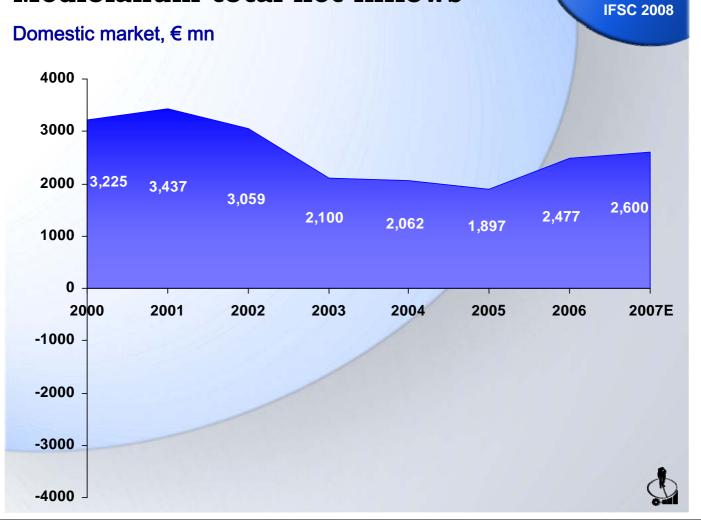


# Mediolanum total net inflows



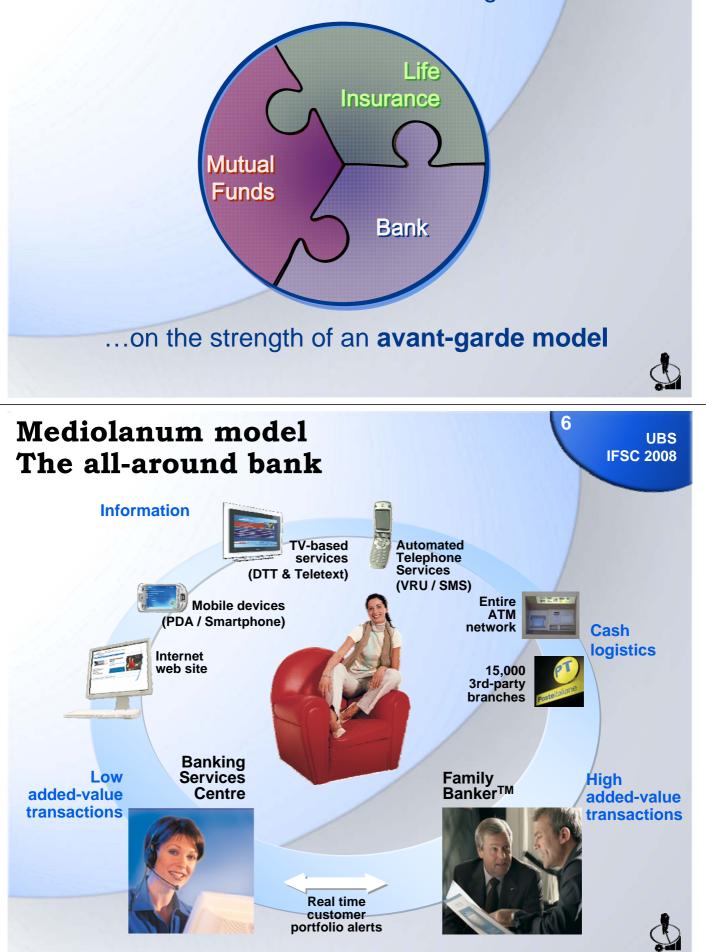
UBS

# Mediolanum integrated structure

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We integrate the asset gathering business of Life & mutual funds with the banking business...



