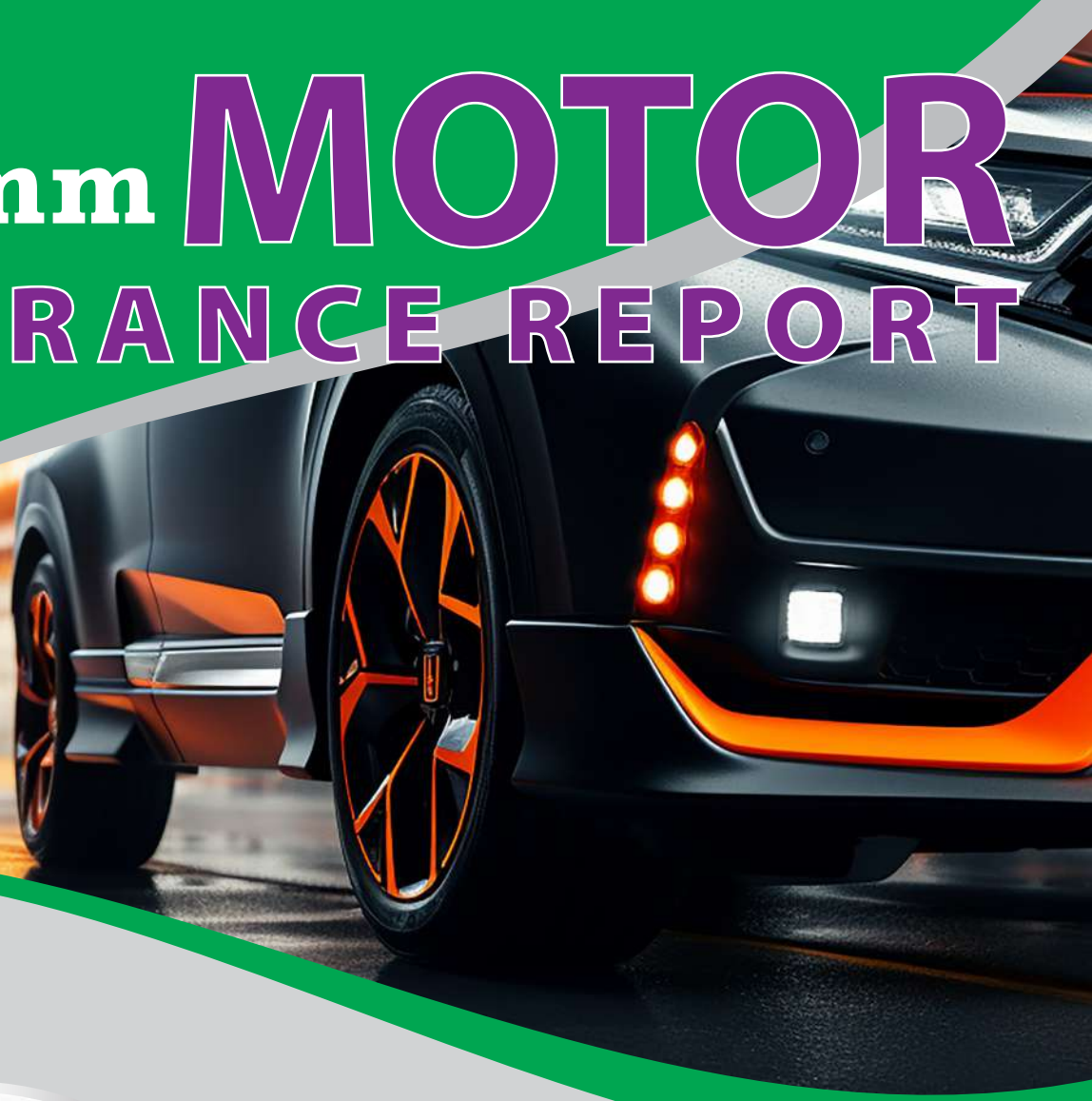


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FY2023 Market Results

Interviews

- COB 75 years:
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Greet FLORÉ, Managing Director
Luk DE BAERE, Legal Managing Director
- **Emil DIMITROV**, CEO, REVAUXY
- **Giorgi BARATASHVILI**, CEO, ALDAGI



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75 YEARS OF PROTECTING CROSS-BORDER ROAD TRAFFIC VICTIMS



**Sandra
SCHWARZ**

President of COB

**Greet
FLORÉ**

Managing Director of COB

**Luk
DE BAERE**

Legal Managing Director of COB

XPRIMM: This year COB is celebrating its 75th anniversary. In synthesis, how would you define this moment?

Greet FLORÉ: 2024 marks indeed 75 years since the founding of the organisation back in 1949. We've taken this as an opportunity, to look at how far the organisation travelled and to see how we got there.

So, during this celebration year, we've sought to highlight the key moments that have helped shape the development of COB, to illustrate the wide geographical reach of our membership, to emphasise COB's missions and values and also to acknowledge the considerable contributions made by members, stakeholders and key individuals who helped build COB into all it represents today. It also allowed us to showcase the many different organisations who make up COB and some of the key 'milestones' in our evolution which are available to read on our website.

XPRIMM: As an international organisation, COB is undoubtedly sensitive to the geopolitical developments as those that occurred in the recent years. What effects did the difficult geopolitical environment have on COB's operations, and what actions were taken to address it?

Luk DE BAERE: As a point of principle, COB presents itself as a technical organisation, not a political one. That is the principle we maintain and stick to as much as possible.

Nevertheless, being apolitical in nature does not equal to being ignorant about the geopolitical developments that take place. COB must be aware of these realities and cope with them. In doing so, COB always remains loyal to the two basic principles on which it is founded: facilitating cross-border road traffic while maintaining a high level of protection to victims of cross-border road traffic accidents. Only by keeping these two priorities in

mind, COB has always been able to cope with challenges, such as the war in Yugoslavia in the 1990s or the situation in Cyprus and Nagorno-Karabakh.

It is also the willingness of collaboration and the respect for the two basic principles that has allowed signing a memorandum of understanding between the bureaux of Serbia and Kosovo. And even in the search for technical solutions after Brexit, the same two principles continued serving as a guideline for elaborating a workable outcome.

After Russia's invasion in Ukraine, many discussions have taken place how to react to a war in two countries participating in the Green Card system. In the beginning, the choice was left to all bureaux to define their future cooperation with Belarus and Russia. Eventually, the impact of the international sanctions against Belarus and Russia made the cooperation so difficult that suspension had become unavoidable.

The situation is different for Iran, where the suspension of the bureau is entirely based on shortcomings in the fields of communication and payments.

Whatever challenges the future geopolitical developments may bring, COB will first of all consider the facilitation of cross-border road traffic and the protection of victims when dealing with such questions. Experiences from the past have shown that the cooperative approach between the members of COB allow finding good and sustainable solutions.

XPRIMM: While the MTPL insurance business is governed, in general, by a fairly uniform legislation, there are still differences between the markets in some respects. These differences are sometimes creating difficulties. How challenging are these differences and what are the chances to reach a really coherent regulatory landscape in the markets participating to the Green Card system?

Luk DE BAERE: In the regulatory framework, important differences between the participating markets of the Green Card system indeed remain. Such diversification is particularly apparent when considering the amounts of cover provided by MTPL legislation, the exclusions of cover that can be opposed to victims or the categories of victims which can receive compensation (in certain jurisdictions family members of the tortfeasor are excluded from compensation by the insurer).

One important mitigating factor for these differences is that the Green Card system submits the driver and their insurer immediately to the rules of compulsory MTPL insurance cover applicable in the visited country. In this way, the victim of a road traffic accident benefits at least from the cover as applicable in their own country and cannot be put at a disadvantage by less protective rules applicable in the driver's country of origin.

In the European Economic Area, MTPL insurance regulation is more harmonised by way of the motor insurance directives, gradually adopted between 1972 and 2021. Step by step, the national legislation of the 30 countries participating in the European Economic Area have been brought closer to each other.

The most recent development was the adoption of the Sixth Motor Insurance Directive of 2021, which, for instance, marked an important step in the harmonisation of protection in case of an insurance undertaking's insolvency. On the other hand, as a result of too much resistance of the member states, the newest

directive probably missed the chance of sufficiently harmonising the kind of vehicles that must be subject to compulsory liability insurance. Instead, too many exceptions to the mandatory insurance for motor vehicles were accepted, resulting in a too diversified landscape of insurance.

Greet FLORÉ: But one should not only consider the legal differences between the participating countries in the Green Card system. Differences in the economic and financial reality of the markets present, at least equally, a challenging diversity within the system.

If problems of a financial or economic nature arise in a country, which is a member of the Green Card system, which could threaten the proper functioning of the system, this country will be monitored by COB. Depending on the seriousness of the problem, it may be decided that the member concerned should provide financial guarantees with a view to safeguarding the functioning of the Green Card system but sometimes also to protect the internal MTPL market. These guarantees may consist of giving a bank guarantee or a cash deposit to COB and/or subscribing to an excess of loss reinsurance contract.

We are proud that under our umbrella, the newly established insolvency bodies have concluded agreements which were the trigger to start the new protection scheme in case of insolvencies of MTPL insurers.

Sandra SCHWARZ

XPRIMM: In the recent years, several markets under the COB umbrella have seen the financial failure of rather important MTPL insurance providers. How are bankruptcies affecting the Green Card system's operations, especially considering that insurance guarantee schemes are not present in all markets?

Luk DE BAERE: The recent bankruptcies in the insurance sector indeed give rise to a justified level of concern. They present important and even dangerous threats for insurance markets and, even more importantly, for victims of road traffic accidents. In the first place, we should be concerned about the latter's compensation of damage, independently of the solvency of the liable party's insurer.

Exactly on that point, we are happy that the Green Card system continues to offer full protection to victims of accidents, even if the insurer of the liable vehicle is in a state of insolvency. The victim of an accident caused by a foreign vehicle will be compensated by the bureau of the country of the accident and the latter bureau will be reimbursed by the bureau of the vehicle's country of origin.

But it cannot be denied that an insurer's insolvency presents an important challenge for the market of the insurer. This underlines the importance of qualitative supervisory control on insurance



75 YEARS OF PROTECTING CROSS-BORDER ROAD TRAFFIC VICTIMS

Every market in our system is faced with the challenge of adequately addressing the risk posed using the new types of e-vehicles. We see significant differences in how these risks are dealt with. As such, there is a great deal of uncertainty for consumers when using these types of vehicles across borders.

Sandra SCHWARZ

business. In the European context, this control should not be limited to an insurer's activities on the national market but should also extend to the insurance operations in other member states by way of freedom to provide services and freedom of establishment. Too often, these activities have been neglected by supervisory authorities.

For a long time, there was a lack of harmonisation of insolvency legislation in the European Economic Area. This was particularly problematic in cases where victims suffered damage outside their member state of residence. The Sixth European Motor Insurance Directive, adopted in 2021, has considerably improved the situation of victims. It may now be hoped that the member states who are late with the transposition of the directive in their national legislation will soon respect their European obligations.

Sandra SCHWARZ: We are proud that under our umbrella, the newly established insolvency bodies have concluded agreements which were the trigger to start the new protection scheme in case of insolvencies of MTPL insurers.

XPRIMM: Does the emergence of new forms of mobility, such as the growing use of electric vehicles, scooters and bicycles, present any challenges for COB's operations?

Sandra SCHWARZ: Every market in our system is faced with the challenge of adequately addressing the risk posed by the use of new types of vehicles. We see significant differences in how these risks are dealt with.

While countries such as Germany have introduced a license plate and insurance requirement for e-scooters and banned the use of other types of vehicles (e.g. monowheelers), on public roads, the same types of vehicles can be used elsewhere without any restrictions or requirements. In these cases, victims of accidents could for example be protected by the respective Guarantee Fund.

There is a great deal of uncertainty for consumers when using these types of vehicles across borders. Although the regulations in force in the country visited always apply, the user may not even be aware of them. If an accident occurs, the mechanisms of the Green Card System cannot be assumed. Instead, solutions must be found for the individual case by close cooperation between our members, namely Green Card Bureaux, Guarantee Funds and Compensation Bodies.

XPRIMM: How do you see the future development of COB's activity? What are the priorities, both in regulatory and operational terms?

Greet FLORÉ: In operational terms, the main challenge is to be in a position to achieve real-time consultation of electronic data on the validity of international MTPL insurance cover. For the time being, however, we have not yet found the common denominator to allow all members to connect their national MTPL databases, but also to make the consultation of this information available for border and police checks.

From a regulatory perspective, a simplification of relations between national bureaux would be desirable. At present, agreements between national bureaux are either based on the existence of a valid Green Card or on the principle of deemed insurance cover, which also provides a guarantee by the national bureau of the country of the registration plate, even if the vehicle is uninsured.

XPRIMM: Throughout its 75 years existence, the Green Card system has continuously increased its membership, reaching 48 countries / 60 institutions. Do you expect a further growth?

Sandra Schwarz: Yes, we do. First of all, the geographical scope defined in our articles of association would allow to expand the map of our system. Also, in terms of organisations that fulfil a certain function we expect an increase, for example more information centres to join the agreement, which would lead to an affiliated membership in COB.

Furthermore, it is not unrealistic that COB will enable membership for insolvency bodies in the future. Many of the organisations that are already members in their capacity as a Green Card Bureau, a Guarantee Fund or a Compensation Body also perform the function of the new insolvency bodies. At the same time, there are also organisations that have had no previous contact with COB before signing the insolvency agreements drawn up and managed by COB. Hence it could make sense to open COB for membership also for those functions/ organisations.

Interview conducted by Daniela GHEȚU

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European fleets – a changing landscape

In 2023, the falling inflation, coupled with moderate economic growth, has supported steady demand both for new and used cars. However, the changes in the customers' preferences are driven by more than the economic factors, as the car manufacturers offer is now larger and contains more novelty than ever.

According to the European Automobile Manufacturers Association (ACEA), registrations of **new cars** in the EU in 2023 reached 10.5 million units, which is a solid 13.9% expansion compared to 2022. In relative terms, it seems the overall pace slowed in the first half of 2024, when new car registrations increased against the first half of 2023 by 4.5% y-o-y. However, judging by the total of 5.7 million units sold between January and June, 2024 may end with a total sales figure slightly exceeding the one of 2023, thus demonstrating a maintenance of the pace of activity established in the previous year.

With the exception of Hungary (-3.4%), all EU markets saw growth in the previous year. Most markets saw double-digit gains, with Italy (+18.9%), Spain (+16.7%), and France (+16.1%) being three of the largest. Germany, on the other hand, saw a more moderate 7.3% year-over-year increase, which was affected by its poorer December performance.

Nonetheless, compared to pre-pandemic levels, registration volumes in the first half of 2024 are still comparatively low (-18%). The biggest markets in the bloc all performed well, albeit modestly: growth was seen in Spain (+5.9%), Germany (+5.4%), Italy (+5.4%), and France (+2.8%). Overall, the data from the first half of this year may point to a slowdown in the sales of new automobiles.

In Central and Eastern Europe, the 2023 figures are slightly lower than in the Western markets, but in the first half of 2024 most markets across the region have maintained a high growth pace, albeit slightly slower than in 2023. Overall, new cars registrations in the 11 CEE markets covered by the ACEA statistics, reached 1.25 million units in 2023 and about 715 thousand units in 1H2024. To this total, the commercial vehicles category added almost 250 units in 2023 and 133 units in 1H2024. In the overall EU landscape of the cars sales, the CEE region accounted for about 12-13% of the sales of new vehicles.

Used cars sales also thrived in 2023 and the beginning of 2024, reflecting the revival of customers' appetite for the purchase of cars, but also somewhat greater prudence of people in relation to the budgets allocated to such purchases. Particularly in 2023, the imbalance between the growing demand for new cars and the weak supply, as well as increasing prices, the consumer preferences for cars in Eastern Europe was diverting from new vehicles to used ones.

However, the increasing number of used car purchases is not good news for the overall state of national fleets, which are

already suffering from the aging trend. Besides expanding the "old cars" component of the national fleets, the increasing used cars sales have the potential to also to accentuate other problems too. The countries in the region have weaker enforcement of emissions standards, which means a lot of polluting vehicles remains in use. Also, there is a rather significant lack of adequate regulation and oversight of the second-hand car sales which lead to the proliferation in the national fleets of numerous cars with safety issues. This way consumers are left vulnerable to purchasing vehicles with hidden defects that are putting them at risk. "Moreover," reads an article published by The Baltic Review, in April 2024, "the absence of transparent information about a vehicle's maintenance history, accident records, or previous ownership further compounds the problem, making difficult for buyers to make informed decisions. Essentially, what becomes no longer "fit for use" in Western Europe is still "fit for use" in Eastern Europe." Overall, while this situation is not equally serious across the CEE, there are still many markets where it may cause harmful consequences for the customers and significant difficulties for the insurance business.

Electric vehicles – an increased presence, but still far from a dominant position

While petrol fueled cars remained the main category purchased in 2023 and 1H2024 both at EU and CEE level, Diesel fueled are visibly losing ground. Battery-electric cars (BEV) established themselves as the third-most-popular choice for EU buyers in 2023. In the CEE, BEV's popularity remained significantly lower, the most requested cars being the Hybrid Electric, including full and mild hybrids. The ACEA figures confirm significant disparities in the affordability of ECVs between different regions of Europe, with Northern and Western Europe leading with the highest shares and Central and Eastern and Southern Europe representing the lowest shares.

According to the same source, all EU member states offer some form of tax benefit (either acquisition or ownership) for electric vehicles, although there is significant disparity and fragmentation between the schemes in each country and in many of them electric cars ownership by commercial entities is less incentivized. On the commercial vehicles side, around a third of EU member states do not offer any incentives. In the CEE, there are no purchase incentives for electric passenger cars available in Bulgaria, Latvia and Slovakia, while in Estonia and Hungary there are no tax benefits available for electric commercial vehicles. In addition to higher prices, as compared with fossil fuel vehicles, and the incentivization level, there are also infrastructure issues that condition the appetite for purchasing electric battery cars.

PASSENGER CARS			
Countries	Units		Change %
	2023	2022	
Bulgaria	37,724	28,680	+31.5
Croatia	57,694	43,928	+31.3
Czechia	221,419	192,084	+15.3
Estonia	22,820	20,426	+11.7
Hungary	107,720	111,524	-3.4
Latvia	19,083	16,824	+13.4
Lithuania	27,528	25,496	+8.0
Poland	475,032	419,749	+13.2
Romania	144,611	129,328	+11.8
Slovakia	88,003	78,841	+11.6
Slovenia	48,809	46,339	+5.3
EUROPEAN UNION	10,547,716	9,263,509	+13.9
CEE	1,250,443	1,113,219	+12.3

Sources: NATIONAL AUTOMOBILE MANUFACTURERS' ASSOCIATIONS

PASSENGER CARS			
Country	Units		% change
	1H2024	1H2023	
Bulgaria	23,047	17,616	+30.8
Croatia	39,591	34,571	+14.5
Czechia	119,221	115,548	+3.2
Estonia	10,167	12,131	-16.2
Hungary	63,337	56,594	+11.9
Latvia	8,734	10,010	-12.7
Lithuania	14,788	14,777	+0.1
Poland	276,957	238,674	+16.0
Romania	83,505	73,645	+13.4
Slovakia	47,045	45,457	+3.5
Slovenia	28,337	27,310	+3.8
EU	5,683,843	5,438,888	+4.5
CEE	714,729	646,333	+10.6

Sources: NATIONAL AUTOMOBILE MANUFACTURERS' ASSOCIATIONS

TOTAL NEW COMMERCIAL VEHICLES (CV)			
Country	Units		% change
	2023	2022	
Bulgaria	na	na	
Croatia	9,619	7,374	+30.4
Czechia	34,257	27,085	+26.5
Estonia	4,924	4,953	-0.6
Hungary	27,928	24,047	+16.1
Latvia	4,700	4,340	+8.3
Lithuania	14,036	13,370	+5.0
Poland	101,818	97,934	+4.0
Romania	26,301	22,232	+18.3
Slovakia	13,839	11,233	+23.2
Slovenia	10,342	9,563	+8.1
EUROPEAN UNION	1,846,580	1,605,950	+15.0
CEE	247,764	222,131	+11.5

Sources: NATIONAL AUTOMOBILE MANUFACTURERS' ASSOCIATIONS

TOTAL NEW COMMERCIAL VEHICLES (CV)			
Country	Units		% change
	1H2024	1H2023	
Bulgaria	3,381	2,452	37.89
Croatia	5,749	4,310	33.39
Czechia	17,550	16,282	7.79
Estonia	2,517	2,400	4.88
Hungary	16,581	14,278	16.13
Latvia	2,278	2,567	-11.26
Lithuania	4,896	7,612	-35.68
Poland	49,517	49,570	-0.11
Romania	17,592	13,647	28.91
Slovakia	7,289	6,675	9.20
Slovenia	5,942	5,376	10.53
EU	1,044,074	924,925	12.88
CEE	133,292	125,169	6.49

Sources: NATIONAL AUTOMOBILE MANUFACTURERS' ASSOCIATIONS

Note from the editor

This Report considers the CEE Region in the OECD sense, referring to the following countries: **Albania (AL), Bosnia and Herzegovina (BiH), Bulgaria (BG), Croatia (HR), Czechia (CZ), Estonia (EE), Hungary (HU), Kosovo (KV), Latvia (LV), Lithuania (LT), North Macedonia (MK), Montenegro (MN), Poland (PL), Romania (RO), Serbia (SB), Slovakia (SK), Slovenia (SI).**

Under the ex-USSR generic name, we have considered all countries of the ex-Soviet space - **Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Ukraine, Uzbekistan, Turkmenistan.**

The SEE designates a group of three South European countries: **Cyprus, Greece and Turkiye.**

In all cases, we have given preference to data provided by the national supervisory authorities. Where official data were not available, we have used information provided by the national insurers associations. The sources are indicated next to each table.

An extended statistical database is available online, on **www.xprimm.com**, for each country and region.

