## MLP - Achieving sustainable growth

Dr. Uwe Schroeder-Wildberg, CEO

CA Cheuvreux 7<sup>th</sup> German Corporate Conference

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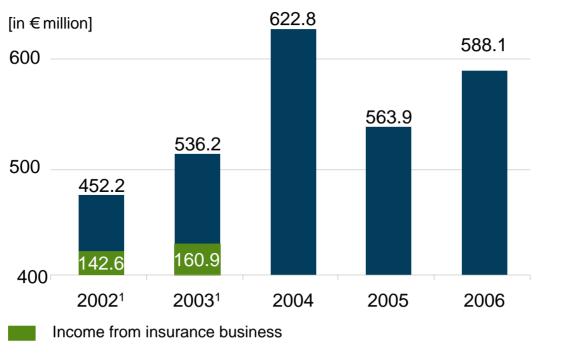
### **Overview**

- MI P's KPI 2002 2006
- Major trends in the German financial industry
- Development in the UK market
- MLP's unique business model
- MLP's positioning in growth markets in Germany
  - Old-age pension provisions
  - Wealth management
- Focusing on growth drivers
- Summary: MLP's strategic and operational steps to achieve sustainable growth



### MLP's KPI - Total income

#### **Continuing operations**



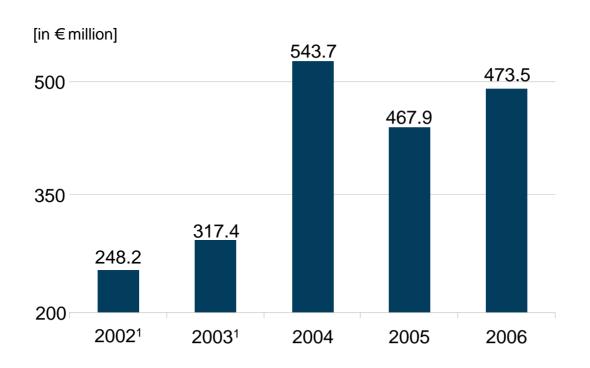
Income from brokerage and banking business, wealth management and other income



<sup>&</sup>lt;sup>1</sup> Before the sale of MLP Lebensversicherung AG and MLP Versicherung AG

## MLP's KPI – Income from brokerage business

#### **Continuing operations**



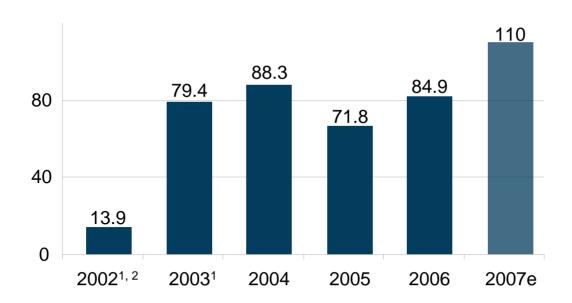


<sup>&</sup>lt;sup>1</sup> Before the sale of MLP Lebensversicherung AG and MLP Versicherung AG

### MLP's KPI - EBIT

#### **Continuing operations**

#### [in € million]



<sup>&</sup>lt;sup>1</sup> Including one-time restructuring charges



<sup>&</sup>lt;sup>2</sup> Before the sale of MLP Lebensversicherung AG and MLP Versicherung AG

### Radical changes in the German financial industry

#### Major market trends for banks, insurance companies and IFAs

- Increasing competition and capital market requirements have led to the optimisation of cost structures and processes
- Increasing regulatory requirements will further change the market place dramatically:
  - Further optimisation of cost structure and processes
  - Consolidation
  - Professionalisation
  - Specialisation



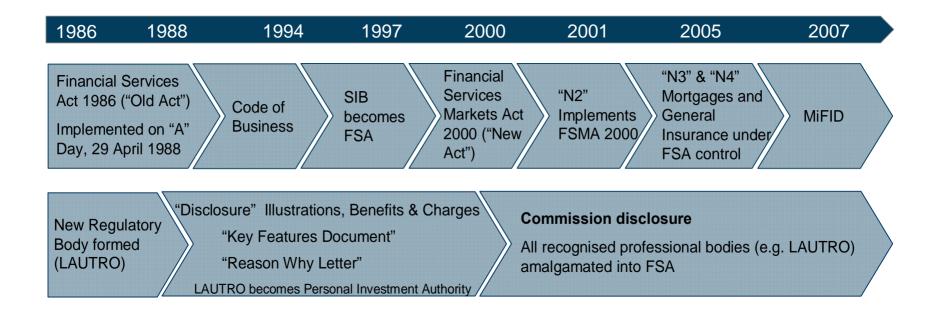
## **Extensive changes to legal requirements**

#### **Prevailing conditions**

Insurance Mediation Dir. Insurance brokerage	MiFID Banks / Investment	Insurance Contract Law Insurer
May 22, 2007	November 1, 2007	Early 2008
<ul> <li>Raised standards for consultant qualifications and consulting quality</li> <li>Extensive documentation guidelines</li> <li>→ Market consolidation</li> </ul>	<ul> <li>Broadening of consultation, information and documentation regulations</li> <li>Higher transparency standards</li> </ul>	<ul> <li>Broadening of information obligations</li> <li>Greater cost transparency in life and health insurance</li> <li>Increase in cash surrender value / Distribution of acquisition costs</li> </ul>

