



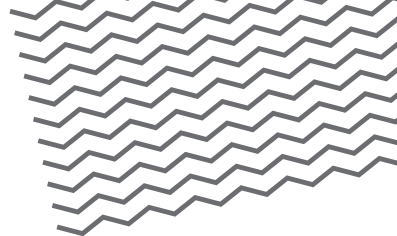
BTA Baltic Insurance Company AAS

# PUBLIC QUARTERLY REPORT 1ST QUARTER 2023

This Report is prepared in accordance with the Financial and Capital Market Commission Regulations No. 128 "Regulations on Preparation of Public Quarterly Reports of the Insurers" of 11 August 2020.

The Report includes the summarized information  
on the Company's activity over the period  
**from January 1st until March 31st 2023**

# Company information



<b>Name of the Company</b>	BTA Baltic Insurance Company											
<b>Legal status</b>	Insurance Joint Stock Company											
<b>Number, place and date of registration</b>	40103840140, registered in Riga, Latvia on 28 October 2014											
<b>Address</b>	Sporta 11, Riga, Latvia, LV-1013											
<b>Members of the Board and their positions</b>	<b>Wolfgang Stockmeyer</b> - Chairman of the Management Board <b>Oskars Hartmanis</b> - Deputy Chairman of the Management Board <b>Evija Matveja</b> - Member of the Management Board <b>Tadeuš Podvorski</b> - Member of the Management Board											
<b>Members of the Council and their positions</b>	<b>Harald Riener</b> - Chairman of the Council <b>Gabor Lehel</b> - Deputy Chairman of the Council <b>Franz Fuchs</b> - Deputy Chairman of the Council <b>Jan Bogutyn</b> - Member of the Council											
<b>Reporting Period</b>	01.01.2023 – 31.03.2023											
<b>Shareholder structure at the end of reporting period</b>	<table border="1"> <thead> <tr> <th>Shareholder</th> <th>Number of shares</th> <th>% of the share capital</th> </tr> </thead> <tbody> <tr> <td>VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe</td> <td>516 094</td> <td>100%</td> </tr> <tr> <td style="text-align: right;"><b>Total:</b></td> <td><b>516 094</b></td> <td><b>100%</b></td> </tr> </tbody> </table>			Shareholder	Number of shares	% of the share capital	VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe	516 094	100%	<b>Total:</b>	<b>516 094</b>	<b>100%</b>
Shareholder	Number of shares	% of the share capital										
VIENNA INSURANCE GROUP AG Wiener Versicherung Gruppe	516 094	100%										
<b>Total:</b>	<b>516 094</b>	<b>100%</b>										
<b>Face value of one share</b>	EUR 100.00											
<b>Subscribed share capital</b>	EUR 51 609 400											
<b>Paid-up share capital</b>	EUR 51 609 400											
<b>Foreign branches</b>	Lithuania, Estonia											

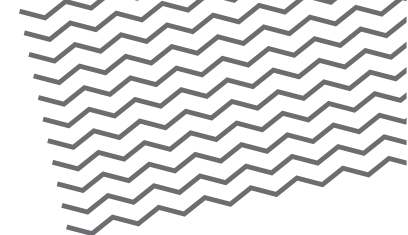
# Balance Sheet

Item	At the end of the Reporting Period, EUR	At the end of the Previous Reporting Year, EUR
Tangible assets	2 459 856	2 381 289
Investments in land lots and buildings	6 648 326	4 365 684
Intangible assets	7 246 480	6 651 690
Investments in share capital of related companies	27 052 169	27 052 169
Investments in share capital of associated companies	-	-
Classified as financial assets at fair value through profit and loss	38 869 416	38 913 489
Classified as financial assets at fair value through other comprehensive income	197 820 642	195 882 592
Classified as financial assets at amortized cost	16 160 593	16 604 945
Accrued income and deferred expenses	1 235 639	876 191
Tax assets	939 034	608 320
Insurance contracts assets	516 277	621 574
Ceded reinsurance and retrocession contracts	28 922 709	24 964 943
Cash on hand and claims on demand on credit institutions	11 126 180	12 594 201
<b>Total assets</b>	<b>338 997 321</b>	<b>331 517 087</b>
Capital and reserves	59 004 655	57 823 383
Insurance and reinsurance liabilities	220 013 288	216 613 938
Reinsurance contracts liabilities held	2 600 614	2 551 967
Financial liabilities at fair value	-	-
Financial liabilities at amortized cost	54 184 483	50 207 367
Provisions	1 073 428	2 476 826
Tax liabilities	365 932	283 296
Accrued expenses and deferred income	1 754 921	1 560 310
<b>Total liabilities</b>	<b>279 992 666</b>	<b>273 693 704</b>
<b>Total capital and reserves, and liabilities</b>	<b>338 997 321</b>	<b>331 517 087</b>