### **Five-star service delivery**

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☆ A great degree of flexibility

Total integration of the different channels



Extremely quick response time



Rapid handling of issues in the **Banking Services Center** 



Peerless competency of the Family Banker

#### **Drivers of growth**

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Asset growth is fuelled by:

1. Development of customers' 'share of wallet'

Growth in the number of advisors

2. Increase in the number of new customers

### **Our strategic growth projects**

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'4Freedoms' customer acquisition project

'ICoNA' network recruiting project

'Pension Reform' I.P.P. market leadership project

#### **'4Freedoms' Customer acquisition project**

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- Comprehensive marketing plan: to increase number of customers who have a bank account with us & use it actively
- **Fact:** Italians invest their money where they keep their bank account(s)
- Our model: multi-channel, branchless yet incorporating the human touch, offers a 'low or no-cost' account, a high level of service delivery & flexibility, and no dependence on proximity
- Experience: after a few months active customers close their other accounts and shift their assets to us
- Rationale: active bank customers have 4 to 6 times greater assets than customers without the bank account

#### The banking business is the key to asset growth

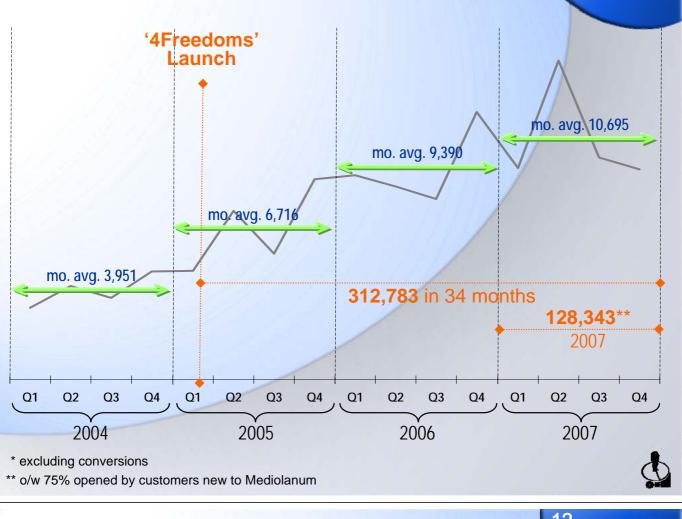
Our competitors are the traditional banks that hold 94% of Italian household assets



