

SUMMARY OF FINANCIAL RESULTS FOR THE PERIOD YTD 9.19

NOV **2019**



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DATA CORRECT TO SEPTEMBER 30 2019
(NIS BILLION)



LARGEST INSURANCE COMPANY IN ISRAEL*



PLATINUM PLUS RATING
FROM MAALA CSR 4 YEARS
IN A ROW



OVER 3 MILLION
CLIENTS



+AA RATING**

about 6.1

Equity attributed to
shareholders

about 270

Assets Under
Management
(AUM)

about 23

Total earned premiums, gross,
contributions and amounts received
for investment contracts

about 6.2

Market cap
(at Nov 24 2019)

about 1.9

Solvency II - surplus
(at December 31, 2018)

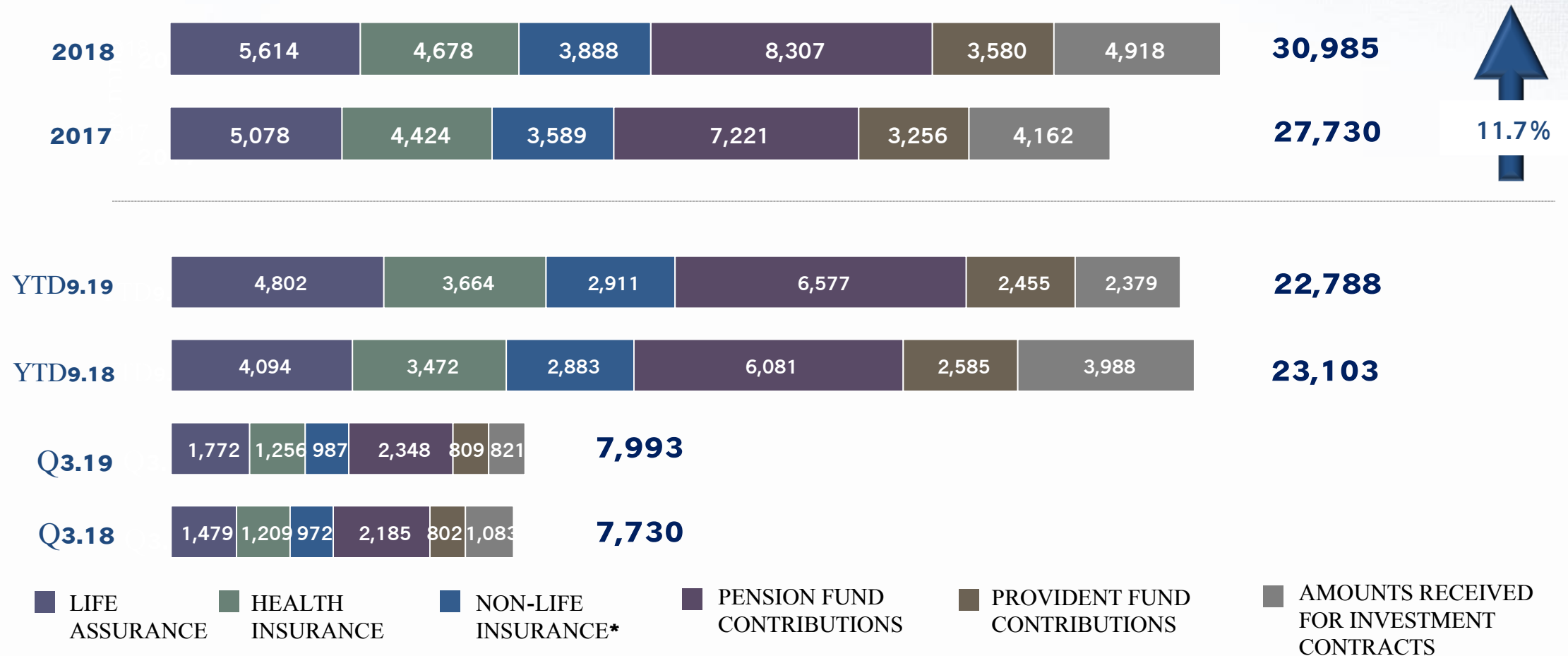
* In terms of gross premiums earned, contributions and amounts received for investment contracts

** The rating refers to Harel Insurance, a wholly owned subsidiary of the Company

1st IN GROSS PREMIUMS EARNED, CONTRIBUTIONS AND AMOUNTS RECEIVED FOR INVESTMENT CONTRACTS

(NIS MILLION)