NEW CARS REGISTRATIONS 1H2024 /1H2023

Source: ACEA (European Automobile Manufacturers Association)

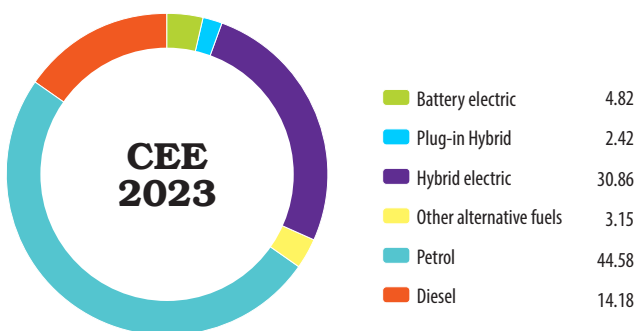
	TOTAL				BATTERY ELECTRIC				PLUG-IN HYBRID			
	1H24	1H23	1H22	% change	1H24	1H23	1H22	% change	1H24	1H23	1H22	% change
Bulgaria	23,047	17,616	14,539	30.8	871	871	337	0	247	120	56	105.8
Croatia	39,591	34,571	22,869	14.5	792	929	458	-14.7	711	487	399	46
Czechia	119,221	115,548	98,914	3.2	4,146	2,992	1,971	38.6	2,913	2,622	1,575	11.1
Estonia	10,167	12,131	11,074	-16.2	649	644	359	0.8	367	276	273	33
Hungary	63,337	56,594	57,407	11.9	4,653	2,918	2,265	59.5	2,871	2,761	2,449	4
Latvia	8,734	10,010	8,141	-12.7	587	990	411	-40.7	250	192	131	30.2
Lithuania	14,788	14,777	13,982	0.1	849	1,036	586	-18.1	699	497	0	40.6
Poland	276,957	238,674	212,405	16	8,861	8,497	4,807	4.3	7,277	6,769	5,262	7.5
Romania	83,505	73,645	58,712	13.4	5,743	6,998	4,460	-17.9	0	0	0	0
Slovakia	47,045	45,457	39,953	3.5	1,232	1,086	664	13.4	1,075	1,267	719	-15.2
Slovenia	28,337	27,310	25,847	3.8	1,649	2,164	1,060	-23.8	568	630	299	-9.8
EU	5,683,843	5,438,888	4,611,878	4.5	712,637	703,392	457,567	1.3	392,284	402,319	402,595	-2.5
CEE	714,729	646,333	563,843	10.58	30,032	29,125	17,378	3.11	16,978	15,621	11,163	8.69

NEW CARS REGISTRATIONS FULL YEAR 2023 / 2022 /2021

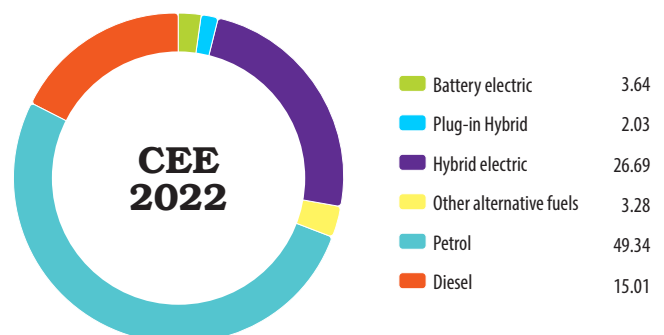
Source: ACEA (European Automobile Manufacturers Association)

	TOTAL			BATTERY ELECTRIC				PLUG-IN HYBRID		
	2023	2022	% change 23/22	2023	2022	2021	% change 23/22	2023	2022	% change 23/22
Bulgaria	37,724	28,680	31.5	1,816	828	433	119.3	355	141	151.8
Croatia	57,694	43,928	31.3	1,637	1,369	1,351	19.6	992	836	18.7
Czechia	221,419	192,084	15.3	6,700	3,944	2,655	69.9	5,251	3,447	52.3
Estonia	22,820	20,426	11.7	1,445	687	484	110.3	560	426	31.5
Hungary	107,720	111,524	-3.4	5,799	4,709	4,312	23.1	5,542	4,876	13.7
Latvia	19,083	16,824	13.4	1,692	1,073	414	57.7	363	295	23.1
Lithuania	27,528	25,496	8	2,060	1,350	1,158	52.6	0	0	
Poland	475,032	419,749	13.2	17,078	11,291	7,166	51.3	13,171	10,443	26.1
Romania	144,611	129,328	11.8	15,368	11,638	6,342	32.1	0	0	
Slovakia	88,003	78,841	11.6	2,346	1,390	1,105	68.8	2,997	1,556	92.6
Slovenia	48,809	46,339	5.3	4,330	2,293	1,723	88.8	1,044	602	73.4
EU	10,547,716	9,263,509	13.9	1,538,621	1,123,444	877,985	37	813,480	874,777	-7
CEE	714,729	646,333	10.58	30,032	29,125	17,378	3.11	16,978	15,621	8.69

Passenger cars - new registrations by fuel type 2023 CEE(%)



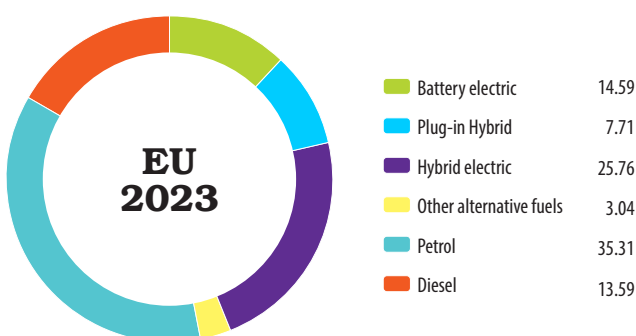
Passenger cars - new registrations by fuel type 2022 CEE(%)



HYBRID ELECTRIC				OTHERS				PETROL				DIESEL			
1H24	1H23	1H22	% change	1H24	1H23	1H22	% change	1H24	1H23	1H22	% change	2023	2022	'23/'22	
467	319	220	46.4	0	1	0	-100	16,450	12,235	11,454	34.5	5,012	4,070	2,472	23.1
9,788	7,171	4,795	36.5	746	944	1,131	-21	19,304	17,942	11,746	7.6	8,250	7,098	4,340	16.2
24,075	18,515	14,648	30	2,475	2,153	2,486	15	59,372	62,423	54,316	-4.9	26,240	26,843	23,918	-2.2
4,496	4,577	3,791	-1.8	67	40	163	67.5	2,952	5,080	4,799	-41.9	1,636	1,514	1,689	8.1
28,728	22,115	21,584	29.9	81	378	534	-78.6	19,511	21,549	23,231	-9.5	7,493	6,873	7,344	9
3,083	2,769	1,993	11.3	192	199	156	-3.5	3,225	4,270	4,170	-24.5	1,397	1,590	1,280	-12.1
6,715	5,374	5,474	25	269	251	0	7.2	4,514	5,754	6,346	-21.6	1,742	1,865	1,576	-6.6
128,560	88,433	72,133	45.4	7,602	6,399	6,480	18.8	100,445	104,776	101,203	-4.1	24,212	23,800	22,520	1.7
29,208	20,933	16,437	39.5	8,391	10,090	6,441	-16.8	27,859	27,168	23,603	2.5	12,304	8,456	7,771	45.5
14,129	11,942	8,705	18.3	966	990	881	-2.4	21,687	22,302	22,535	-2.8	7,956	7,870	6,449	1.1
2,982	3,951	3,533	-24.5	218	293	407	-25.6	17,592	15,453	15,646	13.8	5,328	4,819	4,902	10.6
1,661,081	1,358,058	1,059,455	22.3	179,257	167,630	143,750	6.9	2,007,942	2,018,060	1,744,268	-0.5	730,642	789,429	804,243	-7.4
252,231	186,099	153,313	35.54	21,007	21,738	18,679	-3.36	292,911	298,952	279,049	-2.02	101,570	94,798	84,261	7.14

HYBRID ELECTRIC			OTHERS				PETROL				DIESEL		
2023	2022	% change 23/22	2023	2022	2021	% change 23/22	2023	2022	2021	% change 23/22	2023	2022	% change 23/22
693	386	79.5	28	21	14	33.3	28,800	21,974	17,816	31.1	6,032	5,330	13.2
12,875	8,174	57.5	1,722	1,810	1,114	-4.9	28,639	22,589	24,040	26.8	11,829	9,150	29.3
40,288	28,213	42.8	4,031	4,892	3,253	-17.6	115,051	106,597	122,115	7.9	50,098	44,991	11.4
9,067	6,747	34.4	66	285	466	-76.8	8,846	8,970	10,742	-1.4	2,836	3,311	-14.3
45,022	42,498	5.9	562	896	727	-37.3	37,752	44,279	45,485	-14.7	13,043	14,266	-8.6
5,567	4,358	27.7	341	339	518	0.6	8,147	7,907	6,779	3	2,973	2,852	4.2
11,763	9,749	20.7	1	1	318	0	10,481	11,522	20,500	-9	3,223	2,874	12.1
187,293	138,995	34.7	12,596	12,287	13,532	2.5	198,064	200,757	231,980	-1.3	46,830	45,976	1.9
44,217	34,410	28.5	17,669	13,566	15,957	30.2	51,035	53,302	47,809	-4.3	16,322	16,412	-0.5
24,183	17,355	39.3	1,812	1,699	1,188	6.7	41,412	43,903	42,184	-5.674	15,253	12,938	17.9
4,903	6,275	-21.9	503	699	572	-28	29,188	27,491	32,254	6.2	8,841	8,979	-1.5
2,716,963	2,098,608	29.5	320,638	277,014	268,691	15.7	3,724,646	3,368,726	3,867,378	10.6	1,433,368	1,520,940	-5.8
385,871	297,160	29.85	39,331	36,495	37,659	7.77	557,415	549,291	601,704	1.48	177,280	167,079	6.11

Passenger cars - new registrations by fuel type 2023 EU(%)



Passenger cars - new registrations by fuel type 2022 EU(%)

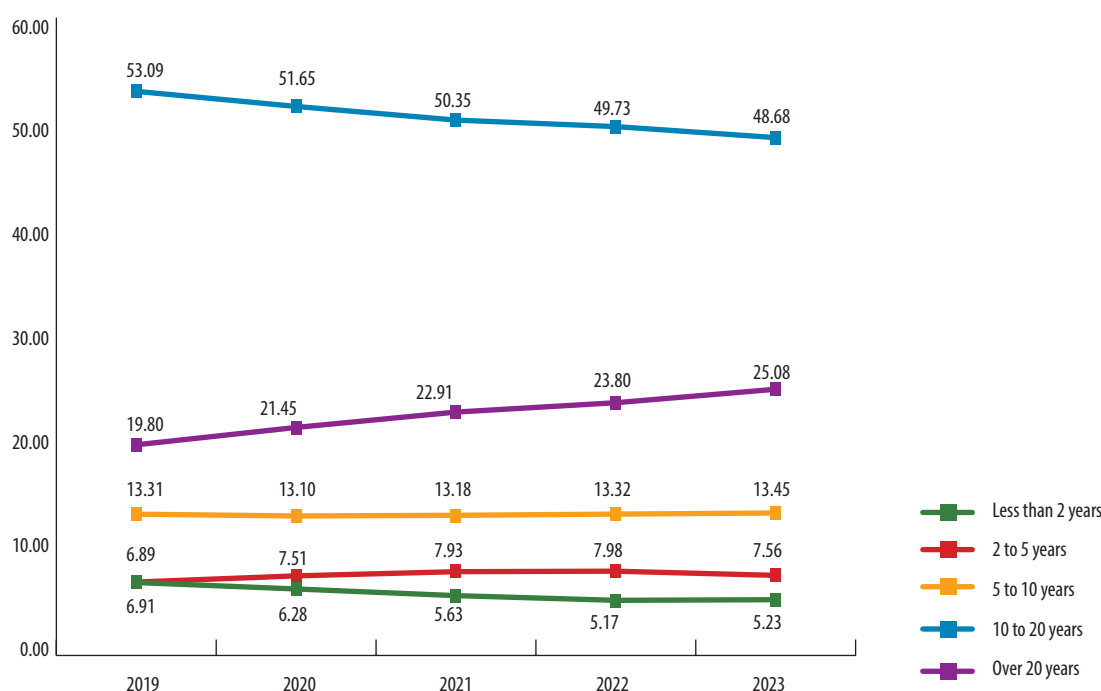


Passenger cars 2019–2023 in CEESEE countries (stock of vehicles)

	2019	2020	2021	2022	2023						
					TOTAL	Less than 2 years	From 2 to 5 years	From 5 to 10 years	From 10 to 20 years	Over 20 years	Passenger cars per 1000 inhabitants
CEE countries											
Albania	499,590	539,497	593,280	639,379	699,337	7,805	10,787	40,227	346,220	294,298	(e) 253
Bosnia and Herzegovina	939,283	936,417	983,077	1,006,142	1,044,950	16,887	27,175	102,312	503,933	394,643	466
Bulgaria	2,829,946	2,866,763	2,830,464	na	na	na	na	na	na	na	306
Croatia	1,724,900	1,746,285	1,795,465	1,840,767	1,910,131	126,797	176,848	389,663	885,463	331,360	495
Czechia	5,924,995	6,049,255	6,088,730	0	6,512,774	567,586	671,292	1,124,173	4,149,723	na	597
Estonia	794,926	808,689	825,936	849,294	865,773	63,180	77,569	139,797	305,760	279,467	630
Hungary	3,812,013	3,920,799	4,020,159	4,094,129	na	na	na	na	na	na	435
Kosovo	309,509	na	322,701	na	na	na	na	na	na	na	(e) 205
Latvia	727,164	739,124	758,688	769,723	781,690	34,656	45,377	103,671	407,965	190,021	418
Lithuania	1,498,688	1,565,465	1,611,143	1,650,384	1,700,524	76,456	94,884	218,238	871,062	439,884	589
Montenegro	217,959	210,113	221,405	227,716	242,599	6,045	8,718	31,658	129,419	66,759	(e) 393
North Macedonia	426,045	429,196	477,820	483,482	na	na	na	na	na	na	na
Poland	24,360,166	25,113,862	25,869,804	21,458,101	na	na	na	na	na	na	(e) 601
Romania	6,902,984	7,274,728	7,611,039	7,865,186	8,106,570	265,642	428,668	866,003	3,852,719	2,693,538	(e) 425
Serbia	na	2,164,818	na	na	2,389,105	45,960	119,905	227,107	1,152,861	843,272	362
Slovakia	2,393,577	2,439,986	2,493,183	na	na	na	na	na	na	na	487
Slovenia	1,165,371	1,170,690	1,189,457	1,207,755	1,230,565	80,061	142,743	342,009	529,519	136,233	579
SEE countries											
Cyprus	572,501	578,158	592,156	601,131	na	na	na	na	na	na	665
Greece	5,406,551	5,492,176	5,604,192	na	na	na	na	na	na	na	565
Türkiye	12,503,049	13,099,041	13,706,065	14,269,352	15,221,134	1,419,913	1,542,776	3,284,322	4,813,174	4,160,949	178

Sources: EUROSTAT

Evolution of the CEE passenger cars fleet age dynamic (%)

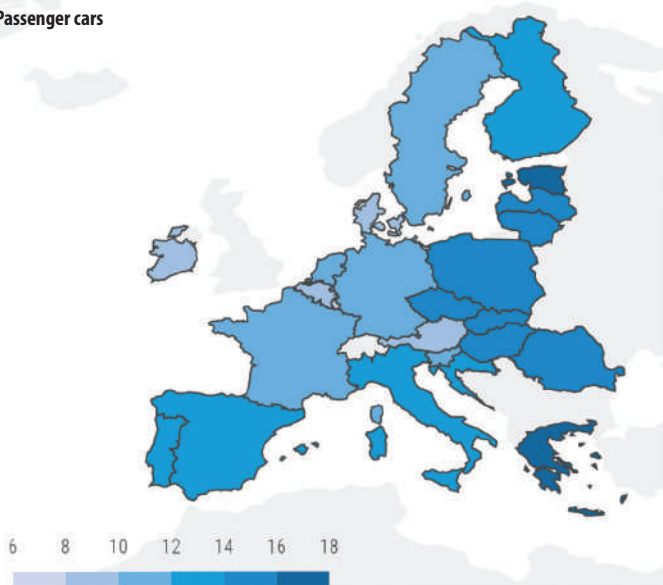


According to ACEA data, there are currently around 3 million battery electric vehicles (BEVs) on EU roads, supported by approximately 75,000 public fast chargers. This results in a ratio of about 30 BEVs per fast charger. When including plug-in hybrid electric vehicles (PHEVs) – which share the same charging infrastructure – this ratio increases to 52 cars per fast charger. Notably, just three countries – the Netherlands (144,453 charging points), France (119,255), and Germany (120,625) – account for nearly 61% of all EU charging points. The remaining 39% of chargers are spread across 78% of the EU's territory. In Central and Eastern Europe (CEE), despite fewer electric vehicles, the ratio is far less favorable. For example, the Netherlands has over 52 times more charging points than Romania (2,754), a country seven times larger (ACEA's Automotive Insights report "Charging ahead: accelerating the roll-out of EU electric vehicle charging

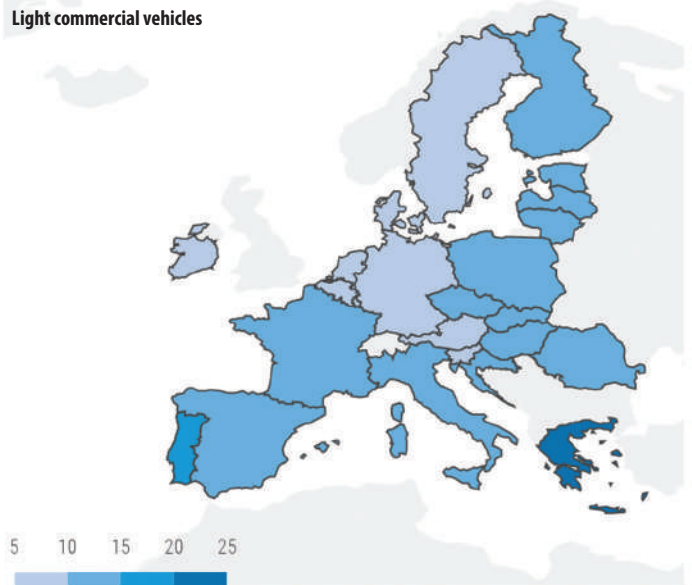
infrastructure"). In fact, between 2017 and 2023, EU-wide BEV sales have outpaced the growth of the charging network by more than threefold, with electric car sales increasing 18 times, while the number of public chargers grew only sixfold. While the European Commission is calling for 3.5 million charging points by 2030 to support the level of vehicle electrification necessary to reach the proposed 55% CO2 reduction for passenger cars, cars manufacturers' estimations are significantly higher. Whatever the right figure, it is clear that to reach the EC targets, a strong acceleration of the rate of installation of charging stations is needed, especially in the CEE countries. This is especially true when it comes about fast charging stations, which currently account for just about 1 in 7 existing charging points across the EU.

National fleets' ages for selected vehicle categories

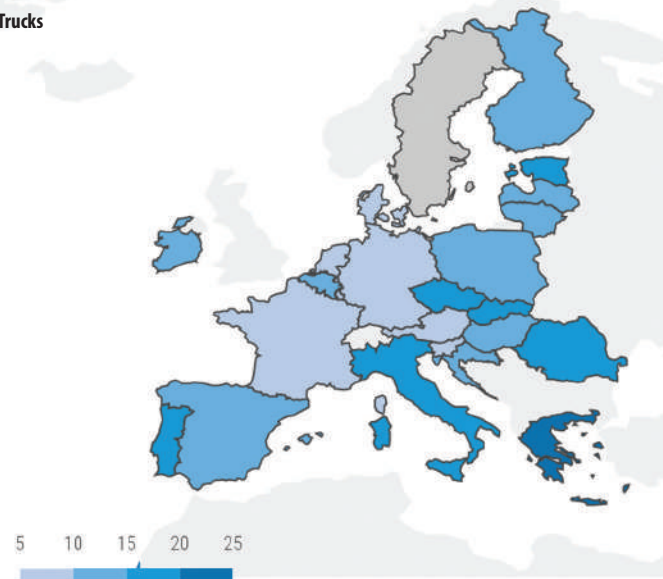
Passenger cars



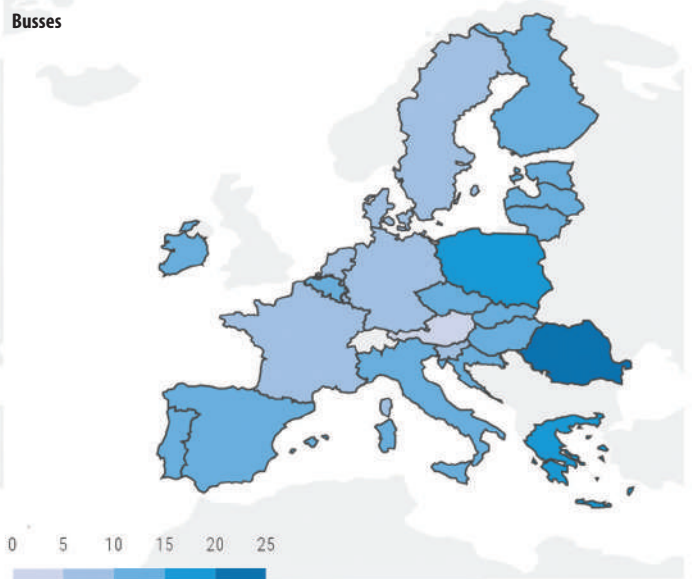
Light commercial vehicles



Trucks



Busses



Road deaths per million inhabitants – preliminary data for 2023

	Rate per million population		Percentage change 2023 in relation to:		
	2022	2023	2022	2019	Average 2017-19
EU	46	46	-1%	-10%	-12%
Bulgaria	78	82	-1%	-16%	-18%
Czechia	50	46	-5%	-19%	-18%
Estonia	37	43	20%	13%	6%
Croatia	71	71	0%	-8%	-13%
Latvia	60	76	27%	9%	4%
Lithuania	43	56	33%	-14%	-13%
Hungary	55	49	-12%	-22%	-24%
Poland	50	52	0%	-35%	-34%
Romania	86	81	-5%	-17%	-18%
Slovenia	40	39	-4%	-20%	-17%
Slovakia	49	52	5%	4%	4%

Persons killed in road accidents

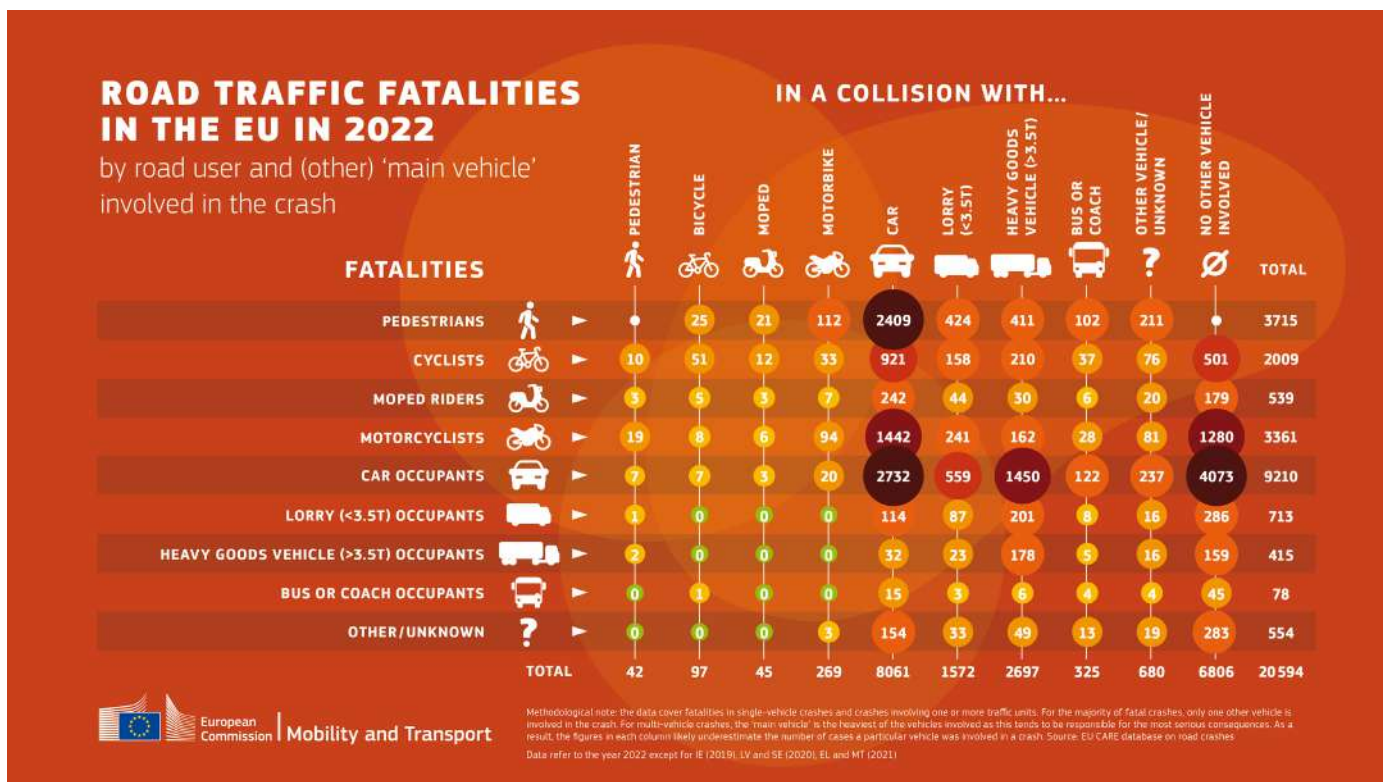
	2020		2021		2022	
	Total, of which	by cars	Total, of which	by cars	Total, of which	by cars
EU	18,833	44%	19,917	44%	20,653	42.79%
Bulgaria	463	56%	561	55%	531	60.83%
Czechia	518	52%	532	46%	527	52.75%
Estonia	59	12%	55	40%	49	48.98%
Croatia	237	53%	292	44%	275	52.00%
Latvia	139	46%	147		113	
Lithuania	175	45%	148	59%	120	49.17%
Hungary	460	48%	544	49%	537	50.84%
Poland	2,491	47%	2,245	49%	1,896	48.15%
Romania	1,644	38%	1,779	45%	1,633	42.74%
Slovenia	80	36%	114	28%	85	24.71%
Slovakia	247	52%	247	52%	266	49.62%

Ageing fleets – a persisting trend

According to ACEA, there are approximately 290 million vehicles on the EU roads (2022), with an average age of 12.3 years. However, at individual level, there are countries where cars may be on average up to 14 to 17 years old, as is the case in Estonia and Greece, respectively. The only CEE country with a lower-than-average age of the cars is Slovenia (11.2). Croatia follows, with an average age of 13.3 years, while several of the main markets in the region have fleets aged closer to 15 years (Hungary -14.6 years, Slovakia and Lithuania – 14.7 years, Poland and Romania – 14.9 years). The top older fleets, besides Estonia (16.6 years), are Czechia (15.9 years) and Latvia (15.2 years).

Trucks are, in general, the oldest vehicle segment, with an EU average of 13.9 years (and peaks as high as 23.2 years in Iceland), while the average for both buses and vans is 12.5 years.

It is also worth noting that throughout recent years the share of passenger cars aged over 20 years has increased, reaching 25% at the CEE level. While new cars (less than 2 years) maintained a weight of slightly over 5% in the regional portfolio, coming down from about 7% before 2019, the categories of 2-5 years and 5-10 years showed a stable presence in the portfolio. The category that has recorded a visible decline was the “median” one of cars aged between 10 and 20 years. There are markets, as Poland, Estonia or Romania where in 2023, cars aged over 20 years accounted for



more than 30% of the total number of passenger cars. Moreover, according to the Polish official statistics, about 20% of the passenger cars may be even older than 30 years.

Road accidents

EU-wide, road deaths in 2023 fell by 1% on the previous year, show data published by the Directorate-General for Mobility and Transport, European Commission. While this represents around 2,360 fewer fatalities (-10%) compared with 2019, the statistics for some countries show a stagnating situation.

“Since 2019, the number of road deaths has scarcely fallen in Spain, France and Italy, while it has risen in Ireland, Latvia, the Netherlands, Slovakia and Sweden. In contrast, over the last four years, Belgium, Czechia, Denmark, Hungary and Poland are on track to meet the 50% reduction target in road deaths and serious injuries by 2030,” reveals the EU Directorate-General for Mobility and Transport, emphasizing that its statement is based on preliminary and often partial data. Bulgaria (82/million) and Romania (81/million) reported the highest fatality rates in 2023, while Sweden (22 deaths per one million inhabitants) and Denmark (27/million) proved to have the safest roads. The EU average was 46 road deaths per million inhabitants.

