

Hiscox Ltd Preliminary results

For the year ended 31 December 2019



Strategy of balance delivers



- Resilient financial performance in a tough year
- GWP up 8% in constant currency, PBT \$53m, total dividend up 3.6%
- Robust balance sheet and well reserved
- Opportunities ahead
 - Third year of rate rises in the London Market
 - Disciplined and ready to capture any upside in reinsurance
 - Investing for Retail growth



Financial performance

Group financial performance



	31 December 2019	31 December 2018
	\$m	\$m
Growth		
Gross premiums written	4,030.7	3,778.3
Net premiums written	2,678.8	2,581.5
Net premiums earned	2,635.6	2,573.6
Earnings		
Underwriting profit/(loss)	(134.5)	170.5
Investment result	223.0	38.1
Profit before tax	53.1	135.6
Combined ratio	105.7%	94.9%
Capital		
Final ordinary dividend (¢)	29.60	28.60
Net asset value		
\$m	2,189.7	2,259.0
¢ per share	768.2	798.6
£m	1,653.5	1,773.6
p per share	580.1	627.0
Return on equity	2.2%	5.3%

- 2019 was a challenging year, but diversification pays off
- Changes to optimise the portfolio
- Strong investment result of 3.6%
- Progressive dividend continues, up 3.6% to 43.35¢





Profits increase despite reserving caution

	31 December 2019 \$m	31 December 2018 \$m
Growth		
Gross premiums written	2,196.3	2,087.1
Net premiums written	1,957.5	1,874.5
Net premiums earned	1,895.1	1,821.8
Earnings		
Underwriting profit	36.5	125.5
Investment result	133.9	19.9
Profit before tax	178.4	146.3
Combined ratio	98.7%	93.6%

- GWP growth in constant currency of 7%, accelerating in second half
 - Hiscox UK: 4%
 - Hiscox Europe: 16%
 - Hiscox USA: 7%
- Return to good growth in UK commercial lines
- Portfolio action in Hiscox USA delivering improved current year loss ratios
- Profits up 22% and COR in line with market guidance

Hiscox London Market



An active period for claims with a bright outlook

	31 December 2019 \$m	31 December 2018 \$m	
Growth			
Gross premiums written	967.9	877.7	
Net premiums written	504.6	522.9	
Net premiums earned	527.9	551.8	
Earnings			
Underwriting (loss)/profit	(26.3)	68.2	
Investment result	50.6	10.8	
Profit before tax	30.4	75.8	
Combined ratio	104.4%	89.3%	

- GWP growth in constant currency of 11%, accelerating to 16% in the second half
- Underwriting result impacted by Hurricane Dorian and less favourable reserve development
- Higher attritional losses in property binders – further action underway to remediate
- Positive pricing momentum continues for third consecutive year
- Current year loss ratios improving as pricing and portfolio action take effect

Hiscox Re & ILS

A challenging year



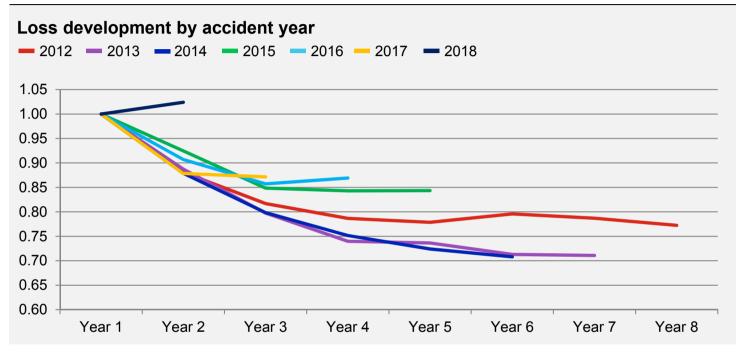
	31 December 2019 \$m	31 December 2018 \$m	
Growth			
Gross premiums written	866.5	812.0	
Net premiums written	216.7	241.5	
Net premiums earned	212.6	257.4	
Earnings			
Underwriting loss	(144.7)	(23.2)	
Investment result	38.5	7.4	
Loss before tax	(93.8)	(28.7)	
Combined ratio	163.9%	116.9%	

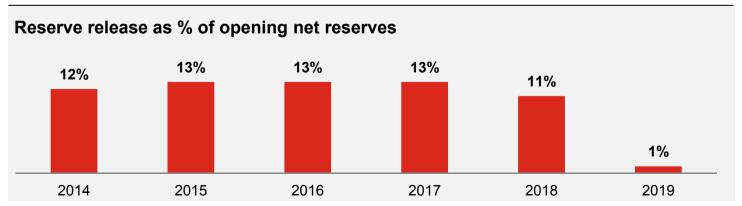
- GWP growth in constant currency of 7%
- \$130m impact from Typhoons Faxai and Hagibis in Japan
- \$30m reserve strengthening on healthcare (exited)
- Deterioration on prior-year catastrophes and risk XS portfolio
- ILS AUM remains at \$1.5bn, with \$1.3bn deployable



Reserve resilience continues

Reserve releases of \$26m (2018: \$327m)

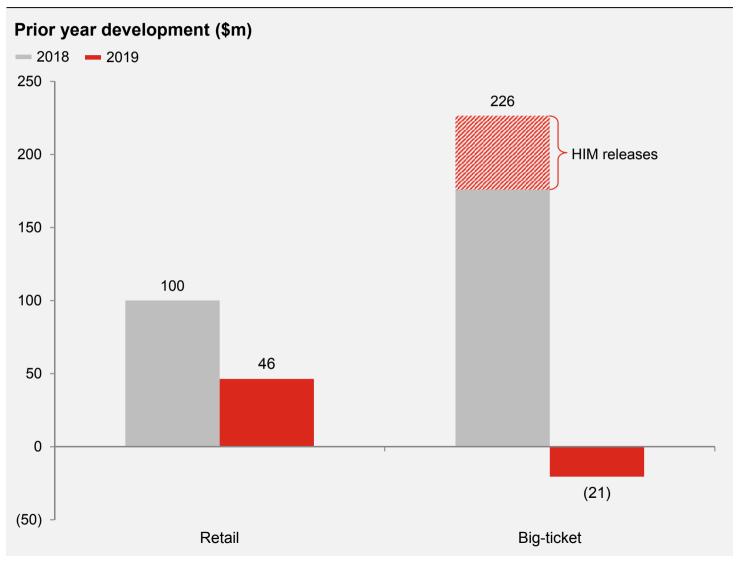




- Robust reserves 9.4% (2018: 11.0%) above actuarial estimate
- 2018 impacted by deterioration on catastrophes and reserve caution
- 2016 and 2017 impacted by strengthening on healthcare and US casualty
- Tail length of casualty business 3-5 years on average
- Reserve releases expected to be 3-5% of opening net reserves in 2020



Continued positive development in Retail



Retail

- \$40m reserve caution
- US Retail reserve strengthening

Catastrophes

- No repeat of \$50m
 HIM release from 2018
- \$40m adverse development on prior year catastrophes and risk XS

Exited lines

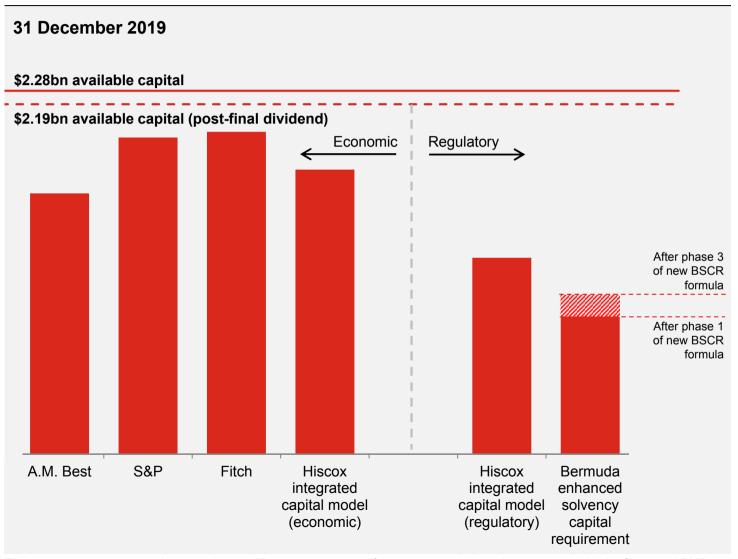
\$35m deterioration in healthcare

Current book

- \$20m strengthening in London Market D&O
- \$60m less favourable development in London Market property

