

# European Banking & Insurance Conference

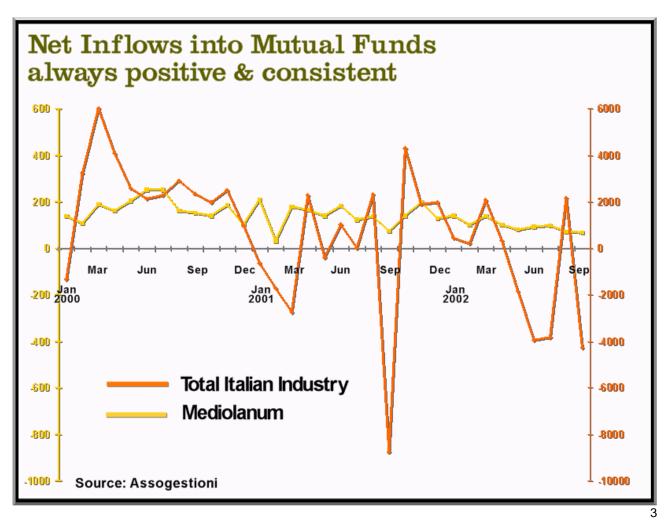
October 9, 2002 - London

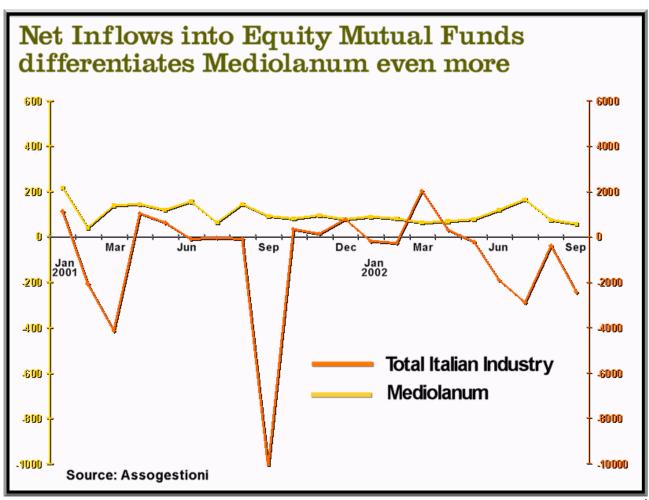




# Ennio Doris

Chief Executive Officer





# Total Net Inflows 3% higher than H1 01 record, and 2% higher YoY

Euro million	H1 2002	H1 2001	Change
A Life Delinion	000.0	440.0	. 55 00/
Life Policies	688.9	442.6	+55.6%
Managed Savings	1,020.1	982.0	+3.9%
Securities	324.3	354.2	-8.4%
▶ Cash	529.0	414.1	+27.7%
Repurchase Agreements	15.6	81.7	-80.9%
<b>Administered Savings</b>	868.9	850.0	+2.2%
Mutual Funds & Wrap Accts.	331.2	539.4	-38.6%
TOTAL NET INFLOWS	1,889.0	1,832.0	+3.1%
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#### 2001 - 2002 The "Annus Horribilis"

- ▶ Fall-out from the bursting of the New Economy Bubble
- September 11th disaster
- War in Afghanistan
- South American Crisis
- Accounting scandals & corporate bankruptcy scares
- Uncertainty about the war against Iraq

# Mediolanum's performance is less dependent upon the market environment

Mediolanum's Strategy & Model built with "anti-seismic" criteria



responsive to the shocks & jolts of tumultuous times not just the "easy" times

We help clients follow a long-term approach that capitalises on economic fundamentals

- Advice is not based on stock-picking, tactical asset allocation decisions, or market timing
- Clients are advised to invest following a series of diversification criteria: 'time horizon' the most important
- Investment in equity is advised for time horizons greater than 7 years
- Equity investment is diversified across the global economy to reduce risk
- Long term investors are advised to view market crises as buying opportunities

# The '5-D Strategy': 5 rules for investing

- 1. 'Time Horizon' diversification
- 2. 'Securities' diversification
- 3. 'Geographic / Sector' diversification
- 4. 'Growth Potential' diversification
- 5. 'Financial Instrument' diversification

The Mediolanum Business Model has the flexibility ...



...to respond to or even anticipate market changes and resulting client needs

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The Mediolanum Business Model presupposes a new type of consultant ...



... equally competent in handling all 3 product lines

The Mediolanum Business Model employs the concept of one-stop shopping ...