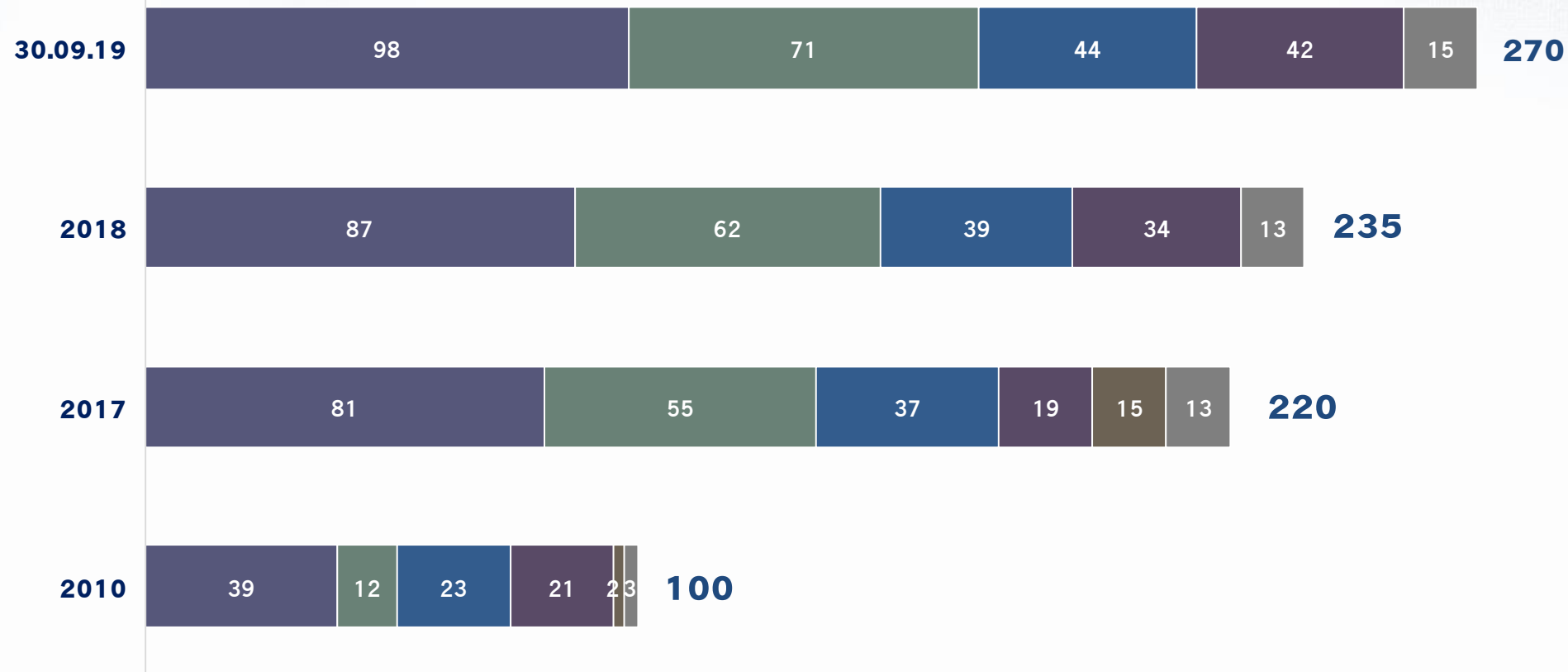
#1



* Including results for the insurance companies overseas segment

170% INCREASE IN AUM AND NOSTRO ASSETS SINCE BEGINNING OF THE DECADE

(NIS BILLION)



↑
170%
↓

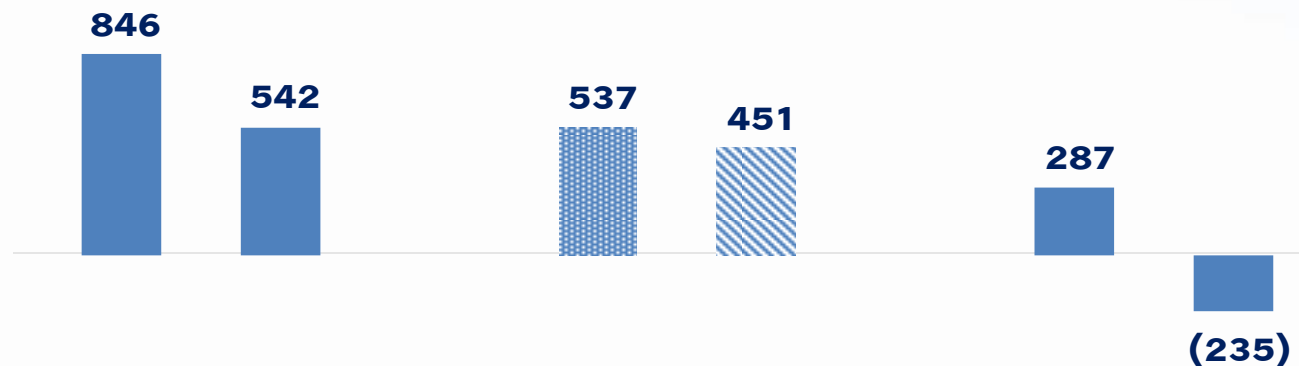
■ INSURANCE ■ PENSION FUNDS ■ PROVIDENT FUNDS ■ MUTUAL FUNDS ■ ETNS ■ PORTFOLIO MANAGEMENT *