Robust capital position



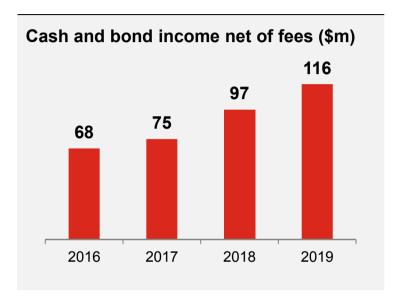


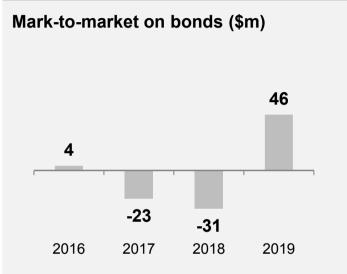
- All capital bases satisfactorily capitalised
- BMA's Bermuda
 Solvency Capital
 Requirement (BSCR) is
 Solvency II equivalent
- BSCR 205% (2018: 210%), equivalent to a regulatory capital surplus of \$1.4bn
- First year of three-year process to strengthen BSCR formula now complete
- Based on current position, full strengthening would reduce BSCR by 20ppts, expected to be largely offset by capital generation and optimisation over next two years

Rating agency assessments shown are internal Hiscox assessments of the agency capital requirements on the basis of year-end 2019. Hiscox uses the internally developed Hiscox integrated capital model to assess its own capital needs on both a trading (economic) and purely regulatory basis. All capital requirements have been normalised with respect to variations in the allowable capital in each assessment for comparison to a consistent available capital figure. The available capital figure comprises net tangible assets and subordinated debt.

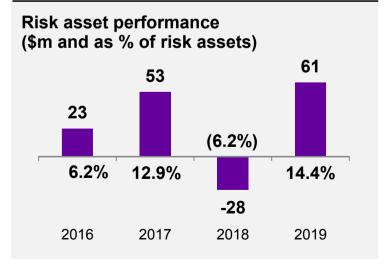


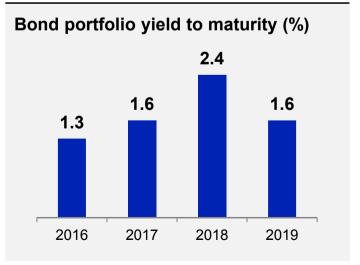
Strong investment performance Investment return of \$223m (2018: \$38m)





- Strong markets provide a tailwind for bonds and risk assets
 Group invested
- Group invested assets \$6.6bn (2018: \$6.3bn)
- High credit quality maintained in fixed income portfolio
- Bond portfolio yield to maturity now 1.6%
- Average bond duration:1.6 years (2018: 1.5 years)
- Bond portfolio currency split:
 - \$: 69%
 - £: 19%
 - €:8%
- 100% of investment managers now signed up to UNPRI or equivalent





Ongoing investment in the business





Building the brand

- \$89m invested in marketing in 2019
- Over \$500m invested since 2010



Major projects

- UK, USA and Europe underwriting systems, Group-wide finance transformation programme
- \$320m invested since 2013
- Investment to peak in 2020



Ambition to reduce expense ratio to low 40s

- Increased operational efficiency through automation and scale
- Marketing and customer acquisition cost efficiency
- UK location strategy moving 300 roles out of London
- Medium-term Retail COR target range to remain 90-95%

2020 expectations



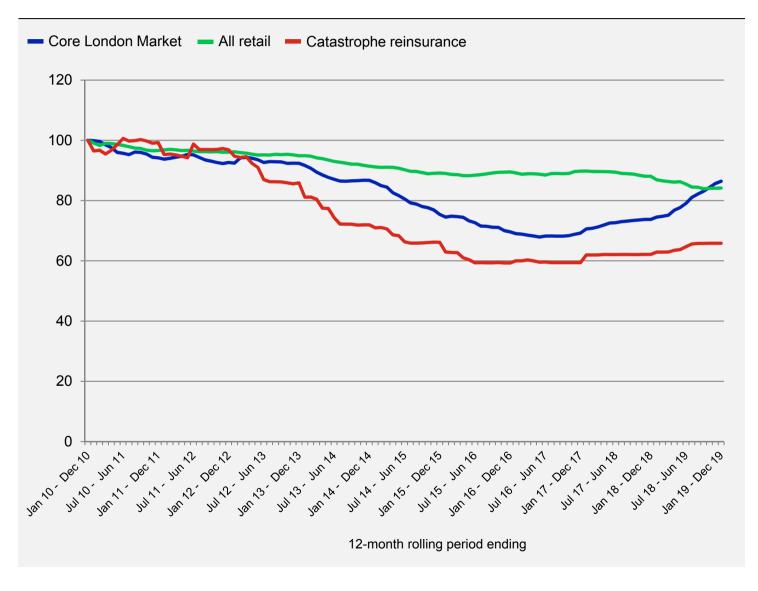
- Re & ILS to reduce gross bet due to inadequate pricing and less deployable third-party capital
- London Market growth fuelled by improved pricing environment
- Retail COR between 96-98% in line with guidance, with growth in middle of 5-15% target range



Underwriting

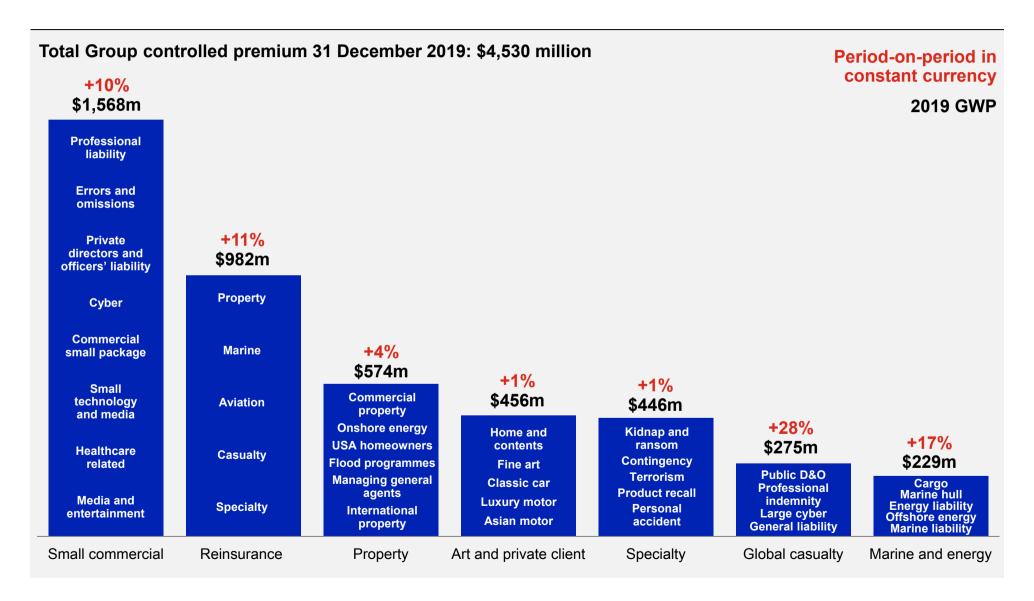
An improving market





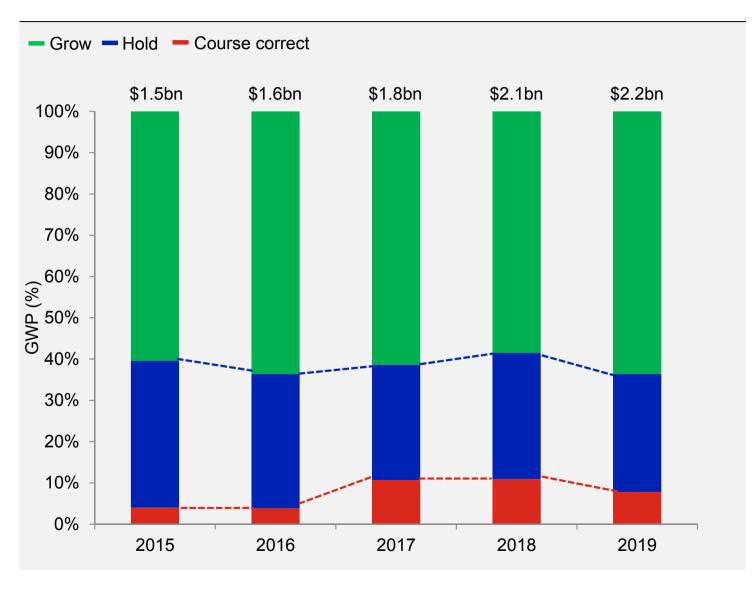
- Hiscox London Market
 - Third year of rate increases
 - Overall rates up 11%
 - Rates up in14 of 15 lines
- Double-digit rate improvement in D&O, cargo, major property, GL and marine hull
- Hiscox Re & ILS
 - Overall rates up 6%
 - North American catastrophe up 3%
 - International catastrophe up 2%
 - Retrocession up 8%
- Hiscox Retail
 - US E&O and D&O rates begin to turn, up 5% and 13%
- Pushing for rate and managing exposure in all segments