... all financial needs from one source & one professional

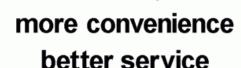
The Mediolanum Multi-channel Bank imports the concepts of diversification & integration



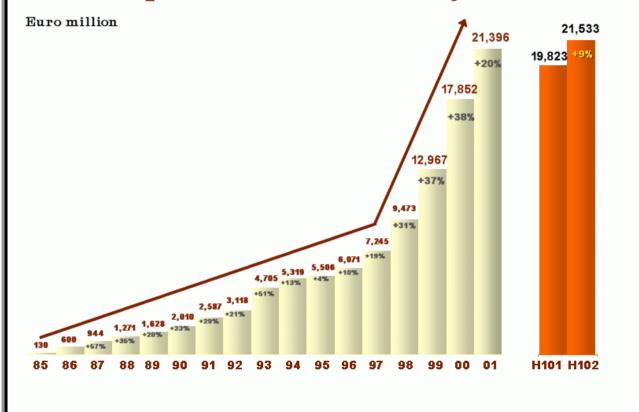
integrates all 'points of contact' optimises added-value & convenience

Banca Mediolanum's Strategy creates a high level of loyalty & persistency

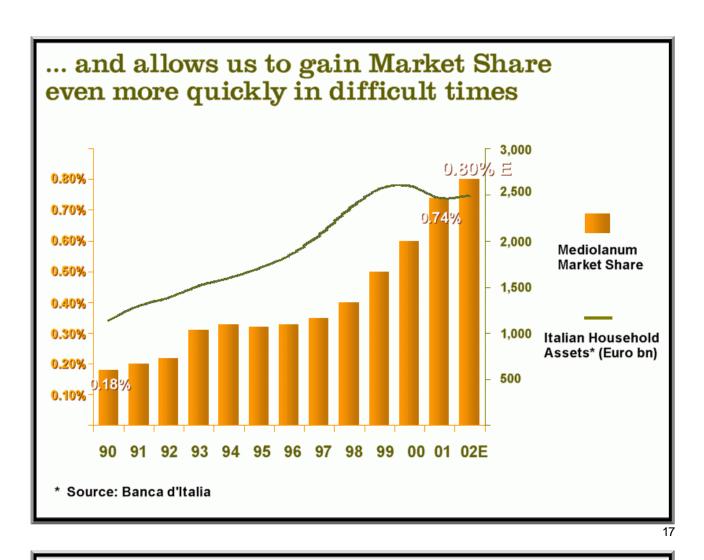
to provide service
when and where
the customers want it
&
through the channel
they choose



# Evolution of AuA proves our model & strategy reduce impact of market volatility ...







Core Au A were able to grow thanks to the strong performance of net inflows					
Euro million	30.05.02 30.05.01 Change				
Life Reserves	6,745.2	6,513.1	+3.6%		
Mutual Funds & M.A	8,975.9	9,653.3	-7.0%		
Bank Deposits	5,332.4	4,269.9	+24.9%		
Institutional Assets	494.2	387.0	+27.7%		
Consolidation Adjustments	-3,130.3	-3,133.3	-0.1%		
CORE BUSINESS ASSETS	18,417.4	17,690.1	+4.1%		

# Economic Results were even at the same level as last year ...

Euro million	H1 2002	H1 2001	Change
Total Revenues	1,269.4	843.5	+50.5%
Profit before Tax & E.I.	69.8	77.5	-9.9%
Extraordinary Items	2.2	0.0	
Profit before Tax	71.9	77.5	-7.2%
Income Tax	-14.6	-20.1	-27.4%
NET PROFIT	57.3	57.4	-0.2%

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### ... but the impact of investments in New Ventures pulled net profit down

H1 2002	H1 2001	Change
1,308.6 49.4	865.5 69.5	+51.2% -28.9%
2.7	0.1	
52.1	69.6	-25.1%
-13.1	-19.1	-31.4%
	-0.2	
39.0	50.3	-22.5%
	1,308.6 49.4 2.7 52.1 -13.1	1,308.6 865.5 49.4 69.5 2.7 0.1 52.1 69.6 -13.1 -19.1 0.2

### The same profit level was achieved in core business despite two major obstacles

- The crisis in Life insurance yield on traditional reserves
- 2. The erosion of Mutual Funds net asset value

Profit from Life decreased due to negative contribution from traditional reserves

Euro million H1 2002 H1 2001 Change

Life Insurance 33.8 55.2 -38.8%

PROFIT BEFORE TAX & E.I. 59.8 77.5 -9.9%

### Investment Income from Life wiped out 18 mn, or 14 mn after-tax vs. last year

Euro million	H1 2002	H1 2001	Change
Investment Income - Life	34.5	62.9	-45.2%
Adjustments to the value			
of financial investments	-5.6	-7.5	-25.3%
Adjusted Invest. Income - Life	28.9	55.4	-47.8%
Policyholders' Interest	-31.9	-40.3	-20.8%
Net Invest. Income - Life	-3.0	15.1	-120.0%
Net Invest. Income - Other	<mark>₹</mark> 1.9	3.7	÷32.4%
NET INVESTMENT INCOME	1.9	18.8	-89.9%

