figures are an unfortunate factor accompanying the growing use of vehicles facilitated by the lower fuel prices.

It should be highlighted that this ratio fits much bet- The insurance companies reacted to the changed conditions with tough price competition. Given the specificities of the product, there is competition in insurance services only in casco. The companies reward the joint sale of insurance products to the same customer with a discount in MTPL premium

> The falling price tendency that began in the vehicle insurance market during the previous years not only stopped but continued to increase in 2016. As a result, the total vehicle third party liability premium revenues of the MABISZ member institutions increased from HUF 105.1 billion in 2015 to HUF

> This increase was the overall result of three factors. On the one hand, the number of new vehicles entered into service went up significantly and, on the other hand, the ratio of uninsured vehicles was falling. The third factor was related to the rising average premium. It needs to be note that in Europe the increased average premiums are still among the lowest.

This tendency was also reflected in the casco products, even though to a much lower extent than in the case of mandatory third party liability insurance. With 7.7% increase the casco premium revenues expanded from HUF 68.4 billion to HUF 73.7 billion in one year.

All in all, the vehicle insurance revenues went up by HUF 30.2 billion as a result of a HUF 24.9 billion increase in MTPL revenues and almost HUF 5.3 billion increase in casco premium revenues. As mentioned earlier, there was hardly any change in the consumer price index since the previous year (0.4%).

There was no change in the number of insurers operating in the vehicle insurance business during the year, but on 1 January 2017 the owner of MKB Általános Biztosító Zrt. changed to CIG Pannónia Első Magyar Általános Biztosító Zrt. As a result of the change in ownership, the name of the insurance company was also changed to Pannónia Általános Biztosító Zrt.

The MABISZ Premium Navigator presented reliably the tariffs of all insurers for the sixth time in 2016. This premium comparison tool, representing transparently the premium of all insurance companies for consumer information purposes, is jointly operated and controlled by the insurance companies. Consequently, the application has a kind of authentication and etalon role on the Hungarian MTPL market by facilitating also the verification of the premium calculated by the online insurance brokers.

Despite the unfavourable trends in accidents, the claim ratio of mandatory third party liability insurance improved, owing to the significant premium increase. The claim ratio of MTPL policies decreased from 66.3% in 2015 to 61.6% in 2016, and the casco claim ratio grew from 55.5 % in 2015 to 57.1 % in 2016.

In 2016 there were only minor modifications in the legal environment of vehicle insurance.



Source: KSH, ACEA, Concorde

# Activities of MABISZ Motor Insurance Bureau

Pursuant to the Act on Mandatory Third Party Liability Insurance, MABISZ operates the National Office and is in charge of the Compensation Organisation, the Information Centre and the Claim Registration Agency as well as manages the Compensation Account and the Compensation Fund through a Motor Insurance Bureau.

tional Green Card System and the National Office, i.e. the organisation of insurers operating in the Hungarian MTPL insurance market performs coordination, claim settlement and settlement tasks arising from international motor insurance agreements and related treaties, including the operation of the Green Card Office, Compensation Organisation and Information Centre, within the framework of which it also fulfils its guarantee obligations.

In 2016, the National Office received 5,541 new claims, which was slightly higher than the figure reported for the previous year. The National Office were launched reclaiming paid out compensation paid out in total HUF 820.4 mln compensation by the amounts according to the law and at the end of end of 2016 on behalf of foreign national offices and the year the regress procedure was in progress in insurers and in relation to the international obliga- 15,685 cases. tions assumed from Astra Biztosító.

data related to the enforcement of claims from damages caused to third parties during the operation of vehicles, informs the interested parties and performs other tasks. In 2016 in total 16,771 cover and information queries, complaints and assistance requests were received, which showed definitive increase relative to the previous year. Only a negligible amount of the inquiries were complaints submitted against Hungarian or foreign insurers and their correspondent partners, or claim settlement agents.

The Compensation Organisation is an organisation operated by insurance companies selling MPTL products in the Member State of the EU in which they are established. Its task is to assess and settle claims for in the previous year. damages caused to a Hungarian damaged party abroad by a vehicle registered in another Member State, if the insurance company of the damaging party fails to settle the claim. The claims managed by the National Office in 2016 made up 30% of the claims settled as the Compensation Organisation (577 claim events).