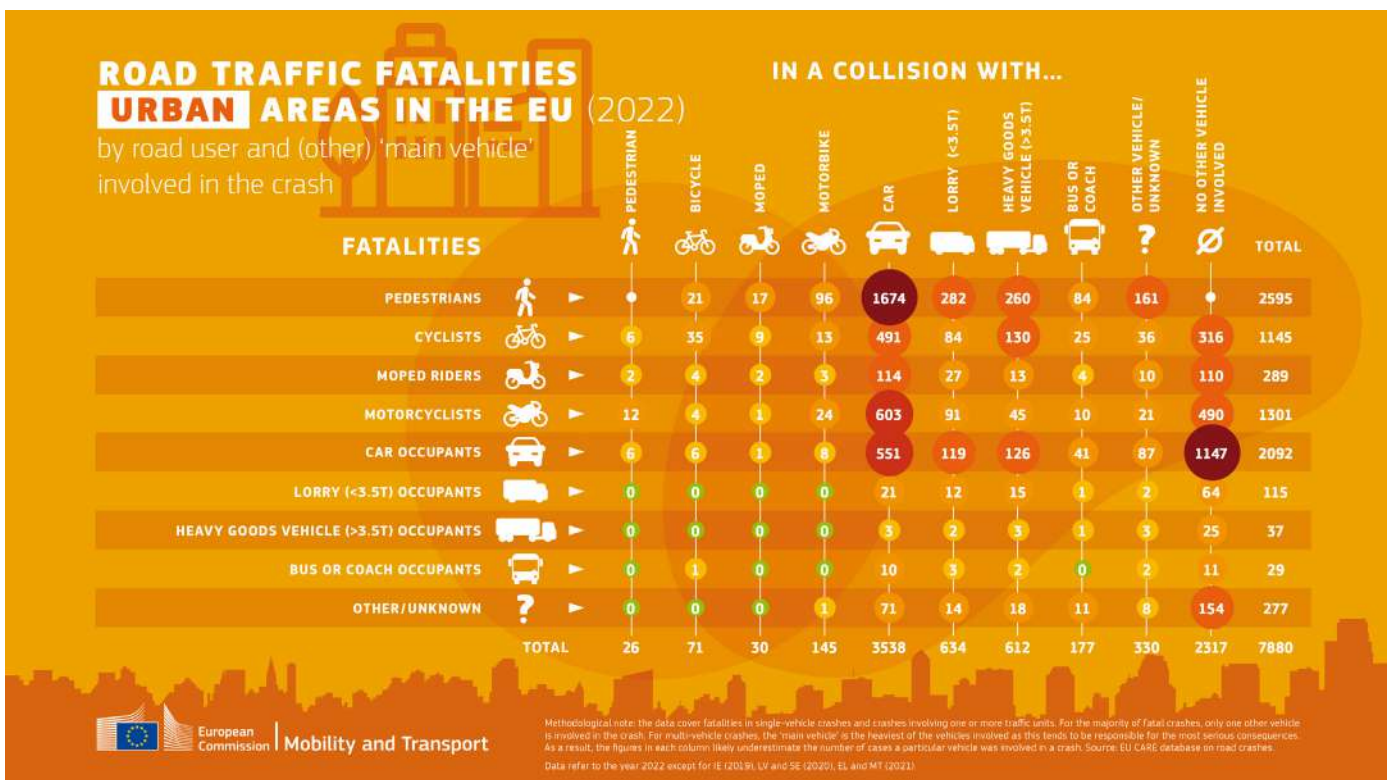
Among the various categories of traffic participants, car occupants (drivers and passengers) represented 45% of all fatalities, while pedestrians accounted for 18%. Users of powered two-wheelers (motorbikes and mopeds) with 19%, and cyclists (10%) are the categories raising the strongest concern. Cyclist, in particular, are the main road user group not to see a significant drop in fatalities over the last decade, more than 2,000 of

them being killed in 2022. The persistent lack of appropriate infrastructure and unsafe behavior of all road users such as speeding, distraction and driving under the influence of alcohol and drugs are the main causes of this situation.

Future expectations

As far as insurers are concerned – they are simultaneously facing two opposite trends: the overall ageing fleets and the strengthening presence of e-cars. If just a few years ago insuring e-cars was mostly a rather rare “special case”, every year e-cars’ presence is stronger and insuring them is becoming a day-by-day reality.

Electric vehicle sales globally are forecast to grow 30% per year, said Swiss Re, emphasizing that this trend may create new insurance risk features due to changes in driving behaviors, usage, reparability and vehicle features. According to the Swiss Re’s analysts, the EV insurance market is forecast for double-digit growth in the coming years, but underwriting profitability is challenging. There are still a lot of unknowns surrounding electric cars and the lifespan of their components, which is why many customers are reluctant to buy them, but also many insurers are not yet comfortable providing coverage for them. Insurance companies need to adapt faster and create insurance products specifically targeted at electric vehicles. As there are several insurance groups that have already addressed the issue, the overall offer is still far from being sufficient. Moreover, as the electric cars landscape is fast changing toward cheaper and more resilient technologies, creating specific insurance products will remain a work in progress for some time. (D.G.)



Interview with
Emil DIMITROV
CEO, REVAUXY



XPRIMM: REVAUXY is a software company specialized in professional solutions for the insurance business. Please provide our readers with more details on the main lines of your offer.

Emil DIMITROV: REVAUXY is a leading provider of software solutions to the insurance industry with over 25 years of experience. We enable insurers to succeed in an evolving industry by offering software platforms, solutions, and native apps, including a full digital suite for claim management.

Our philosophy is to go far beyond being an indispensable software solution provider for insurers, but to align our efforts and become the industry's most preferred and reliable companion through our joint journey to claims processing excellence. Our

goal is to find all possible ways to transform claims from a burden to a valuable competitive advantage.

Through our own software platform, SmartClaiMS, we offer professional solutions for all parties involved in the insurance industry: insurance companies, brokers, agents, external experts, lawyers, repair shops, hospitals, suppliers, and customers. By developing tailor-made cross-platform integrations for our clients, we empower fast, convenient, and secure online communication and data exchange across the insurance world ecosystem.

XPRIMM: With the advent of the use of digital solutions in all aspects of the insurance business, there is a great wealth and variety of solutions available on the market. How would you define your competitive advantage in this environment? What are the main qualities of the REVAUXY solutions?

E.D.: If I were a medical doctor, I would never prescribe you a universal painkiller, treating all the diseases you may have. It's obvious, isn't it? Instead, I would thoroughly analyze your symptoms to determine the correct diagnosis, then prescribe the proper combination of treatments that will work cooperatively to heal your pain. And most importantly, I would continuously monitor and control your health to adapt treatments to your current conditions. The same approach should axiomatically apply to the software industry as well. Another obvious analogy with medicine is that in software almost everyone should know and understand the basics, but to have the best treatment, you need to find a specialized professional.

One of the greatest advancements in our digital age is connectivity. Now we can connect and exchange data and information between people, businesses, processes and systems like never before. This means that we can build excellent professional systems for the various aspects of the complex businesses and ensure effective collaboration between them through integrations.

To better explain the analogies above, it might be worth saying a few words about the "pain" in the industry. Whatever you may say about technology, sustainable growth, client satisfaction, green economy, you name it, in the end it's always about money. So, any digitization initiative becomes useless if it doesn't lead to either gaining a profit or keeping the money of the insurance company and surrounding businesses. The valuable software "pill" to overcome this pain is digital data. The claim processing generates loads of data every minute - from FNOL, through all human and system interactions, to customer behavior. And it is

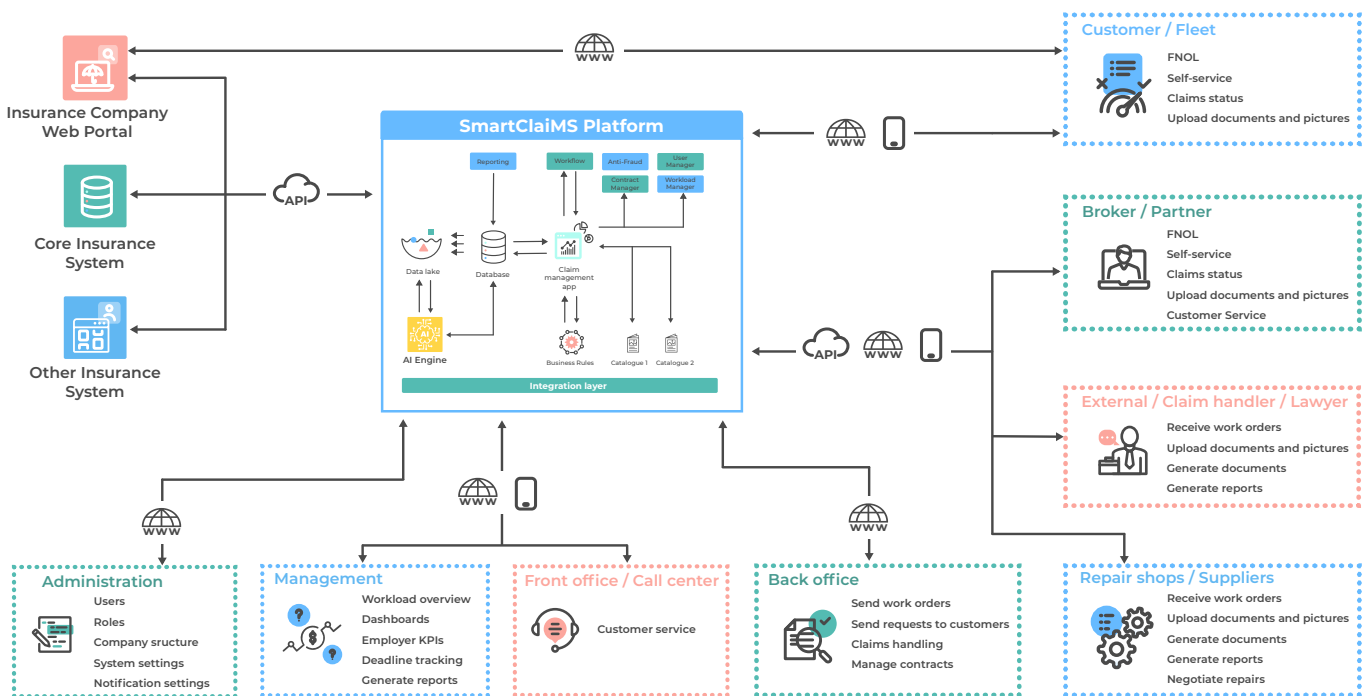
very important to have as much of this data as possible in a real digital format. This way the processes become accountable and manageable, so you can understand where the money is coming from and where it is going.

SmartClaiMS is a highly professional instrumentation for organizing, managing and controlling claims processing in the insurance company. We have in-depth knowledge of the peculiarities of the workflow, so we are able to provide powerful and easy-to-use interfaces to all interacting users - managers, employees, end customers, external partners, service providers etc. And in order to effectively incorporate SmartClaiMS in the business process, we build integrations with all surrounding systems that do their professional work for and around the company.

XPRIMM: Motor vehicle insurance is one of the segments in the insurance business that has been the scene of some of the most intensive digitization efforts. Claims management has certainly gained a lot from digitization. How do you comment on the current stage of the digital transition in the CEE markets? What can REVAUXY offer in this area?

E.D.: Motor claims management is a very complex matter indeed. Many different interests and stakeholders are involved in the process. Besides the usual suspects - the insurer and the insured party - you will also find repair shops, spare parts suppliers, paint manufacturers, car dealers, fleets, leasing companies, brokers and many others, who are deeply involved in the process or at least have a legitimate interest in the accuracy, speed and adequate valuation of each individual claim and the corresponding vehicle repair.

SmartClaiMS Omnibus Digital Environment



You are absolutely right to say that we can see a fertile field for intensive digitization in motor claim management. Almost all motor insurance forums, exhibitions, seminars and professional events are dominated by talks about modern technology innovations like e-mobility, artificial intelligence, machine learning, image recognition, mobile applications, connected cars etc. Loads of brilliant start-up ideas, universal scalable and adaptive one-stop-shop solutions from global IT vendors, fantastic videos, animations, PowerPoint presentations and... unfortunately, very few real-world success stories.

I will give you my opinion why many insurers face this unpleasant disappointment after spending millions on a dream IT solution. Technology innovations have been extremely rapid and impressively productive for the last 15-20 years. All those amazing

new developments inspire many enthusiasts in startups and well-established software companies to engage their endless creativity to produce the next IT revolution by injecting technology into the business. Well, that's usually a perfect approach to find a great solution for 90% of the targeted problem and to produce an excellent presentation, which will easily get the million-dollar approval of the board. Unfortunately, sooner or later, the remaining 10% usually become an unavoidable obstacle and very often the lack of solution for them leads to project failure. It turns out the expensive genius painkiller is unable to take care of the integrations with other internal and external systems, the under-qualified personnel, the customers or vehicles who are not connected, the hardly accessible geographic regions, the specific practices of the company, the "strange" legislation in the country,

the local market peculiarities, the “under-the-table” interests and forces, etc.

REVAUXY is a proven and reliable technology solution provider for the insurance business, and we are part of the big family of software companies, who are richly paid to produce and deliver excellent and usable solutions to the market. I strongly believe that the ultimate reason for our existence is to provide real tangible benefits to our clients. We always respect the business knowledge of our customers and never try to force them to change their business models in order to suit our comfort or trending new technology. When we start to collaborate with a new insurance company, our first efforts are focused on understanding their specific portfolio, business processes, external relations, work practices, human resources, current state of digital process penetration etc. And keeping in mind that business will always change and move forward, we follow the path and stay very close to this development in order to be adequate and provide useful solutions to real-life problems all the time. We never put technology over the business and don't try to inject innovation into the process just because it looks trendy now. Instead, we continuously analyze the workflow requirements and incorporate the most applicable technology into the real world of the business processes.

REVAUXY will never forget the remaining 10%.

We never put technology over the business and don't try to inject innovation into the process just because it looks trendy now. Instead, we continuously analyze the workflow requirements and incorporate the most applicable technology into the real world of the business processes.

XPRIMM: If you were to choose from among the success stories born from your collaboration with insurers and insurance brokers across the CEE region, what would you say is the most important benefit they received from implementing your solutions?

E.D.: One of my valued mentors in business used to say: “If you were my client, I would know that we have made a successful business when we find ourselves going to the bank, smiling”.

You are asking me about a success story which influenced the business of our clients in a positive way. I will tell you that the constant collaboration between REVAUXY and the complex environment of the insurance business generates and guarantees success. When we started to produce our SmartClaiMS platform back in 2004, we defined our ground rules:

» Our clients know their business and we will never try to tutor them how to develop it.

- » We are together in this journey and it's vitally important to trust each other.
- » In order to provide timely and accurate solutions, we always look at the problem from all possible angles and perspectives.
- » Digitizing analog processes is useless unless we digitize the process itself.
- » Claims have to be transformed from a burden to a competitive advantage.

One of the greatest advancements in our digital age is connectivity. Now we can connect and exchange data and information between people, businesses, processes and systems like never before.

It's amazing to see the technological advancements the insurance industry has made recently. As far as customers are concerned, there are impressive initiatives taken in the digital age, offering opportunities to purchase insurance, manage policies and file claims through advanced chatbots and automated systems – a truly fantastic journey!

However, looking beneath this modern surface to examine the internal operations, we encounter contrasting complexities. Legacy systems and rooted processes present substantial challenges in achieving true digital transformation.

Enhancing customer interfaces is a significant step forward, but reconstructing internal processes is a different and more complex endeavor. This directly affects accuracy and transparency and fails to use the data for business growth. The efforts and challenges of IT departments in modernizing backend systems and business processes are enormous. We constantly face a shortage of IT resources for new developments. The good news is that we develop our services together with our clients and can make every effort to adopt the available modern technology in our clients' processes.

Our services feature full digitalization, integration, and data-driven business development. At the same time, it improves fraud detection, service control levels, and regulatory compliance.

If you're keen on speeding up your progress, let's get in touch. Together we can drive the change the industry urgently needs and embrace today's technological solutions.

Interview conducted by Daniela GHEȚU





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Daniela GHETU
Editorial Director

conomies in Central and Eastern Europe (CEE) ended 2023 in stagnation, but for 2024 analysts are confident that there are strong chances of modest recovery. According to FocusEconomics, "CEE growth will shift to a higher gear in 2024 compared to 2023 thanks to rebounds in private spending and industrial output. That said, the rise will fall short of the prior 10-year average of 3.2%, as tight monetary conditions for most of the

year will cap investment." The geopolitically difficult moment is a downside risk, while stronger-than-expected EU activity is an upside risk. The long-lasting impact of the global Covid-19 pandemic, as well as the war in Ukraine and, more recently, the tense conflict in Gaza, have created many challenges, resulting in an increase in budget deficits in CEE.

While inflation has fallen significantly by the end of the year and beginning of 2024, in some parts of the region, as Poland and Hungary, it went back above central bank target ranges later in the year. However, analysts expect regional inflation will fall notably from last year's level in 2024 and cool from

its prior 10-year average on tight monetary policy stances in the region. "Unexpected spikes in commodity prices and weaker-than-expected regional currencies are upside risks," said FocusEconomics.

Overall, while the economic situation is slightly improving as compared with the previous period, challenges are far from being fully overcome.

Non-life insurance GWP across the CEE region accounted for EUR 36.12 billion in 2023, 14.2% up y-o-y at regional level, according to XPRIMM calculation. All markets saw a positive trend in the premiums' evolution, at rather high paces considering the difficult economic conditions.

The non-life insurance segment's primary business line is still motor insurance. XPRIMM projections show that in 2023, GWP for MTPL insurance reached EUR 11.04 billion (13.17% up y-o-y) and for Motor Hull reached EUR 7.97 billion (19.62% up y-o-y). The total GWP for motor vehicle insurance was EUR 19.07 billion,

CEE: Motor insurance GWP in the non-life insurance lanscape; 2023 vs.2022

Country	Non-life GWP			Motor GWP total			% in non-life GWP		Motor Hull GWP			% in non-life GWP		MTPL GWP			% in non-life GWP	
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%
Albania	202.38	168.94	19.80	148.88	125.47	18.65	73.56	74.27	14.29	11.02	29.69	7.06	6.52	134.58	114.45	17.59	66.50	67.75
Bosnia & Herzegovina	401.13	354.23	13.24	300.12	264.20	13.59	74.82	74.59	54.30	45.91	18.27	13.54	12.96	245.82	218.30	12.61	61.28	61.63
Bulgaria	1,869.62	1,527.57	22.39	1,299.48	1,005.20	29.28	69.51	65.80	512.49	420.58	21.85	27.41	27.53	786.99	584.63	34.61	42.09	38.27
Croatia	1,387.20	1,304.76	6.32	912.90	639.02	42.86	65.81	48.98	309.40	210.43	47.04	22.30	16.13	603.50	428.59	40.81	43.50	32.85
Czechia	6,429.44	6,044.48	6.37	2,827.60	2,657.23	6.41	43.98	43.96	1,437.91	1,308.46	9.89	22.36	21.65	1,389.69	1,348.77	3.03	21.61	22.31
Estonia	554.45	471.46	17.60	303.79	255.45	18.92	54.79	54.18	178.68	151.95	17.59	32.23	32.23	125.11	103.49	20.89	22.56	21.95
Hungary	2,450.53	2,046.17	19.76	1,230.89	1,027.64	19.78	50.23	50.22	428.81	339.90	26.16	17.50	16.61	802.08	687.74	16.63	32.73	33.61
Kosovo	139.85	127.72	9.50	82.60	na	na	na	na	na	na	0.00	na	na	82.60	75.27	9.74	59.06	58.93
Latvia	882.62	742.47	18.88	319.61	275.25	16.12	36.21	37.07	202.70	169.30	19.73	22.97	22.80	116.91	105.95	10.34	13.25	14.27
Lithuania	1,092.86	894.89	22.12	587.41	491.04	19.63	53.75	54.87	251.39	206.20	21.92	23.00	23.04	336.02	284.84	17.97	30.75	31.83
North Macedonia	192.80	170.90	12.82	110.20	100.86	9.26	57.16	59.02	19.21	16.17	18.81	9.96	9.46	90.99	84.69	7.44	47.19	49.56
Montenegro	95.83	86.91	10.27	52.76	46.47	13.54	55.06	53.47	9.09	6.87	32.27	9.48	7.91	43.68	39.60	10.29	45.58	45.56
Poland	12,888.97	10,835.09	18.96	6,500.76	5,554.79	17.03	50.44	51.27	2,890.47	2,346.55	23.18	22.43	21.66	3,610.28	3,208.23	12.53	28.01	29.61
Romania	3,055.65	2,801.47	9.07	2,323.23	2,153.42	7.89	76.03	76.87	712.88	618.31	15.29	23.33	22.07	1,610.35	1,535.11	4.90	52.70	54.80
Serbia	1,064.61	896.85	18.71	536.95	451.69	18.88	50.44	50.36	142.34	119.58	19.04	13.37	13.33	394.57	332.11	18.81	37.06	37.03
Slovakia	1,192.26	1,129.79	5.53	669.68	634.63	5.52	56.17	56.17	357.59	320.02	11.74	29.99	28.33	312.10	314.60	-0.80	26.18	27.85
Slovenia	2,223.32	2,028.52	9.60	810.67	666.88	21.56	36.46	32.88	453.04	375.14	20.77	20.38	18.49	357.63	291.73	22.59	16.09	14.38
Total CEE	36,123.53	31,632.21	14.20	19,017.52	16,424.50	15.79	52.65	51.92	7,974.59	6,666.38	19.62	22.08	21.07	11,042.89	9,758.11	13.17	30.57	30.85

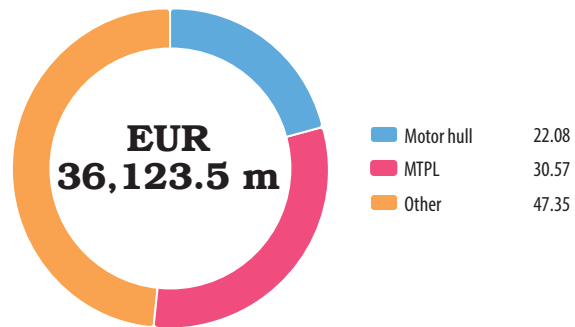
representing 15.8% y-o-y growth and 52.7% of the volume of non-life insurance premiums.

With few exceptions, claims expenses increased in all markets, sometimes by double digits. For the time being, motor insurance is the business line that has been most affected by inflation. Although inflation rates in the region fell, they remained higher than "traditional" levels. However, because the MTPL markets in the area remain highly competitive, it is difficult to adjust rates to reflect rising claims costs. On one hand, market authorities are concerned about a potential mismatch between tariffs and inflation in claims. On the other hand, customers, as evidenced by their preference for price as the primary factor in selecting an insurance provider, want to keep the cost of this insurance as low as possible. Overall, however, there is a slight upward trend in MTPL rates, despite the fact that price increases have been relatively moderate for the time being, due in part to insurers' fear that an increasing number of people will find it extremely difficult to absorb higher prices.

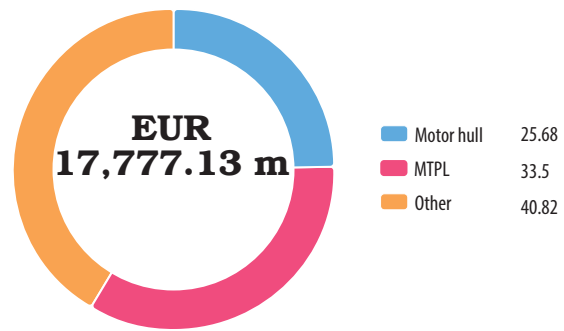
Prices have risen also for Motor Hull insurance in many markets, in line with the increasing value of the paid claims. Yet, this type of insurance being a facultative one, prices give rise to fewer discussions in the public space. The good news is that in most markets across the region the number of contracts for this business line did not decrease.

Poland, Romania, Czechia, Bulgaria and Hungary are the Top 5 MTPL markets, controlling about three-quarters of the MTPL premiums production in the region. Romania remained the second ranked market in the region despite the low growth rates triggered by the cap on tariffs imposed after the Euroins Romania failure.

