



The Mutual Advantage #5

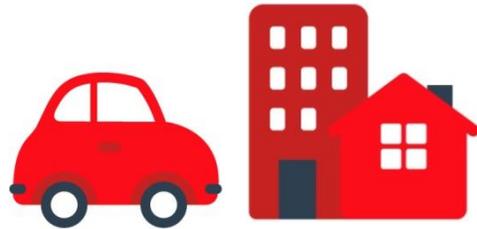
Strengthening MAIF's commitment to mutual values as a mission-oriented company

Key figures



1934

Creation of MAAIF



6th

largest **motor** insurer in France

3.6 million vehicles insured



5th

largest **home** insurer in France

+3.3 million home and facilities insured (in number of housing units insured)



1st

Insurer of **associations and public institutions**

Key figures



3M

Insured members
(i.e. 7M people insured)



N°1

in customer relations for
more than 17 years



3.7

billion euros
turnover in 2019



8000

employees

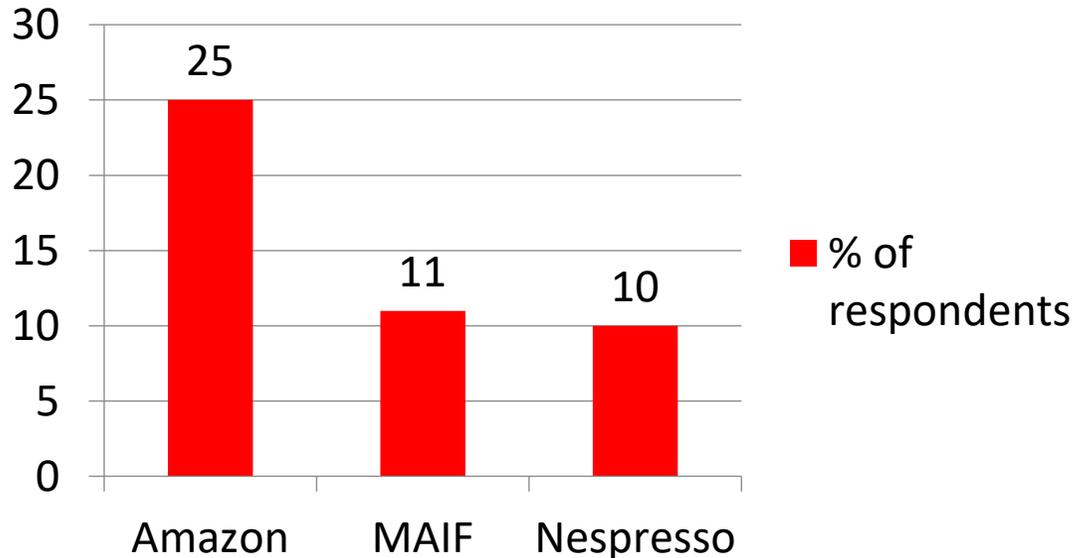
MAIF vs Amazon Study

Source : Sens du client and Association pour le Management de la Réclamation Client

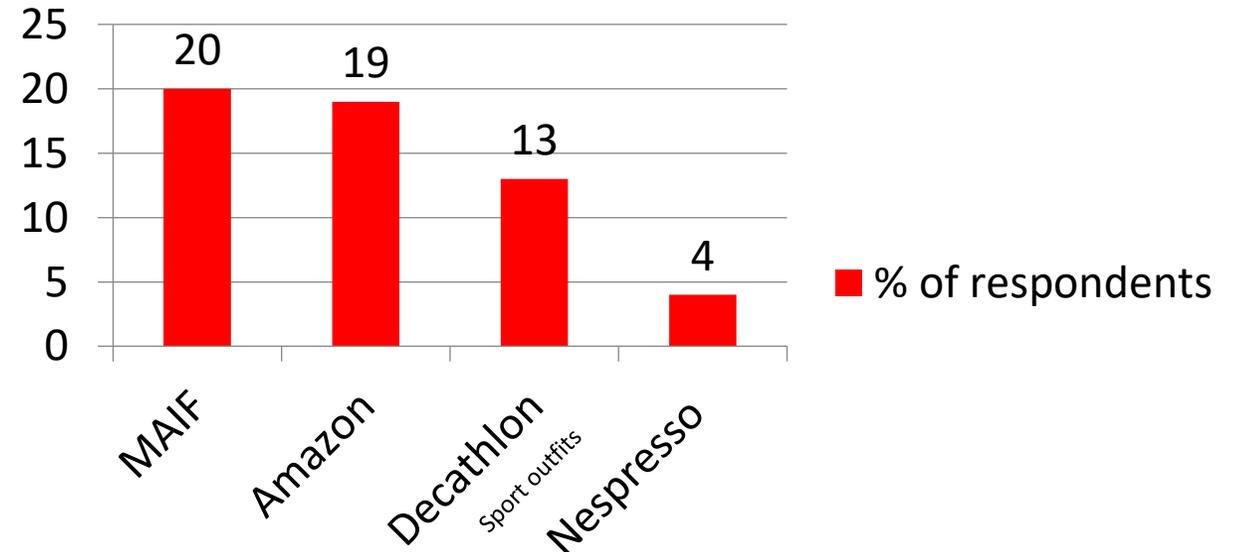
Question : which company inspires you the most when it comes to customer experience? Why do you find this company inspiring ?