The Compensation Account is a fund created by Act on the Mandatory Third Party Liability Insurance and financed by the insurance companies engaged

in MTPL insurance for the purpose of receiving, assessing compensating reasonable claims for damages caused by parties not having any MTPL contract despite the obligatory insurance or caused by unknown vehicles or by vehicles insured by an insurance company whose operational licence has been withdrawn but is not yet subject to effective Within the MABISZ organisation, the Interna- liquidation in the territory of Hungary. In 2016 in total 6,708 individual claims were submitted against the Compensation Account in 5,731 claims. The 1,010 claim events reported against vehicles insured by Astra S.A. Insurance Company were also part of the claims submitted against the Compensation Account. Thus the number of reported claims in total went up by in 37.9% in comparison to the data reported for the previous year (without the Astra cases, slightly decreased, by 3.3%). The Motor Insurance Bureau managing the Compensation Account paid out HUF 2,028 billion compensation on justified claims. In 2016 in total 8,487 cases

The Compensation Fund (referred to by the The Information Centre collects and manages the Hungarian abbreviation as KALAP) is a fund established in Hungary based on the Act on the Mandatory Third Party Liability Insurance and financed by the insurance companies engaged in MTPL insurance, which covers damages caused by vehicles of operators covered by effective mandatory third party liability insurance at the time when they caused a damage, if liquidation procedure has started against the insurer managing the MTPL insurance. Insurance companies engaged in MTPL insurance must contribute maximum 0.25% of their premium revenue from that business line quarterly (i.e. 1% of their annual premium revenue) into the compensation fund, until its available assets are not higher than 6% of the MTPL premium revenue earned on the total market

> In 2016 the MABISZ Bureau accepted and assessed under KALAP claims reported in relation to the former MTPL policies of three insurers under liquidation: ASTRA (the liquidation of ASTRA started effectively in 2016), MÁV and AIM. The balance of the Compensation Fund was HUF 2.347 billion at the end of the 2016 (following the payments related to the MÁV ÁBE bankruptcy in 2008 and the divestiture related to the liquidation of AIM in 2014).

### Reserves, investments, results

- At the end of 2016 the insurance companies had HUF 2,213,607 million insurance technical reserves.
- The total equity and debt of the insurance companies was HUF 2,403,667 million at the end of 2016.
- Government securities continued to dominate the investments of insurance companies. In 2016 the volume of investments into government securities increased by HUF 80.4 billion; thus the share of government securities within the total investments increased from 44.4% to 46.0% over a year.
- Due to the significant fall in interest rates, the share of bank deposits and securities issued by banks fell from 20.2% in the previous year to 19.5%.
- The share of real properties and real estate investment units decreased from 1.9% in 2015 to 1.3% in 2016.
- The ratio of shares increased by 0.7 percentage point from 1.9% in 2015 to 2.6% in 2016.
- However, relative to the former year, the ratio of securities issued by municipalities and other organisations decreased by 1.4 percentage points from 27.1% to 25.7%.



The proportion of loans to policy holders continued to be marginal within the investment portfolio, as they made up only 0.2% of the total investments.

In 2016 the insurance technical profit went up from HUF 23.2 billion in 2015 to HUF 43.9 billion.

The income of the life insurance business line went up from HUF 18.6 billion in 2015 to HUF 21.4 billion in 2016.

The improvement of the non-life insurance business improved in comparison to the previous year because the HUF 4.6 billion profit reported for 2015 turned into a HUF 22.5 billion profit in 2016.

The two business lines and favourable outcome of non-insurance technical settlements, the aggregated profit after tax of the insurance companies increased from HUF 44.3 billion recorded in the previous year to HUF 58.2 billion.

Insurance companies paid in 2016 close to HUF 5.4 billion corporate income tax.

All the tables of this yearbook contain the gross written premium figures under the title of 'premium revenues'.