* The data include financial assets issued by the Group that are managed in portfolios

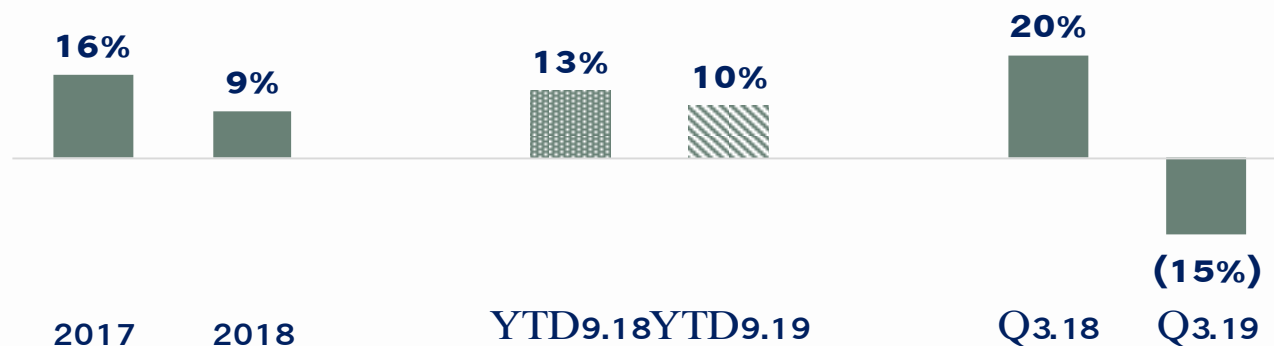
COMPREHENSIVE INCOME (LOSS) AFTER TAX AND ROE (IN ANNUAL TERMS)

(NIS MILLION)