An actively managed business Good growth while exiting \$200m of business





Over 90% of the portfolio in grow or hold



- Double-digit growth over time, while exiting over \$100m of business since 2016
- Profit generator, delivering \$800m profit since 2015

Opportunities to grow

- Small commercial
- Most lines in Special Risks
- Emerging professions

Hold where margins are slim

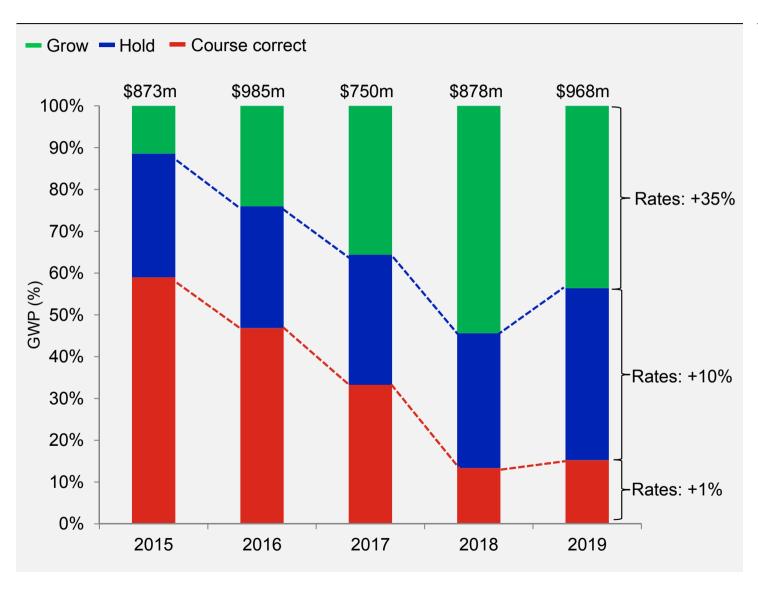
UK homeowners

Course correct where needed

- US private D&O
- Blue collar GL
- European commercial property



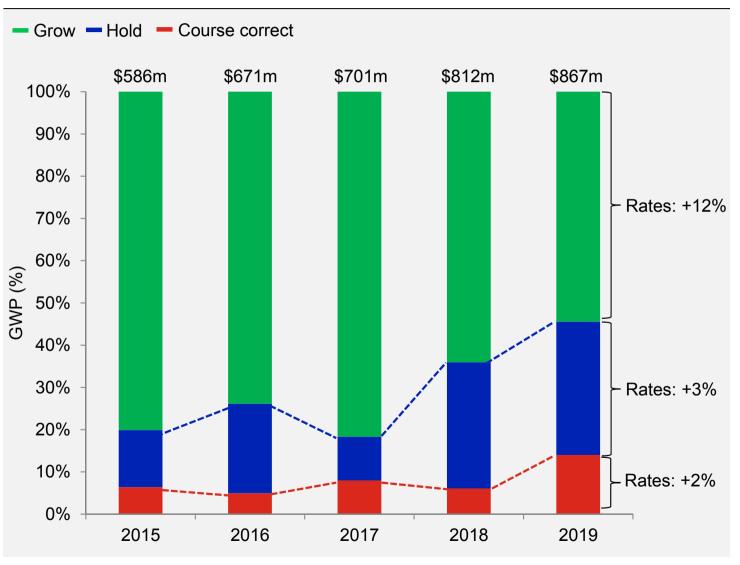
Positioned to capture the opportunity



- Syndicate 33 stamp capacity increased by 19% to \$2.1bn for 2020 (2019: \$1.8bn)
- Track record of strong underwriting, with \$200m profits over five years
- \$400m of business exited since 2016
- Continue to differentiate in investment lines
- Taking advantage of opportunities presented by rising rates (e.g. D&O)
 - Remain disciplined in pricing
 - Significantly reduced average limit and overall exposure



Focus on disciplined underwriting



- Long-term profitable business delivering almost \$700m profit since 2010
- Appetite to grow subject to finding adequately priced Cat XL, retro and cyber
- Hold or reduce in areas where rates are below expectation
- \$90m casualty and healthcare business exited or in run-off to focus on core lines
- View of risk updated in Florida, California wildfire and Japanese typhoon after recent experience

2019 catastrophes



Long-standing relationships in Japan

- Typhoons Faxai and Hagibis were the most costly natural catastrophe events globally in 2019*
 - Two of the largest Japanese windstorm losses in history
 - Losses within our modelled range
 - Back-to-back years of heavy typhoon losses follow seven profitable years
- London Market impacted by Hurricane Dorian which brought record-breaking wind speeds to the Caribbean
- Actions taken:
 - London Market has significantly reduced Florida exposure (\$4bn less limit deployed)
 - Re & ILS Japan strategy material rate increases or we expect to reduce

Climate change

HISCOX

Risk management, underwriting and innovation



Long history of climate research and modelling

- Changing frequency and severity of nat cats reflected in annuallyupdated Hiscox View of Risk
- Building on existing cat modelling capability with two new climate change research roles
- Industry participation: LightHill Research Network, ClimateWise



Understanding our underwriting exposures

- Embedded programme of internal stress testing and scenario analysis
- Understanding potential impacts for casualty lines



Helping our customers to adapt

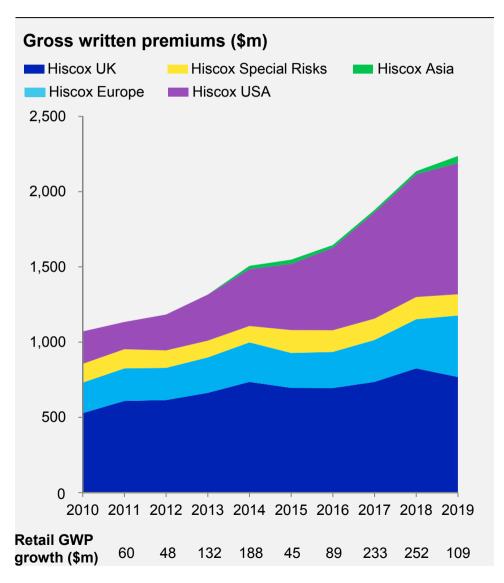
- Improving access to flood cover: FloodPlus, FloodXtra and Flood Re
- New wildfire model to price risks more accurately
- Opportunities to develop new products as climate protection gap grows