### HUF million

### Investment of the insurance companies by investment type as of 31 December 2016

	Government securities	Bank deposits and securities issued by banks	Real estate, real estate investment unit	Shares	Other securities	Bond, Ioan	Other	Total
Aegon	95 371	2 822	2 655	6 520	85 334	480	976	194 157
AIG Europe Branch Office	0	0	0	0	0	0	15 181	15 181
Allianz	183 741	13 368	13 351	8 488	53 405	52	25 011	297 415
Astra	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Cardif	3 604	4 780	0	0	299	0	0	8 683
Cardif Life	245	1 220	0	0	299	0	0	1 764
CIG Pannónia General	2 279	0	0	0	48	0	1	2 328
CIG Pannónia Life	5 722	0	0	19 477	42 063	0	5	67 266
Colonnade	0	0	0	0	0	0	0	0
Dimenzió (Dimension)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
ERGO Life Insurer	3 263	133	0	0	4	0	17	3 417
ERGO Life Insurer Branch Office	0	0	0	0	0	0	0	0
Erste	10 782	48 723	1 329	0	3 613	0	2 677	67 124
Euler Hermes	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Európai Utazási Biz- tosító (European Travel Insurance Company)	3 032	0	0	0	538	0	0	3 571
Generali	147 093	14 356	1 837	12 198	95 489	113	316	271 401
Genertel	4 941	469	0	0	64	0	765	6 238
Grawe	80 457	392	511	0	2 178	163	0	83 700
Groupama	121 115	89 385	1 758	5 282	60 449	1	6 788	284 778
K&H	48 863	6 538	0	0	88 957	414	0	144 773
KÖBE	5 529	294	0	0	0	0	1 428	7 252
Magyar Posta	9 613	928	0	0	0	0	0	10 541
Magyar Posta Life	100 781	39 332	6 085	493	29 062	0	2 053	177 805
Medicover	990	0	0	0	0	0	0	990
MetLife Europe Branch Office	28 397	525	0	0	159	594	0	29 675
NN	149 027	219 336	49	8 054	0	1 067	303	377 836
Pannónia General	2 921	349	0	0	0	124	1 365	4 759
Pannónia Life	10 264	1 221	0	290	1 644	359	0	13 779
Porsche	0	497	0	0	0	0	0	497
Signal	19 848	1 320	0	0	38 833	37	5 556	65 595
UNION	14 790	5 113	1 718	595	78	1 309	43 088	66 692
UNIQA	25 344	3 594	0	30	90 618	9	4 810	124 404
Vienna Life	20 104	8 777	1 586	10	20 511	1	4 474	55 462
Wáberer Hungária	8 240	4 148	0	56	4 137	0	0	16 582
Total	1 106 356	467 621	30 878	61 493	617 782	4 722	114 815	2 403 66

### Number of persons employed by insurance companies in 2016

	Administrative	Business			Other	Total (persons)
1		Full-time	Part-time	Entrepreneur		
Aegon	575	195	0	1 209	459	2 438
AIG Europe Branch Office	169	10	0	0	0	179
Allianz	506	189	2	1 184	496	2 377
Astra	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Cardif + Cardif Life	31	0	0	0	19	50
CIG Pannónia General	22	4	0	0	4	30
CIG Pannónia Life	49	18	0	0	0	66
Colonnade	55	12	3	0	0	70
Dimenzió (Dimension)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
ERGO Life Insurer and ERGO Branch Office	4	38	4	0	0	46
Erste	24	28	0	4	1	57
Euler Hermes	n.a	n.a	n.a	n.a	n.a	n.a.
Európai Utazási Bizto- sító (European Travel Insurance Company)	22	0	0	0	9	31
Generali	1 253	282	4	1 761	42	3 342
Genertel	38	49	0	38	4	129
Grawe	27	0	0	0	0	27
Groupama	539	1 224	101	1 008	173	3 045
K&H	297	33	0	230	0	560
KÖBE	85	31	2	156	13	287
Magyar Posta	196	7	0	0	0	202
Magyar Posta Life	16	7	0	0	0	23
Medicover	24	1	0	0	0	25
MetLife Europe Branch Office	101	13	9	366	0	489
NN	407	0	0	1 578	148	2 133
Pannónia General	72	8	0	0	32	112
Pannónia Life	72	8	0	0	6	86
Porsche	6	0	0	0	0	6
Signal	178	0	0	154	0	332
UNION	247	44	0	526	55	872
UNIQA	457	0	0	617	19	1 093
Vienna Life	120	11	0	0	0	131
Wáberer Hungária	82	7	0	0	0	89
Total	5 672	2 218	125	8 831	1 480	18 326

persons

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# Insurance technical reserve of insurance companies as of 31 December 2016