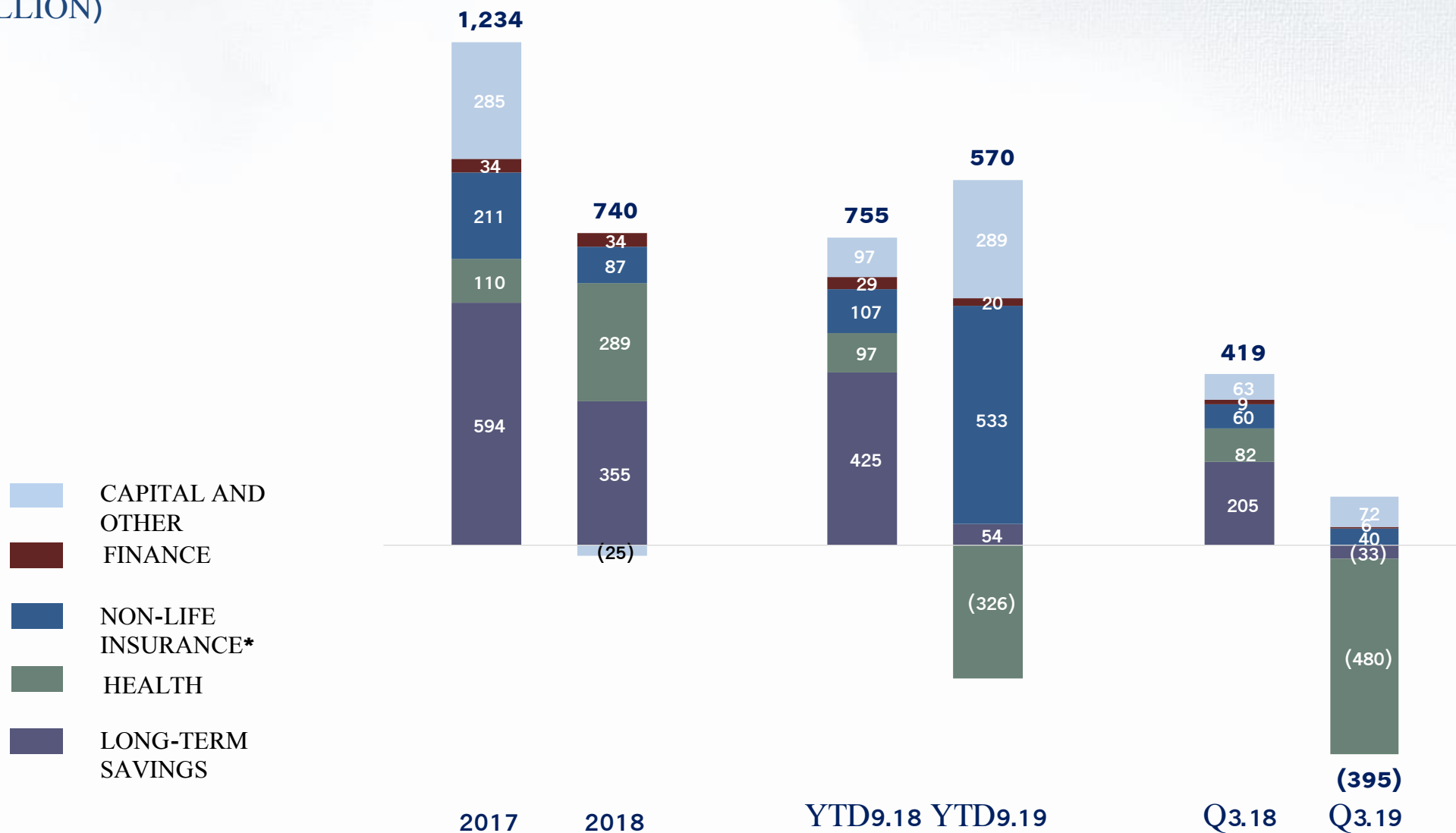
COMPREHENSIVE INCOME (LOSS)
AFTER TAX



RETURN ON EQUITY



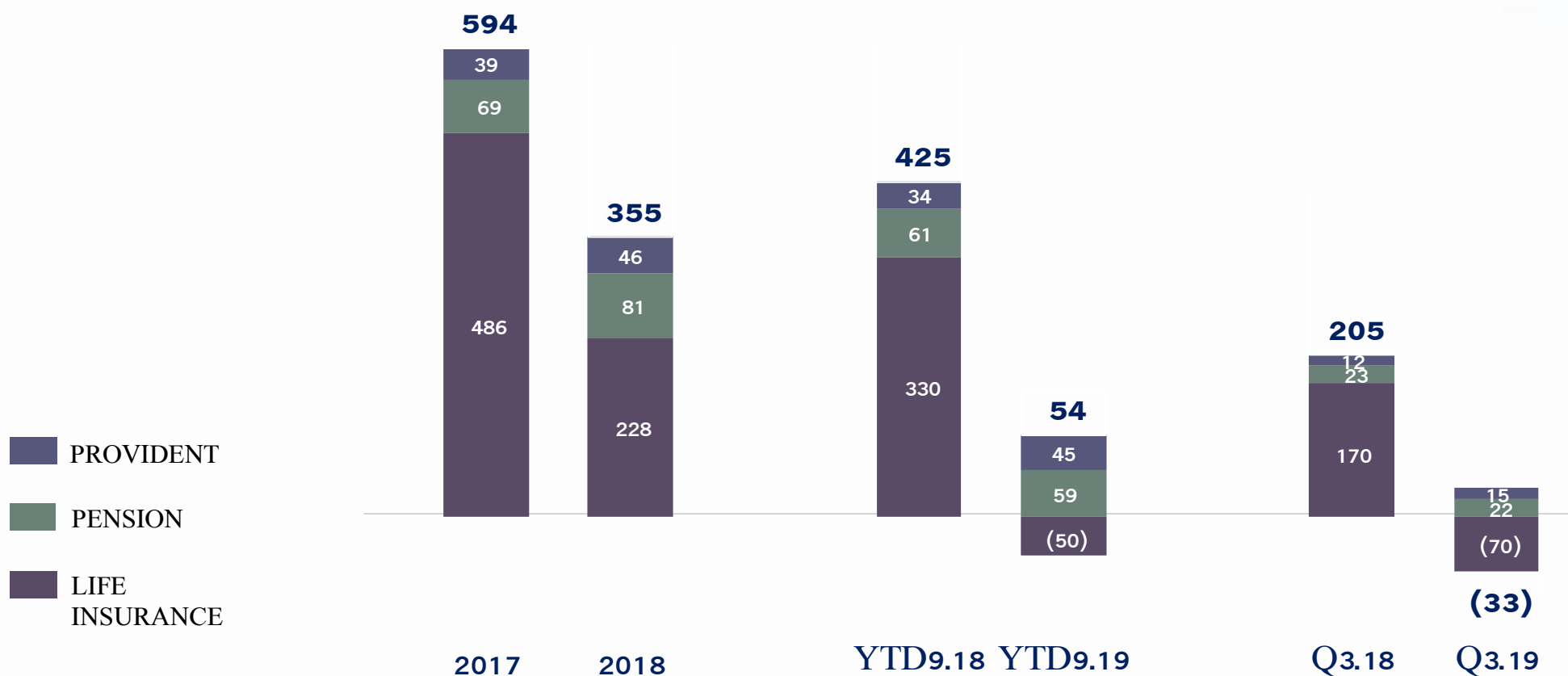
COMPREHENSIVE INCOME (LOSS) BEFORE TAX FROM OPERATING SEGMENTS (NIS MILLION)