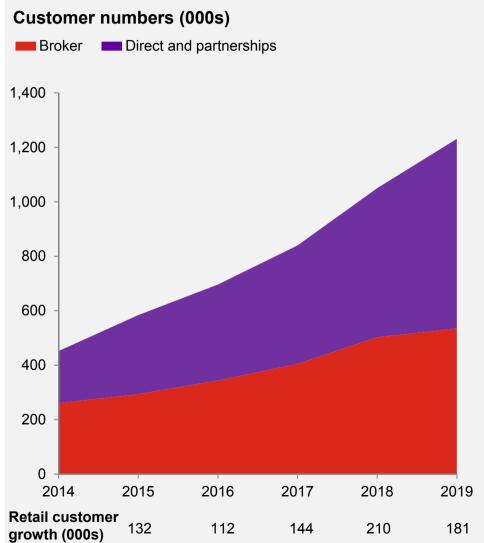


Hiscox Retail

Retail now a \$2.2 billion business

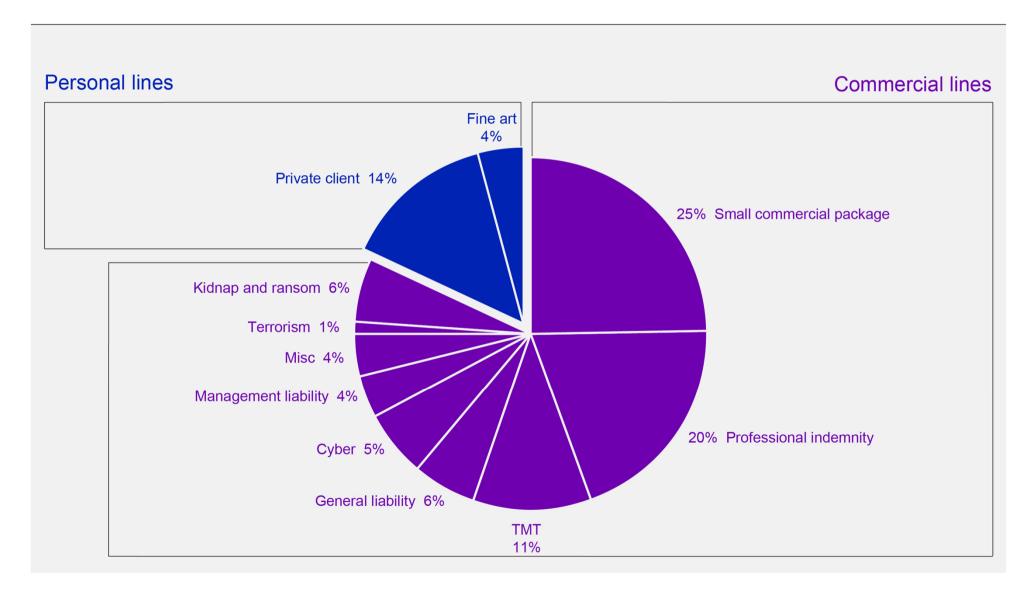






Retail at a glance

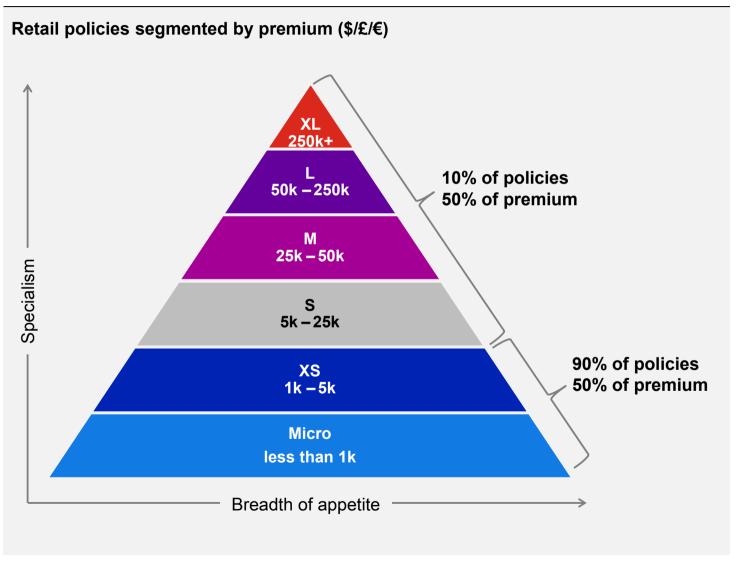




Retail commercial portfolio

HISCOX

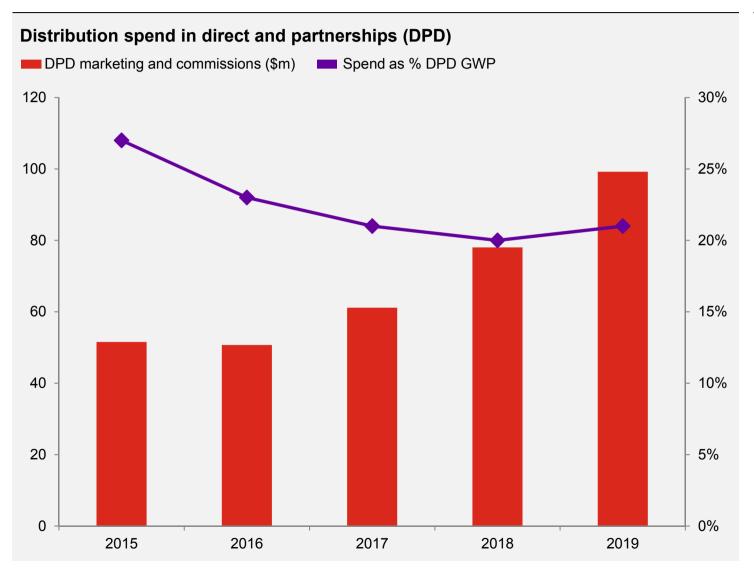
Laser focus on small risks



- 80% of customers pay less than \$/£/€1,000
- Underwriting appetite
 - Broadest at SME level (one to ten employees)
 - Narrows as we move up the value chain in specialist areas (e.g. technology, cyber, media, K&R)

Investing for scale in Retail





- Over \$340m invested in marketing and distribution in the last five years
- Focused marketing investment
 - Acquisition (pay-per-click)
 - Multimedia

 partnerships
 with leading brands
 (e.g. Major League
 Baseball)
 - Experiential (e.g. 'the hack', cyber cube)
- Operational efficiency improving as we grow
- Building scalable platforms that connect with modern technology services

Excludes DirectAsia. 25

Leveraging automation



More than one million transactions automated

Hiscox UK

- Robots automating more than 250,000 low-value tasks, materially improving efficiency and accuracy
- Natural language processing automatically triaging 90,000 broker requests directly from emails

Hiscox USA

- Using APIs with 30
 partners to process
 thousands of risks per
 month, generating over
 \$12.5m of annual premium
- Online first notification of loss now being used to notify over 55% of new claims

Hiscox Europe

- Robotic process

 automation of more than
 115,000 transactions
 per year
- Broker portals and electronic pre-priced proposals deliver improved service and efficiency – now used in over 50% of submissions

Retail growth opportunities



Small market shares in large markets

- Over \$80bn GWP to play for, with 50m SMEs and growing
- We have one million small business customers.

Fast growth in our sweet spot

- Micro-SME insurance the largest and fastest growing segment
 - US expected to grow to \$100bn by 2022¹
 - UK to be worth £8bn by 2022²

Low insurance penetration

- Less than half of all UK SMEs purchase professional indemnity insurance¹
- Online insurance penetration remains low, even in developed markets



Sources: ¹Global Data: ²Finaccord.



Business performance and outlook

Group performance



Year to 31 December 2019			Constant currency
	GWP \$m	GWP change %	GWP change %
Hiscox Retail*	2,196	5.2	7.1
Broker channel	1,695	0.4	
Direct and partnerships channel	501	25.7	
Hiscox London Market	968	10.3	11.2
Hiscox Re & ILS	867	6.7	7.4
Total	4,031	6.7	8.1

Summary and outlook



- Diversification pays
 - Resilient financial performance
 - Robust balance sheet
- Disciplined underwriting remains core
- Opportunities ahead
 - London Market pricing attractive
 - Capture any upside in reinsurance
 - \$2.2bn Retail business with plenty of room to grow

Appendices



- · Big-ticket and retail business
- · Geographical reach
- · Strategic focus
- A symbiotic relationship
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- · Group reinsurance security
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- Portfolio asset mix
- Portfolios USD bond portfolios
- Portfolios GBP, EUR and CAD bond portfolios
- · Business segments