CEE non-life GWP portfolio (%)



CEE non-life Paid Claims portfolio (%)



CEE: Claims paid for motor insurance in the non-life insurance landscape; 2023 vs. 2022

Country	Non-life Claims			Motor paid claims			% in non-life paid claims		Motor Hull paid claims			% in non-life paid claims		MTPL paid claims			% in non-life paid claims	
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%
Albania	60.59	54.69	10.79	46.14	38.92	18.56	76.14	71.15	8.22	6.32	30.09	13.57	11.56	37.91	32.60	16.32	62.57	59.60
Bosnia & Herzegovina	164.02	149.98	9.36	125.66	113.61	10.61	76.62	75.75	33.94	31.65	7.23	20.69	21.10	91.72	81.96	11.91	55.92	54.65
Bulgaria	797.61	597.22	33.55	628.46	490.91	28.02	78.79	82.20	210.24	171.12	22.86	26.36	28.65	418.23	319.78	30.79	52.44	53.54
Croatia	743.20	597.96	24.29	431.06	345.69	24.70	58.00	57.81	147.15	118.93	23.73	19.80	19.89	283.90	226.76	25.20	38.20	37.92
Czechia	3,009.42	2,899.03	3.81	1,519.65	1,338.71	13.52	50.50	46.18	787.26	681.65	15.49	26.16	23.51	732.38	657.06	11.46	24.34	22.66
Estonia	305.39	286.21	6.70	186.45	173.23	7.63	61.05	60.52	111.97	104.25	7.40	36.66	36.42	74.49	68.98	7.99	24.39	24.10
Hungary	981.65	853.04	15.08	603.77	496.39	21.63	61.51	58.19	244.04	199.55	22.29	24.86	23.39	359.73	296.84	21.19	36.65	34.80
Kosovo	70.64	57.65	22.52	na	na	na	na	na	na	na	na	na	na	41.16	34.56	19.07	58.27	59.95
Latvia	511.79	439.68	16.40	192.10	175.42	9.51	37.54	39.90	127.15	113.47	12.05	24.84	25.81	64.95	61.95	4.85	12.69	14.09
Lithuania	608.16	500.83	21.43	347.80	295.66	17.63	57.19	59.03	162.56	136.76	18.87	26.73	27.31	185.24	158.91	16.58	30.46	31.73
North Macedonia	80.75	71.68	12.66	50.16	44.79	12.00	62.11	62.48	11.66	8.87	31.45	14.43	12.37	38.50	35.92	7.20	47.68	50.11
Montenegro	38.78	35.30	9.85	23.32	21.57	8.11	60.14	61.11	4.83	5.14	-6.12	12.45	14.57	18.50	16.43	12.56	47.70	46.55
Poland	6,442.07	5,440.56	18.41	4,119.76	3,467.84	18.80	63.95	63.74	1,667.74	1,367.27	21.98	25.89	25.13	2,452.02	2,100.57	16.73	38.06	38.61
Romania	1,261.45	1,260.09	0.11	1,069.83	1,096.94	-2.47	84.81	87.05	438.83	411.53	6.63	34.79	32.66	631.01	685.41	-7.94	50.02	54.39
Serbia	485.08	392.71	23.52	237.92	211.33	12.58	49.05	53.81	90.12	76.10	18.42	18.58	19.38	147.80	135.23	9.29	30.47	34.44
Slovakia	532.71	594.30	-10.36	391.10	360.31	8.55	73.42	60.63	215.43	183.43	17.44	40.44	30.87	175.68	176.88	-0.68	32.98	29.76
Slovenia	1,683.84	1,301.73	29.35	505.56	413.57	22.24	30.02	31.77	303.39	237.99	27.48	18.02	18.28	202.17	175.57	15.15	12.01	13.49
Total CEE	17,777.13	15,532.68	14.45	10,478.75	9,119.44	14.91	58.95	58.71	4,564.52	3,854.04	18.43	25.68	24.81	5,955.39	5,265.40	13.10	33.50	33.90

SEE: Motor insurance GWP in the non-life insurance lanscape; 2023 vs.2022

Country	Non-life GWP			Motor GWP total			% in non-life GWP		Motor Hull GWP			% in non-life GWP		MTPL GWP			% in non-life GWP		
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022	
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%	
Cyprus	581.38	533.17	9.04	219.24	198.15	10.64	37.71	37.16	na	na	na	na	na	na	na	na	na	na	na
Greece	2,701.04	2,409.50	12.10	1,055.38	990.41	6.56	39.07	41.10	291.44	250.16	16.50	10.79	10.38	763.94	740.25	3.20	28.28	30.72	
Turkiye	13,153.35	10,221.94	28.68	6,198.01	5,112.58	21.23	47.12	50.02	2,580.61	2,228.98	15.78	19.62	21.81	3,617.40	2,883.60	25.45	27.50	28.21	

On the Motor Hull side, the Top 5 markets are Poland, Czechia, Romania, Bulgaria and Slovenia, accounting together for about 75% of the regional GWP.

2023 trends in selected markets

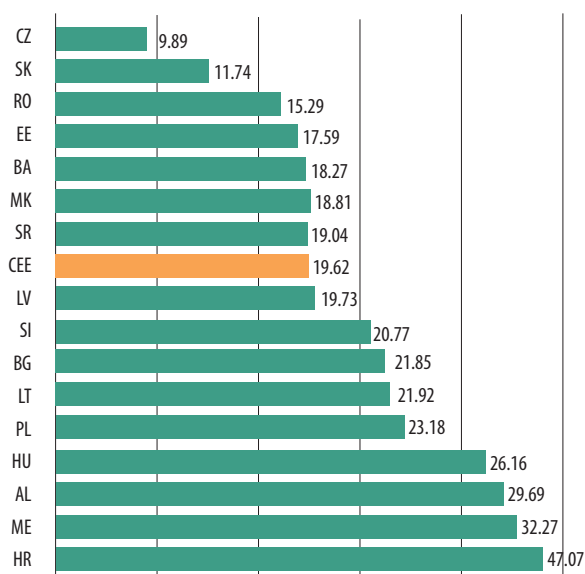
Bosnia and Herzegovina

In 2023, the MTPL market offered a good example of the role played by the particular structure of the Bosnian market - two main administrative entities, NADOS - Federation of Bosnia and Herzegovina (FBiH) and AZORS - Republika Srpska (RS), with different supervising authorities and subjected to different legal provisions. While MTPL prices in BiH are state controlled, the tariffs' determination methodology is different and updated at different moments in FBiH and RS. On 16 September, the provisions of NADOS's Decision on amendments to the Decision on the method of determining the premium tariff and price list for MTPL insurance, entered in into force in the FBiH leading to an increase in the basic premium from 396 KM to 420.55 KM. The

changes in prices adopted by NADOS came after FBiH motor insurers have been asking for an increase in the basic premium price for MTPL policies for some time, arguing that inflation creates significant pressure on insurance companies' claim funds while parameters used to determine MTPL prices remained unchanged since 1998. An additional argument for changing the price list was that in February AZORS - the Insurance Agency of the Republika Srpska adopted a decision on changing the MTPL prices for vehicles registered in RS, raising the single basis of price calculation by ~18%, to 420.55 KM, effective end of March.

While liberalization of the MTPL market is a must in view of Bosnia's future accession to the EU, the preparations took much longer than expected and in the end it was decided to that a phased approach is the right way, that it is necessary to constantly work on strengthening insurance companies and preparing them to enter the "free" pricing in motor liability insurance, and that to preserve the sector's stability, it is in the interest of all market participants to delay liberalization until BiH's entry into the European Union.

CEE 23/22 MoD GWP growth rates per country (%)



CEE 23/22 MTPL GWP growth rates per country (%)



SEE: Claims paid for motor insurance in the non-life insurance landscape; 2023 vs. 2022

Country	Non-life Claims			Motor paid claims			% in non-life paid claims		Motor Hull paid claims			% in non-life paid claims		MTPL paid claims			% in non-life paid claims	
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022	2023	2022	Change	2023	2022
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%	EUR m.	EUR m.	%	%	%
Cyprus	250.44	235.36	6.41	133.24	130.49	2.10	na	na	na	na	na	na	na	na	na	na	na	na
Greece	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na	na
Turkiye	9,643.51	4,047.57	138.25	5,453.02	2,393.73	127.80	56.55	59.14	1,218.59	907.64	34.26	12.64	22.42	3059.29	1,486.09	105.86	31.72	36.72

BULGARIA

The impressive growth rate recorded by the Bulgarian non-life insurance market originated in the Q1 events when the expansion of Bulgarian insurance market was, for the most part, the result of the forced exit of Euroins subsidiary from the Romanian insurance market. After the ASF Romania withdrew the license of Euroins Romania in March, Euroins transferred the Romanian entity's portfolio (the market leader and the largest MTPL insurer in the country) to EIG Re. Consequently, the motor insurance segment grew by about 30% y-o-y in GWP terms. Is it worth noting that paid claims for motor insurance also increased by 28%..

CROATIA

An issue that kept the market's attention awake in 2023 was the new Law on mandatory motor insurance, adopted by the Croatian Parliament in mid-December, after heated debates. The new piece of regulation is harmonizing the Croatian legislation with the EU legal norms. Under the new law, insurers have fewer rights because they will no longer be able to self-assess, determine how much an hour of work will cost and dictate where cars will be repaired.

In the first half of 2024, the Croatian Financial Services Supervisory Agency (Hanfa) has adopted a new Rulebook on the procedure for resolving compensation claims of persons injured in traffic, thus providing clear guidelines for insurers on the obligation arising from the new Law on Compulsory Traffic Insurance adopted in the beginning of the year. The rulebook introduces several provisions regarding the transparency, collection and management of data, providing information, drafting the compensation offers, as well as deadlines for various operations in the compensation process.

The insurer is obliged to record each received compensation claim no later than within 3 working days from the date of its receipt.

The insurer is obliged to pay the compensation or the undisputed amount of the compensation within 15 days of sending a reasoned response, but no later than within 60 days of receiving the compensation request.

CZECHIA

The year 2024 brought changes in the Road Traffic Act, especially in the points system. Road safety is also enhanced by preventive measures and technological advances in the automotive industry. The current analysis of the Czech Insurance Association (CAP) also proves the increase in safety. "In the last 20 years, the number of damages to the number of cars has halved. The fatal consequences of accidents have even decreased by 80%. These are numbers that demonstrate a clear trend of increasing

road safety," said Jan Matoušek, executive director of the Czech Insurance Association.

ESTONIA

According to the statistics of the Traffic Insurance Fund (LKF), 34,300 traffic insurance cases took place in Estonia last year with a total loss of EUR 72 million. In addition, Estonian vehicles caused 2,600 traffic accidents abroad, the total damage of which reached EUR 11 million, the Fund reports. The average traffic damage in Estonia is now EUR 2,100 euros.

MTPL technical indicators in CEE selected markets, for 2022-2023

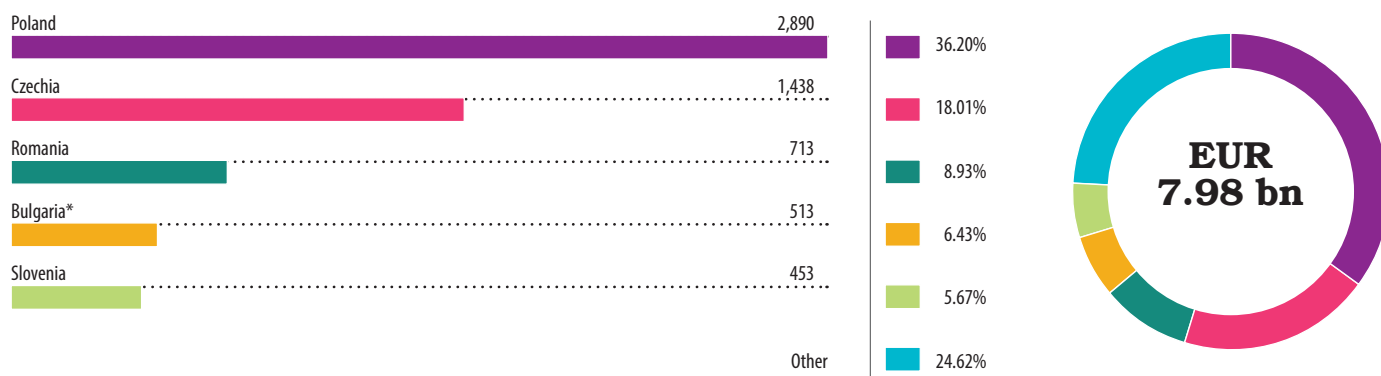
		2022	2023
ROMANIA	Average MTPL premium value	RON 1,140	1,219
		EUR 230.42	245.04
	Average MTPL claim paid	RON 9,963	10,754
		EUR 2,013.80	2,161.78
	Bodily injuries	RON 86,437	76,741
		EUR 14,471.20	15,426.57
	Material damages	RON 8,189	8,867
	EUR 3,676.47	1,782.45	
	Loss ratio MTPL	77.30%	74.76%
	Combined ratio for MTPL	97.95%	97.25%
POLAND	Average MTPL premium value	PLN 490	513
		EUR 105	117.99
	Average MTPL claim paid	PLN 9,199	9,980
		EUR 1,961	2,295.31
	Gross claims ratio	75.34%	77.83%
	Combined ratio for MTPL	NA	NA
ALBANIA	Average MTPL premium value	ALL	18011.4
		EUR	173.39
	Average MTPL claim paid for:	ALL	195,000
	* DMTPL	EUR	1,878.61
		ALL	560,000
	* Green Card	EUR	5,394.99
		ALL	242,000
	* Border	EUR	2,331.41
		ALL	261,000
	Gross claims ratio for:	%	36.49
* DMTPL	%	36.82	
* Green Card	%	26.34	
* Border	%	23.43	
	%	9.59	
	%	10.77	

Sources: local supervisory authorities
Note: combined rates values for 2022 and 2021, in the Romanian MTPL market, were recalculated and updated compared to the previous edition of the the present report

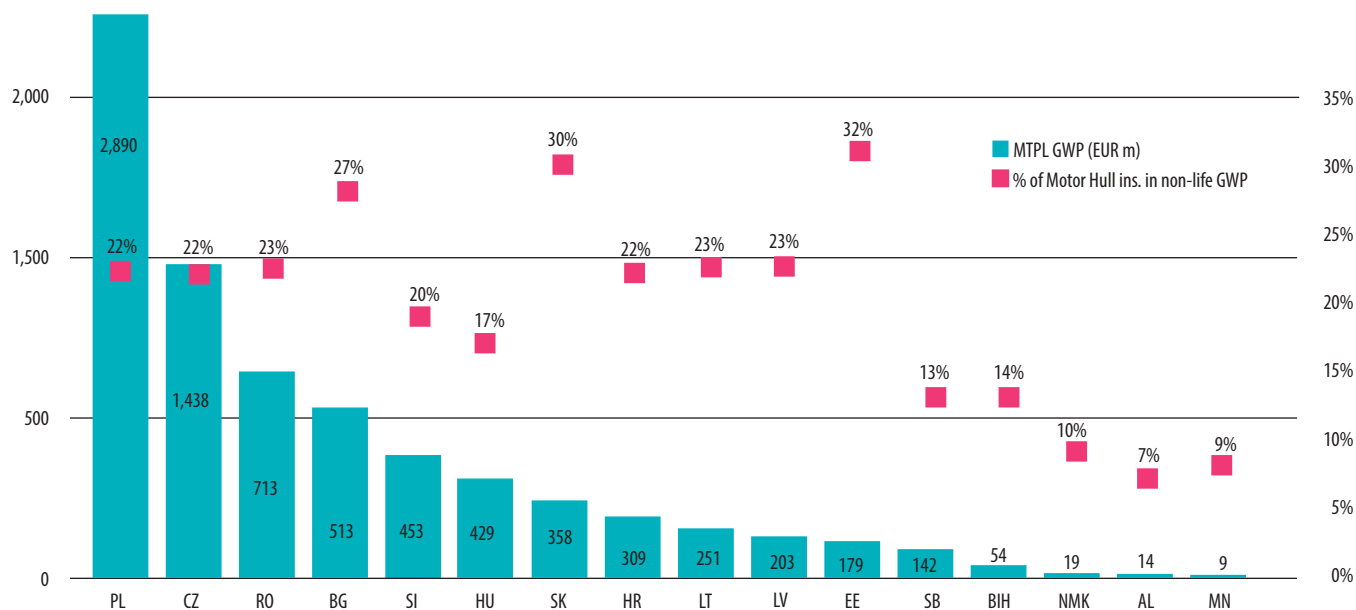
CEE – MOTOR HULL INSURANCE

Country	GWP			Claims			Share in non-life GWP		Regional market share	
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	%	%
Albania	14.29	11.02	29.69	8.22	6.32	30.09	7.06	6.52	0.18	0.17
Bosnia & Herzegovina	54.30	45.91	18.27	33.94	31.65	7.23	13.54	12.96	0.68	0.69
Bulgaria	512.49	420.58	21.85	210.24	171.12	22.86	27.41	27.53	6.43	6.31
Croatia	309.40	210.43	47.04	147.15	118.93	23.73	22.30	16.13	3.87	3.16
Czechia	1,437.91	1,308.46	9.89	787.26	681.65	15.49	22.36	21.65	18.01	19.63
Estonia	178.68	151.95	17.59	111.97	104.25	7.40	32.23	32.23	2.24	2.28
Hungary	428.81	339.90	26.16	244.04	199.55	22.29	17.50	16.61	5.37	5.10
Kosovo	na	na	-	na	na	-	-	-	-	-
Latvia	202.70	169.30	19.73	127.15	113.47	12.05	22.97	22.80	2.54	2.54
Lithuania	251.39	206.20	21.92	162.56	136.76	18.87	23.00	23.04	3.15	3.09
North Macedonia	19.21	16.17	18.81	11.66	8.87	31.45	9.96	9.46	0.24	0.24
Montenegro	9.09	6.87	32.27	4.83	5.14	-6.12	9.48	7.91	0.11	0.10
Poland	2,890.47	2,346.55	23.18	1,667.74	1,367.27	21.98	22.43	21.66	36.20	35.20
Romania	712.88	618.31	15.29	438.83	411.53	6.63	23.33	22.07	8.93	9.28
Serbia	142.34	119.58	19.04	90.12	76.10	18.42	13.37	13.33	1.78	1.79
Slovakia	357.59	320.02	11.74	215.43	183.43	17.44	29.99	28.33	4.48	4.80
Slovenia	453.04	375.14	20.77	303.39	237.99	27.48	20.38	18.49	5.67	5.63
Total CEE	7,974.59	6,666.38	19.62	4,564.52	3,854.04	18.43	22.08	21.07	100.00	100.00

TOP 5 CEE countries as GWP (EUR million) & market shares (%)



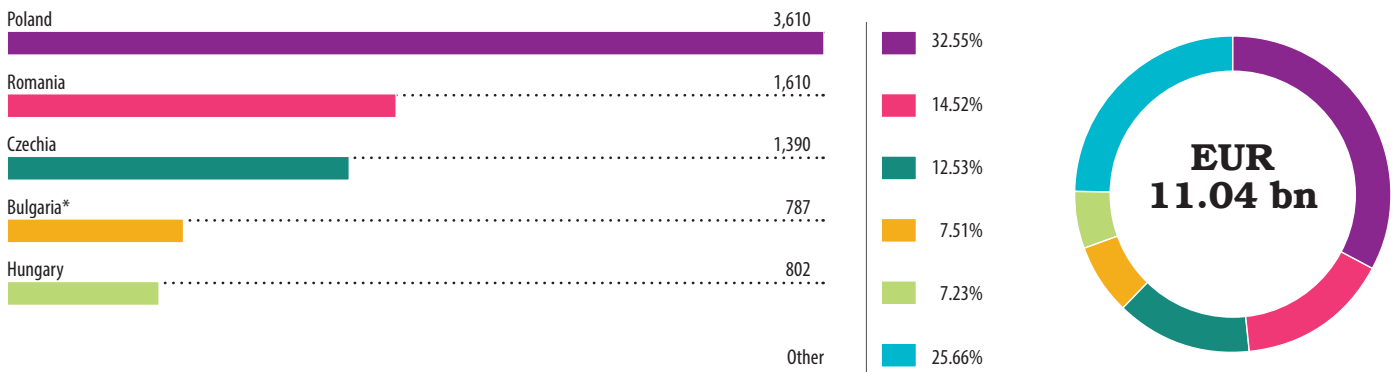
Weight of Motor Hull GWP in non-life business



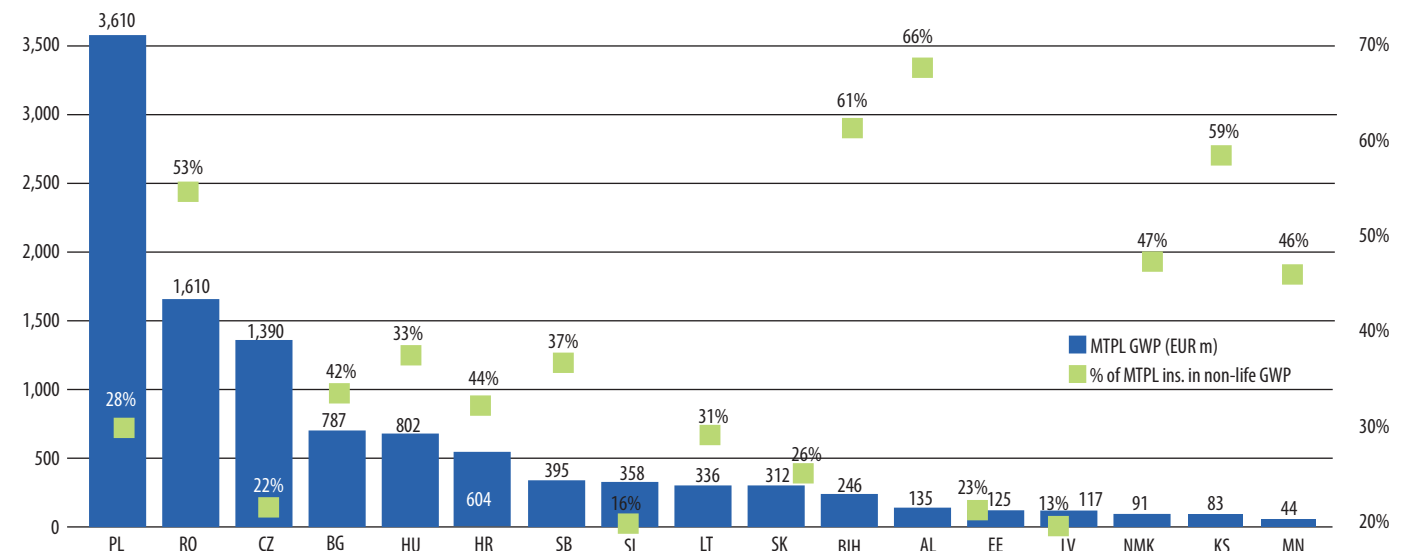
CEE - MTPL INSURANCE

Country	GWP			Claims			Share in non-life GWP		Regional market share	
	2023	2022	Change	2023	2022	Change	2023	2022	2023	2022
	EUR m.	EUR m.	%	EUR m.	EUR m.	%	%	%	%	%
Albania	134.58	114.45	17.59	37.91	32.60	16.32	66.50	67.75	1.21	1.17
Bosnia & Herzegovina	245.82	218.30	12.61	91.72	81.96	11.91	61.28	61.63	2.22	2.24
Bulgaria	786.99	584.63	34.61	418.23	319.78	30.79	42.09	38.27	7.13	5.99
Croatia	603.50	428.59	40.81	283.90	226.76	25.20	43.50	32.85	5.44	4.39
Czechia	1,389.69	1,348.77	3.03	732.38	657.06	11.46	21.61	22.31	12.53	13.82
Estonia	125.11	103.49	20.89	74.49	68.98	7.99	22.56	21.95	1.13	1.06
Hungary	802.08	687.74	16.63	359.73	296.84	21.19	32.73	33.61	7.23	7.05
Kosovo	82.60	75.27	9.74	41.16	34.56	19.07	59.06	58.93	0.74	0.77
Latvia	116.91	105.95	10.34	64.95	61.95	4.85	13.25	14.27	1.05	1.09
Lithuania	336.02	284.84	17.97	185.24	158.91	16.58	30.75	31.83	3.03	2.92
North Macedonia	90.99	84.69	7.44	38.50	35.92	7.20	47.19	49.56	0.82	0.87
Montenegro	43.68	39.60	10.29	18.50	16.43	12.56	45.58	45.56	0.39	0.41
Poland	3,610.28	3,208.23	12.53	2,452.02	2,100.57	16.73	28.01	29.61	32.55	32.88
Romania	1,610.35	1,535.11	4.90	631.01	685.41	-7.94	52.70	54.80	14.52	15.73
Serbia	394.57	332.11	18.81	147.80	135.23	9.29	37.06	37.03	3.57	3.40
Slovakia	312.10	314.60	-0.80	175.68	176.88	-0.68	26.18	27.85	2.81	3.22
Slovenia	357.63	291.73	22.59	202.17	175.57	15.15	16.09	14.38	3.22	2.99
Total CEE	11,042.89	9,758.11	13.17	5,955.39	5,265.40	13.10	30.57	30.85	100.00	100.00

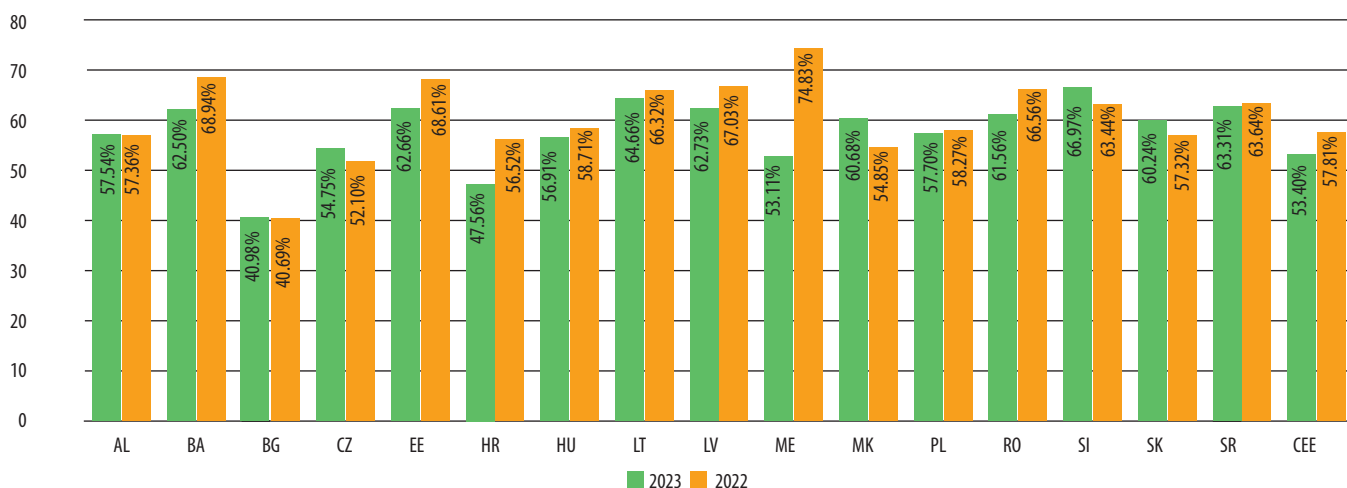
TOP 5 CEE countries as GWP (EUR million) & market shares (%)