* Including results for the insurance companies overseas segment

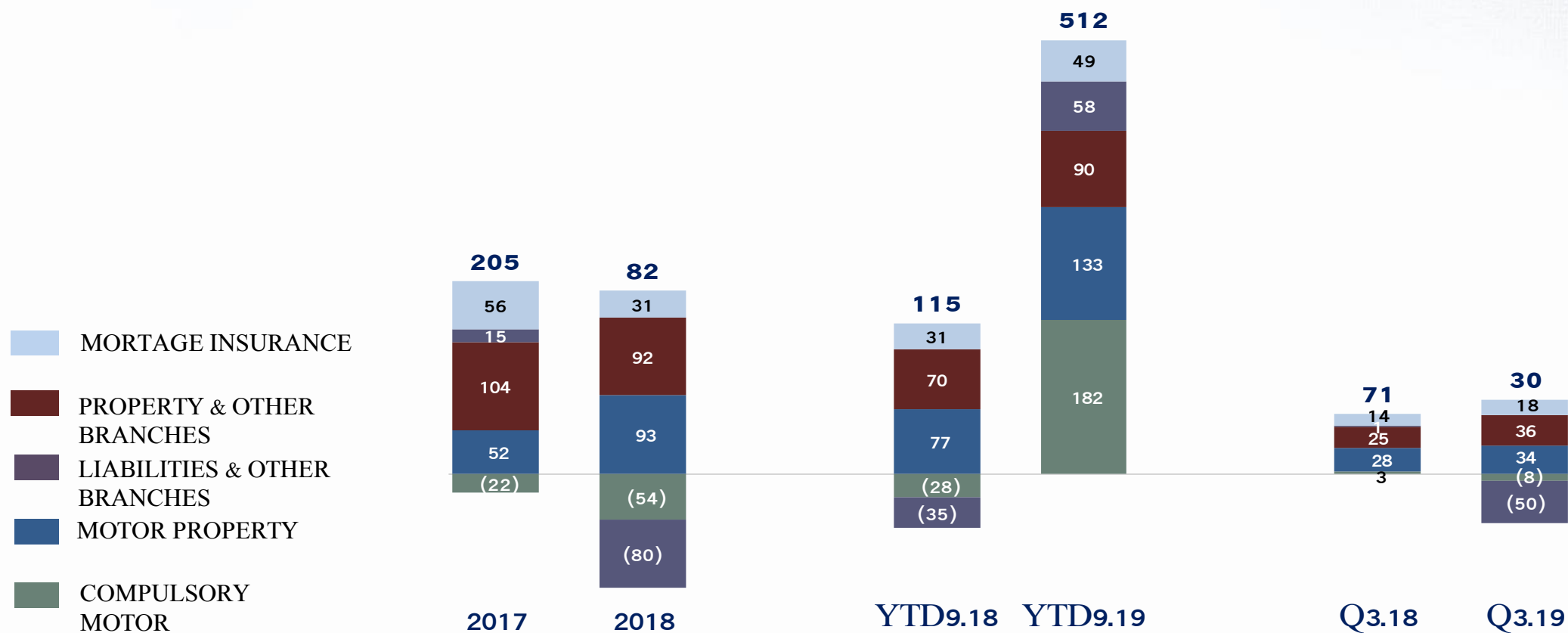
LIFE ASSURANCE AND LONG-TERM SAVINGS SEGMENT COMPREHENSIVE INCOME (LOSS) BEFORE TAX

(NIS MILLION)