		Insurance technical reserve (HUF million)				
	Total net insurance technical reserves	Of which, life insurance premium reserve	Unit-linked life insurance premium reserve			
Aegon	162 557	54 045	76 029			
AIG Europe Branch Office	10 209	0	0			
Allianz	244 462	36 442	74 576			
Astra	n.a.	n.a.	n.a.			
Cardif	4 465	0	0			
Cardif Life	415	0	0			
CIG Pannónia General	2 092	0	0			
CIG Pannónia Life	63 349	442	60 317			
Colonnade	0	0	0			
Dimenzió (Dimension)	n.a.	n.a.	n.a.			
ERGO Life Insurer	23 599	1 670	21 710			
ERGO Life Insurer Branch Office	0	0	0			
Erste	62 762	7 741	52 676			
Euler Hermes	n.a.	n.a.	n.a.			
Európai Utazási Biztosító (Euro- pean Travel Insurance Company)	1 030	0	0			
Generali	226 582	41 419	118 530			
Genertel	2 057	0	0			
Grawe	74 340	71 135	0			
Groupama	250 664	34 297	176 649			
K&H	132 498	14 750	88 034			
KÖBE	5 819	0	0			
Magyar Posta	8 146	0	0			
Magyar Posta Life	170 373	147 455	21 392			
Medicover	0	0	0			
MetLife Europe Branch Office	100 835	18 272	77 133			
NN	371 338	124 617	233 376			
Pannónia General	3 170	0	0			
Pannónia Life	12 711	3 814	8 230			
Porsche	184	0	0			
Signal	58 559	12 991	37 426			
UNION	41 848	4 458	27 364			
UNIQA	118 630	13 856	87 706			
Vienna Life	50 953	3 274	45 645			
Wáberer Hungária	9 959	0	0			
Total	2 213 607	590 679	1 206 793			

# Main highlights of the accounting of the insurance companies' profit in 2016

A) NON-LIFE INSURANCE BRANCH					
Earned premium without counter-insurance					
Gross premium					
Claim expenditure					
Gross claim payment					
Change in pending loss reserves					
Change in actuary reserves					
Net operating expenses					
Acquisition costs incurred in the current year					
INSURANCE TECHNICAL RESULT					
B) LIFE INSURANCE BRANCH					
Earned premium without counter-insurance					
Gross premium					
Insurance technical revenues from investments					
Claim expenditure					
Gross claim payment					
Change in actuary reserves					
Change in other reserves					
Change in unit-linked reserves					
Net operating expenses					
Acquisition costs incurred in the current year					
Insurance technical expenditure from investments					
INSURANCE TECHNICAL RESULT					
C) Non-insurance technical settlements					
ORDINARY BUSINESS PROFIT					
PROFIT BEFORE TAXATION					
PROFIT AFTER TAX					

26

	HUF th
	342 361 725
	467 828 702
	176 234 996
	199 155 864
	4 743 256
	604 864
	115 743 194
	95 943 576
	22 479 935
11 11	442 392 483
	455 204 631
	54 187 177
	348 476 616
	348 933 449
	12 425 327
	1 052 768
	56 595 548
	94 382 849
	61 787 706
	10 208 336
	21 373 939
	13 102 283
	58 225 615
	58 221 780
	52 868 557

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# **OUR MEMBER INSTITUTIONS**

#### **AEGON MAGYARORSZÁG**

#### Általános Biztosító Zrt.

1091 Budapest, Üllői út 1. Postal address: 1813 Budapest, PO Box 245 Telephone: (+36 1) 477-4800 Fax: (+36 1) 476-5710 Internet: http://www.aegon.hu E-mail: ugyfelszolg@aegon.hu

#### **Ownership structure:**

AEGON Hungary Holding B.V. 50 % AEGON Hungary Holding II B.V. 50 % Share capital: HUF 6,374,160,000

### Biztosító Zrt.

CARDIF

BNP PARIBAS

BNP PARIBAS

1033 Budapest, Kórház u. 6-12. 2.em Postal address: 1033 Budapest, Kórház u. 6-12. 2.em Telephone: (+36 1) 501-2300 Fax: (+36 1) 430-2301 Internet: http://www.bnpparibascardif.hu E-mail: cardif@cardif.hu