# Income Statement

Item	For the Reporting Period, EUR	For the Previous Reporting Year, EUR
Insurance service revenue	66 026 378	245 339 167
Insurance service expenses	(63 343 789)	(218 439 203)
Reinsurance service result	(359 189)	(12 055 601)
<b>Insurance service result</b>	<b>2 323 400</b>	<b>14 844 363</b>
Result from financial instruments	373 698	1 020 188
Insurance finance result	(764 808)	2 366 693
Investment management expenses/income and commission payments	(329 886)	(918 027)
Other operating income	619 319	2 544 114
Profit/loss from derecognition of tangible assets, investments in buildings for ensuring own activities, investments in property and intangible assets	-	-
Other operating expenses	(1 817 253)	(6 467 431)
Negative goodwill	-	-
Net profit/loss from investments in subsidiaries and participations recognized using equity method	-	-
<b>Profit/loss for the reporting period before profit tax</b>	<b>404 470</b>	<b>13 389 900</b>
Profit tax	-	(1 229 807)
<b>Profit/loss for the reporting period</b>	<b>404 470</b>	<b>12 160 093</b>
<b>Other comprehensive income</b>	<b>493 754</b>	<b>(26 992 852)</b>

# Gross Written Premiums, Gross Claims paid and Net operating expenses by type of insurance, EUR

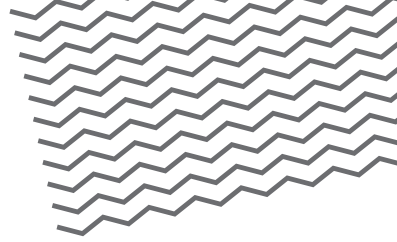


	Gross Premiums Written					Gross Claims Paid					Net operating expenses
	Total	for agreements signed		for agreements signed in EU		Total	for agreements signed		for agreements signed in EU		
		in Latvia	incl. agreements signed with private persons	in branches	FOS		in Latvia	incl. agreements signed with private persons	in branches	FOS	
<b>Non-life insurance</b>	<b>72 733 248</b>	<b>24 848 187</b>	<b>6 566 023</b>	<b>47 885 062</b>	<b>-</b>	<b>44 057 709</b>	<b>13 673 330</b>	<b>3 785 903</b>	<b>30 384 379</b>	<b>-</b>	<b>11 753 604</b>
Accident insurance	2 485 999	1 078 434	671 569	1 407 565	-	927 030	306 347	126 957	620 683	-	52 064
Health Insurance	15 217 783	9 693 540	3 460	5 524 242	-	8 544 243	4 620 460	5 093.00	3 923 783	-	1 623 133
Motor vehicle insurance (other than railway)	16 339 295	4 863 162	2 234 170	11 476 133	-	11 909 311	3 927 914	2 122 903	7 981 397	-	3 985 859
Railway transport insurance	167 605	16 565	-	151 040	-	20 474	8 464	-	12 010	-	20 945
Aircraft insurance	19 809	156	103	19 653	-	4 264	-	-	4 264	-	10 983
Vessel insurance	103 389	64 987	1 952	38 402	-	921 615	906 350	-	15 265	-	35 964
Cargo insurance	199 947	115 239	-	84 708	-	34 423	10 347	-	24 076	-	68 482
Property insurance against fire and natural disaster damages and other risks	9 247 742	3 551 487	1 533 139	5 696 256	-	5 948 986	1 565 028	494 121	4 383 958	-	2 513 805
Civil liability insurance of motor vehicle owners, incl. compulsory civil liability insurance of motor vehicle owners	19 964 992	3 123 668	1 609 025	16 841 324	-	13 673 361	2 211 570	921 519	11 461 791	-	1 796 811
Civil liability insurance of aircraft owners	28 283	12 137	508	16 146	-	1 300	-	-	1 300	-	11 739
Civil liability insurance of vessel owners	144 973	40 422	698	104 551	-	1 370	334	-	1 036	-	7 723
General civil liability insurance	4 379 248	831 391	156 925	3 547 857	-	917 398	87 689	44 507	829 709	-	1 056 234
Loan insurance	46 165	46 165	-	-	-	21 890	21 890	-	-	-	3 154
Guarantee insurance	2 236 277	899 965	250	1 336 313	-	(12 481)	(126 001)	-	113 520	-	(167 233)
Insurance of various financial losses	324 370	66 455	-	257 915	-	270 326	2 020	-	268 306	-	42 766
Insurance of legal expenses	4 763	3 177	2 906	1 586	-	-	-	-	-	-	662
Assistance insurance	1 822 608	441 237	351 318	1 381 371	-	874 199	130 918	70 803	743 281	-	690 513