NON-LIFE INSURANCE SEGMENT COMPREHENSIVE INCOME BEFORE TAX

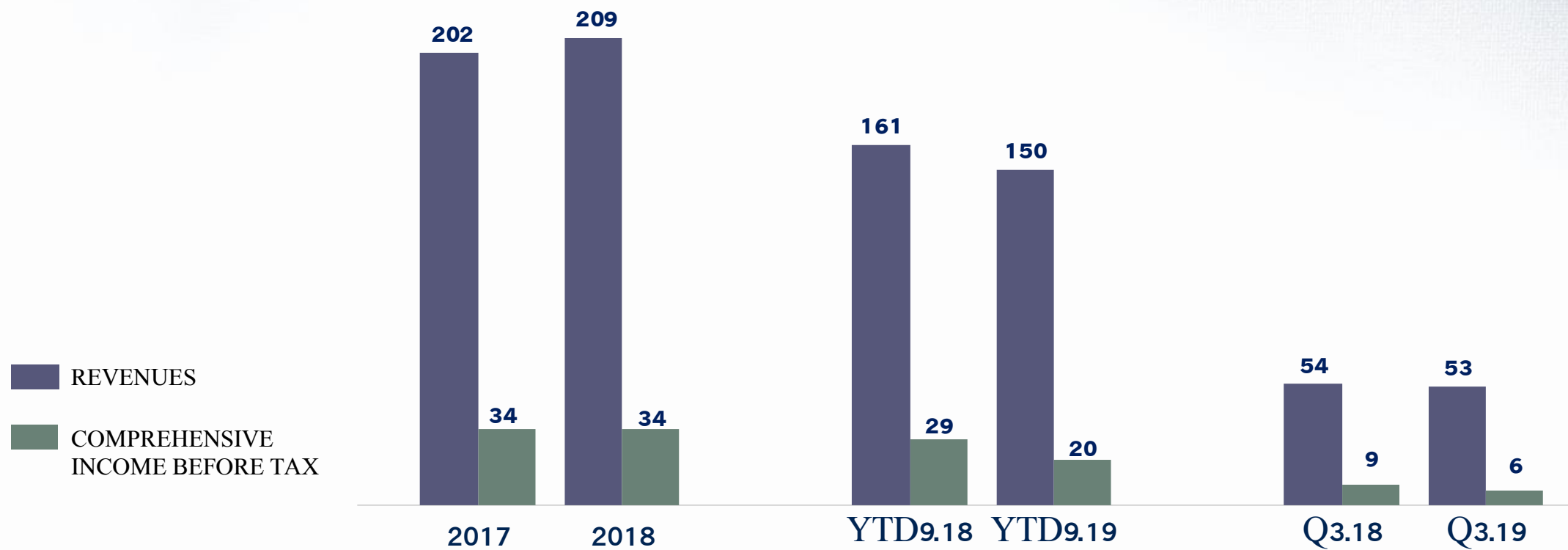
(NIS MILLION)



* The non-life insurance segment does not include results for the insurance companies overseas segment