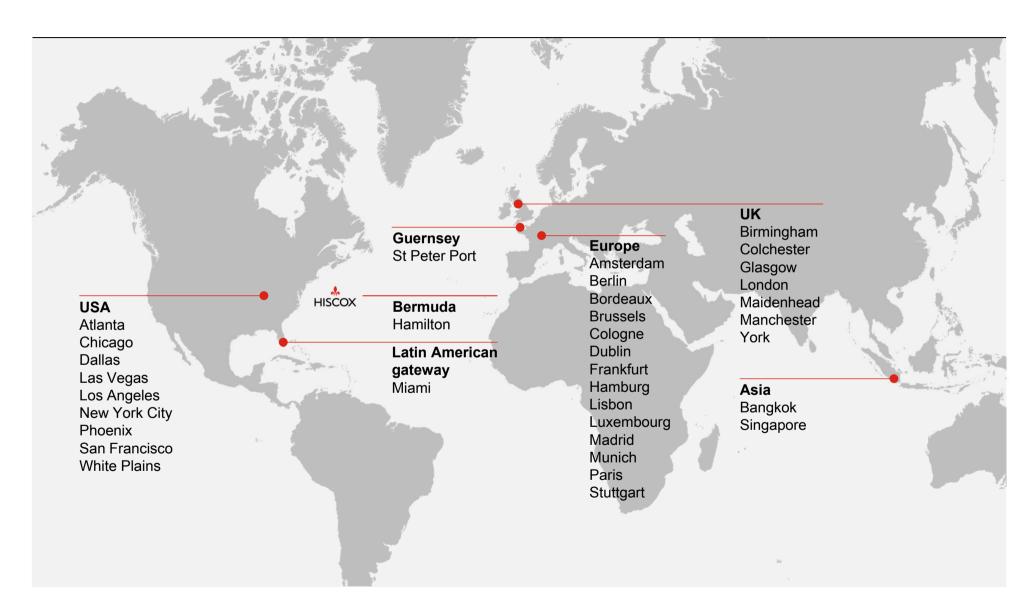


What do we mean by big-ticket and retail business?

- We characterise big-ticket as larger premium, catastrophe-exposed business written mainly through Hiscox Re & ILS and Hiscox London Market. We expand and shrink these lines according to market conditions.
- Retail is smaller premium, relatively less volatile business written mainly through Hiscox Retail. Investment in our brand and specialist knowledge differentiates us here. We aim to grow this business between 5-15% per annum.

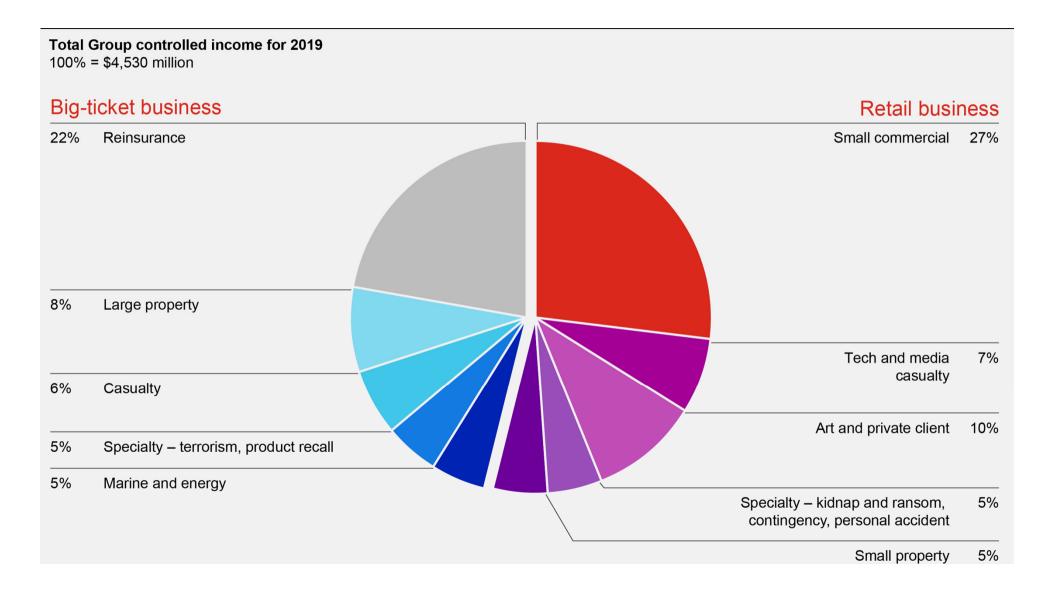
Geographical reach 35 offices in 14 countries





Strategic focus



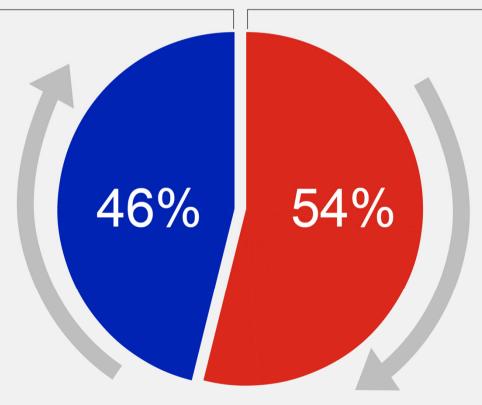


A symbiotic relationship



Big-ticket business

- Larger premium, globally traded, catastrophe-exposed business written mainly through Hiscox London Market and Hiscox Re & ILS
- Shrinks and expands according to pricing environment
- Excess profits allow further investment in retail development

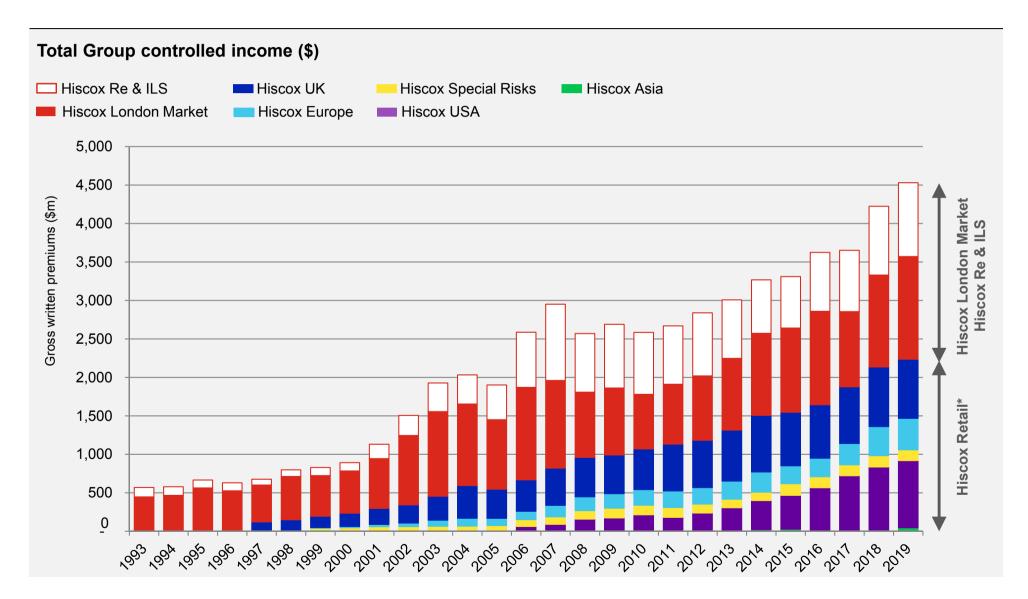


Retail business

- Smaller premium, locally traded, relatively less volatile business written mainly through Hiscox Retail
- Growth between
 5-15% per annum
- · Pays dividends
- Specialist knowledge differentiates us and investment in brand builds strong market position
- Profits act as additional capital