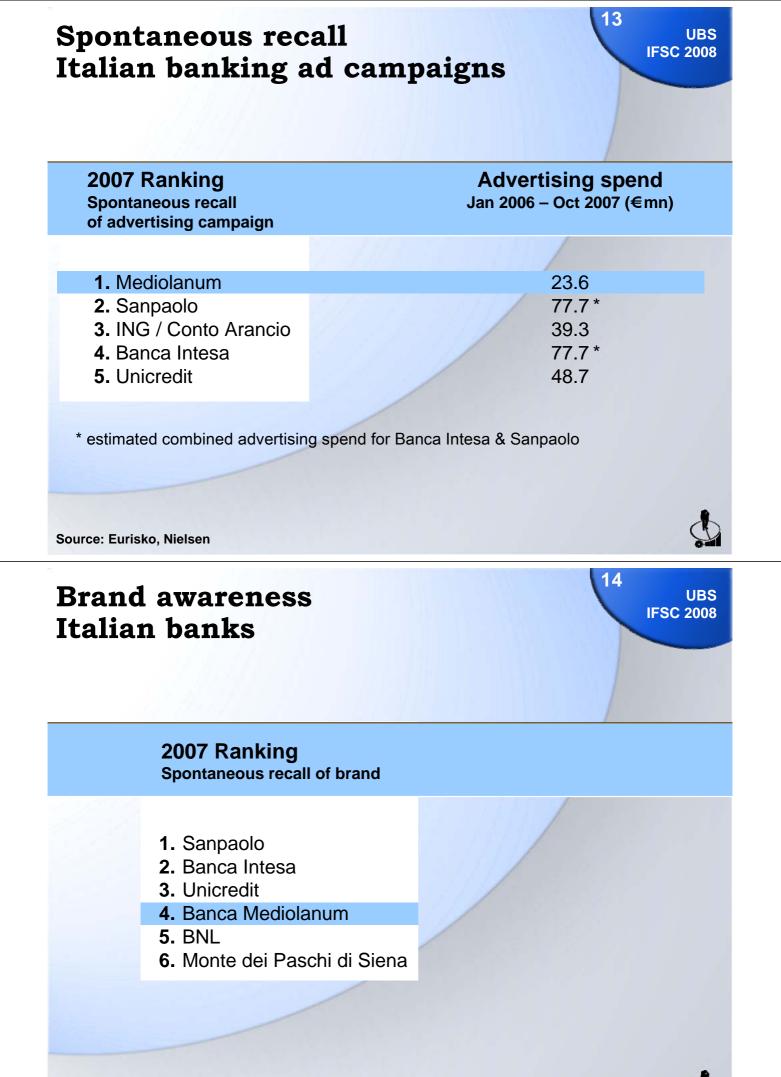
# Mediolanum bank account openings\*

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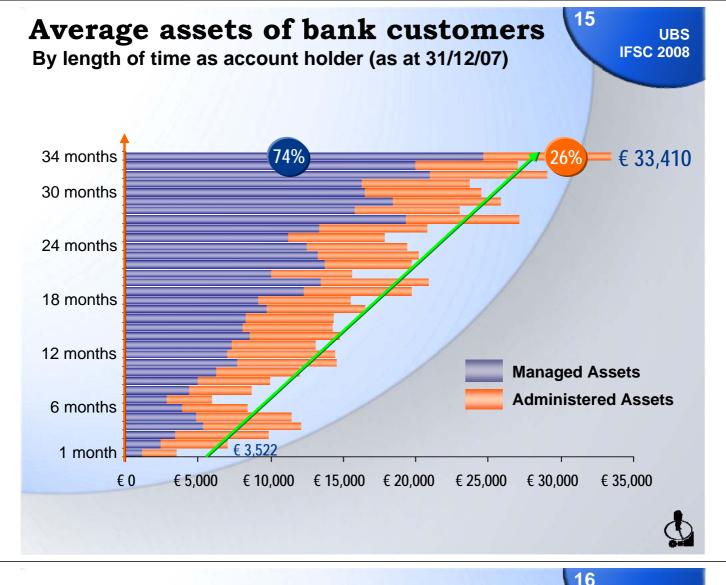
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Source: Eurisko



#### Impact of weak equity markets on '4Freedoms' project (1)

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We don't expect any significant slowdown in **new customer acquisition** via the bank account

#### An unsatisfactory performance of stock markets...

- ...reduces the already unstable satisfaction of potential customers with their current bank
- ...is unrelated to the motivation involved with opening a bank account with Mediolanum: the quality service is not negatively affected by any equity market crisis



### Impact of weak equity markets on '4Freedoms' project (2)

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# We don't expect any significant slowdown in cross selling

#### Our investment strategy leads...

- ...customers who have assimilated our L-T approach to equity markets to increase the equity content in their portfolio
- ...other customers to find refuge in capital-protected products (DiPiù index-linked)