#### CARDIF

#### Életbiztosító Zrt.

**CIG PANNÓNIA** 

1033 Budapest, Kórház u. 6-12. Postal address: 1033 Budapest, Kórház u. 6-12. Telephone: (+36 1) 430-2300 /2 Fax: (+36 1) 430-2301 Internet: http://www.bnpparibascardif.hu E-mail: cardif@cardif.hu

#### AIG EUROPE LIMITED

#### **Hungarian Branch Office**

1133 Budapest, Váci út 76. Postal address: 1426 Budapest, PO Box 358 Telephone: (+36 1) 801-0801 Fax: (+36 1) 801-0899 Internet: http://www.aig.hu E-mail: reception.hu@aig.com

#### **Ownership structure:**

AIG Europe Limited 100% Share capital: GBP 197,118,478 Initial capital: HUF 1,000,000



1033 Budapest, Flórián tér 1. Postal address: 1518 Budapest, PO Box 589 Telephone: (+36 1) 510-0100 Fax: (+36 1) 209-9007 Internet: http://www.cigpannonia.hu E-mail: info@cig.eu

**Hungarian Branch Office** 

#### **ALLIANZ HUNGÁRIA**

#### Biztosító Zrt.

Allianz (II)

AIG

AEGON

1087 Budapest, Könyves Kálmán krt. 48-52. Postal address: 1368 Budapest, PO Box 191 Telephone: (+36 40) 421-421 Fax: (+36 1) 301-6100 Internet: http://www.allianz.hu E-mail: ugyfelszolgalat@allianz.hu

**Ownership structure:** 

Allianz New Europe Holding GmbH 100% Share capital: HUF 4,266,000,000



1143 Budapest, Stefánia út 51. Colonnade Insurance S.A. 100% Postal address: 1442 Budapest, PO Box 101 Founder: Colonnade Insurance S.A. Telephone: (+36 1) 460-1400 LU-2453Luxembourg, Fax: (+36 1) 460-1499 Rue Eugene Ruppert 20. Internet: http://www.colonnade.hu registration number: B 61605 E-mail: info@colonnade.hu Share capital: HUF 250,000



#### **Ownership structure:**

BNP Paribas Cardif 100% Share capital: HUF 977,000,000

#### **Ownership structure:**

BNP Paribas Cardif 100% Share capital: HUF 1,195,000,000

Első Magyar Általános Biztosító Zrt. **Ownership structure:** 

> CIG Pannónia Életbiztosító Nyrt. 100% Share capital: HUF 1,025,000,000

#### COLONNADE INSURANCE S.A.

#### **Ownership structure:**

#### ERGO

**ERGO** 

**ERSTE** BIZTOSÍTÓ

VIENNA INSURANCE GROUP

**EUB** 

#### Életbiztosító Zrt.

Address: 1082 Budapest, Futó utca 47-53. Floor III Postal address: 1428 Budapest, PO Box 5. Telephone: +36 1 877 1111 Fax: +36 1 877 1110 Internet: http://www.ergo.hu Email: ergo@ergo.hu

#### **Ownership structure:**

ERGO Austria International AG 88.8% ERGO Versicherung Aktiengesellschaft 11.2% Share capital: HUF 1,450,260,000

#### ERSTE

#### Vienna Insurance Group Biztosító Zrt.

1082 Budapest, Baross u. 1. Postal address: 1465 Budapest, PO Box 1750 Telephone: (+36 1) 484-1700 Fax: (+36 1) 484-1799 Internet: http:// www.erstebiztosito.hu E-mail: info@erstebiztosito.hu

### Ownership structure:

VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppé 90% UNION Vienna Insurance Group Biztosító Zrt. 5% Erste Bank Hungary Zrt. 5% Share capital: HUF 1,000,000,000

#### **GENERTEL**

#### Biztosító Zrt.

1134 Budapest, Dévai u. 26-28. Postal address: 1393 Budapest, PO Box 344 Telephone: (+36 40) 30-40-50 Fax: (+36 1) 451-3890 Internet: http://www.genertel.hu E-mail: genertel@genertel.hu

#### GRAWE

### Életbiztosító Zrt.

GROUPAMA

7630 Pécs, Kastély u. 2. A-B. Postal address: 1124 Budapest Jagelló út 20/A Telephone: (+36 72) 434-08 (+36 1) 202-1211 Fax: (+36 72) 434-027 (+36 1) 355-5530 Internet: http://www.grawe.hu E-mail: info@grawe.hu