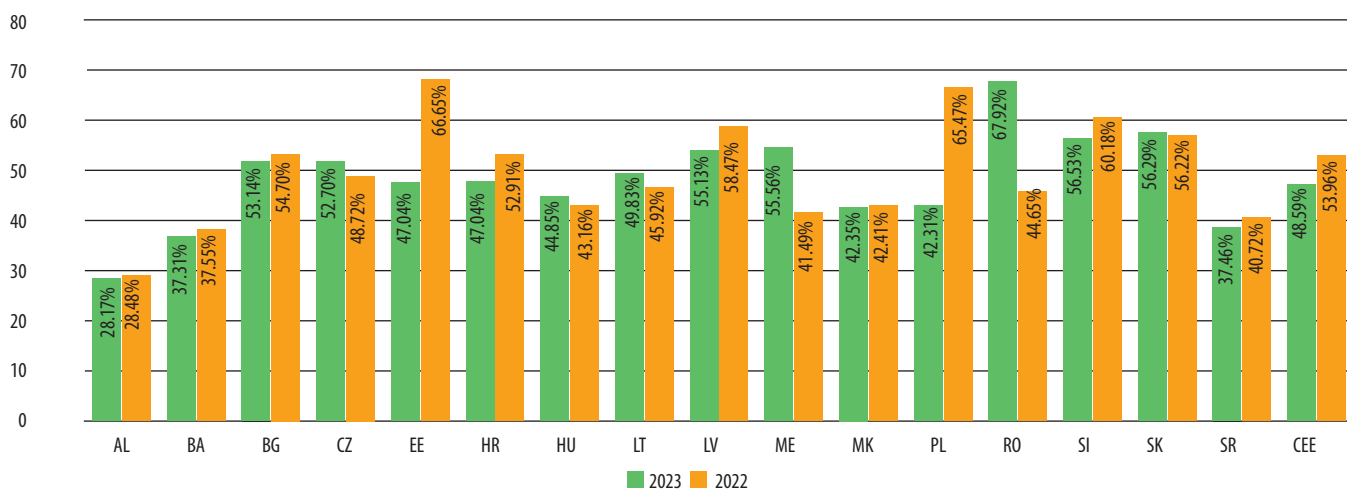
Weight of MTPL GWP in non-life business



CEE MoD paid claims to GWP ratio; 2022 and 2023 (%)



CEE MTPL paid claims to GWP ratio; 2022 and 2023 (%)



According to LKF, in 1H2024 the average amount of damage due to a traffic accident increased by 6% and is now EUR 2,328, which is also an all-time record in Estonian traffic insurance. The reasons for the increase in loss amounts are inflation and high traffic frequency, due to which the number of traffic accidents rises despite the economic recession. The average premium amount also increased from EUR 143 in 1H2023 to EUR 154 in 1H2024, the Fund added in its statement.

According to the recently approved amendments to the Road Insurance Law, starting 15 July the maximum compensation amount for a road accident will increase to EUR 6.45 million per insured event from EUR 5.6 million, while the insured amount for property damage, i.e. vehicles and other property, will increase to EUR 1.3 million per insured event from EUR 1.2 million. And from December 1st this year, traffic insurance will be extended to unregistered vehicles such as electric scooters and off-road vehicles, the Estonian Traffic Fund (LKF) announced (all motor-driven land vehicles with a design speed exceeding 25 km/h or a design speed exceeding 14 km/h and weight of more than 25 kg, regardless of whether they are registered or not).

HUNGARY

According to the MNB's MTPL Index for the last quarter of 2023, the MTPL average premium rose by 11% y-o-y, for individual cars with normal use, while in a quarterly comparison, the increase ascertained in Q4/Q3 was of less than 1%, showing a slowdown compared to the previous quarters. In Q4, the average premium value was HUF 53,000 (~EUR 138). MNB's corrected MTPL index for passenger cars - which shows the net change in premiums adjusted for the insurance tax and the impact of claim payouts and reserves remained quasi stable throughout 2023, at 125%.

According to the same source, MTPL prices for fleets went up at a much higher pace, increasing at double-digit rates for most categories of vehicles.

According to the data of the insurance intermediary Insura.hu, the average price of Motor Hull for passenger cars last year was HUF 205,200 (~EUR 535), which was 9.5% higher than in 2022.

The premium growth rate did not even come close to the annual average inflation rate of 17.6%, even though both component prices and regional fees rose as well, said Insura.hu. The increase

was also slightly restrained by the fact that fewer new cars were put on the market last year, so the proportion of lower-priced Motor Hull contracts for used cars was higher. The average Motor Hull price for new cars in 2023 was HUF 238,300, which is 61% higher y-o-y, while customers who purchased Motor Hull insurance when buying a used car paid an average of HUF 198,200.

Starting July 16, 2024, the range of vehicles that must have mandatory MTPL insurance in Hungary will expand. The Association of Hungarian Insurance Companies (MABISZ) provided the basic details on the regulatory change. According to the new provisions of Act LXII of 2009 on Mandatory Motor Vehicle Liability Insurance, adopted on April 30, 2024, and promulgated on May 9, 2024, mandatory motor vehicle liability insurance (MTPL) will also extend to certain micromobility devices. The net weight and design speed of the vehicle will determine whether MTPL is required for that vehicle.

Given that this is a completely new legal provision, insurers are currently, but no later than June 8, setting their tariff rates for micromobility devices, and affected parties must have valid MTPL from July 16. Thus, at this moment, it is impossible to estimate what the insurance premium for the mandatory motor vehicle liability insurance for the vehicles in question will be.

LATVIA

Last year, the second largest segment after property in terms of received complaints was Motor Hull (15), followed by travel insurance (4) and health insurance (3). The two most important factors for Latvians when choosing an insurance company are the price and the insurance contract terms, according to the insurance industry study conducted by the research center SKDS in November 2023, the Latvian Insurers Association (LAA) reports.

Compared to seven years ago, the situation with car theft in Latvia has significantly improved, and the number of stolen insured cars has decreased seven times: in 2017, 372 cars were stolen in Latvia, an average of one car per day, and in 2023 - only 51 cars, on average, one car per week, according to data compiled by the Latvian Insurers Association (LAA). This is much less than in 2022, when 71 owners of insured cars suffered from thieves.

POLAND

Motor insurance constitutes the largest part of compensations paid for non-life insurance. Compensations and benefits from compulsory MTPL insurance amounted to almost EUR 2.45 billion in 2023 and were 16.7% higher than last year (8.22% up in local currency), while GWP grew only by 12.5% (4.33% in PLN). At the same time, the average MTPL insurance premium increased only by 2.9% and amounted to PLN 513. The average liability claims ppm increased by 11.4%, to PLN 9,980.

The overall technical result of the motor insurance lines reached EUR 194.7 million, 28.45% less y-o-y. While on the MoD line the technical result was a positive one, of EUR 216 million, the MTPL class saw a technical loss of EUR 21.7 million, the first negative technical result recorded since 2016. The policy of low rates in the MTPL LoB, which has been maintained in recent years, has caused the technical profitability in this segment to deteriorate year by year, while remaining in the black until 2022. On the other hand, technical profitability in the MoD line increased by about 0.54%

– from PLN 936.16 million at the end of 2022 to PLN 941.2 million twelve months later.

The prices of MTPL and MoD continued to increase across the country in the 2Q2024. The average MTPL price in 2Q2024 was PLN 637 (~EUR 147), which is 17% more y-o-y and almost 10% more than in 1Q2024. In turn, the average MoD price was PLN 1,067 (~EUR 247), which is 4% more than in 1Q2024.

ROMANIA

Between the heated debates regarding the new Law on MTPL insurance - in the process of being adopted -, the extending of the MTPL insurance price limitation period, the cap on intermediation fee for this line of business, 2023 and the beginning of 2024 was tormented by the MTPL insurance topic. The impact of the price limitations, as well as that of the acquisition costs cap, was significant. However, first and foremost, the legislation regarding MTPL insurance requires a profound change, as the current law has repeatedly shown its limitations. 2024 will be a year of normalization for the MTPL market. The changes to the MTPL law, currently in the process of being adopted, aim to increasing access for consumers and improving process efficiency through the integration of databases, an improvement of the Bonus-Malus system to reflect driver behavior, etc. The market authority also aims to expand the market with new players to support the development of the capital base, Sorin MITITELU, Vice-President of the Romanian FSA said. The market players support the new Law, but there are still several reasons for concern, particularly given that 2024 is an election year in Romania and MTPL insurance appears to be a target for populist political initiatives. As a result, while the draft text of the Law submitted to Parliament considers the market's professional opinion, the amendments adopted during the parliamentary process are less controllable.

The Romanian MTPL insurance market has a new player since the end of 2023: EAZY Asigurari. The company will cover the area of non-life insurance, including the segment of mandatory MTPL policies. The objective is to lay the foundations of a solid player in the local insurance market, and the ambition is to transform the new insurtech into a regional player within a horizon of three to five years. Following EASY Insurance's authorization, the Romanian MTPL market is totaling 9 players, including the two branches active in Romania within the European FOE/FOS framework (Aperia Iard and Hellas Direct).

Motor insurance, including class A3 (Motor Hull) and class A10 (MTPL, including carrier's liability), accounts for approximately 76% of total non-life GWP and 63.62% of total GWP in the Romanian insurance market. In 2023, the motor insurance classes were the growth drivers, together contributing around 67% of the non-life market growth vs. 2022.



Albania

Macroeconomic indicators, 2023		
GDP, current prices	ALL billion 1	2,312.46
	EUR billion 4	22.26
GDP per capita, current prices	ALL 1	808,999
	EUR 4	7,788
Unemployment rate	% of total labor force 1	11.00
Population	Millions 1	2.86
ALL/EUR exchange rate	End of period 2	103.88
Gross written premiums	ALL million 3	22,896.99
	EUR million 4	220.42
Paid claims	ALL million 3	6,959.46
	EUR million 4	67.00
Insurance penetration degree	% in GDP 4	0.99%
Insurance density	EUR/capita 4	77.12

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Bank of Albania
- 3 Albanian Financial Supervisory Authority (AFSA)
- 4 XPRIMM calculations

Bosnia and Herzegovina

Macroeconomic indicators, 2023		
GDP, current prices	BAM billion 1	48.42
	EUR billion 4	24.76
GDP per capita, current prices	BAM 1	13,978
	EUR 4	7,147
Unemployment rate	% of total labor force 1	15.30
Population	Millions 1	3.46
BAM/EUR exchange rate	fixed 2	1.95583
Gross written premiums	BAM million 3	984.04
	EUR million 4	503.13
Paid claims	BAM million 3	429.41
	EUR million 4	219.55
Insurance penetration degree	% in GDP 4	2.03%
Insurance density	EUR/capita 4	145.25

Sources:

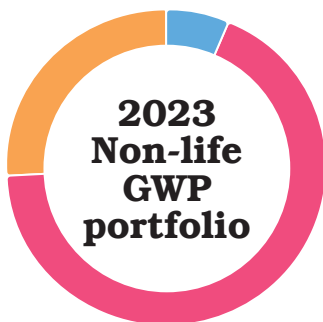
- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Central Bank of Bosnia and Herzegovina
- 3 AZOBH - Insurance Agency of Bosnia and Herzegovina
- 4 XPRIMM calculations

Motor insurance statistics

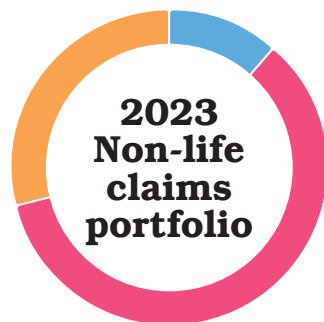
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	168.94	11.02	114.45	54.69	6.32	32.60
1Q2023	41.73	2.93	24.26	13.09	1.91	8.30
1H2023	95.24	7.09	57.00	28.19	3.87	18.75
3Q2023	147.11	10.53	95.96	44.11	5.98	27.17
FY2023	202.38	14.29	134.58	60.59	8.22	37.91
1Q2024	46.24	3.91	29.32	17.28	2.1	11.10
1H2024	108.14	9.49	66.23	36.62	4.3	24.71

Motor insurance statistics

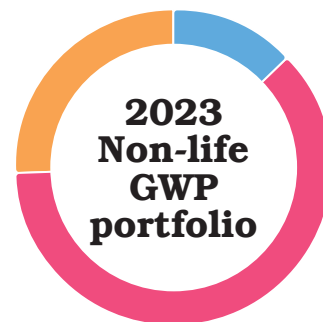
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	354.23	45.91	218.30	149.98	31.65	81.96
1Q2023	92.46	12.70	50.48	36.20	7.78	21.47
1H2023	199.93	27.44	118.46	74.76	16.09	42.71
3Q2023	305.20	41.39	185.80	115.06	24.49	64.73
FY2023	401.13	54.30	245.82	164.02	33.94	91.72
1Q2024	107.17	14.95	59.05	41.01	9.05	22.86
1H2024	Non Available at the closing date of this report					



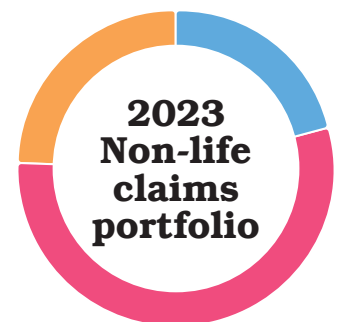
Motor hull 7.06%
MTPL 66.50%
Other 26.44%



Motor hull 13.57%
MTPL 62.57%
Other 23.86%



Motor hull 13.54%
MTPL 61.28%
Other 25.18%



Motor hull 20.69%
MTPL 55.92%
Other 23.38%

Bulgaria

Macroeconomic indicators, 2023		
GDP, current prices	BGN billion 1	185.28
	EUR billion 4	94.73
GDP per capita, current prices	BGN 1	28,909
	EUR 4	14,781
Unemployment rate	% of total labor force 1	4.60
Population	Millions 1	6.41
BGN/EUR exchange rate	fixed 2	1.95583
Gross written premiums	BGN million 3	4,487.77
	EUR million 4	2,294.56 -
Paid claims	BGN million 3	
	EUR million 4	-
Insurance penetration degree	% in GDP 4	0.00%
Insurance density	EUR/capita 4	-

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Bulgarian National Bank
- 3 The Financial Supervision Commission of Bulgaria (FSC)
- 4 XPRIMM calculations

Croatia

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	73.68
GDP per capita, current prices	EUR 1	19,182
Unemployment rate	% of total labor force 1	6.32
Population	Millions 1	3.84
Gross written premiums	EUR million 2	1,700.00
Paid claims	EUR million 2	1,163.00
Insurance penetration degree	% in GDP 3	2.31%
Insurance density	EUR/capita 3	442.59

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Croatian Insurance Bureau
- 3 XPRIMM calculations

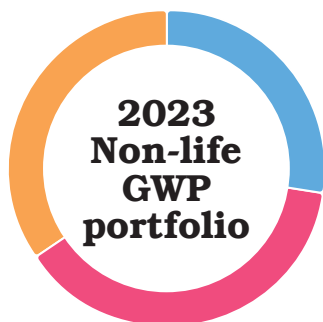
Motor insurance statistics

	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	1,527.57	420.58	584.63	597.22	171.12	319.78
1Q2023	500.89	118.88	245.77	285.87	48.82	169.32
1H2023	968.90	253.03	427.22	476.66	97.45	258.21
3Q2023	1,408.79	384.43	610.38	655.88	149.40	356.13
FY2023	1,869.62	512.49	786.99	797.61	210.24	418.23

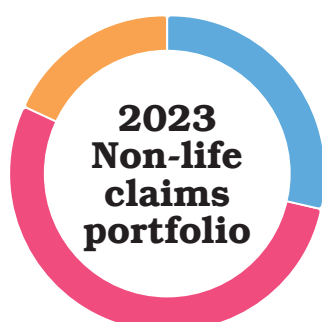
Bulgarian market's statistical data for 2024 were Non Available at the closing date of this report

Motor insurance statistics

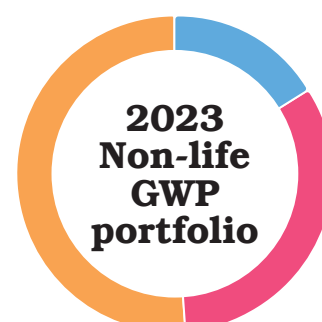
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	1,304.76	210.43	428.59	597.96	118.93	226.76
1Q2023	335.63	59.33	116.61	161.90	34.51	70.61
1H2023	702.75	123.87	248.94	322.33	67.44	140.06
3Q2023	1,077.05	192.79	384.51	498.00	104.08	202.69
FY2023	1,387.20	309.40	603.50	743.20	147.15	283.90
1Q2024	374.2	71.1	135.83	209.2	44.14	84.73
1H2024	776.75	146.71	286.5	395.6	87.39	163.97



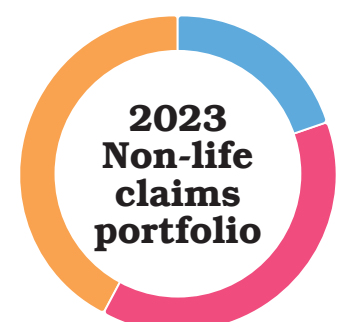
Motor hull 27.41%
MTPL 42.09%
Other 30.49%



Motor hull 26.36%
MTPL 52.43%
Other 21.21%



Motor hull 22.30%
MTPL 43.50%
Other 34.19%



Motor hull 19.80%
MTPL 38.20%
Other 42.00%

Czechia

Macroeconomic indicators, 2023		
GDP, current prices	CZK billion 1	7,356.53
	EUR billion 3	297.53
GDP per capita, current prices	CZK 1	668,729
	EUR 3	27,047
Unemployment rate	% of total labor force 1	2.80
Population	Millions 1	11.00
CZK/EUR exchange rate	End of period 2	24.725
Gross written premiums	CZK million 2	213,115.73
	EUR million 3	8,619.44
Paid claims	CZK million 2	108,382.39
	EUR million 3	4,383.51
Insurance penetration degree	% in GDP 3	2.90%
Insurance density	EUR/capita 3	783.51

Sources:
 International Monetary Fund, World Economic Outlook Database, October 2023
 Czech National Bank (CNB)
 XPRIMM calculations

Estonia

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	38.41
GDP per capita, current prices	EUR 1	28,483
Unemployment rate	% of total labor force 1	6.66
Population	Millions 1	1.35
Gross written premiums	EUR million 2	638.44
Paid claims	EUR million 2	438.62
Insurance penetration degree	% in GDP 3	1.66%
Insurance density	EUR/capita 3	473.62

Sources:
 1 International Monetary Fund, World Economic Outlook Database, October 2023
 2 The Estonian National Statistics Board
 3 XPRIMM calculations

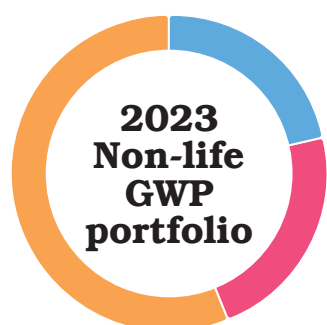
Motor insurance statistics

	Non-life GWP* (in EUR m)			Non-life claims** (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	6,044.48	1,308.46	1,348.77	2,899.03	681.65	657.06
1Q2023	1,735.03	361.79	366.31	705.06	196.18	185.33
1H2023	3,389.70	743.36	738.20	1,509.43	393.42	378.92
3Q2023	4,946.43	1,065.21	1,088.25	2,331.63	563.11	590.75
FY2023	6,429.44	1,437.91	1,389.69	3,009.42	787.26	732.38
1Q2024	1,768.57	383.65	361.61	734.82	207.65	180.66
1H2024	Non Available at the closing date of this report					

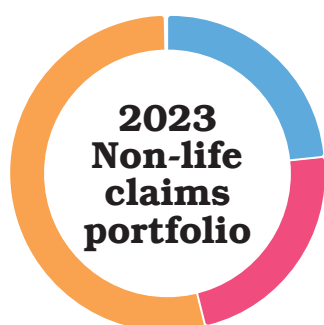
*Total non-life insurance (incl. reinsurance accepted)
 **Gross claims paid incl. change in balance of technical provisions

Motor insurance statistics

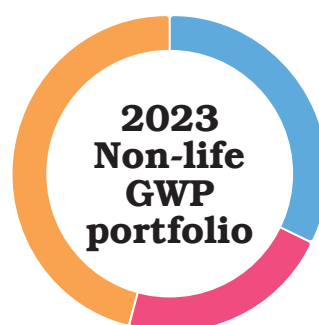
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	471.46	151.95	103.49	286.21	na	na
1Q2023	134.36	42.41	30.31	78.93	29.46	19.37
1H2023	277.89	89.14	63.95	149.80	56.59	37.28
3Q2023	415.82	135.16	95.58	223.51	83.56	54.91
FY2023	554.45	178.68	125.11	305.39	111.97	74.49
1Q2024	148.81	45.68	33.16	89.70	32.49	23.19
1H2024	Non Available at the closing date of this report					



Motor hull 22.36%
 MTPL 21.61%
 Other 56.02%



Motor hull 26.16%
 MTPL 24.34%
 Other 49.50%



Motor hull 32.23%
 MTPL 22.56%
 Other 45.21%



Motor hull 36.66%
 MTPL 24.39%
 Other 38.95%

Hungary

Macroeconomic indicators, 2023		
GDP, current prices	HUF billion 1	72,311.61
	EUR billion 3	188.91
GDP per capita, current prices	HUF 1	7,476,928
	EUR 3	19,533
Unemployment rate	% of total labor force 1	3.90
Population	Millions 1	9.67
HUF/EUR exchange rate	End of period 2	382.78
Gross written premiums	HUF million 2	1,508,961.93
	EUR million 3	3,942.11
Paid claims	HUF million 2	786,703.03
	EUR million 3	2,055.24
Insurance penetration degree	% in GDP 3	2.09%
Insurance density	EUR/capita 3	407.62

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 National Bank of Hungary
- 3 XPRIMM calculations

Kosovo

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	9.85
GDP per capita, current prices	EUR 4	5,563
Unemployment rate	% of total labor force 1	n/a
Population	Millions 2	1.77
Gross written premiums (non-life)	EUR million 3	146.50
Paid claims (non-life)	EUR million 3	71.70
Insurance penetration degree	% in GDP 4	1.49%
Insurance density	EUR/capita 4	82.72

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Kosovo Agency of Statistics (KAS)
- 3 Central Bank of the Republic Kosovo
- 4 XPRIMM calculations

Motor insurance statistics

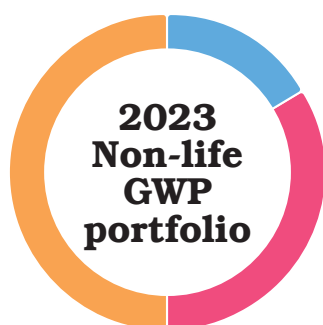
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)*		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	2,046.17	339.90	687.74	853.04	199.55	296.84
1Q2023	710.06	116.77	239.30	213.88	55.13	79.44
1H2023	1,305.14	220.67	433.66	456.69	119.85	165.27
3Q2023	1,838.56	317.43	601.67	731.79	257.29	181.40
FY2023	2,450.53	428.81	802.08	981.65	244.04	359.73
1Q2024	771.40	134.00	258.61	223.24	54.44	92.45
1H2024	Non Available at the closing date of this report					

*incurred claims

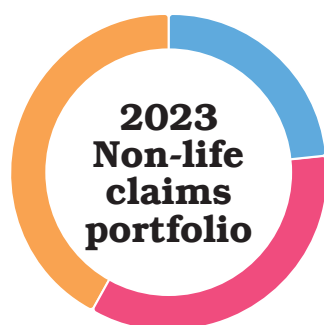
Motor insurance statistics

	Non-life GWP* (in EUR m)			Non-life claims (in EUR m)		
	Total	DMTPL	Border ins.	Total	DMTPL	Border ins.
FY2022	127.72	66.84	8.42	57.65	31.65	2.91
1Q2023	32.40	16.20	1.10	20.10	7.90	1.80
1H2023	66.64	33.52	2.80	35.64	16.13	3.05
3Q2023	105	61.32	na	52.30	29.81	na
FY2023	139.85	73.37	9.23	70.64	34.70	6.46
1Q2024	39.60	17.60	1.40	18.00	8.30	2.50
1H2024	78.13	37.43	3.14	34.61	16.51	3.91