Product innovation also has a determining role in cross selling performance



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#### IFSC 2008

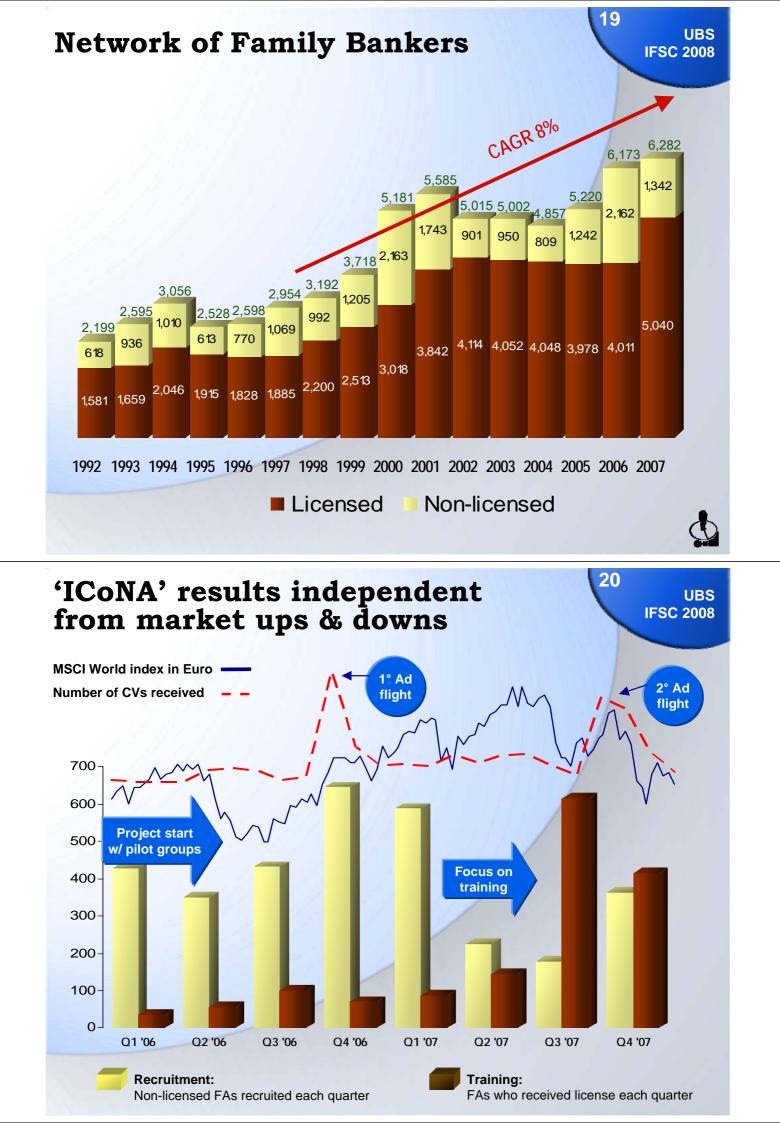
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A systematic recruiting approach introducing the image of the 'Family Banker':

'bank executive' vs. 'asset gatherer' small business owner vs. bank employee

- The new 'Family Banker' image cuts the link between the appeal of the advisor profession & the behaviour of equity markets
- The recruiting process strongly accelerated in 2006 & 2007
- Much higher quality of new hires (greater selection pool)
  - Faster & more efficient conversion of new recruits into licensed financial advisors due to a stronger commitment to the training & preparation for the State licensing exam





# The competitive environment Italian distribution networks

CAGR

**Growth in the number of licensed Financial Advisors** 

	2006-2007	
		1
Banca Mediolanum	+12.6%	
Azimut Consulenza SIM	+5%	
Fideuram (incl. Sanpaolo)	+1.7%	
Banca Generali S.p.A.	-12.5%	
Italian industry ex- Mediolanum	-5.2%	

source: Mediolanum estimates based on company & Assoreti data.

#### Impact of weak equity markets on 'ICoNA' project

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UBS <u>IFSC 20</u>08

We don't expect any significant impact on our **recruiting & training cycle** 

…contrary to what our competitors will likely experience

We believe we have cut the tight historical link between the number of new recruits & the trend in the equity markets



#### 'Pension Reform' I.P.P. market leadership project

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#### **Opportunities**

- Reform enacted in January 2007
- Substantial tax advantages attached to pension products
- Possibility to divert employee TFR funds into pension products

#### **Objectives**

- To get a clear first-mover advantage in a segment that is set to gain the greatest slice of household assets
- To hold onto our leadership in the I.P.P. market

#### Challenge

- Pension Reform laws required changes in all aspects of I.P.P. business
  - no double commissions
  - drastically reduced loadings, thus reduced incentives to the sales network



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**IFSC 2008** 

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#### Our response to the Pension Reform

- U-L policy investing directly into properly designed Irish funds
- Enhanced life-cycle feature
- Automatic mechanisms maximise investment effectiveness
- Designed with the idea of protecting margins, yet very competitive in terms of pricing
- New compensation structure for Family Bankers: high volumes compensate for lower unit commissions
- Q2 '07: organised network action plan focusing on collecting sign-ups as our first priority