# Insurer's Own Funds and Solvency Capital Requirement calculation, EUR

No.	Item	In reporting period
1	Basic own funds before deduction	71 952 202
2	Deductions for participations in financial and credit institutions	-
3	<b>Total basic own funds after deductions (1.-2.)</b>	<b>71 952 202</b>
4	<b>Total ancillary own funds</b>	<b>-</b>
5	<b>Available and eligible own funds</b>	<b>71 952 202</b>
5.1.	Total available own funds to meet the Solvency Capital requirements	71 952 202
5.2.	Total available own funds to meet the Minimum Capital requirements	71 952 202
5.3.	Total eligible own funds to meet the Solvency Capital requirements	71 952 202
5.4.	Total eligible own funds to meet the Minimum Capital requirements	55 119 154
6	<b>Solvency Capital requirements</b>	<b>59 931 193</b>
7	<b>Minimum Capital requirements</b>	<b>25 834 760</b>
8	Ratio of Eligible own funds to Solvency Capital requirements	120.06%
9	Ratio of Eligible own funds to Minimum Capital requirements	213.35%



# Key Cooperation Partners

## Reinsurers

Reinsurer	Reinsurer's Rating	Rating Agency	Place (Country) of Registration of the Reinsurer
VIG RE ZAJISTOVNA, A.S.	A+	Standard & Poor's	Czech Republic
VIENNA INSURANCE GROUP AG	A+	Standard & Poor's	Austria
R+V VERSICHERUNG AG	A+	Standard & Poor's	Germany
SCOR SE	AA-	Standard & Poor's	France
HANNOVER RÜCK SE	AA-	Standard & Poor's	Germany
POLISH RE	A-	A.M.Best	Poland
ATRADIUS RE	A	A.M.Best	Ireland



# Insurance and Reinsurance Brokerage Companies

Brokerage Company	Service	Place (Country) of Registration
ATTOLLO BROKERS SIA	Insurance mediation	Latvia
IIZI KINDLUSTUSMAAKLER	Insurance mediation	Estonia
APDROŠINĀŠANAS UN FINANSU BROKERS SIA	Insurance mediation	Latvia
R&D APDROŠINĀŠANAS BROKERS SIA	Insurance mediation	Latvia
EURORISK LATVIA SIA	Insurance mediation	Latvia
MARSH SIA	Insurance mediation	Latvia
AON BALTIC LATVIJAS FILIĀLE UADBB	Insurance mediation	Latvia
BROKERU AĢENTŪRA-ROOT SIA	Insurance mediation	Latvia
Amber Broker Baltic SIA	Insurance mediation	Latvia
IIZI BROKERS SIA	Insurance mediation	Latvia
SKANDI APDROŠINĀŠANAS BROKERI SIA	Insurance mediation	Latvia
AON BALTIC UADBB	Insurance mediation	Lithuania
KINDLUSTUSEST KINDLUSTUSMAAKLER OÜ	Insurance mediation	Estonia
AON BALTIC EESTI FILIAAL UADBB	Insurance mediation	Estonia
CHB KINDLUSTUSMAAKLER OÜ	Insurance mediation	Estonia
SMART KINDLUSTUSMAAKLER AS	Insurance mediation	Estonia
MARSH KINDLUSTUSMAAKLER AS	Insurance mediation	Estonia
GRECO LIETUVA, UADBB	Insurance mediation	Lithuania
IVP PARTNERS UADBB	Insurance mediation	Lithuania
KOMINSUR KINDLUSTUSMAAKLER OSAÜHING	Insurance mediation	Estonia
AON	Reinsurance mediation	Germany
Guy Carpenter	Reinsurance mediation	Germany