- Crucial factors for future success:
  - → High quality consulting and low cancellation rate

# Similar changes in UK regulations commenced in 1988

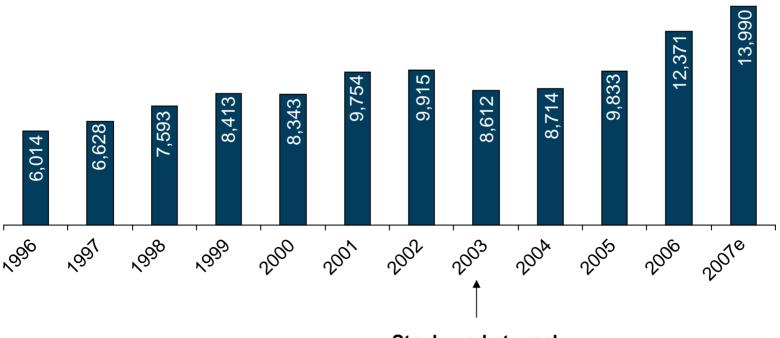




## Sales have grown, despite huge regulatory change and a massive stock market crash in 2003

Regulatory changes in the UK and impact on the market

UK Life & Pension Sales 1996 - 2007e (APE £m)



Stock market crash

Source: ABI

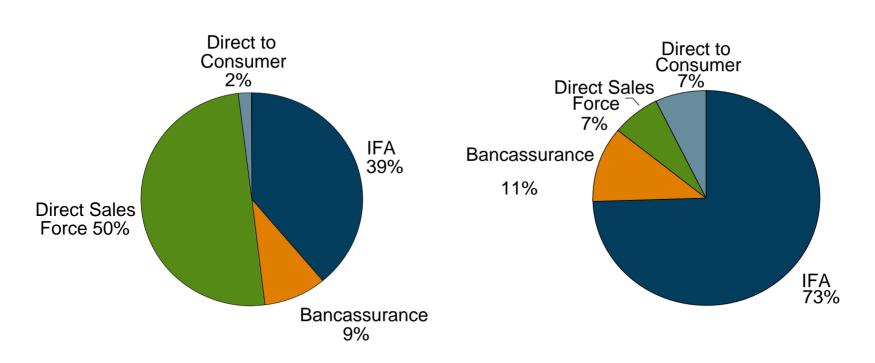


# The shape of distribution in the UK is now very different

Regulatory changes in the UK and impact on the market

#### 1992 sales by channel

#### 2006 sales by channel



Source: ABI



## Some of the predictions were right...

- The number of life, pensions and investment companies would fall
- The number of people selling life, pensions and investment products would fall
- Networks would emerge



## ...but many were wrong

<ul> <li>Independent brokers would lose market share</li> </ul>	X
<ul> <li>Commission rates would fall and independent brokers would switch to fees</li> </ul>	X
<ul> <li>The big banks would dominate distribution</li> </ul>	X
<ul> <li>Most independent brokers would single tie</li> </ul>	X
Sales volumes would reduce	X



# Independent brokers drove the sales growth and became recognized as the <u>best distribution</u>

- Increased competence and professionalism
- Recommended by the National Press as the best for advice
- Customers now <u>choose</u> commission as the way to pay for advice
- Tailored their advice for each customer
- Became more efficient
- A special brand was created for all independent brokers
  - → Independent advice is now recognized as a great competitive advantage



## What can we learn from the changes in the UK?

- Independent status is highly valued by customers and the press
- Many new distribution companies emerge, but many fail
- A quality advice proposition backed by technology is key
- Customers are not interested in regulatory change they want advice and solutions



## MLP focuses on independent consulting

#### 3 phases to further differentiation

#### 2004/2005

# Strengthening of independent position

- Changes to organisational structure
- Sale of insurance subsidiaries
- Focus on core business segments

#### 2006

# Building up further unique selling points

- Licence as investment and acquisition agent
- Equity stake in Feri
- Strengthening the integral approach

#### 2007

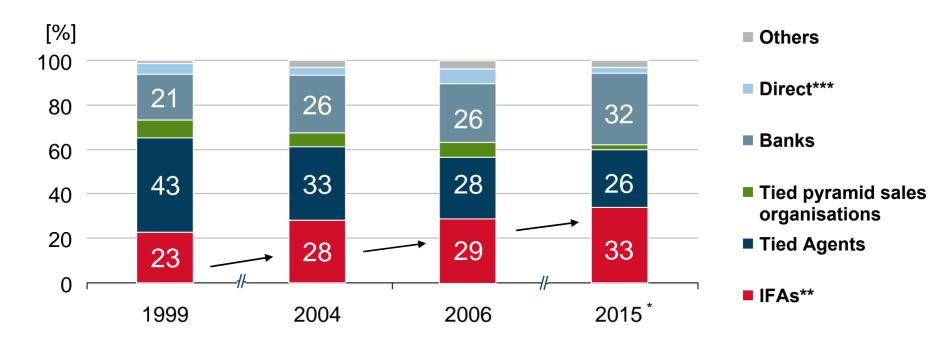
## Differentiation from the market

- Independence
- → Registration as broker
- Integral approach
- → Unique offering in all sectors
- Consultation quality
- → High standards in training and consulting
- → MLP has clear unique selling points