Mediolanum performance 'Tax Benefit New' I.P.P. sign-ups	25 UBS IFSC 2008
Total TBN sign-ups received in 2007 TBN sign-ups converted into contracts as at Dec. 2007 (a sign-up becomes a contract upon partial or full receipt of funds)	103,20 <mark>0</mark> 79,000
<b>TBN funds received as at Dec. 2007</b> (re: 2007 IFRS) (includes voluntary contribution + avg. 6 months of TFR funds)	~ €94 mn
Additional pension plan business (re: 2007 IFRS) ('Europension' + premium increases on 'MyPension' & pre-existing 'Tax Be	~ €36 mn enefit')
Total pension plan business (re: 2007 IFRS)	~ €130 mn
TBN 2007 sign-ups not yet converted into contracts (TFR flows pertaining to 2007 are due by Feb.15, 2008)	24,000
Balance of TFR flows due by Feb.15 (re: 2008 IFRS)	~ €21 mn(E)
Impact of weak equity markets on 'Pension Reform' project	26 UBS IFSC 2008
We don't expect any significant im on our <b>I.P.P. new business</b>	pact
Lower stock prices could provide, if anything motivation to invest for retirement purposes	, additional
The evolution of TED funds is not at all rate	

- The availability of TFR funds is not at all related to equity markets
- Organised action plans already in place to guide the network in the identification & profiling of the best prospects



## The near future (2008)

Equity markets recently volatile & declining

- Increased price of oil
- Risk of increasing inflation
- US recession expected in H1

# The sector sees a challenging environment for inflows

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UBS IFSC 2008

UBS IFSC 2008

if retail investors stay away from equity markets as expected

#### Our view of the short term future

#### We are not particularly worried

- Modest or null effect of equity crises on our strategic projects
- We expect strong net inflows thanks to the new fund products & pension business
- Any performance fee weakness & devaluation of assets compensated by net inflows & cost savings projects
- Our history demonstrates that Mediolanum is capable of doing well even when market conditions are difficult & the financial community has negative expectations for companies like ours

#### We have the flexibility & capacity to react

### Our ambitions for the long term

To become the #1 asset gatherer in Italy in terms of assets & profits within a decade

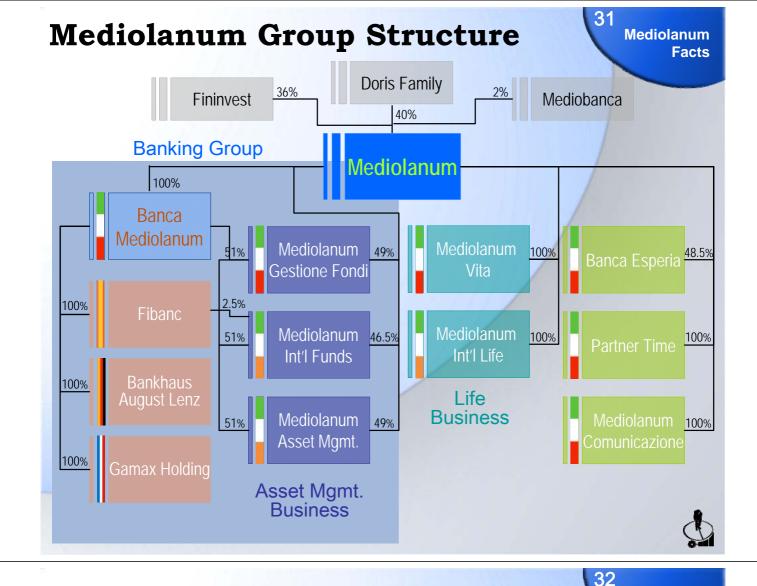
To be among the 'big' retail banks in Italy, also present in the most important European markets