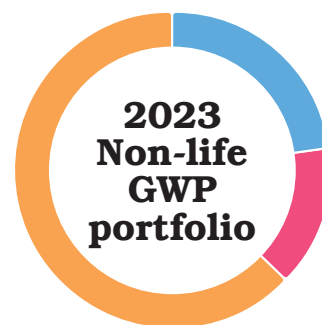
*according to "Insurance Companies Activity" published by CBK



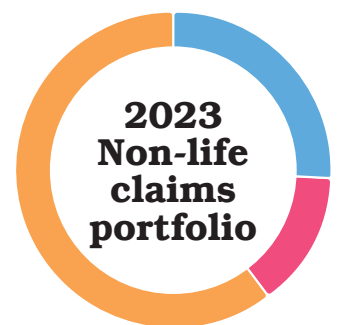
Motor hull 17.50%
MTPL 32.73%
Other 49.77%



Motor hull 24.86%
MTPL 36.65%
Other 38.49%



DMTPL 12.58%
Border Insurance 6.60%
Other 80.82%



DMTPL 18.61%
Border Insurance 9.14%
Other 72.24%

Latvia

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	42.88
GDP per capita, current prices	EUR 1	22,906
Unemployment rate	% of total labor force 1	6.67
Population	Millions 1	1.87
Gross written premiums	EUR million 2	1,118.73
Paid claims	EUR million 2	710.93
Insurance penetration degree	% in GDP 3	2.61%
Insurance density	EUR/capita 3	597.61

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The Financial and Capital Market Commission of Latvia - FKTK (local an EU branches, added-up)
- 3 XPRIMM calculations

Lithuania

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	72.98
GDP per capita, current prices	EUR 1	26,171
Unemployment rate	% of total labor force 1	6.50
Population	Millions 1	2.79
Gross written premiums	EUR million 2	1,447.32
Paid claims	EUR million 2	632.47
Insurance penetration degree	% in GDP 3	1.98%
Insurance density	EUR/capita 3	518.94

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Bank of Lithuania (LB)
- 3 XPRIMM calculations

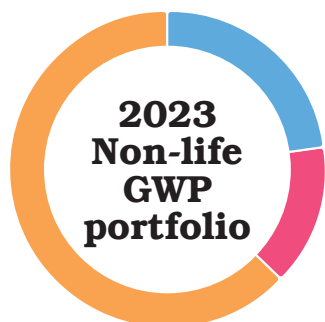
Motor insurance statistics

	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	742.47	169.30	105.95	439.68	113.47	61.95
1Q2023	235.21	54.34	39.21	126.07	31.74	21.58
1H2023	450.66	105.15	58.46	245.69	62.94	32.97
3Q2023	668.62	155.07	88.35	376.60	94.43	48.81
FY2023	882.62	202.70	116.91	511.79	127.15	64.95

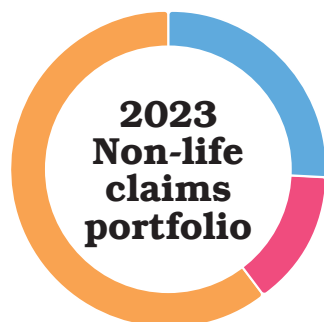
Latvian market's statistical data for 2024 were Non Available at the closing date of this report

Motor insurance statistics

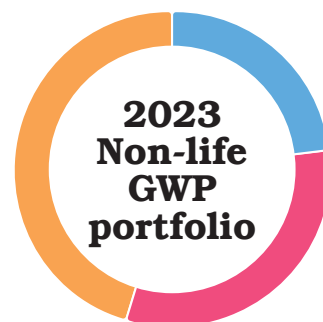
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	894.89	206.20	284.84	500.83	136.76	158.91
1Q2023	265.45	57.85	74.83	147.79	40.25	49.95
1H2023	539.84	122.44	163.18	289.23	80.25	95.45
3Q2023	814.18	185.74	251.53	456.57	119.28	139.36
FY2023	1,092.86	251.39	336.02	608.16	162.56	185.24
1Q2024	304.59	65.93	81.67	na	na	na
1H2024	Non Available at the closing date of this report					



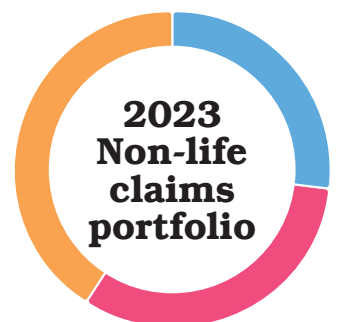
Motor hull 22.97%
MTPL 13.25%
Other 63.79%



Motor hull 24.84%
MTPL 12.69%
Other 62.46%



Motor hull 23.00%
MTPL 30.75%
Other 46.25%



Motor hull 26.73%
MTPL 30.46%
Other 42.81%

Montenegro

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	6.49
GDP per capita, current prices	EUR 1	10,419
Unemployment rate	% of total labor force 1	n/a
Population	Millions 1	0.62
Gross written premiums	EUR million 2	119.45
Paid claims	EUR million 2	49.78
Insurance penetration degree	% in GDP 3	1.84%
Insurance density	EUR/capita 3	192.05

Sources:

1 International Monetary Fund, World Economic Outlook Database, October 2023

2 Insurance Supervision Agency of Montenegro

3 XPRIMM calculations

North Macedonia

Macroeconomic indicators, 2023		
GDP, current prices	MKD billion 1	894.67
	EUR billion 4	14.55
GDP per capita, current prices	MKD 1	434,407.48
	EUR 4	7,064.11
Unemployment rate	% of total labor force 1	14.30
Population	Millions 1	2.06
MKD/EUR exchange rate	End of period 2	61.4950
Gross written premiums	MKD million 3	14,344.69
	EUR million 4	233.27
Paid claims	MKD million 3	5,822.81
	EUR million 4	94.69
Insurance penetration degree	% in GDP 4	1.60%
Insurance density	EUR/capita 4	113.24

Sources:

1 International Monetary Fund, World Economic Outlook Database, October 2023

2 National Bank of the Republic of Macedonia

3 Insurance Supervision Agency

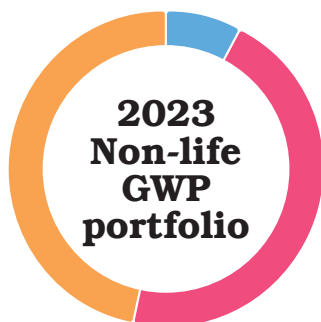
4 XPRIMM calculations

Motor insurance statistics

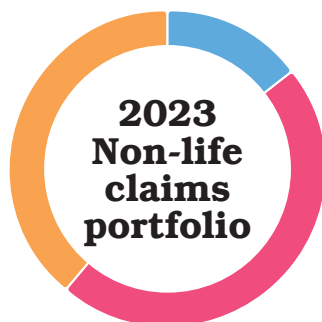
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	86.91	6.87	39.60	35.30	5.14	16.43
1Q2023	25.83	1.92	9.28	9.11	1.13	4.10
1H2023	49.54	4.81	21.39	17.76	2.22	8.70
3Q2023	75.15	6.90	33.30	26.91	3.48	13.43
FY2023	95.83	9.09	43.68	38.78	4.83	18.50
1Q2024	28.54	2.34	10.42	10.35	1.38	5.35
1H2024	55.5	5.84	23.37	20.48	2.74	10.87

Motor insurance statistics

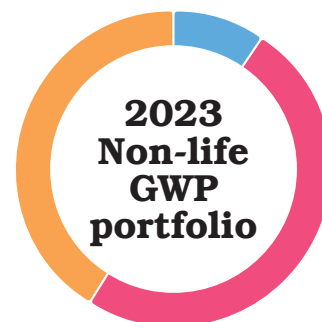
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	170.90	16.17	84.69	71.68	8.87	35.92
1Q2023	48.26	4.41	19.12	18.66	2.39	8.55
1H2023	100.89	9.16	42.29	38.38	5.17	19.04
3Q2023	148.31	14.18	68.96	57.35	8.38	28.45
FY2023	192.80	19.21	90.99	80.75	11.66	38.50
1Q2024	56.86	5.13	20.15	18.97	2.66	9.89
1H2024	109.40	10.71	44.43	38.69	5.44	20.34



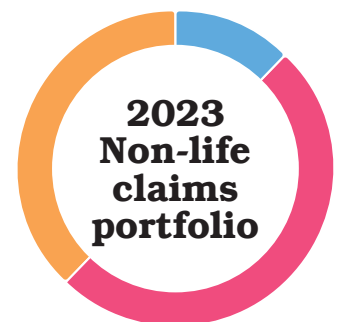
Motor hull 9.48%
MTPL 45.58%
Other 44.94%



Motor hull 12.45%
MTPL 47.70%
Other 39.86%



Motor hull 9.96%
MTPL 47.19%
Other 42.84%



Motor hull 14.43%
MTPL 47.68%
Other 37.89%

Poland

Macroeconomic indicators, 2023		
GDP, current prices	PLN billion 1	3,498.97
	EUR billion 4	804.73
GDP per capita, current prices	PLN 1	93,036
	EUR 4	21,397
Unemployment rate	% of total labor force 1	2.79
Population	Millions 1	37.61
PLN/EUR exchange rate	End of period 2	4.3480
Gross written premiums	PLN million 3	78,888.98
	EUR million 4	18,143.74
Paid claims	PLN million 3	44,239.37
	EUR million 4	10,174.65
Insurance penetration degree	% in GDP 4	2.25%
Insurance density	EUR/capita 4	482.43

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 National Bank of Poland
- 3 The Polish Financial Supervision Authority (KNF)
- 4 XPRIMM calculations

Romania

Macroeconomic indicators, 2023		
GDP, current prices	RON billion 1	1,589.38
	EUR billion 4	319.50
GDP per capita, current prices	RON 1	83,519
	EUR 4	16,789
Unemployment rate	% of total labor force 1	5.60
Population	Millions 1	19.03
RON/EUR exchange rate	End of period 2	4.9746
Gross written premiums	RON million 3	18,166.28
	EUR million 4	3,651.81
Paid claims	RON million 3	7,707.30
	EUR million 4	1,549.33
Insurance penetration degree	% in GDP 4	1.14%
Insurance density	EUR/capita 4	191.90

Sources:

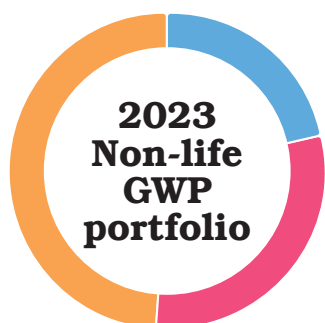
- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The National Bank of Romania
- 3 Financial Supervision Authority (FSA)
- 4 XPRIMM calculations

Motor insurance statistics

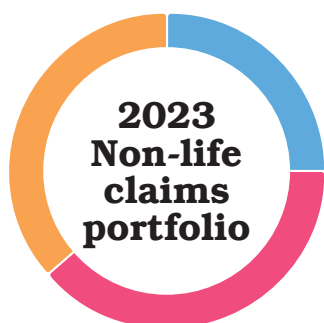
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	10,835.09	2,346.55	3,208.23	5,440.56	1,367.27	2,100.57
1Q2023	3,120.59	671.06	833.47	1,454.79	377.68	572.21
1H2023	6,229.14	1,411.54	1,758.11	3,013.44	782.49	1,181.00
3Q2023	8,776.67	2,004.71	2,525.62	4,474.17	1,145.28	1,691.98
FY2023	12,888.97	2,890.47	3,610.28	6,442.07	1,667.74	2,452.02
1Q2024	3,739.36	805.61	966.52	1,796.92	491.73	703.96
1H2024	Non Available at the closing date of this report					

Motor insurance statistics

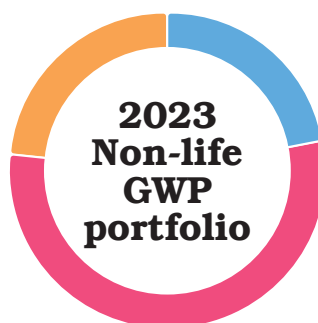
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	2,801.47	618.31	1,535.11	1,260.09	411.53	685.41
1Q2023	797.50	156.36	439.90	360.71	107.29	208.93
1H2023	1,524.06	331.36	820.99	635.46	213.16	336.66
3Q2023	2,182.50	526.11	1,110.95	926.98	321.63	469.79
FY2023	3,055.65	712.88	1,610.35	1,261.45	438.83	631.01
1Q2024	782.72	174.93	365.19	349.09	111.48	188.95
1H2024	Non Available at the closing date of this report					



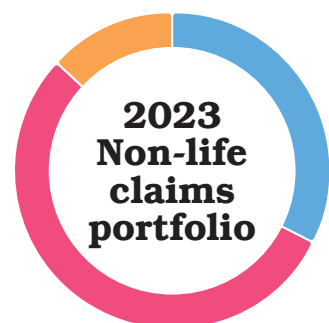
Motor hull 22.43%
MTPL 28.01%
Other 49.56%



Motor hull 25.89%
MTPL 38.06%
Other 36.05%



Motor hull 23.33%
MTPL 52.70%
Other 23.97%



Motor hull 34.79%
MTPL 50.02%
Other 15.19%

Serbia

Macroeconomic indicators, 2023		
GDP, current prices	RSD billion 1	8,103.00
	EUR billion 3	69.15
GDP per capita, current prices	RSD 1	1,220,737
	EUR 3	10,418
Unemployment rate	% of total labor force 1	9.08
Population	Millions 1	6.64
RSD/EUR exchange rate	End of period 2	117.1737
Gross written premiums	RSD million 2	155,781.61
	EUR million 3	1,329.49
Paid claims	RSD million 2	
	EUR million 3	-
Insurance penetration degree	% in GDP 3	1.92%
Insurance density	EUR/capita 3	200.29

Sources:
 1 International Monetary Fund, World Economic Outlook Database, October 2023
 2 National Bank of Serbia
 3 XPRIMM calculations

Slovak Republic

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	122.25
GDP per capita, current prices	EUR 1	22,485
Unemployment rate	% of total labor force 1	6.10
Population	Millions 1	5.44
Gross written premiums	EUR million 2	1,946.87
Paid claims	EUR million 2	1,086.13
Insurance penetration degree	% in GDP 3	1.59%
Insurance density	EUR/capita 3	358.08

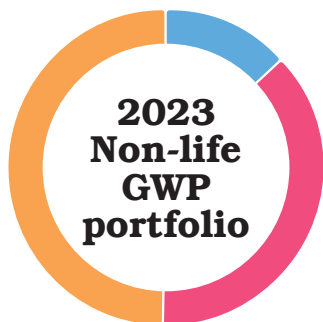
Sources:
 1 International Monetary Fund, World Economic Outlook Database, October 2023
 2 National Bank of Slovakia
 3 XPRIMM calculations

Motor insurance statistics

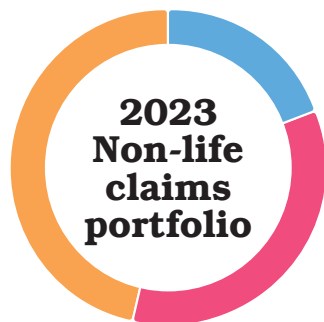
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	896.85	119.58	332.11	392.71	76.10	135.23
1Q2023						
1H2023	545.99	68.63	192.62	197.23	39.94	70.99
3Q2023	803.68	104.16	294.77	324.16	62.87	105.95
FY2023	1,064.61	142.37	394.57	485.08	90.12	147.80
1Q2024	na	na	87.32	na	na	na
1H2024	na	na	202.42	na	na	na

Motor insurance statistics

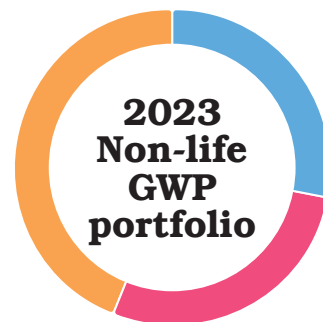
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	1,129.79	320.02	314.60	594.30	183.43	176.88
1Q2023	333.36	88.17	83.63	118.11	51.80	44.45
1H2023	617.12	176.28	159.11	247.64	104.60	84.87
3Q2023	900.92	265.01	232.68	400.34	158.55	124.89
FY2023	1,192.26	357.59	312.10	532.71	215.43	175.68
1Q2024	353.96	99.74	90.89	144.59	56.49	53.45
1H2024	Non Available at the closing date of this report					



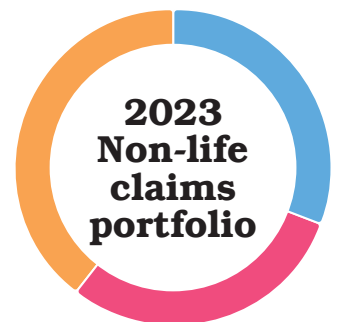
Motor hull 13.37%
 MTPL 37.06%
 Other 49.56%



Motor hull 18.58%
 MTPL 30.47%
 Other 50.95%



Motor hull 29.99%
 MTPL 26.18%
 Other 43.83%



Motor hull 40.44%
 MTPL 32.98%
 Other 26.58%

Slovenia

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	62.84
GDP per capita, current prices	EUR 1	29,725
Unemployment rate	% of total labor force 1	3.63
Population	Millions 1	2.11
Gross written premiums	EUR million 2	3,053.90
Paid claims	EUR million 2	2,226.86
Insurance penetration degree	% in GDP 3	4.86%
Insurance density	EUR/capita 3	1,444.61

Motor insurance statistics

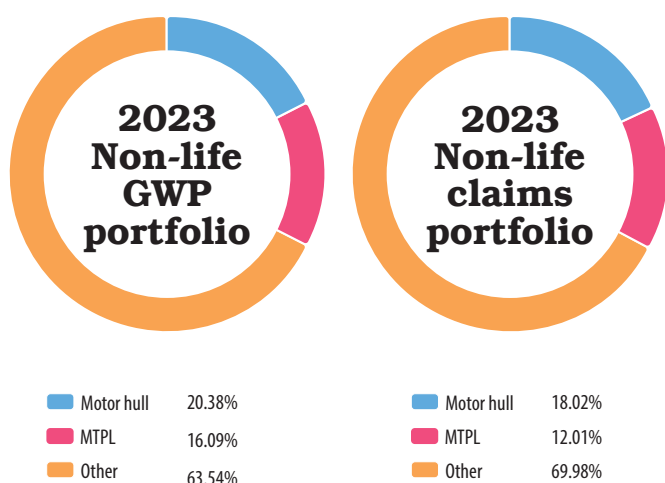
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	2,028.52	375.14	291.73	1,301.73	237.99	175.57
1Q2023	627.94	124.65	97.58	364.50	68.11	54.29
1H2023	1,207.66	245.97	192.53	733.16	132.13	103.65
3Q2023	1,740.74	351.93	275.96	1,171.55	215.15	148.66
FY2023	2,223.32	453.04	357.63	1,683.84	303.39	202.17
1Q2024	529.01	146.65	118.10	291.00	84.86	60.12
1H2024	Non Available at the closing date of this report					

Sources:

1 International Monetary Fund, World Economic Outlook Database, October 2023

2 Slovenian Insurance Association

3 XPRIMM calculations



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Cyprus

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	29.43
GDP per capita, current prices	EUR 1	31,967
Unemployment rate	% of total labor force 1	6.69
Population	Millions 1	0.92
Gross written premiums	EUR million 2	1,310.88
Paid claims	EUR million 2	508.47
Insurance penetration degree	% in GDP 3	4.45%
Insurance density	EUR/capita 3	1,423.32

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Insurance Association of Cyprus Annual Reports
- 3 XPRIMM calculations

Greece

Macroeconomic indicators, 2023		
GDP, current prices	EUR billion 1	222.72
GDP per capita, current prices	EUR 1	21,292
Unemployment rate	% of total labor force 1	10.83
Population	Millions 1	10.46
Gross written premiums	EUR million 2	5,265.63
Insurance penetration degree	% in GDP 3	2.36%
Insurance density	EUR/capita 3	503.41

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Hellenic Association of Insurance Companies
- 3 XPRIMM calculations

Motor insurance statistics

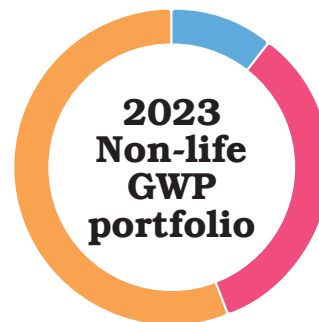
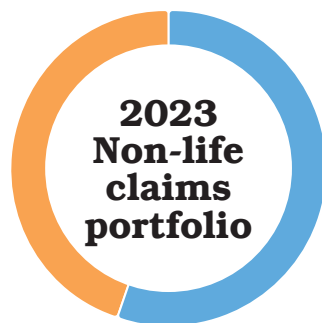
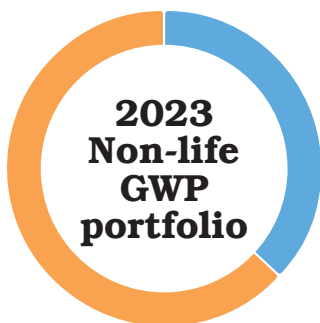
	Non-life GWP (in EUR m)		Non-life claims (in EUR m)*	
	Total	Motor	Total	Motor
FY2022	533.17	198.15	235.36	130.49
1Q2023	149.56	55.29	69.75	35.32
1H2023	292.57	108.02	129.88	68.79
3Q2023	426.44	161.81	190.88	102.34
FY2023	581.38	219.24	250.44	133.24
1Q2024	157.47	62.04	71.23	35.51
1H2024	na	na	na	na

*incurred claims

Motor insurance statistics

	Non-life GWP (in EUR m)		
	Total	Motor hull	MTPL
FY2022	2,409.50	250.16	740.25
1Q2023	656.50	68.90	188.10
1H2023*	1,328.28	141.37	380.53
3Q2023	1,956.77	208.80	557.30
FY2023	2,701.04	291.44	763.94
1Q2024	714.7	79.80	193.00
1H2024	na	na	na

*1H2022 igures were determined by using the y-o-y growth rates published by HAIC.



Stress factors – new and old

Inflation in Türkiye continued to stay at unprecedented high values and remained one of the main challenges for Turkish insurers. Although in the first half of 2023 the inflation rates lowered as compared to the over 80% rates seen in the end of 2022, they still took record values throughout the year and in the first part of 2024, in the range of 60% - 75%. For motor insurance, in particular for the MTPL branch, this a major factor of stress, adding to the already existing pressure on the sector's profitability cause by the chronic issues of the Turkish market.

While accounting for about a quarter of the total market GWP, MTPL insurance continues to record very bad loss ratios. The main reasons behind this situation are the cap on tariffs, the costs of mediation, but also the high frequency of road accidents. Insurers would need some flexibility in tariffs terms, for example a +/- 25% range within which to set their prices.

According to the year-end statistics of 2023 from Emniyet (the Turkish police), there were approximately 555,000 traffic accidents reported to law enforcement. The total number of traffic accidents approaches 1.5 million when taking into account the incidents that are reported to insurance companies via amicable accident reports. Moreover, in roughly 2,500 traffic accidents that were reported to law enforcement, over 3,000 people lost their lives and nearly 355,000 persons were injured in 232,000 accidents involving bodily harm. This emphasizes the strain on auto insurance as well. Physical injuries also result in serious harm, in addition to financial losses.

In 2023, Turkish drivers paid, in average, TRY 5,183 for MTPL insurance, while by the end of 2023, the average amount insurance companies paid per claim file has reached TRY 48,000 to 50,000. As such, a rough estimate shows a loss ratio of around 170% for the MTPL business, sources from the market said. By the end of 2023, excluding financial income, insurance companies have paid out a total of approximately TRY 25 billion which the market players consider a "technical loss."

One of the main factors causing losses in the sector is the lack of a standard calculation method for depreciation files, especially in material claims, the leader of a top company said. "When we look at the data from the Insurance Arbitration Commission, claims related to traffic insurance account for 90% of all general claims. Unfortunately, 70% of this 90% is related to depreciation. We do not withhold payments; we pay according to an expert report. Previously, everyone would appoint their own expert, but due to a recent change, expert appointments are now made automatically through the Insurance Information Center (SBM). An expert writes a report, and insurance companies make payments based on this report. However, since this is not deemed sufficient, the case is taken to the Insurance Arbitration Commission, where another expert is appointed. A forensic expert is also appointed, and in approximately 20% of the cases, the insurance company is found to be justified, while in the remaining 80% of the files, additional costs are inevitably incurred. As a result, there is a significant increase in costs. For every 10 liras we pay for a claim file, we end up with a 35% cost increase. There are fees for the forensic expert, the Insurance Arbitration case file, the opposing party's legal fees, and expert fees. The costs in the file continue to rise item by item," the expert explained. (D.G.)