« It is not an economic competition, it is a **political one** »

Before lockdown



After lockdown



Today's presentation

1

What is so specific about MAIF's choices ?

2

How are these choices embodied?

3

Focus on confronting Covid-19 pandemic

#EachActCounts

MAIF has a strong belief that mutual values are what best serves and aligns the interest of all our stakeholders, including the whole society and the environment.

But we decided to go **one step further.**

1 What is so specific about MAIF's choices ?

Since 2020, MAIF is a **mission driven company.**

It provides the company with a **competitive advantage.**

Law on *growth and transformation of companies* (2019)

Raison d'être / purpose

Principles – specified in the bylaws - with which the company is committed to.

Mission-driven company

One or more social and environmental objectives the company is committed to while pursuing the course of its business, with the help of a committee made up of the company's stakeholders. It is also specified in the bylaws.

The path towards our **mission**

2019 GM

Raison d'être

« Convinced that only sincere attention towards the other and the world can generate a better common good, we, at MAIF, place this attention at the core of each of our commitments and each of our actions

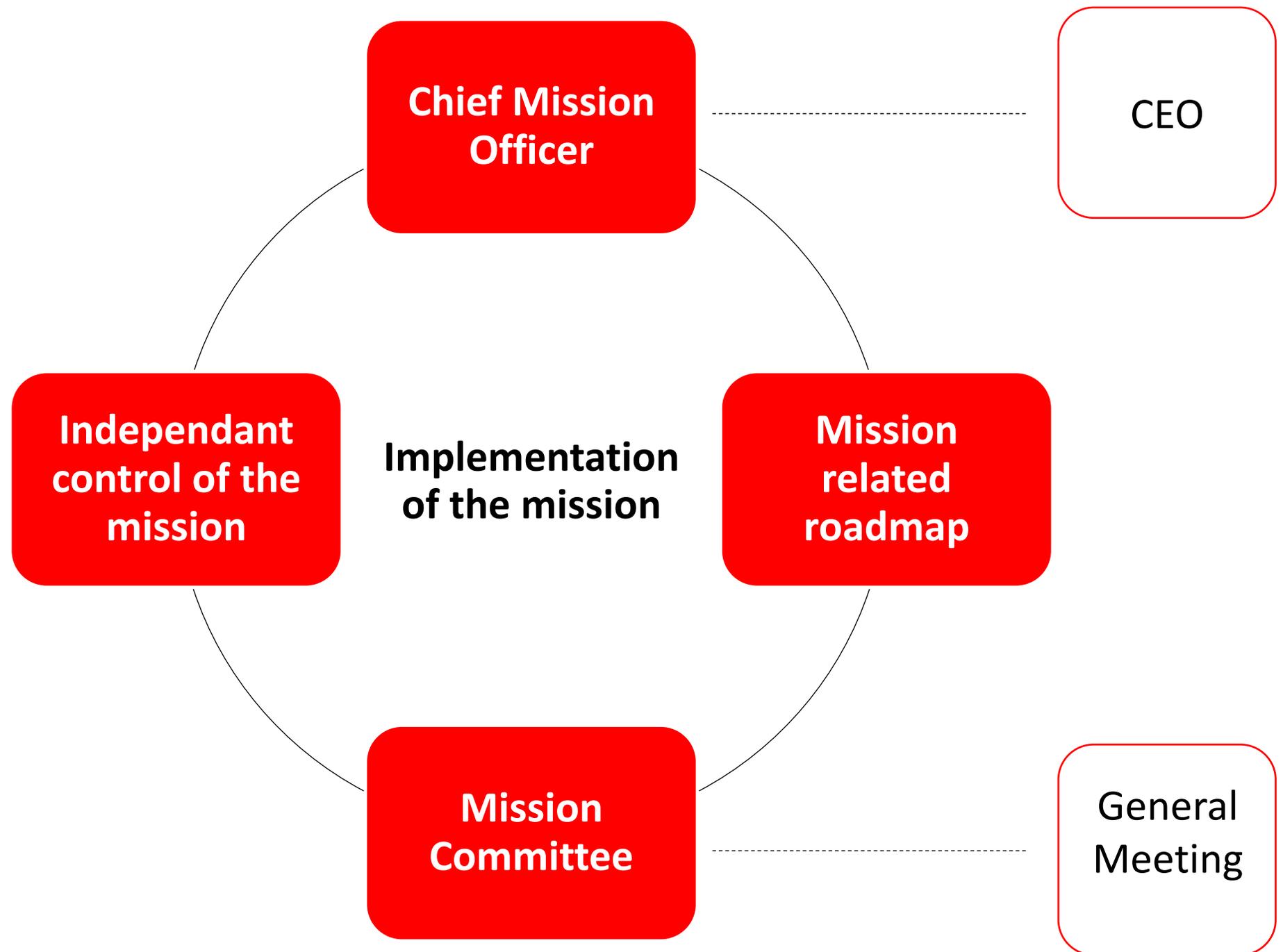


2020 GM

Mission-driven company

« Put the interests of its members at the core of its activity
Promote the fulfillment of its intern stakeholders, thanks to a sincere attention
Contribute to the making of a more solidary society
Contribute to the environmental transition
Promote the spreading of committed companies with positive impacts





In the end, **what difference does it make ?**

Whereas certain companies see ESG or ethics as a factor of costs and as an item beside their strategy, **we see positive impacts as a milestone for our actions.**

We deeply believe that **ethics is a source of performance.** It gives us a competitive advantage towards other insurers.

2 How are these choices embodied?

Trust-based
management

Inclusion of
stakeholders

No commission to
sales advisers

Impact
investments

MAIF Transition

Branch for the
recycling of
automotive parts.

MAIF Transition

- Energy and agricultural transitions
- It finances projects combining **photovoltaic installations and conversion to organic farming** in fields towards achieving both transitions.
- Up to **€400 million**