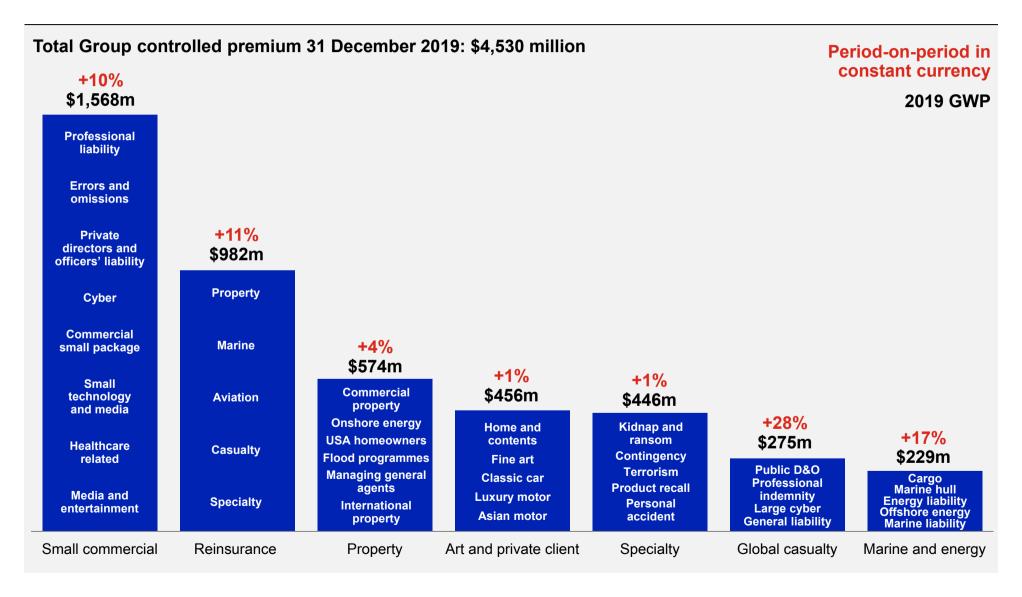
Long-term growth





An actively managed business

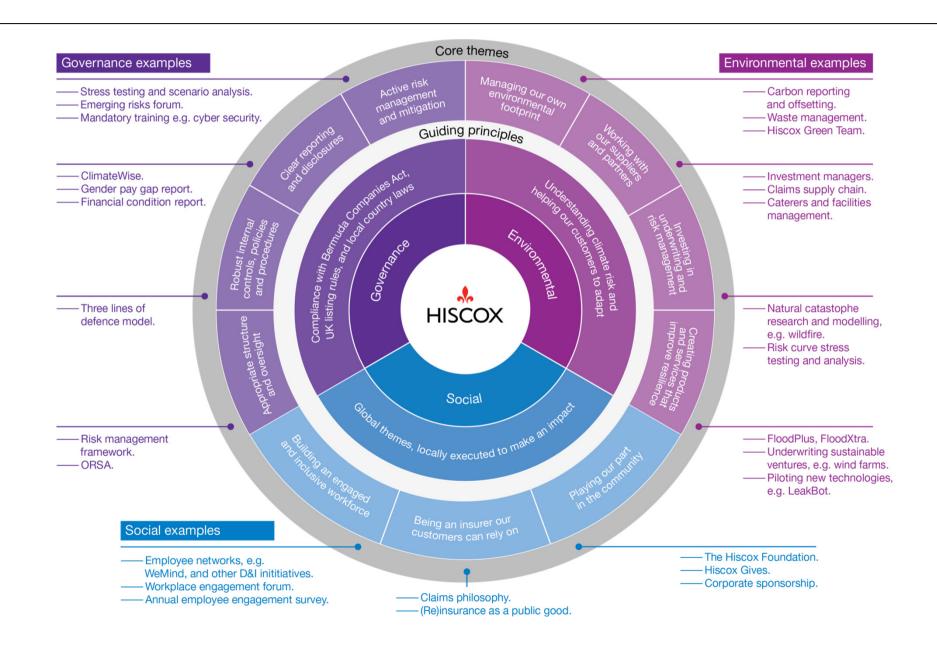




Hiscox ESG framework

HISCOX

A pragmatic approach



Group performance



Year to 31 December 2019			Constant currency
	GWP \$m	GWP change %	GWP change %
Hiscox Retail*	2,196.3	5.2	7.1
Hiscox UK	746.4	(0.4)	3.9
Hiscox USA	865.0	6.8	6.8
Hiscox Europe	408.4	9.7	15.6
Hiscox Special Risks	129.9	(4.6)	(3.1)
Hiscox Asia	46.6	37.8*	36.6*
Hiscox London Market	967.9	10.3	11.2
Hiscox Re & ILS	866.5	6.7	7.4
Total	4,030.7	6.7	8.1

Segmental analysis



	31 December 2019					31 December 2018				
	Hiscox Retail \$m	Hiscox London Market \$m	Hiscox Re & ILS \$m	Corporate Centre \$m	Total \$m	Hiscox Retail \$m	Hiscox London Market \$m	Hiscox Re & ILS \$m	Corporate Centre \$m	Total \$m
Gross premiums written	2,196.3	967.9	866.5	-	4,030.7	2,087.1	877.7	812.0	1.5	3,778.3
Net premiums written	1,957.5	504.6	216.7	-	2,678.8	1,874.5	522.9	241.5	(57.4)	2,581.5
Net premiums earned	1,895.1	527.9	212.6	-	2,635.6	1,821.8	551.8	257.4	(57.4)	2,573.6
Investment result	133.9	50.6	38.5	_	223.0	19.9	10.8	7.4	_	38.1
Foreign exchange gains/(losses)	9.2	7.1	13.8	(21.6)	8.5	1.1	(2.6)	(11.6)	(0.6)	(13.7)
Profit/(loss) before tax	178.4	30.4	(93.8)	(61.9)	53.1	146.3	75.8	(28.7)	(57.8)	135.6
Combined ratio	98.7%	104.4%	163.9%	-	105.7%	93.6%	89.3%	116.9%	_	94.9%

Hiscox Ltd results

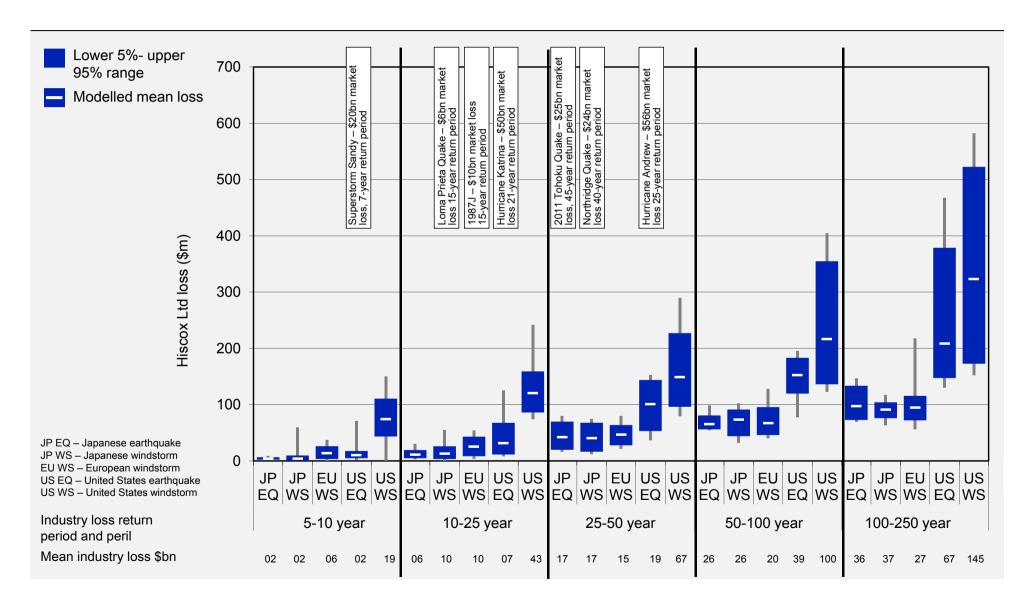


\$m	2019	2018	2017	2016	2015	2014
Gross premiums written	4,030.7	3,778.3	3,286.0	3,257.9	2,972.7	2,894.3
Net premiums written	2,678.8	2,581.5	2,403.0	2,424.5	2,403.3	2,213.9
Net premiums earned	2,635.6	2,573.6	2,416.2	2,271.3	2,194.1	2,169.2
Investment return	223.0	38.1	104.8	95.8	47.6	85.7
Profit before tax	53.1	135.6	37.8	480.0	329.3	380.8
Profit after tax	48.9	117.9	22.7	447.2	312.5	349.5
Basic earnings per share (¢)	17.2	41.6	8.1	159.0	108.5	109.0
Dividend (¢)	43.35	41.9	39.8	35.0	36.1	36.2
Invested assets (incl. cash) [†]	6,592.2	6,261.8	5,957.1	5,468.0	5,305.8	5,062.0
Net asset value						
\$m	2,189.7	2,259.0	2,317.2	2,217.4	2,216.0	2,244.7
¢ per share	768.2	798.6	817.0	792.5	790.0	713.9
£m	1,653.5	1,773.6	1,797.4	1,635.3	1,449.3	1,332.3
p per share	580.1	627.0	605.3	584.5	516.7	423.7
Combined ratio*	105.7%	94.9%	99.9%	84.2%	85.0%	83.9%
Return on equity after tax [^]	2.2%	5.3%	1.0%	22.5%	15.6%	16.8%

[†]Excluding derivatives, insurance-linked funds and third-party assets managed by Kiskadee Investment Managers. *Combined ratio for years 2014-2015 remains gross of investment fees for comparability to original accounts. ^Annualised post-tax, based on adjusted opening shareholders' funds.