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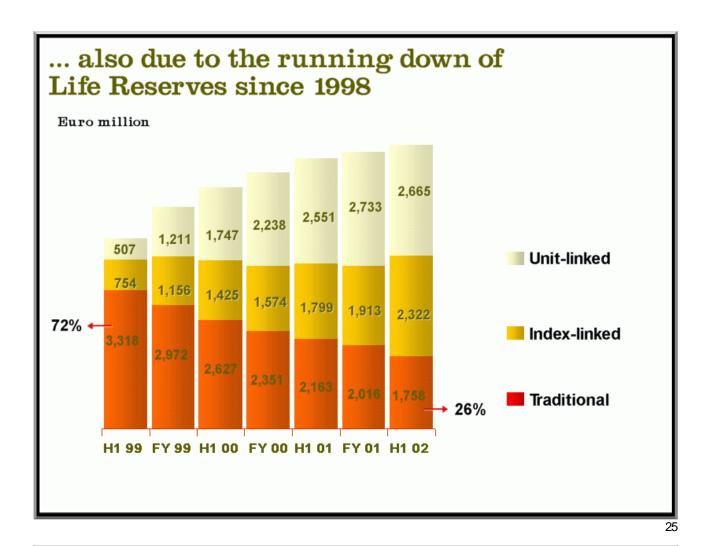
# Profit decrease from Life business is expected to turn around ...

Euro million	H1 2002	H1 2001	Change
Life Insurance	33.8	55.2	-38.8%

investment income had a negative 20% impact on core net profit

temporary situation and is expected to improve substantially next year ...

PROFIT BEFORE TAX & E.I.	<mark>89.8</mark>	77.5	-9.9%
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# Life business in fact is efficient & solid contrary to all Insurance Companies

- 'cost of capital' is not an issue for us, as we sell only unit & index-linked policies solvency margin: zero or 1%
- 'guarantees' are not an issue, as we we don't guarantee a minimum yield nor an annuity level on new business
- guaranteed life book today is only 25%

### 'My Pension' gives customer flexibility, and focuses advisor on the sale of an annuity

- Flexible service for pension plan launched September 19
- Designed to accomodate uncertainty in the future:
  - how the law evolves
  - how an individual's income or situation evolves
- Allows policyholder to choose 1 x per year to invest in:
  - 'Tax Benefit' version (tax advantages during capital accumulation phase) Or
  - 'Europension' version (lighter tax during annuity distribution phase) Or
  - combination of both
- Expected to ramp up recurring premiums in Q4

The same profit level was achieved in core business despite two major obstacles

- 1. The crisis in Life insurance yield on traditional reserves
- 2. The erosion of Mutual Funds net asset value

Profit decrease from	MF business was
mitigated by positive	net inflows

Euro million	H1 2002	H1 2001	Change
Life Insurance	33.8	55.2	-38.8%
Mutual Funds	23.3	26.5	-12.1%
PROFIT BEFORE TAX & E.I.	59.8	77.5	-9,9%

# Commission Income was practically unchanged despite lower assets ...

Euro million	H1 2002	H1 2001	Change
Entry Fees	17.4	27.8	-37.4%
Management Fees	76.8	68.6	+12.0%
when Service Fee management fee			ded
Performance Fees	13.2	10.5	+25.7%
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TOTAL COMMISSION INCOME	107.4	105.9	÷0.5%

# Profit from MF business decreased ... ... but margins are increasing

Euro million	H1 2002	H1 2001	Change
Life Insurance	33.8	55.2	-38.8%
Mutual Funds	23.3	26.5	-12.1%

the strategic introduction of no-load products dampened entry fees, but margins are healthier and increasing substantially

PROFIT BEFORE TAX & E	E.L 69.8	77.5	- <mark>9,9%</mark>

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# Profit from Bank business turned around to be significantly positive ...