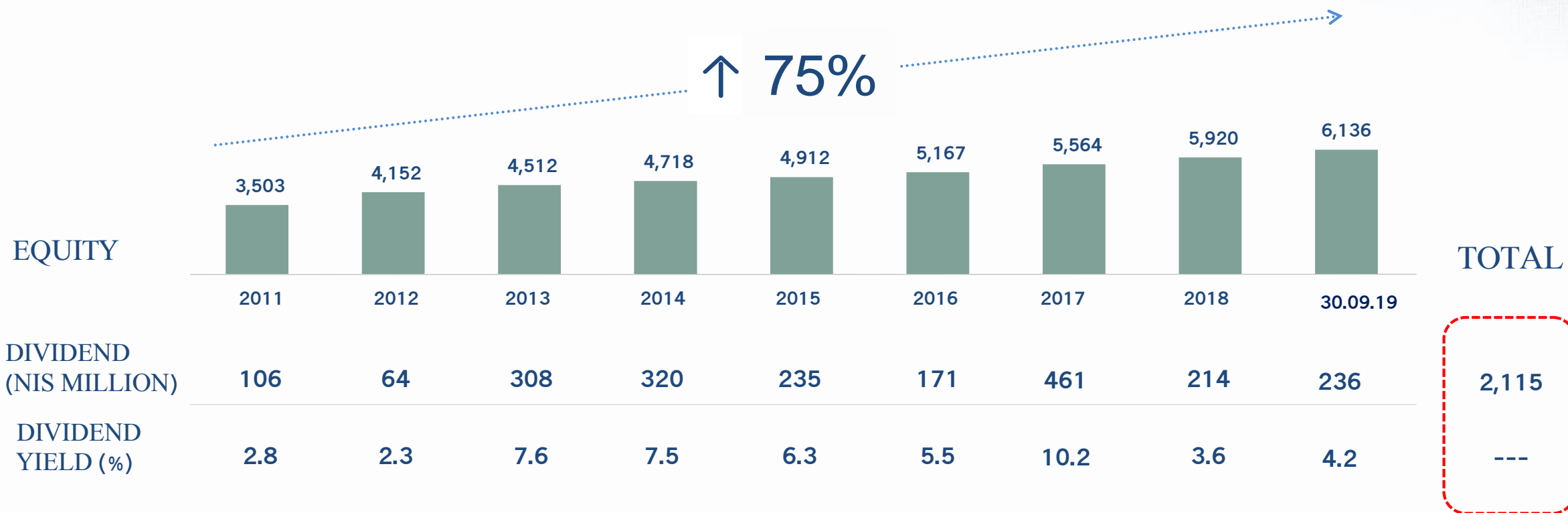
FINANCIAL SERVICES SEGMENT

(NIS MILLION)



EQUITY AND DIVIDEND

(NIS MILLION)

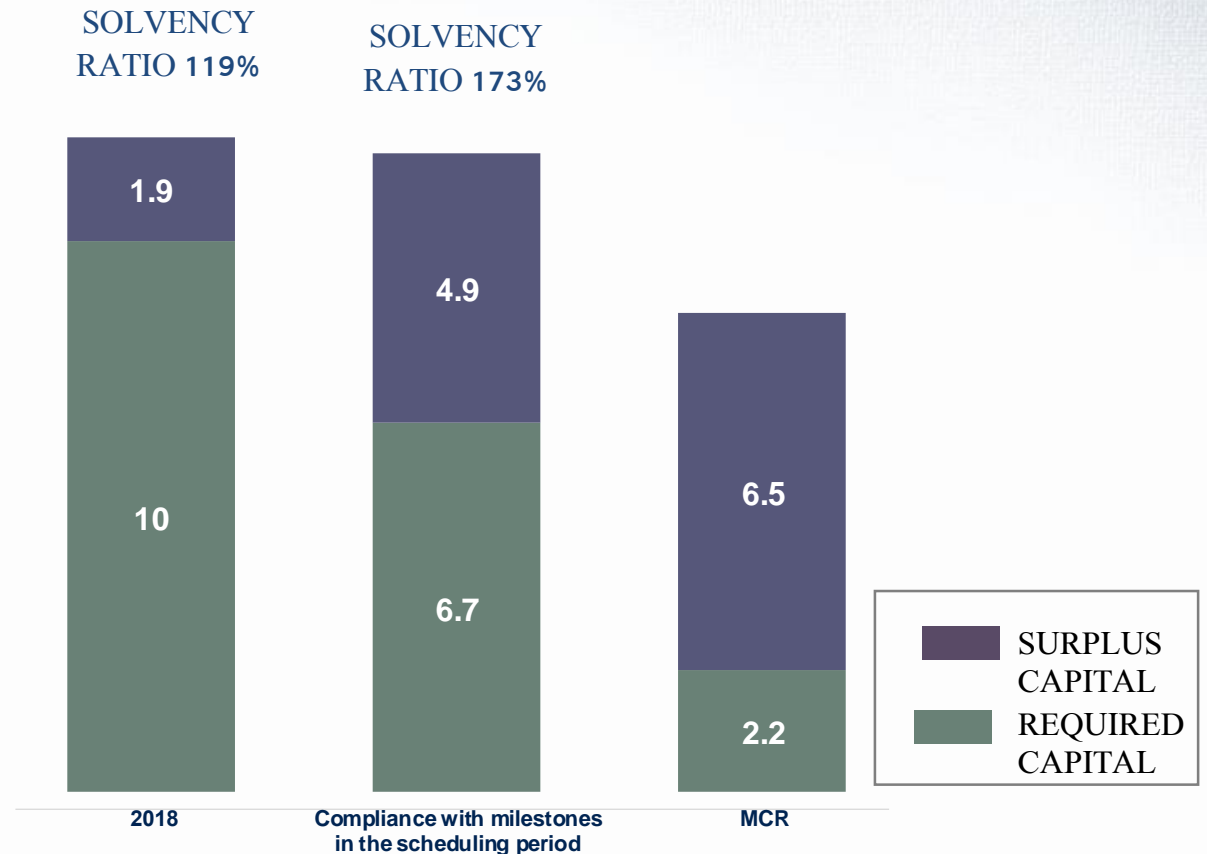


HAREL INSURANCE CAPITAL REQUIREMENTS - SOLVENCY

(NIS BILLION)