# Operational strategy and goals for 2023

We have started 2023 along the lines of the last year economic trends – inflation and rising interest rates continue to impact companies throughout the Baltics and make them search for new ways to create innovations and adapt to the new economic environment. BTA has already implemented and strives to continue introducing flexible solutions in order to adapt to inflation, as well as to continue improving both internal and external processes. These are the basics for better long-term advancement.

We care both about the environment, social action and governance, therefore, BTA is investing its resources and developing new projects in the above-mentioned areas. In the beginning of 2023 BTA Sustainability strategy for 2023 – 2025 has been developed, wherein targets have been pursued and assignments have been assessed that are required to make BTA even more sustainable in the areas, such as health and welfare, gender equality, climate action and economic development in the course of the upcoming three years. Moreover, BTA is ambitious to reduce the total emission footprints in its operations by 55% until 2030 pursuant to EU climate action goals.

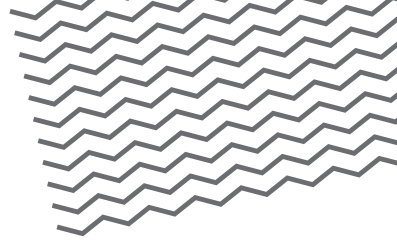
BTA cares about the wellbeing of its employees, therefore, in the first quarter of 2023 a new modern BTA Lithuania office was opened; it was designed following the unified BTA office concept – open office. Lithuanian colleagues enjoy an opportunity to work in the premises that empower them to spend their business days feeling efficient and satisfied.

Aimed to continue improving customer experience, BTA has developed and launched a project “Customer promise” with a slogan “We care”. Customer promise represents BTA’s key message to its customers that reflect the basic principles of company and customer relationships in simple terms. We care about providing our customers with the exact type of insurance that they need, and that is why in the first quarter of 2023 there was a new insurance product developed in Lithuania – Legal assistance insurance for cargo carriers. This type of insurance was developed in order to provide customers, engaged in cargo carriage, with support and assistance. Furthermore, the product is intended to eliminate any international obstacles to providing legal assistance and increase the probability of lost income recovery.

In 2023, the Company will continue to review its internal processes and work on several strategic focus areas, one of the most significant being the following:

- Improvement of customer experience;
- Customer segmentation;
- Unified office concept throughout the Baltics;
- Sustainability strategy;
- Hybrid work guidelines.

These projects will contribute to increased efficiency, creation of innovations and continue to provide the employees of the Baltic Countries with an opportunity to work according to the modern work model, therefore, even more contributing to the wellbeing of employees. Whereas understanding our customers’ perspective made us work upon customer experience improvement and customer segmentation, which is going to provide them with even more accurate offers that better meet our customer needs.



The Company strives to continue strengthening its insurance portfolio by diversifying and increasing the ratio of voluntary insurance types, in particular in Property, CASCO and Personal accident insurance. BTA will continue to monitor the indicators of inflation and their impact on the insurance portfolio, in order to ensure that customer future obligations are met as well. The company cares greatly about quick and high-quality decision-making in the course of insurance claims handling, and this will improve meeting customer needs and enhancing customer satisfaction even more.

# Departments and Branches of the Company

**Customer service** locations that offer BTA insurance services in Latvia:

<https://www.bta.lv/en/contacts/customer-service-centers>

**Foreign branches:**

Estonia - <https://www.bta.ee/>

Lithuania - <https://www.bta.lt/>