Türkiye

Macroeconomic indicators, 2023		
GDP, current prices	TRY billion 1	24,563.93
	EUR billion 4	752.74
GDP per capita, current prices	TRY 1	284,741
	EUR4	8,726
Unemployment rate	% of total labor force 1	9.93
Population	Millions 1	86.27
TRY/EUR exchange rate	End of period 2	32.6326
Gross written premiums	TRY million 3	485,920.46
	EUR million 4	14,890.64
Paid claims	TRY million 3	n/a
	EUR million 4	n/a
Insurance penetration degree	% in GDP 4	1.98%
Insurance density	EUR/capita 4	172.61

Sources:

1 International Monetary Fund, World Economic Outlook Database, October 2023

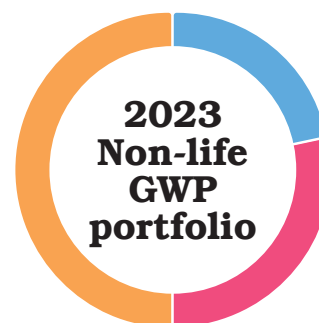
2 Central Bank of the Republic of Türkiye

3 Insurance Association of Türkiye

4 XPRIMM calculations

Motor insurance statistics

	Non-life GWP (in EUR m)		
	Total	Motor hull	MTPL
FY2022	10,221.94	2,228.98	2,883.60
1Q2023	4,416.08	795.86	1,061.75
1H2023	6,582.57	1,260.60	1,811.60
3Q2023	9,925.54	1,963.99	2,794.87
FY2023	13,153.35	2,580.61	3,617.40
1Q2024	5,107.01	732.94	1,177.68
1H2024	na	na	na



Motor hull	19.62%
MTPL	27.50%
Other	52.88%

2023 – MOTOR INSURANCE IN THE EX-USSR COUNTRIES

Striving to improve standards

Under the shadow of the war in Ukraine is putting over the entire neighboring region, as well as over its political and economic relations with other countries, in many ex-USSR countries the pace of the insurance industry transformation is slowing. Yet, the overall situation is far from stagnant and, if measures that would maybe affect the customers' finances are avoided as much as possible, there are steps taken towards improving regulations, encourage modernization and improving quality.

ARMENIA

Motor insurance remained the largest segment (over 44% in 2023) on the market, with MTPL alone accounting for about 38% of the total market GWP portfolio.

According to the data of the Financial Rating of Insurance Companies of Armenia as of December 31, 2023, in the 4Q2023 alone, a loss of AMD 663.7 million (USD 1.6 million) was recorded in the insurance industry.

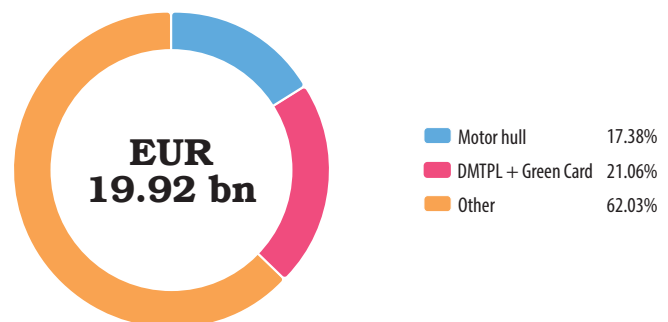
After the decision of the Bureau of Motor Insurers of Armenia to change pricing mechanisms in the MTPL market in 2022, the loss ratio decreased from 79% to 66%. This decision established a single policy of AMD 41 thousand for vehicles without MTPL agreement, regardless of the vehicle brand, engine power and other factors affecting the policy price. However, the trend was reversed in 2023, when the indicator reached a value of 70% by December 1 and continued to increase also in 2024 until reaching 79.3% by August 1, 2024, as data from Bureau of Motor Insurers of Armenia indicate. The increase in the loss ratio began to be observed against the backdrop of the transition from April 2023 to liberalization of MTPL tariffs.

BELARUS

Belarus has joined, since September 2023, the newly established Blue Card system as an alternative to the suspension of the Russian and Belarusian Bureaux, for sanctions reasons, from the international insurance system Green Card.

From October 1, 2024, the Russian MTPL policy will be valid in Belarus, as a unified MTPL system of the Union State is planned to be launched, as reported by the press service of the Parliamentary Assembly of the Union of Belarus and Russia following the meeting of the Parliamentary Assembly Commission on Legislation and Regulations held in November in Minsk.

Ex-USSR area: non-life GWP portfolio, 2023



Ex-USSR area: Breakdown of non-life GWP in 2023

	Non-life GWP (in EUR m)				Non-life GWP portfolio (%)			
	Total	All motor ins. (MoD + MTPL)	Motor hull	DMTPL + Green Card	All motor ins. (MoD + MTPL)	Motor hull	DMTPL + Green Card	Other
ARMENIA	158.55	70.19	10.07	60.12	44.27%	6.35%	37.92%	55.73%
AZERBAIJAN	316.15	120.32	29.24	91.08	38.06%	9.25%	28.81%	61.94%
BELARUS	560.73	na	na	92.25	na	na	16.45%	na
GEORGIA	327.36	94.17	68.93	25.24	28.77%	21.06%	7.71%	71.23%
KAZAKHSTAN	1,637.03	469.95	239.18	230.77	28.71%	14.61%	14.10%	71.29%
KYRGYZSTAN	na	na	na	na	na	na	na	na
MOLDOVA	146.11	108.18	28.75	79.43	74.04%	19.68%	54.36%	25.96%
RUSSIA	15,222.99	5999.03	2,728.43	3,270.59	39.41%	17.92%	21.48%	60.59%
TAJIKISTAN	na	na	na	na	na	na	na	na
TURKMENISTAN	na	na	na	na	na	na	na	na
UKRAINE	991.54	595.73	270.22	325.51	60.08%	27.25%	32.83%	39.92%
UZBEKISTAN	566.22	109.27	87.99	21.28	19.30%	15.54%	3.76%	80.70%
Total CIS countries	19,926.69	7,566.84	3,462.81	4,196.27	37.97%	17.38%	21.06%	62.03%

KAZAKHSTAN

On November 5, 2023, the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market approved the rules for a simplified procedure of claim settlement – European Accident Statement. The rules provide for the European Accident Statement procedures and approve a declaration form to be filled out by participants in road traffic accidents. From January 1, 2024, citizens may receive insurance compensation in a simplified way for minor road accidents.

Last year it was announced that online claim settlement for all compulsory types of insurance will be introduced in 2024 and will make the insurance process simpler and more transparent.

In 2023, motor insurers' expenses with claims increased significantly, mostly as a consequence of the increase in the number of registered cars, as well as in the repair costs. The number of registered cars in the Republic of Kazakhstan increased by 19.7%, a trend that continued also in 2024. In the first four months of 2024, the total number of vehicles increased by 15.1% compared to the same period last year. The bad news is that old cars make up the largest share of the country's entire vehicle fleet. As of April 1, 2023 there were 2.5 million cars over 20 years old, and 1.3 million cars aged 10 to 20 years. The figures have grown by 6.9% and 24.4%, respectively, over the year. As for newer cars, the number of cars aged 7 to 10 years increased by 5.7%, to 671 thousand, and aged 3 to 7 years - by 3.2 times, to 633.8 thousand. At the same time, there were 328.4 thousand cars under 3 years old - a whole 14.6% less than a year earlier.

The large number of road accidents is also a reason for the high claim expenses. According to consolidated data from insurance companies, in 2023, 92,925 payments were made in favor of injured property owners under compulsory MTPL insurance contracts in road traffic accidents, of which 87,610 were made in favor of owners of vehicles of various classes. The data from insurance companies includes payments made in the 2023 financial year that may refer to incidents that occurred a few months earlier, in 2022. 2,543 people died in road accidents in 2023, and 19,554 victims received injuries of varying severity.

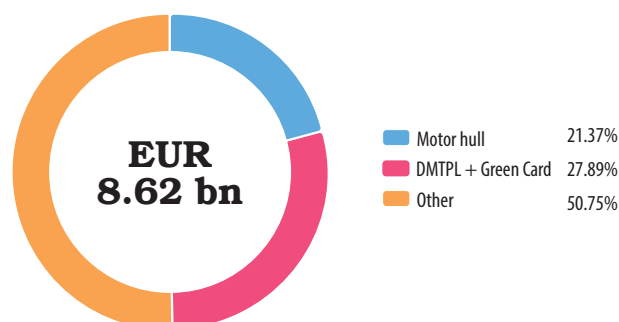
KYRGYZSTAN

According to current Kyrgyz legislation, starting January 1, 2024, car owners and/or drivers are required to purchase an insurance policy. However, while originally, car owner who didn't have a mandatory MTPL insurance should have been fined, the measure was postponed for one year due to hard financial conditions. In the authorities' vision, the postponement will allow the insurance market to better and thoroughly prepare for large-scale MTPL at the beginning of 2025.

The Service for regulation and supervision of the financial market actively is working to elaborate a media plan for MTPL and stimulate digitalization of the insurance market through the introduction of electronic insurance. One of the regulator's main priorities is to improve the mechanisms of compulsory motor liability insurance. The developed media plan is aimed at increasing citizens' awareness of the importance of compulsory MTPL insurance and providing wide access to up-to-date information about insurance services.

The second key direction of work is digitalization of the insurance market and introduction of electronic insurance. As part of this initiative, the mobile operator Beeline Kyrgyzstan is collaborating with insurance companies on issuance of MTPL policies.

Ex-USSR area: non-life claims portfolio, 2023



Breakdown of non-life claims in 2023

	Non-life GWP (in EUR m)				Non-life GWP portfolio (%)			
	Total	All motor ins. (MoD + MTPL)	Motor hull	DMTP + Green Card	All motor ins. (MoD + MTPL)	Motor hull	DMTP + Green Card	Other
ARMENIA	85.12	43.46	3.29	40.17	51.06%	3.87%	47.19%	48.94%
AZERBAIJAN	153.78	63.06	10.89	52.17	41.01%	7.08%	33.93%	58.99%
BELARUS	na	na	na	na	na	na	na	na
GEORGIA	197.47	54.93	45.83	9.11	27.82%	23.21%	4.61%	72.18%
KAZAKHSTAN	464.84	166.40	44.84	121.56	35.80%	9.65%	26.15%	64.20%
KYRGYZSTAN	na	na	na	na	-	-	-	-
MOLDOVA	49.93	41.74	15.43	26.31	83.60%	30.91%	52.69%	16.40%
RUSSIA	5,802.03	2,934.67	1,305.58	1,629.09	50.58%	22.50%	28.08%	49.42%
TAJKISTAN	na	na	na	na	na	na	na	na
TURKMENISTAN	na	na	na	na	na	na	na	na
UKRAINE	369.61	248.76	114.00	134.75	67.30%	30.84%	36.46%	32.70%
UZBEKISTAN	115.17	12.00	6.70	5.31	10.42%	5.81%	4.61%	89.58%
Total CIS countries	7,237.96	3,565.03	1,546.57	2,018.46	49.25%	21.37%	27.89%	50.75%

MOLDOVA

Motor insurance accounted for over 71% of the total market portfolio in 2023. The growth of this segment at the end of the year was 29%. Like in premiums, the largest rise in paid claims was observed in motor insurance (by almost 21%). In the first half of 2024, motor insurance lines maintained their dominant position although the growth pace slowed somehow, to 17.4%. Paid claims increased at the same time by over 19%. Most of this growth came from the MTPL line.

Almost 40% of approximately 12,000 traffic accidents related to mandatory motor liability insurance that occurred on the territory of the Republic of Moldova in 2023 were settled through a settlement agreement. It is noted that from the launch of the procedure of amicable settlement of road accidents (September 2019) until September 2023, drivers filed almost 30 thousand claims based on a settlement agreement, of which 25.6 thousand were settled. However, many of these claims were filed incorrectly. According to the National Commission for Financial Markets (CNPF), the most common deficiencies relate to the absence of photographs or presentation of photographs that do not fully reflect the circumstances of an accident.

RUSSIA

The motor segment was the main growth driver in 2023, according to data published by the Central Bank. The rise in prices for cars and spare parts and, therefore, an increase in the MTPL cost contributed to a GWP increase in the segment. Increasing demand for inexpensive policies with deductibles and mini-casco led to an increase in the Motor Hull market. At the same time, the dynamics of motor insurance was positively influenced by a significant increase in sales of new cars due to the pent-up demand and expansion of supply.

In September 2023, Russian motor insurers respond to the Green Card system sanctions by establishing the Blue Card system. The first agreement was concluded by the Russian motor insurers' association within the framework of the newly established Blue Card system, with the Belarusian Bureau of Transport Insurance and became effective on 2 September. Agreements were also concluded with the national associations of auto insurers of Azerbaijan and Turkey.

UKRAINE

Motor insurance (Motor Hull, MTPL, Green Card) retained leadership in terms of premiums among insurance classes. The peak of popularity growth of this segment due to the forced emigration of Ukrainians has probably already passed, while paid claims are growing - by 59% for MTPL and Green Card.

In 2023, MTIBU (Motor (Transport) Insurance Bureau of Ukraine) made 7,524 payments from the Victim Protection Fund for a total of UAH 436.8 million (~EUR 10.37 million). The number of regulatory payments increased by 30% y-o-y, and the amount increased by 42.5%.

The most important item of regulatory payments is payments for damage caused by owners of uninsured vehicles (who caused an accident without an MTPL policy). In 2023, such payments accounted for 68.2% of the total amount (vs 64.5% in 2022). The number of such payments reached 4.7 thousand (+31.5%), while

the amount was UAH 298.1 million (+45.7%). In 2022, the Bureau made 3.2 thousand such payments for UAH 161.7 million.

The second significant item is payments for drivers of preferential categories (combatants, disabled people). In 2023, the number of such payments reached 1.2 thousand, the amount was UAH 79.8 million. Compared to 2022, the number of payments increased by 29.4%, the amount increased by 46.1%. The share of payments for drivers of preferential categories is 18.2% of the total amount of payments from the MTIBU Victim Protection Fund.

On June 17, 2024, the President of Ukraine signed the law "On mandatory insurance of civil liability of owners of land vehicles", which will ensure further development of this market and bring it closer to EU standards, the local press reported.

The main goal of the new Law is to introduce a qualitatively new model of market regulation in accordance with European standards, considering the interests of policyholders and victims of road accidents, increasing confidence in this type of insurance and ensuring further development of MTPL. The law is aimed at solving problems such as imperfect procedures for calculating and making insurance payments for damages, low limits of insurers' liability, state regulation of pricing, as well as low efficiency of the MTIBU management system and limited role of the state in controlling the Bureau's activities.

It is planned to gradually increase insurance amounts (the maximum amount of insurance payment) to the levels established in the EU countries. Today, the insurer's liability limit for damage caused to life and health is UAH 320,000 (~EUR 7,376) per victim, and for damage caused to the property of victims, it is UAH 160,000 (~EUR 3,688) per victim, but not more than UAH 800,000 (~EUR 18,441) for one insurance event.

The law, after its declaration, will come into force on January 1, 2025. It is noted that the National Bank presented the concept of reforming the MTPL market in September 2022.

UZBEKISTAN

The National Agency for Prospective Projects (NAPP) of the Republic of Uzbekistan reported that work is underway to revise the MTPL tariffs established back in 2019, the agency said.

Several factors contributed to this revision. Firstly, the number of complaints from vehicle owners regarding non-payment of insurance compensation by insurance companies in time and insufficiency of the maximum amount to cover damages has increased. In 2019, the insurance premium was established in the amount of UZS 56,000 (~EUR 4), which is no longer sufficient to cover losses of insurance companies.

In addition, in 2019, an insured amount of UZS 40 million (~EUR 2921) was established; this does not allow sufficient compensation for victims of road accidents.

Also, over the past 5 years, the consumer price index in Uzbekistan has increased by 160%, the minimum wage has increased by 265%, and the base rate has increased by 168%.

The agency notes that the insured amount and insurance premium established in Uzbekistan are currently the lowest compared to both neighboring and foreign countries. (D.G.)

Interview with **Giorgi BARATASHVILI** CEO, ALDAGI



XPRIMM: ALDAGI is one of the major players in the non-life insurance segment in Georgia, particularly on the motor insurance lines (CASCO and Motor Third Party Liability). From this position, how do you comment on the status of the motor insurance business in your market?

Giorgi BARATASHVILI: In 2023, ALDAGI secured its position as the leading company in the property and casualty (P&C) insurance sector, holding 30% of the overall P&C market and 26% of the motor insurance market. The insurance industry is experiencing steady growth, with premiums written exceeding 1 billion GEL in 2023, signaling a positive trend. Industry profitability is on the rise, contributing to a healthier market, and tariffs are adjusting appropriately, reflecting the broader economic development. Motor insurance remains the primary driver of the P&C market,

accounting for 38% of the total market. However, despite the presence of over 1.3 million registered vehicles in Georgia, insurance penetration remains low, with only 0.7% of total GDP and 7% of vehicles insured. The introduction of compulsory third-party liability insurance is projected to expand the market by approximately 276 million GEL. Drawing on international experience, we can expect that the introduction of mandatory insurance will spur growth across other insurance lines, as public awareness of insurance increases. With ALDAGI leading the P&C market in both total market share and motor coverage, the company is well-positioned to capitalize on this growth trajectory.

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The introduction of compulsory third-party liability insurance is projected to expand the market by approximately 276 million GEL. Drawing on international experience, we can expect that the introduction of mandatory insurance will spur growth across other insurance lines, as public awareness of insurance increases.

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XPRIMM: There are high expectations related to the introduction of the mandatory MTPL insurance in Georgia. How do you comment on the current status of this process? Please provide more details on the way this line of business will work and its perspectives.

G.B.: Compulsory third-party liability (TPL) insurance is generally not considered a profit-generating product in most countries where it has been introduced. However, it plays a significant role in driving overall insurance consumption. In Georgia, the Government has developed a draft law that proposes the establishment of a local TPL pool for the initial three years. This pool will allow active insurance companies to share both premiums and losses, effectively mitigating risks for insurance companies. We expect this three-year period to serve as a phase

of observation and adjustment, after which portfolios will likely be redistributed based on the market shares of the participating companies.

An additional advantage of this arrangement is the reduction in client acquisition and operational costs during this period, as these expenses will also be shared among the companies. The Government of Georgia, in conjunction with the insurance sector supervisory body, has already drafted the legislation for compulsory motor third-party liability (MTPL) insurance. The draft law is expected to be presented in Parliament and final approval is anticipated in 2025. We project that this law will lead to a 50% increase in the insurance market within three to five years.

ALDAGI received its first international rating in 2023, and this year, AM Best affirmed the company's Long-Term Issuer Credit Rating of "bb+" (Fair), while revising the outlook from stable to positive.

XPRIMM: ALDAGI is also the only Georgian reinsurance provider, acting not only in its home market, but also in the surrounding countries. How relevant is the presence of the motor insurance business in your portfolio and what are the most challenging aspects of it?

G.B.: ALDAGI stands as the sole Georgian reinsurance provider and the only Georgian insurance company to receive an international credit rating of "bb+" from AM Best, the world's leading credit rating agency specializing in the insurance industry. ALDAGI received its first international rating in 2023, and this year, AM Best affirmed the company's Long-Term Issuer Credit Rating of "bb+" (Fair), while revising the outlook from stable to positive.

Building on its strong financial performance, ALDAGI has expanded its reinsurance business over the past two quarters, dedicating significant time and resources to developing a highly qualified reinsurance team and a robust market research function. As a result, ALDAGI has begun serving its first reinsurance clients within the region. The company aims to underwrite inward reinsurance for non-life insurance products, capitalizing on opportunities both within Georgia and across neighboring regions.

ALDAGI's strategy focuses on accepting risks from regional insurance companies through treaty agreements, particularly with partners in Armenia, Azerbaijan, and Kazakhstan. Currently, reinsurance represents less than 3% of our total portfolio, reflecting our measured and prudent approach to this growing segment.

At ALDAGI, we have established a dedicated electric car insurance team that actively works to build partnerships with electric vehicle service networks, ensuring high-quality service and customer satisfaction.

XPRIMM: High inflation rates have had a negative impact on motor insurance in many European markets, a trend that has yet to reverse. How do you assess its impact on the markets in which ALDAGI operates?

G.B.: High inflation has significantly impacted the motor insurance market in Georgia, driving up repair, parts, and labor costs, which in turn increases claim payouts. In the retail sector, insurers typically respond by raising premiums, and retail customers tend to be more adaptable to these increases. However, inflation also leads to higher premiums for businesses, and corporate clients, who are generally more price-sensitive, feel the effects more acutely. Overall, high inflation elevates the risk of a higher loss ratio. In response, we are adapting by refining pricing models, strengthening risk management practices, and seeking efficiencies to sustain profitability and competitiveness in an increasingly challenging market. In the retail sector, we also offer a range of low-premium insurance products, providing customers with more affordable options.

XPRIMM: The rapidly increasing number of electric vehicles poses a concern for motor insurers, potentially impacting claims figures. How do you respond?

G.B.: The market for electric vehicles is gradually expanding in Georgia; however, the country's infrastructure to support electric vehicles remains underdeveloped. Service providers are facing difficulties in sourcing supplies for electric cars, posing significant challenges for automobile centers and service networks. Consequently, due to the low-quality infrastructure for vehicle maintenance and the limited availability of car parts, the electric vehicle insurance market remains high-risk and prone to losses. Although electric cars currently represent a small portion of our portfolio, we are responding to the growing interest in this sector. In 2023, we introduced an electric car insurance product specifically designed to meet the unique needs of electric vehicles and their owners. At ALDAGI, we have established a dedicated electric car insurance team that actively works to build partnerships with electric vehicle service networks, ensuring high-quality service and customer satisfaction. In addition, ALDAGI is investing in the development of infrastructure for electric vehicles by arranging a network of electric vehicle charging stations throughout Tbilisi. This strategic initiative not only supports the growing adoption of electric vehicles but also enhances the convenience and accessibility of charging facilities for owners.

Interview conducted by Daniela GHEȚU

Armenia

Macroeconomic indicators, 2023		
GDP, current prices	AMD billion 1	9,549.21
	EUR billion 4	21.32
GDP per capita, current prices	AMD 1	3,223,192
	EUR 4	7,196
Unemployment rate	% of total labor force 1	13.50
Population	Millions 1	2.96
AMD/EUR exchange rate	End of period 2	447.90
Gross written premiums	AMD million 3	71,015.20
	EUR million 4	158.55
Paid claims	AMD million 3	38,126.79
	EUR million 4	85.12
Insurance penetration degree	% in GDP 4	0.74%
Insurance density	EUR/capita 4	53.51

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Central Bank of Armenia
- 3 ArmlInfo News Agency
- 4 XPRIMM calculations

Azerbaijan

Macroeconomic indicators, 2023		
GDP, current prices	AZN billion 1	131.57
	EUR billion 4	70.11
GDP per capita, current prices	AZN 1	12800.48
	EUR 4	6821.10
Unemployment rate	% of total labor force 1	5.87
Population	Millions 1	10.28
AZN/EUR exchange rate	End of period 2	1.88
Gross written premiums	AZN million 3	1,222.54
	EUR million 4	651.46
Paid claims	AZN million 3	587.32
	EUR million 4	312.97
Insurance penetration degree	% in GDP 4	0.01
Insurance density	EUR/capita 4	63.38

Sources:

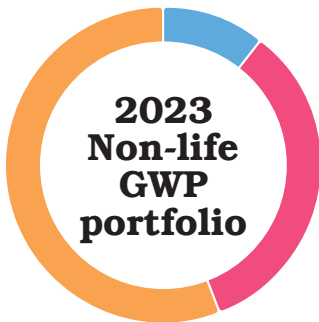
- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Central Bank of Azerbaijan Republic
- 3 Financial Markets Supervision Authority of the Republic of Azerbaijan (FIMSA)
- 4 XPRIMM calculations

Motor insurance statistics

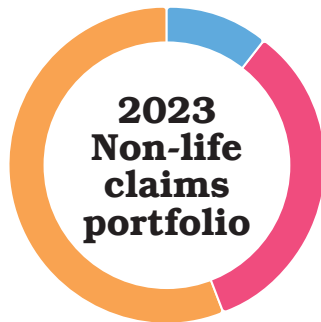
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	145.42	7.25	62.03	70.06	2.63	36.42
1Q2023	56.39	2.23	16.11	17.07	0.70	9.59
1H2023	98.55	4.91	31.09	37.27	1.34	18.44
3Q2023	131.85	7.52	46.72	65.25	2.18	30.04
FY2023	158.55	10.07	60.12	85.12	3.29	40.17
1Q2024	45.43	2.42	16.18	24.24	0.81	12.78
1H2024	93.04	5.97	33.12	49.44	2.16	23.82

Motor insurance statistics

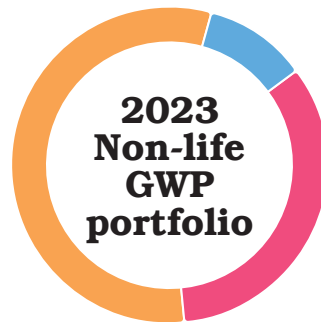
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	260.48	23.24	62.85	102.18	9.25	49.84
1Q2023	105.99	5.24	20.20	25.14	2.47	12.42
1H2023	170.44	12.08	42.20	52.09	4.82	25.11
3Q2023	253.40	21.03	67.57	98.60	7.79	40.41
FY2023	316.15	29.24	91.08	153.78	10.89	52.17
1Q2024	107.65	7.26	20.20	30.65	2.50	15.11
1H2024	176.18	15.07	44.77	66.96	5.44	31.91



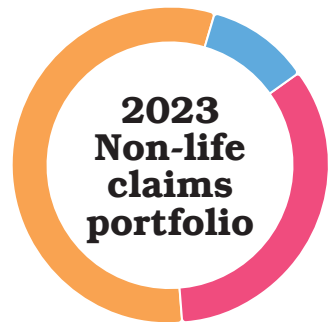
Motor hull 6.35%
MTPL 37.92%
Other 55.73%