#### EURÓPAI

#### Utazási Biztosító Zrt.

1132 Budapest, Váci út 36-38. Postal address: 1132 Budapest, Váci út 36-38. Telephone: (+36 1) 452-3581 Fax: ( + 36 1) 452-3535 Internet: http://www.eub.hu E-mail: info@eub.hu

#### **Ownership structure:**

Generali Biztosító Zrt. 61% Europáische Reiseversicherung AG., München 26% Europáische Reiseversicherung AG., Wien 13% Share capital: HUF 400,000,000

**GENERALI** 

#### Biztosító Zrt.

GENERAI

1066 Budapest, Teréz krt. 42-44. Postal address: 7602 Pécs, PO Box 888 Telephone: (+36 1) 452 3333 Fax: (+36 1) 452-3927 Internet: http://www.generali.hu E-mail: generali@generali.hu

#### **Ownership structure:**

Generali CEE Holding B.V. 100% Share capital: HUF 4,500,000,000 Groupama Biztosító

G genertel.hu

**GRAWE** 

Életbiztosító Zrt.

#### Biztosító Zrt. 1051 Budapest, Október 6. u. 20. Postal address: 1051 Budapest, Október 6. u. 20. Telephone: (+36 1) 373-7500 Fax: (+36 1) 373-7549 Internet: http://www.groupama-garancia. hu E-mail: Accessible through the "Write to us!" messaging interface on the website of the insurance company

#### K&H

#### Biztosító Zrt.

1095 Budapest, Lechner Ödön fasor 9. Postal address: 1851 Budapest Telephone: (+36 1) 461-5200 Fax: (+36 1) 461-5276 Internet: http://www.kh.hu E-mail: biztosito@kh.hu



#### **Ownership structure:**

Generali Biztosító Zrt. 100% Share capital: HUF 1,180,000,000

#### **Ownership structure:**

Grazer Wechselseitige Versicherung Aktiengesellschaft (Graz) 100% Share capital: HUF 800,000,000

#### **Ownership structure:**

Groupama SA 100 % Alaptőke: 9.376.000.000 Ft

#### **Ownership structure:**

KBC Insurance N.V. (Belgium) 100% Share capital: HUF 4,780,000,000



#### KÖBE

#### **Central European Mutual Insurance** Association



Biztosító

Biztosító

IEDICOVER

1108 Budapest, Venyige u. 3. Postal address: 1475 Budapest, PO Box 142 Telephone: (+36 1) 433-0830 Fax: (+36 1) 433-0848 Internet: http://www.kobe.hu E-mail: kobe@kobe.hu

**Ownership structure:** 

Association/member/ ownership Share capital: HUF 2,872,471,854

#### **MAGYAR POSTA**

#### Biztosító Zrt.

1022 Budapest, Bég u. 3-5. Postal address: 1535 Budapest, PO Box 952 Telephone: (+36 1) 200-4800 Fax: (+36 1) 423-4210 Internet: http://www.postabiztosito.hu E-mail: info@postabiztosito.hu

#### **Ownership structure:**

Talanx International AG 66.925% Magyar Posta Zrt. 33.075% Share capital: HUF 754,625,000

#### METLIFE d.a.c.

#### **Hungarian Branch Office**

### **MetLife**

1138 Budapest, Népfürdő u. 22. Postal address: 1138 Budapest, Népfürdő u. 22 Telephone: (+36 1) 391-1300 Fax: (+36 1) 391-1660 Internet: www.metlife.hu E-mail: info@metlife.hu

#### NN

#### Biztosító Zrt.

PORSCHE

Office

SIGNAL

Biztosító Zrt.



1068 Budapest, Dózsa György út 84/B Postal address: 1068 Budapest, Dózsa György út 84/B Telephone: (+36 40) 464-464 Fax: (+36 1) 267-4833 Internet: http://www.nn.hu E-mail: nn@nn.hu

#### **MAGYAR POSTA**

#### Életbiztosító Zrt.

1022 Budapest Bég u. 3-5. Postal address: 1535 Budapest, PO Box 952 Telephone: (+36 1) 200-4800 Fax: (+36 1) 423-4210 Internet: http:// www.postabiztosito.hu E-mail: info@postabiztosito.hu