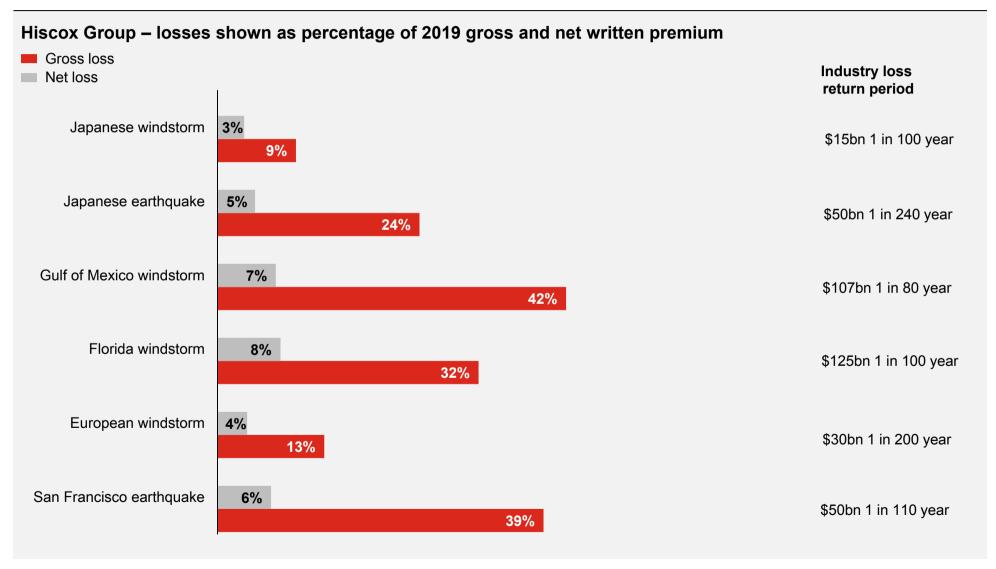


Boxplot and whisker diagram of modelled Hiscox Ltd net loss (\$m) January 2020



Realistic disaster scenarios





Casualty extreme loss scenarios Changing portfolios, changing risk



- As our casualty businesses continue to grow, we develop extreme loss scenarios to better understand and manage the associated risks
- Losses in the region of \$80m-\$750m could be suffered in the following extreme scenarios:

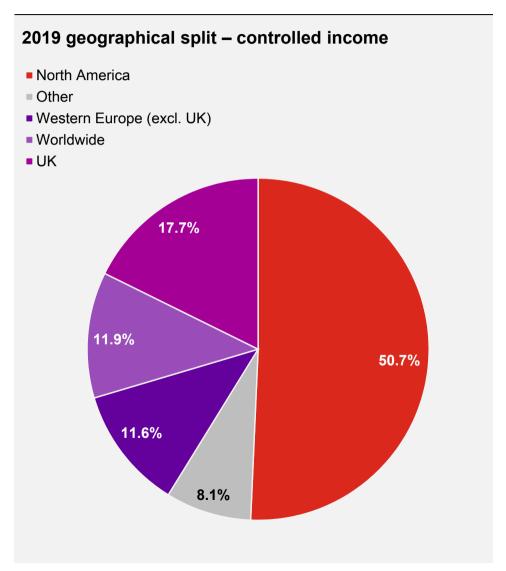
Event		Est. loss
Pandemic	Global Spanish flu-type event (high infection, low mortality) 45% infection rate, 20% medical treatment, 0.3% case fatality rate	\$175m
Multi-year loss ratio deterioration	5% deterioration on three years' casualty premiums of c.\$4bn	\$200m
Economic collapse	An economic collapse more extreme than any witnessed since World War II*	\$600m
Casualty reserve deterioration	40% deterioration on existing casualty reserves of c.\$1.5bn Est. 1 in 200 year event*	\$750m
Cyber	A range of cyber scenarios including mass ransomware outbreaks and cloud outages. Includes 'silent cyber' exposures**	\$80m-\$750m
Property catastrophe	1 in 200 year catastrophe event from \$220bn US windstorm	\$410m

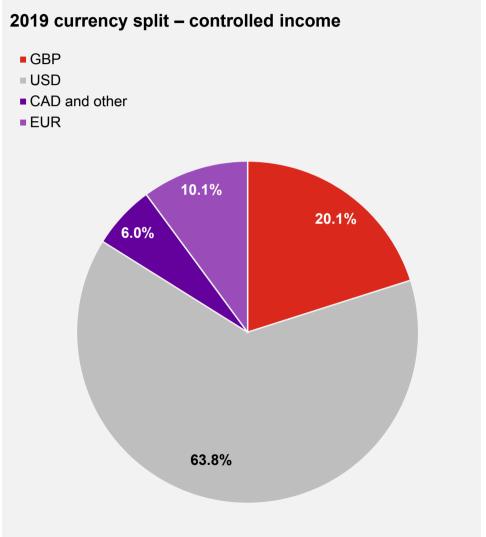
^{*}Losses spread over multiple years.

^{**&#}x27;Silent cyber' refers to losses incurred from traditional lines from a cyber event.