Euro million	H1 2002	H1 2001	Change
Life Insurance	33.8	55.2	-38.8%
Mutual Funds	23.3	26.5	-12.1%
Bank Business	8.6	-5.4	n.s.
(excl. Adv. Investments)	12.7	0.1	n.s.
Other Operations	3.9	1.3	n.s.
PROFIT BEFORE TAX & E.I.	89.8	77.5	-9.9%

# ...Bank profit increased due to service fees and reduction in interest paid on $\mathbf{c}/\mathbf{c}$

Euro million	H1 2002	H1 2001	Change
Interest Spread	12.8	16.2	-21.0%
▶ Securities	6.8	7.0	-2.9%
▶ Wrap Accounts service fees	14.3	7.9	+81.0%
Other Services	12.1	6.4	+89.1%
Service Margins	33.2	21.3	+55.9%
TOTAL BANK REVENUES	48.0	<b>37.5</b>	+22.7%

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# Sales Network went down 6.5% but net inflows went up 3%: a productivity increase of 10%

	30.05.02	30.05.01	Change
▶ Licensed Financial Advisors	4,086	3,473	+17.7%
<ul><li>Non-licensed Financial Advisors</li></ul>	1,064	2,034	-47.7%
Banca Mediolanum*	5,150	5,507	-6.5%
* o/w Financial Executives	870	818	+6.4%
Partner Time	1,281	1,638	-21.8%
TOTAL NETWORK	5,431	7,145	-10.0%

The greatest height is achieved from a solid and resilient base

All of Mediolanum's businesses
are healthy and
well-positioned to take full advantage
of the eventual
turnaround of the markets



# New Ventures generated a loss due to the start-up of Germany & Banca Esperia

Euro million	H1 2002	H1 2001	Change
Spain	-0.6	0.6	n.s.
Germany	-1.7		
Banca Esperia & Mediolanum Private	-2.5		
NEW VENTURE NET PROFIT	* <u>-4,3</u>	0,6	n.s.

<sup>\*</sup> share of Profit pertaining to the Mediolanum Group

# Net Consolidated Effect includes goodwill depreciation

Euro million	H1 2002	H1 2001	Change
Net Profit *	-4.8	0.6	n.s.
Goodwill Depreciation	-10.1	-5.2	+94.0%
·			
Interest paid on Investments	-3.5	-2.5	+40.0%
interest paid on investments	-0.0	-2.0	. 40.070
NEW VENTURE NET EFFECT	-18.4	-7.1	+159.1%

<sup>\*</sup> share of Profit pertaining to the Mediolanum Group

# 2001 & H1 02 were utilised to get the engine 'up-and-running' in Spain

- Mediolanum model now in place and functional
- Multi-channel system launched September 17 with state-of-the art Call Centre, Telephone, Teletext and Internet
- Steadily building a commission-based Sales Network

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# Sales Network growth in Spain is moving ahead quickly: now close to 700

Euro million	30.05.02	30.06.01	Change
Commercial Agents & Employees - Old model	123	150	-18.0%
Financial Advisors - Mediolanum model	217	0	
Sales Network	340	150	+126.6%
Introducers	261	260	
TOTAL NETWORK SPAIN	801	410	+45.6%

# 2001 & H1 02 were utilised to get the engine 'up-and-running' in Spain

- Mediolanum model now in place and functional
- Multi-channel system launched September 17 with state-of-the art Call Centre, Telephone, Teletext and Internet
- Steadily building a commission-based Sales Network
- ▶ Loaded mutual funds, instalment plans and single premium policies introduced on the Spanish market



the progress made so far portends excellent results

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# The German start-up of Bankhaus Lenz is progressing well

- Outsourcing system defined
- Recruitment of key people and exclusive advisors underway
- Products under the authorisation process
- Mediolanum Life and Mutual Funds distribution scheduled by year end
- Banking products scheduled by April 2003

# The Gamax business in Germany will be kept separate from Bankhaus Lenz

- Complete restructuring of the organisation
- Restructuring of the product offer
- Encourage transfer of best IFAs to Bankhaus Lenz exclusive advisor system

Progress of Banca Esperia is very bright: breakeven is expected in early 2003 Euro million 30.12.01 30,05,02 1,036 Assets under Administration **1,537** 80.0% % in Managed Assets 96.5% Gross Inflows 207 898 Customers 150 555 10 Private Bankers CAESPERIA



### **Concluding Remarks**

- Mediolanum's business is sound and in good shape
- We are confident in our current position and future
- Investments in New Ventures, Consolidation of the core business, Margin development



Competitive advantage and accelerated growth

Embedded Value increased a solid 11% YoY despite NAV depreciation 1,953 \* 1,917\* Euro million +2% +21% 1,588\* Value of in-force +24% business 1,147 VIF Life 1,283 Adjusted shareholders' +72% equity 348 VIF Funds & M.A. 707 595 +19% 535 484 +11% +11% 458 95 96 97 98 99 00 01 H101 H102 \* including New Ventures goodwill