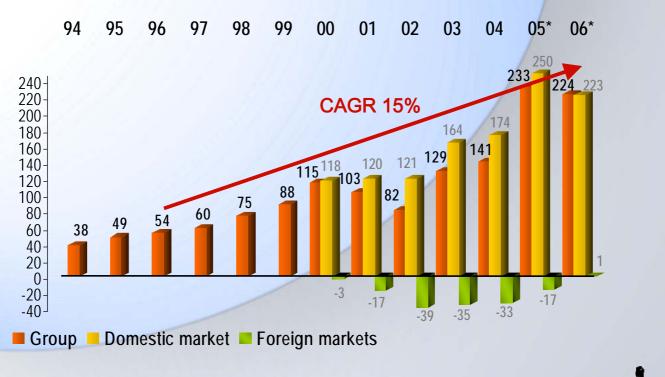
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UBS IFSC 2008

# **Mediolanum Facts**

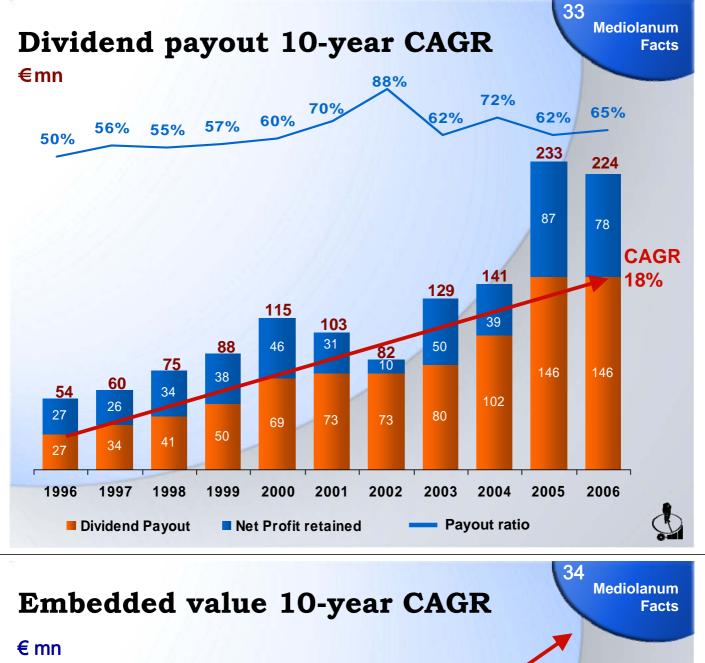


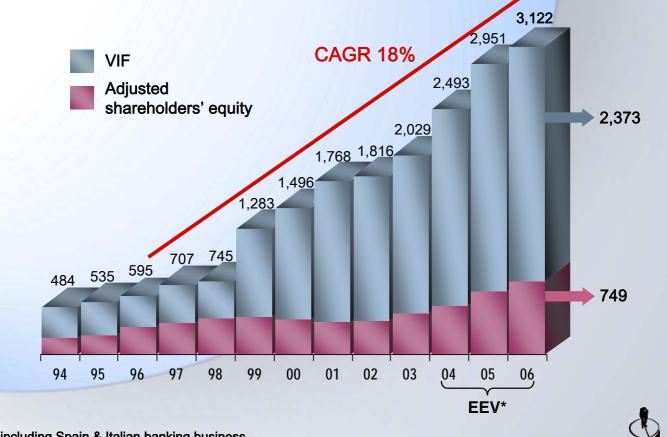
#### Net Profit 10-year CAGR € mn



Mediolanum

Facts





\* including Spain & Italian banking business



# Thank you!

Any questions?



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#### DECLARATION BY THE SENIOR MANAGER IN CHARGE OF DRAWING UP COMPANY ACCOUNTS

The undersigned, Mr. Luigi Del Fabbro, declares, pursuant to Section 154 bis (2) of Legislative Decree 58/98 *"Testo Unico della Finanza*", that the accounting data set out in this presentation agree with the documentary records, books and accounting entries.

The senior manager in charge of drawing up Company Accounts

Luigi Del Fabbro



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