- It is emphasized that the model in its current format is extremely sensitive to changes in market and other variables
- Capital changes from December 2018 to the initial publication date of the solvency ratio (July 2019) would increase the capital surplus by NIS 343 million to NIS 2,255 million, and raise the solvency ratio to 123%.
- The Company believes that the impact of the circular "Amendment of the Provisions of the Consolidated Circular on the measurement of liability - Update of the demographic assumptions in life assurance and updated model for improved mortality for insurance companies and pension funds" on the solvency ratio of Harel Insurance will be up to NIS 400 million, and that even after this, Harel Insurance will still have a capital surplus without taking the transitional provisions into account

Furthermore, the continuing decline in the interest rate curve is also likely to affect the Company's solvency ratio



(* at Dec. 31, 2018 the requirement is 70% of the SCR)



HAREL IS LEADING A DIGITAL REVOLUTION IN
THE INSURANCE WORLD

SERVICE

The overseas travel app accompanies customers from the time of purchasing the insurance and until their return to Israel, enabling them to make calls to a doctor in Israel, make calls to emergency call centers in their holiday location, find clinics / doctors, prepay claim before receiving medical service via Bit or credit card, etc

OVERSEAS TRAVEL APP

From the time of
purchase insurance

Until returning to
Israel



CUSTOMER PORTAL

Join

Changes



The customer portal contains all the important information that customers require, offers online registration and allows changes to be made in the personal information section

REGISTRATION

HAREL SWITCH - A FORM OF "PAY AS YOU GO"
THE LESS YOU DRIVE, THE LESS YOU PAY



FIRST IN ISRAEL!



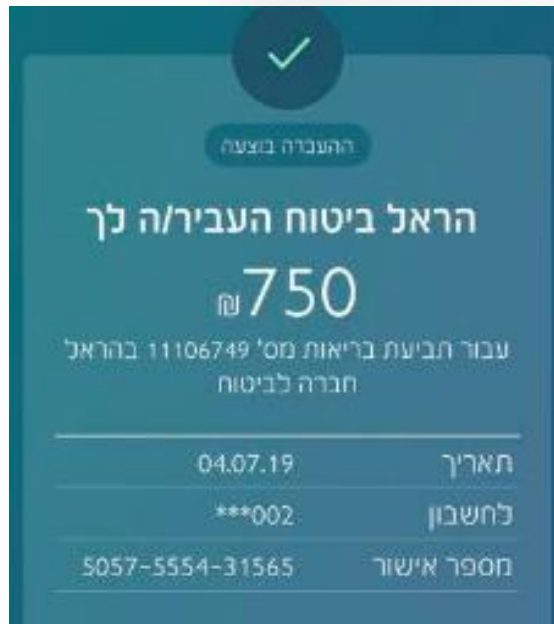
CHAT BOT ADDING A DRIVER TO AN EXISTING POLICY USING THE WHATSAPP BUSINESS APP



CLAIMS




CLAIMS APPROVED IN A FEW MOMENTS BY MEANS OF A BIG DATA AND AI -BASED ENGINE




HAREL CUSTOMERS CAN CHOOSE TO RECEIVE PAYMENT FOR A CLAIM THROUGH THE BIT APP AS OF NOVEMBER 14 2019, APPROXIMATELY 38,000 CLAIMS HAVE BEEN PAID THROUGH THE BIT APP




CLAIMS - SURVEYS OF THE SATISFACTION OF INSURED AND AGENTS FROM APPROVAL ONE "CLICK" CLAIM SETTLEMENT




"Clear, short process which was fast and very professional"




"In short, it felt like America. In 3 minutes I received confirmation that the claim had been accepted"




"I was very pleasantly surprised by the efficiency, simplicity and fast response in dealing with the claim"



"The claim was dealt with extremely quickly and efficiently. Thank you"




"Simple and pleasantly surprising"




"Very simple, fast, no need for a fax. This is the first time I've made use of the insurance and it was faster than I expected. I hope I don't need to use it again, but it was very straightforward. Thank you"




6.5 out of 7




"Unfortunately, in Israel we're not used to fast, efficient service like the service you provided. May this continue"




"We were pleasantly surprised by the speed of the service. Well done"



"The claim was dealt with extremely quickly and efficiently. Thank you"



"The new procedure is very accessible, simple, quick and convenient"



"A real innovative process. Such quick service. Thank you"

INTEGRATION OF INNOVATIVE AND ADVANCED TECHNOLOGIES



HAREL IS A DIGITAL, INNOVATIVE INSURANCE COMPANY WITH JOINT VENTURES AND MARKET-LEADING ADVANCED TECHNOLOGIES

THANK YOU