Motor hull 3.87%
MTPL 47.19%
Other 48.94%



Motor hull 9.25%
MTPL 28.81%
Other 61.94%



Motor hull 7.08%
MTPL 33.93%
Other 58.99%

Belarus

Macroeconomic indicators, 2023		
GDP, current prices	BYN billion 1	207.70
	EUR billion 4	58.73
GDP per capita, current prices	BYN 1	22,552
	EUR 4	6,377
Unemployment rate	% of total labor force 1	4.01
Population	Millions 1	9.21
BYN/EUR exchange rate	End of period 2	3.5363
Gross written premiums	BYN million 3	2,215.85
	EUR million 4	626.60
Paid claims	BYN million 3	1,303.85
	EUR million 4	368.70
Insurance penetration degree	% in GDP 4	1.07%
Insurance density	EUR/capita 4	68.03

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 National Bank of the Republic of Belarus
- 3 Ministry of Finance of the Republic of Belarus
- 4 XPRIMM calculations

Georgia

Macroeconomic indicators, 2023		
GDP, current prices	GEL billion 1	78.58
	EUR billion 4	26.41
GDP per capita, current prices	GEL 1	21,371
	EUR 4	7,183
Unemployment rate	% of total labor force 1	18.40
Population	Millions 1	3.68
GEL/EUR exchange rate	End of period 2	2.9753
Gross written premiums	GEL million 3	1,063.58
	EUR million 4	357.47
Paid claims	GEL million 3	614.29
	EUR million 4	206.46
Insurance penetration degree	% in GDP 4	1.35%
Insurance density	EUR/capita 4	97.22

Sources:

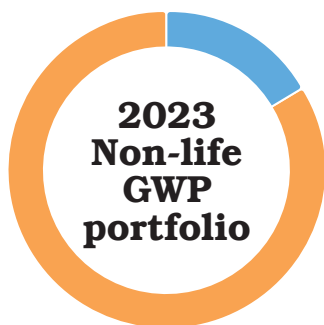
- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The National Bank of Georgia
- 3 State Insurance Supervision Service of Georgia
- 4 XPRIMM calculations

Motor insurance statistics

	Non-life GWP (in EUR m)		Non-life claims (in EUR m)	
	Total	MTPL	Total	MTPL
FY2022	549.63	96.23	346.77	64.62
1Q2023	156.52	23.75	87.39	15.90
1H2023	297.15	50.71	163.70	28.18
3Q2023	419.78	72.47	236.00	39.93
FY2023	560.73	92.25	313.02	54.29
1Q2024	161.34	25.99	78.83	16.04
1H2024	na	na	na	na

Motor insurance statistics

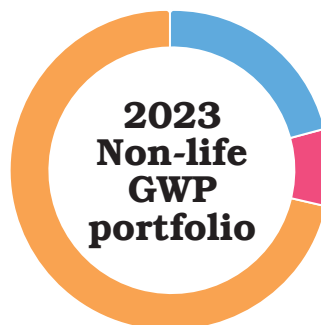
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	289.41	57.56	22.42	162.92	39.47	7.62
1Q2023	108.33	20.19	6.03	43.62	10.68	2.17
1H2023	191.32	35.89	12.35	87.71	20.89	4.24
3Q2023	264.54	53.97	19.98	150.39	33.52	6.72
FY2023	327.36	68.93	25.24	197.47	45.83	9.11
1Q2024	126.70	24.17	6.46	59.78	13.59	2.50
1H2024	Non Available at the closing date of this report					



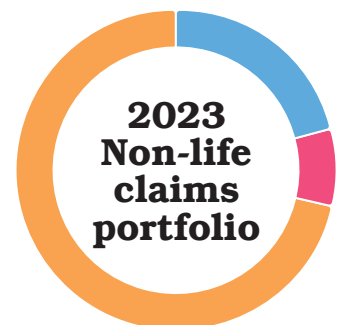
MTPL 16.45%
Other 83.55%



MTPL 17.34%
Other 82.66%



Motor hull 21.06%
MTPL 7.71%
Other 71.23%



Motor hull 23.21%
MTPL 4.61%
Other 72.18%

Kazakhstan

Macroeconomic indicators, 2023		
GDP, current prices	KZT billion 1	117,539.71
	EUR billion 3	234.03
GDP per capita, current prices	KZT 1	5,878,714
	EUR 3	11,705
Unemployment rate	% of total labor force 1	4.78
Population	Millions 1	19.99
KZT/EUR exchange rate	End of period 2	502.24
Gross written premiums	KZT million 2	1,187,889.08
	EUR million 3	2,365.18
Paid claims	KZT million 2	281,220.33
	EUR million 3	559.93
Insurance penetration degree	% in GDP 3	1.01%
Insurance density	EUR/capita 3	118.29

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The National Bank of Kazakhstan
- 3 XPRIMM calculations

Moldova

Macroeconomic indicators, 2023		
GDP, current prices	MDL billion 1	312.00
	EUR billion 4	16.12
GDP per capita, current prices	MDL 1	125,013
	EUR4	6,458
Unemployment rate	% of total labor force 1	4.93
Population	Millions 1	2.50
MDL/EUR exchange rate	End of period 2	19.3574
Gross written premiums	MDL million 3	2,936.03
	EUR million4	151.67
Paid claims	MDL million 3	1,024.18
	EUR million 4	52.91
Insurance penetration degree	% in GDP 4	0.94%
Insurance density	EUR/capita 4	60.77

Sources:

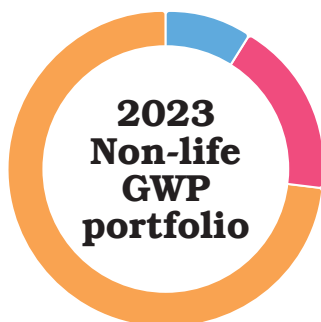
- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The National Bank of Moldova
- 3 The National Commission of Financial Market (NCFM)
- 4 XPRIMM calculations

Motor insurance statistics

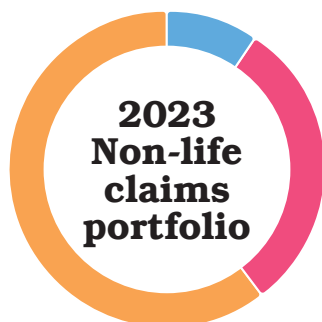
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	1,259.53	114.74	227.30	329.97	31.39	99.74
1Q2023	448.48	47.71	58.64	88.31	11.23	30.95
1H2023	882.79	107.10	117.94	202.88	22.17	62.12
3Q2023	1,231.87	172.13	175.85	325.90	32.09	89.17
FY2023	1,637.03	239.18	230.77	464.84	44.84	121.56
1Q2024	535.86	49.87	51.75	113.66	14.23	36.64
1H2024	981.04	97.81	108.69	245.76	28.34	77.81

Motor insurance statistics

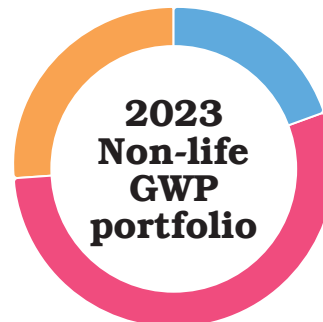
	Non-life GWP (in EUR m)				Non-life claims (in EUR m)		
	Total	Motor hull	DMTPL	Green Card	Total	Motor hull	DMTPL+Green Card
FY2022	116.02	23.23		56.48	44.30	12.94	19.92
1Q2023	31.89	5.83		15.99	11.40	3.35	6.41
1H2023	67.73	12.72		34.63	22.76	7.21	12.34
3Q2023	110.37	20.80		60.09	35.16	11.05	19.18
FY2023	146.11	28.75		79.43	49.93	15.43	26.31
1Q2024	33.82	6.75		19.47	13.33	3.96	7.80
1H2024	Non Available at the closing date of this report						



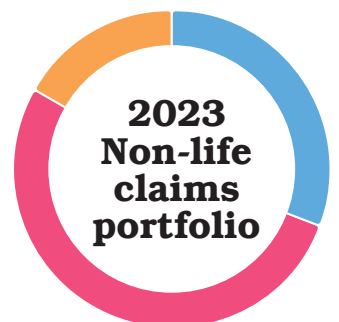
Motor hull 14.61%
MTPL 14.10%
Other 71.29%



Motor hull 9.65%
MTPL 26.15%
Other 64.20%



Motor hull 19.68%
MTPL+Green Card 54.36%
Other 25.96%



Motor hull 30.91%
MTPL+Green Card 52.69%
Other 16.40%

Russia

Macroeconomic indicators, 2023		
GDP, current prices	RUB billion 1	159,613.65
	EUR billion 4	1,609.14
GDP per capita, current prices	RUB 1	1,114,589
	EUR 4	11,237
Unemployment rate	% of total labor force 1	3.25
Population	Millions 1	143.20
RUB/EUR exchange rate	End of period 2	99.1919
Gross written premiums	RUB million 3	2,285,058.36
	EUR million 4	23,036.74
Paid claims	RUB million 3	1,044,382.85
	EUR million 4	10,528.91
Insurance penetration degree	% in GDP 4	1.43%
Insurance density	EUR/capita 4	160.87

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The Central Bank of the Russian Federation
- 3 Financial Markets Service of the Bank of Russia
- 4 XPRIMM calculations

Kyrgyzstan

Macroeconomic indicators, 2023		
GDP, current prices	KGS billion 1	1,125.51
	EUR billion 4	11.42
GDP per capita, current prices	KGS 1	162,383
	EUR 4	1,648
Unemployment rate	% of total labor force 1	9.01
Population	Millions 1	6.93
KGS/EUR exchange rate	End of period 2	98.5328
Gross written premiums	KGS million 3	3,036.49
	EUR million 4	30.82
Paid claims	KGS million 3	935.15
	EUR million 4	9.49
Insurance penetration degree	% in GDP 4	0.27%
Insurance density	EUR/capita 4	4.45

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 National Bank of the Kyrgyz Republic
- 3 FSA - Gosfinnadzora
- 4 XPRIMM calculations

Motor insurance statistics

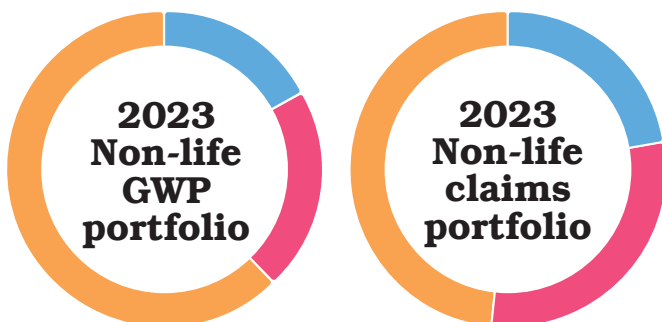
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	17,267.74	2,945.54	3,609.84	7,164.75	1,606.61	2,112.66
1Q2023	4,755.52	694.87	819.83	1,539.70	349.28	486.55
1H2023	7,679.78	1,266.91	1,597.48	2,833.13	653.43	839.02
3Q2023	10,811.01	1,886.67	2,304.03	4,082.84	925.36	1,187.29
FY2023	15,222.99	2,728.43	3,270.59	5,802.03	1,305.58	1,629.09
1Q2024	3,793.85	717.31	732.48	1,588.92	342.1	525.38
1H2024	Non Available at the closing date of this report					

Tajikistan

Macroeconomic indicators, 2023		
GDP, current prices	TJS billion 1	128.19
	EUR billion 3	10.60
GDP per capita, current prices	TJS 1	12,803
	EUR 3	1,059
Unemployment rate	% of total labor force 1	n/a
Population	Millions 1	10.01
TJS/EUR exchange rate	End of period 2	12.0944
Gross written premiums	TJS million 3	n/a
	EUR million 4	n/a
Paid claims	TJS million 3	n/a
	EUR million 4	n/a
Insurance penetration degree	% in GDP 4	-
Insurance density	EUR/capita 4	-

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The National Bank of Tajikistan
- 3 XPRIMM calculations



Motor hull 17.92%
MTPL 21.48%
Other 60.59%

Motor hull 22.50%
MTPL 28.08%
Other 49.42%

Turkmenistan

Macroeconomic indicators, 2023		
GDP, current prices	TMT billion 1	286.38
	EUR billion 3	74.05
GDP per capita, current prices	TMT 1	45,270
	EUR 3	11,705
Unemployment rate	% of total labor force 1	n/a
Population	Millions 1	6.33
TMT/EUR exchange rate	End of period 2	3.8675

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 Central Bank of Turkmenistan
- 3 XPRIMM calculations

Ukraine

Macroeconomic indicators, 2023		
GDP, current prices	UAH billion 1	6,500.00
	EUR billion 4	154.00
GDP per capita, current prices	UAH 1	195,832
	EUR 4	4,640
Unemployment rate	% of total labor force 1	19.37
Population	Millions 1	33.19
UAH/EUR exchange rate	End of period 2	42.2079
Gross written premiums	UAH million 3	47,014.98
	EUR million 4	1,113.89
Paid claims	UAH million 3	16,867.33
	EUR million 4	399.62
Insurance penetration degree	% in GDP 4	0.72%
Insurance density	EUR/capita 4	33.56

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 National Bank of Ukraine
- 3 League of Insurance Organizations of Ukraine, Insurance Top Magazine
- 4 XPRIMM calculations

Uzbekistan

Macroeconomic indicators, 2023		
GDP, current prices	UZS billion 1	1,047,869.37
	EUR billion 4	76.31
GDP per capita, current prices	UZS 1	29,087,364
	EUR 4	2,118
Unemployment rate	% of total labor force 1	8.35
Population	Millions 1	36.03
UZS/EUR exchange rate	End of period 2	13,731.82
Gross written premiums	UZS billion 3	8059.73
	EUR million 4	586.94
Paid claims	UZS billion 3	2,022.01
	EUR million 4	147.25
Insurance penetration degree	% in GDP 4	0.00%
Insurance density	EUR/capita 4	16.29

Sources:

- 1 International Monetary Fund, World Economic Outlook Database, October 2023
- 2 The Central Bank of the Republic of Uzbekistan
- 3 Ministry of Finance of the Republic of Uzbekistan
- 4 XPRIMM calculations

Motor insurance statistics

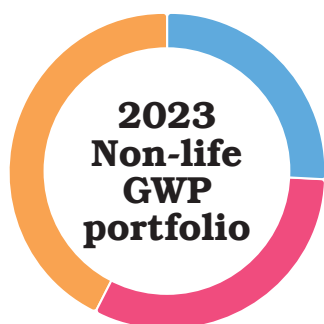
	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	DMTPL&Green Card	Total	Motor hull	DMTPL&Green Card
FY2022	892.44	232.43	281.88	311.07	100.87	91.78
1Q2023	225.76	57.45	70.64	88.11	27.18	33.06
1H2023	477.36	127.08	155.09	181.03	55.58	67.34
3Q2023	792.97	212.08	262.51	288.76	89.80	105.36
FY2023	991.54	270.22	325.51	369.61	114.00	134.75

Ukrainian market's statistical data for 2024 were Non Available at the closing date of this report

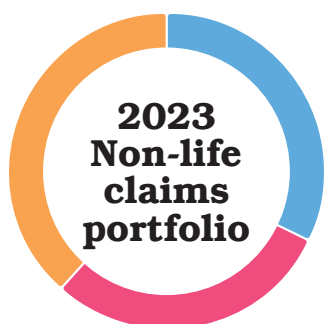
Motor insurance statistics

	Non-life GWP (in EUR m)			Non-life claims (in EUR m)		
	Total	Motor hull	MTPL	Total	Motor hull	MTPL
FY2022	393.50	50.55	19.57	91.86	4.80	13.26
1Q2023	122.33	20.31	6.36	22.15	1.78	2.98
1H2023	286.12	50.73	10.81	48.84	3.31	5.65
3Q2023						
FY2023	566.22	87.99	21.28	115.17	6.70	5.31
1Q2024	160.04	13.63	5.47	38.21	2.77	3.46
1H2024						

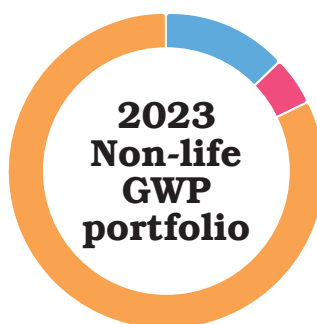
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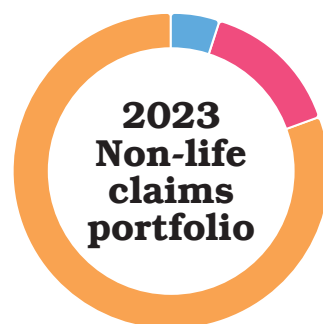
Motor hull 27.25%
DMTPL & Green Card 32.83%
Other 39.92%



Motor hull 30.84%
DMTPL & Green Card 36.46%
Other 32.70%



Motor hull 15.54%
Civil liability of vehicle owners 3.76%
Other 80.70%



Motor hull 5.81%
Civil liability of vehicle owners 4.61%
Other 89.58%



Drug drivers – a risk on the European roads that draws increased concern

In Austria, the probability of meeting a drug driver on the road is high. A recent study shows a further increase in drug drivers by at least 23% in the last twelve months. Yet, only around 3% of them were reported as such, an article published by the Austrian Association of Insurers (VVO) reads.

Drug driving is an issue of interest also for insurers. *Most people would agree that those convicted of drink or drug-driving offences should be excluded from insurance cover as a deterrent. But do the same exclusions apply to those driving under the legal limit for alcohol or taking prescription drugs?* an article published by Mathews Comfort, an Oxford-based independent insurance broker. In many motor insurance policies an exclusion is provided for the case of driving while under the influence of alcohol or drugs to a level which would be an offence in the country where the accident occurs. As such, many insurers will provide cover for claim in case the driver's consumption of drinks or drugs were "under the limit. However, even so, having on the record a drug and drunk driving case, will affect the future insurability of a driver, or at least the price of his/hers insurance policy. While drunk driving is a rather settled issue, as most countries have a total prohibition policy with regard getting behind the wheel under influence, the drug driving situation is a little more nuanced.

Prevalence of drugs in traffic is becoming more apparent in recent years. The share of persons driving under the drugs influence in the general driving population is estimate between 2 – 5% based o roadside checks and self-report survey data. On some days and times (e.g. weekend, holidays, nights etc.) this share can increase to an estimated 27% on average, the European Commission study "Prevention of driving under the influence of alcohol and drugs" reads. However, the related legislation is not fully aligned across Europe. Not all countries perform drug checks in case of accidents, not all countries are considering the same list of drugs and the same limits. So, there is still work to do to fully understand, measure and mitigate the drug driving risk.

Coming back to the Austrian example, exactly 8,676 people were reported by law enforcement to be under the influence of drugs in traffic last year. However, even this impressive number is just the tip of the iceberg, as the *dark field study on drugs* by the Board of Trustees for Road Safety (KFV) shows. According to this, 5% of those surveyed (n=1,004) drove a car in the past twelve months even though they were under the influence of drugs. The overall figure may be extrapolated to around 250,000 people in Austria. Since a comparative study in 2021, the number of drug users has increased by 23% (2021: 204,000 people). "Drugs on the roads are a massive

safety risk. Efficient measures exist, they must be implemented actively and forcefully in Austria, says KfV director Mag. Christian Schimanofsky.

In Vienna, since the last survey in 2021, the number of drug users has increased from 50,000 to 75,000 people in 2023. In Lower Austria there was an increase from 40,000 to 52,000 people and in the center-south region (Styria, Carinthia, Burgenland) the number of drug traffickers even doubled from 25,000 to 52,000 people. In the West region (Salzburg, Tyrol, Vorarlberg), however, there was a slight overall decline from 35,000 to 28,000 people. In Upper Austria the trend is also pointing slightly downwards after a decline from 55,000 to 42,000 people, but the numbers remain at a level that is far too high. There is also a significant increase among women: While there were 35,000 female drug drivers on Austrian roads in the comparative study in 2021, the number has more than doubled to 90,000 in 2023. For men, the already high initial figure from 2021 was increased from 160,000 drug users to 169,000 in 2023.

The procedure for traffic controls is rather complex in Austria. While saliva tests allow identifying drug driving, they are considered not reliable enough to allow convicting the drug drivers, especially that the law requires proof that not only the

driver of drugs consumption, but of the actual impairment of the ability to drive, which is determined by means of a medical report, thus a lengthy and more complex procedure.

While in Germany, Switzerland and almost all other countries in Europe the detection of a drug in saliva has long been the basis for criminal liability, in Austria it is much more complicated, VVO said. The KfV calls for the increased use of suitable saliva pre-test devices as well as the use of saliva, which is to be evaluated in the laboratory, as an evidentiary basis for sanctions for drugs in traffic. According to the KfV, a saliva sample should in future serve as proof of the presence of drugs in the body, which is then evaluated in a laboratory after it has been taken. No medical staff is necessary for on-site acceptance. For example, for grid squares, the evaluation can be carried out directly on site in a mobile drug analysis laboratory, similar to that in Italy. This means that the reliable saliva result is available in just 60 to 90 minutes, explains Mag. Raffaella Neustifter, psychologist and traffic expert at the KfV, quoted by the VVO website. Such a mobile laboratory, which the KfV brought to Austria for demonstration purposes, is now also required by the KfV for Austria. The mobile laboratory contains analytical devices, laboratory instruments and computers. (D.G.)

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PROPERTY Insurance Report



MOTOR Insurance Report



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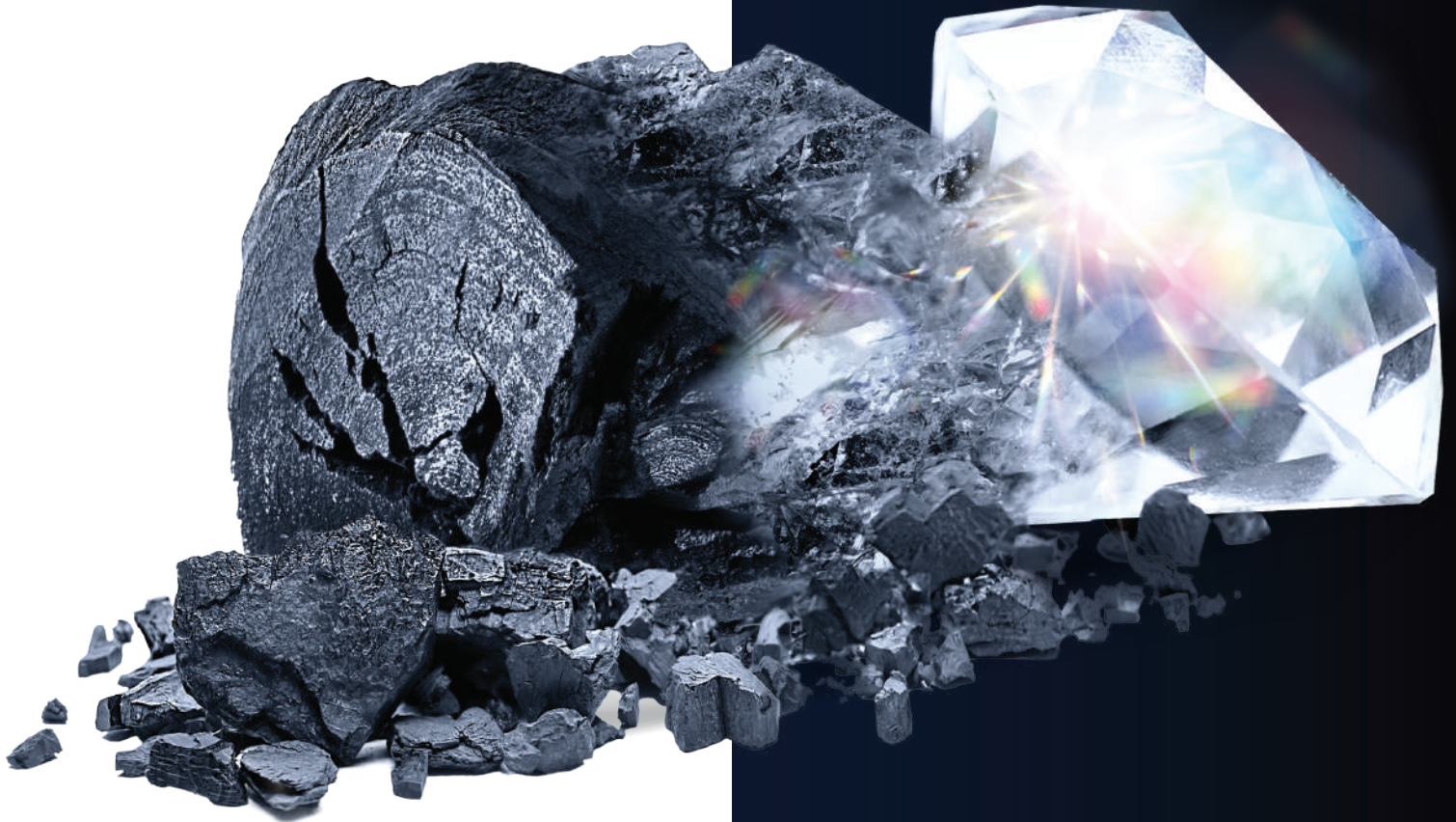
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