#### **Ownership structure:**

Talanx International AG 66.925% Magyar Posta Zrt. 33.075% Share capital: HUF 1,990,964,000

PORSCHE

1139 Budapest, Fáy u. 27. Postal address: 1396 Budapest, PO Box 490 Telephone: (+36 1) 450-2853 Fax: (+36 1) 450-2850 Internet: http://www.porschebiztosito.hu E-mail: biztosito@porschebiztosito.hu

### MEDICOVER Försäkrings AB (publ)

#### **Hungarian Branch Office**

1134 Budapest, Váci út 29-31. Postal address: 1134 Budapest, Váci út 29-31. Telephone: (+36 1) 465-3150 Fax: (+36 1) 465-3160 Internet: http://www.medicover.hu E-mail: info@medicover.hu

#### **Ownership structure:**

Medicover Försákrings AB (publ) SE 100% Share capital: HUF 1.000

SIGNAL IDUNA 🕢

1123 Budapest, Alkotás u. 50. Postal address: 1519 Budapest, PO Box 280 Telephone: (+36 1) 458-4200 Fax: (+36 1) 458-4260 Internet: http://www.signal.hu

E-mail: info@signal.hu

#### **Ownership structure:**

MetLife Europe d.a.c. 100% Share capital: HUF 10,640,000,000

#### **Ownership structure:**

NN Continental Europe Holdings B. V. 100% Share capital: HUF 5,435,000,000

#### **Versicherungs AG Hungarian Branch Ownership structure:**

Fióktelep, Porsche Versicherungs AG, Salzburg 100% Initial capital: HUF 1,000,000 (no share capital)

#### **Ownership structure:**

SIGNAL IDUNA Allgemeine Versicherung AG, Dortmund 100% Share capital: HUF 1,837,860,000

#### UNION

#### Vienna Insurance Group Biztosító Zrt. Ownership structure:



1082 Budapest, Baross u. 1. Postal address: 1461 Budapest, PO Box 131 Telephone: (+36 1) 486-4200 Fax: (+36 1) 486-4390 Internet: http:// www.unionbiztosito.hu E-mail: info@unionbiztosito.hu

Vienna Insurance Group AG Wiener Versicherung Gruppé (Ausztria) 100% Share capital: HUF 4,764,000,000

#### UNIQA

#### Biztosító Zrt.

1134 Budapest, Róbert Károly krt. 70-74. Postal address: 1134 Budapest, Róbert Károly krt. 70-74. Telephone: (+36 1) 544-5555 Fax: (+36 1) 238-6060 Internet: http://www.uniqa.hu E-mail: info@uniqa.hu

#### **Ownership structure:**

UNIQA Internationale Beteiligungs-Verwaltungs GmbH 99.92% UNIQA International AG 0.08% Share capital: HUF 4,079,160,000

#### WÁBERER

#### HUNGÁRIA Biztosító Zrt.



UNIQA

1211 Budapest, Szállító u. 4. Postal address: 1443 Budapest, PO Box 180. Telephone: (+36 1) 666-6200 Fax: (+36 1) 666-6404 Internet: https://www.wabererbiztosito.hu E-mail: ugyfelszolgalat@wabererbiztosito.hu

#### **Ownership structure:**

Waberer's International Zártkörűen Működő Részvénytársaság 100% Share capital: HUF 1,180,042,500

#### VIENNA LIFE VIENNA INSURANCE GROUP

#### Biztosító Zrt.



1138 Budapest, Váci út 135-139. Postal address: 1441 Budapest, PO Box 428 Telephone: (+36 1) 888 2,888 Fax: (+36 1) 413-5101 Internet: http://www.viennalife.hu E-mail: info@ viennalife.hu

#### Ownership structure:

Vienna Insurance Group AG Wiener Versicherung Gruppé 100% Share capital: HUF 2,500,000,000



# Pártoló tagjaink

### EUROP ASSISTANCE

#### Magyarország Kft.



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1134 Budapest, Dévai u. 26-28. Postal address: 1399 Budapest, PO Box 694/324 Telephone: (+36 1) 458-4444 Fax: (+36 1) 458-4404 Internet: http://www.europ-assistance.hu E-mail: operation@europ-assistance.hu

Europ Assistance Holding S.A. 74% Generali Biztosító Zrt. 26% Share capital: HUF 24,000,000

Ownership structure:





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