GWP geographical and currency split

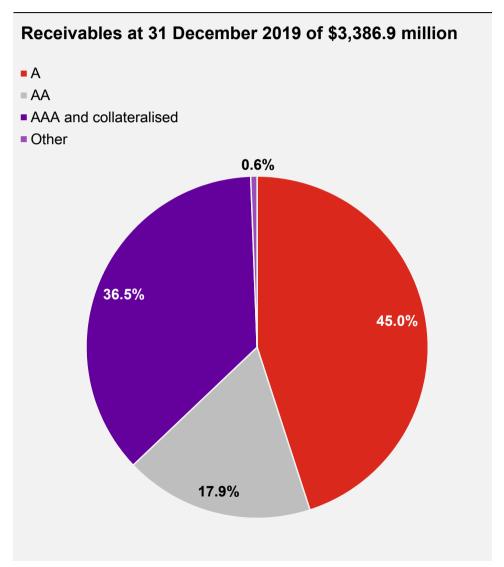


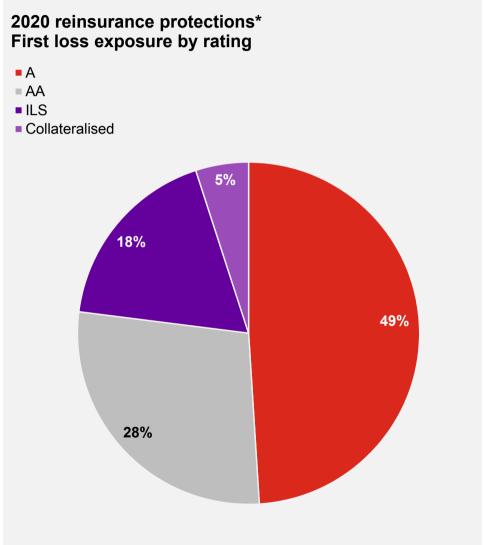




Group reinsurance security

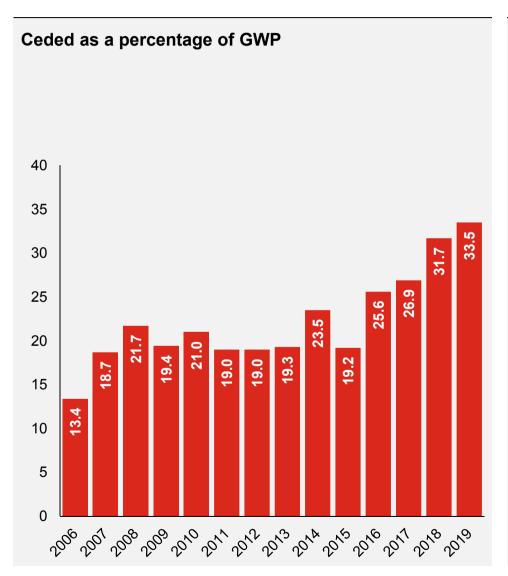


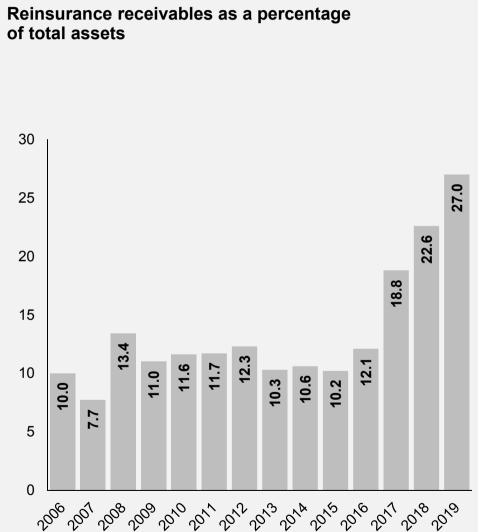




Reinsurance







Investment result



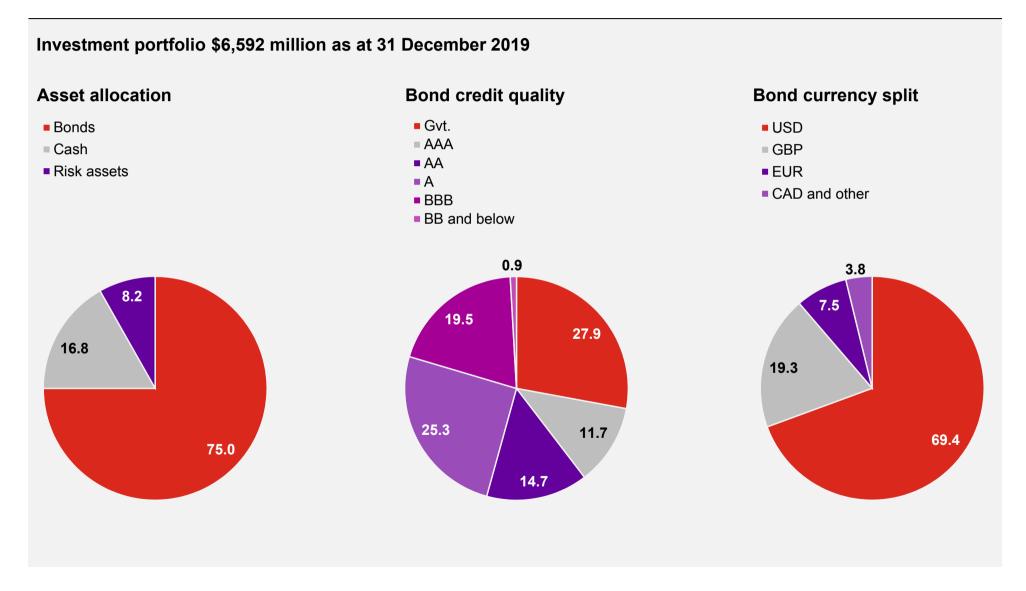
Return of \$223m (2018: \$38m)

	31 [December 2019	31 December 2018			
	Asset allocation %	Annualised return %	Return \$m	Asset allocation %	Annualised return %	Return \$m
Bonds £	15.6			14.3		
\$	52.6			50.5		
Other	7.5			8.3		
Bonds total	75.7	3.4	161.8	73.1	1.3	57.5
Equities	7.4	13.3	61.4	6.4	(6.2)	(27.5)
Deposits/cash/bonds <three months<="" td=""><td>16.9</td><td>0.7</td><td>7.9</td><td>20.5</td><td>0.8</td><td>12.5</td></three>	16.9	0.7	7.9	20.5	0.8	12.5
Investment result – financial assets		3.6	231.1		0.7	42.5
Derivative returns			(2.2)			1.3
Investment fees			(5.9)			(5.7)
Investment result			223.0			38.1
Group invested assets			\$6,592.2m			\$6,261.8m

Portfolio – asset mix



High quality, conservative portfolio



Portfolio – USD bond portfolios as at 31 December 2019



Portfolios: \$3.5 billion	AAA %	AA %	A %	BBB %	BB and below %	Total %	Duration years
Government issued		35.1				35.1	1.0
Government supported*	0.6	0.7	0.3			1.6	1.4
Asset backed	1.1					1.1	1.5
Mortgage backed agency		7.4				7.4	2.8
Non agency	0.1				0.5	0.6	3.2
Commercial MBS	0.1					0.1	2.3
Corporates	0.6	8.4	25.6	19.3		53.9	1.5
Lloyd's deposits and bond funds			0.1	0.1		0.2	1.8
Total	2.5	51.6	26.0	19.4	0.5	100.0	1.4

Portfolio – GBP, EUR and CAD bond portfolios



as at 31 December 2019

GBP portfolios:					BB and		
\$962 million	AAA %	AA %	A %	BBB %	below %	Total %	Duration years
Government issued		15.6				15.6	1.7
Government supported*	7.8	4.6	2.6			15.0	1.7
Asset backed	3.4					3.4	2.5
Commercial MBS				0.3		0.3	2.8
Corporates	20.4	6.4	19.1	19.8		65.7	1.9
Total	31.6	26.6	21.7	20.1		100.0	1.9
Other currencies:					BB and		
\$564 million	AAA %	AA %	A %	BBB %	below %	Total %	Duration years
Government issued	7.8					7.8	2.3
Government supported*	11.2	0.4	1.1	0.2		12.9	1.8
Asset backed	0.4					0.4	1.7
Corporates	14.0	7.7	24.8	18.0		64.5	1.9
Lloyd's deposits	6.8	3.7	1.9	1.3	0.7	14.4	1.4

^{*}Includes supranational and government guaranteed bonds.

Business segments



Hiscox Retail

Hiscox Retail brings together the results of the Group's retail business divisions in the UK, Europe, USA and Asia, as well as Hiscox Special Risks. Hiscox UK and Hiscox Europe underwrite personal and commercial lines of business through Hiscox Insurance Company Limited and Hiscox Société Anonyme (Hiscox SA), together with the fine art and non-US household insurance business written through Syndicate 33. In addition, Hiscox UK includes elements of specialty and international employees and officers' insurance written by Syndicate 3624. Hiscox Europe excludes the kidnap and ransom business written by Hiscox SA. Hiscox Special Risks comprises the specialty and fine art lines written through Hiscox Insurance Company (Guernsey) Limited and the European kidnap and ransom business written by Hiscox SA and Syndicate 33. Hiscox USA comprises commercial, property and specialty business written by Hiscox Insurance Company Inc. and Syndicate 3624.

Hiscox London Market

Hiscox London Market comprises the internationally traded insurance business written by the Group's London-based underwriters via Syndicate 33, including lines in property, marine and energy, casualty and other specialty insurance lines, excluding the kidnap and ransom business. In addition, the segment includes elements of business written by Syndicate 3624 being auto physical damage and aviation business.

Hiscox Re & ILS

Hiscox Re & ILS is the reinsurance division of the Hiscox Group, combining the underwriting platforms in Bermuda and London. The segment comprises the performance of Hiscox Insurance Company (Bermuda) Limited, excluding the internal quota share arrangements, with the reinsurance contracts written by Syndicate 33. In addition, the healthcare and casualty reinsurance contracts written in the Bermuda hub on Syndicate capacity are also included. The segment also includes the performance and fee income from the ILS funds, along with the gains and losses made as a result of the Group's investment in the funds.

Corporate Centre

Corporate Centre comprises finance costs and administrative costs associated with Group management activities and intragroup borrowings. The segment includes results from run-off portfolios where the Group has ceded all insurance risks to a third-party reinsurer.