2 How is this governance embodied?

Trust-based
management

Inclusion of
stakeholders

No commission
to sales advisers

Impact
investments

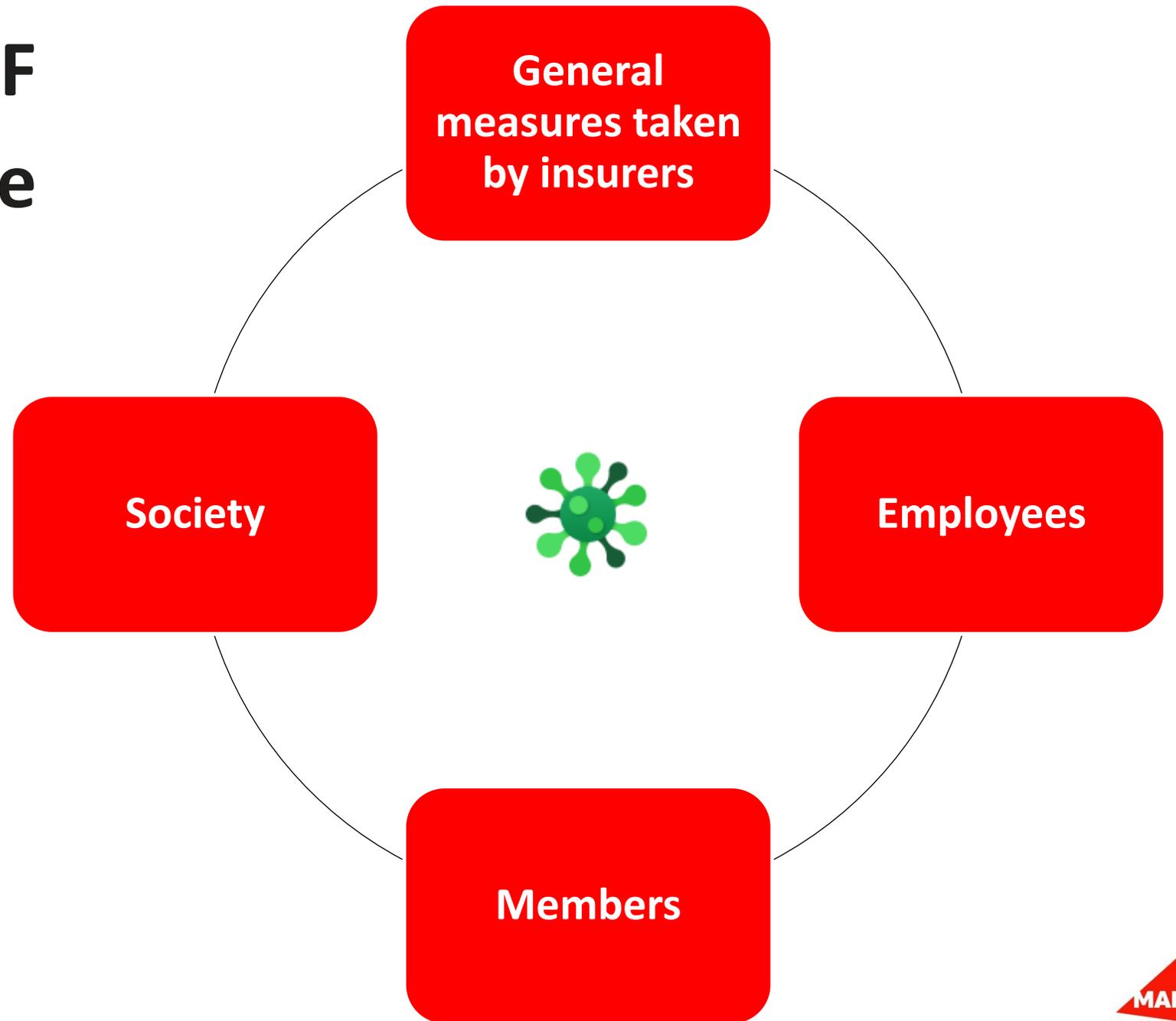
MAIF Transition

Branch for the
recycling of
automotive parts

Recycled automotive parts branch

- For all damaged vehicles, MAIF has entered a partnership with approved recycling professionals.
- It enables our members to **favor the use of recycled parts to repair their vehicles.**
 - Economic benefits
 - Environmental benefits
 - Social benefits
 - Safety outcomes
- **Today, 8% of our insured vehicle fleet benefit from this solution and we are aiming for 10% by 2022.**

3 How has MAIF responded to the coronavirus pandemic?



Measures for our **employees**

- **Prior to the first lockdown (*prevention plan*)**
 - Organizing home office
 - Providing all of our employees with laptops to maintain our activity and to face a possible second lockdown

⇒ Resilience has been a top priority for MAIF through the pandemic

- **The closure of all of our sites**
- **General home office for 1st and 2nd lockdowns**
- **Wages maintained at a 100% level, whatever the situation our employees**

Measures for our **members**

- **Motor-premium refund** : in light of a significant vehicle damage decrease acknowledged, we decided to refund **100M€** to our members. They could decide :
 - To either receive cash
 - Or to donate it to french hospitals, or to medical research or to a NGO fighting poverty
- ⇒ **According to ICMIF, MAIF was the first global insurer in the world to announce auto premium refunds**
- 2021 car coverage frozen, despite the spare parts cost rise.

MAIF pledge towards **the whole society**

- We decided to **give away the temporary unemployment State subsidies** (which represent 15M€).
- Contribution to a **solidarity fund and a recovery plan for associations and social enterprises** (approx. 10M€)
- Anticipated payments to **suppliers**
- Scholarships learning **tools and resources online**
- *Shareentraide* : an open online platform to **strengthen solidarity**



2021, **together.**

Thank you!