# IFA sales channel is expected to gain market share

Market share of different sales channels for life insurance products in Germany



Source: Tillinghast Sales Channel Surveys Germany 2007



<sup>\*</sup> Estimate, \*\* incl. IFAs and multi-tied agents, \*\*\* Direct incl. internet sales

# MLP Private Finance: Intelligent concepts for retirement provision, insurance coverage, investment and finance

**Business model** 





## One-stop for lifetime financial solutions

Added value for the client: financial planning

**Solutions** 

Retirement Setting up Inheritance University University **Property** 2nd **Employment** 1st Child Hobbies Child husiness children **Travelling** 28 31 34 40 45 65 35 37 52 25 **Planning Old-age provision management** 

Non-Life management

**Health** management

Loan and mortgage management

Wealth management

Cash management



Insurance coverage

Health

Consumption

Retirement provision

## Core competencies in growth markets

#### **Excellent growth potential**

	Estimated market growth*	MLP consulting	Medium-term development MLP
Old-age pension provision	5-10 % p.a.	Core competence	<i>†</i>
Private health care provision	Medium-term increasing demand	Core competence	<i>†</i>
Wealth management	5-7% p.a.	Future core competence	
Non-life insurances	Small decrease premium sums	Part of the integrated consulting approach	
Financing	10% p.a.	Part of the integrated consulting approach	

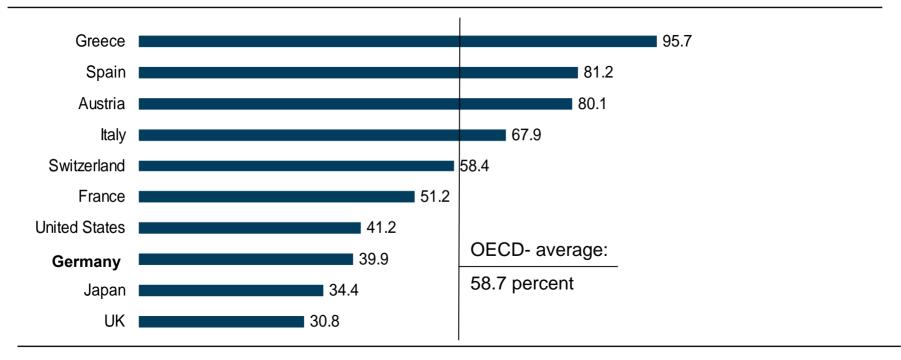
<sup>\*</sup>Source: Roland Berger, zeb, Allianz Global Investors, Datamonitor, KPMG, MLP.

 Target: Medium-term increase in proportion of revenue from wealth management from around 6 % up to 20 %



## Underestimated old-age provisions requirement

Future pension levels - as a percentage of gross income\*



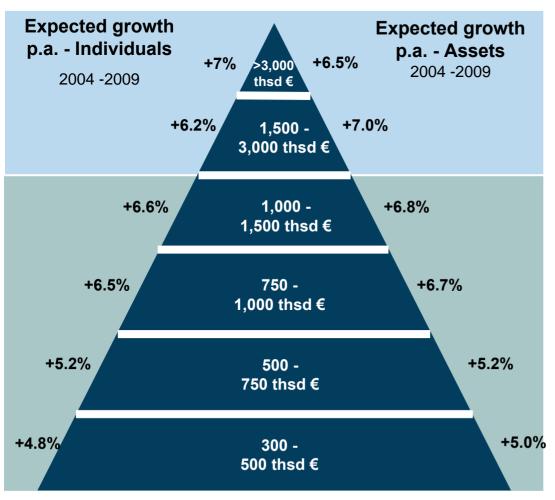
Source: OECD/ F.A.Z.



<sup>\*</sup>State pension levels according to current legal situation. Selected countries. Basis for estimation: Employee who begins full-time work at the age of 20 in 2004 and remains in employment until the state retirement age (average earner).

# Attractive market environment for wealth management

**Growth perspectives for wealth management in Germany** 



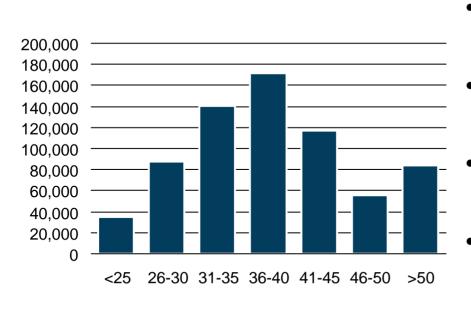
- The German private banking market offers high growth perspectives in Europe
- Growth drivers:
  - Inheritances
  - Increase in assets



## Low average age offers high potential

#### **Targeted expansion of MLP Wealth Management**

### Clients by age



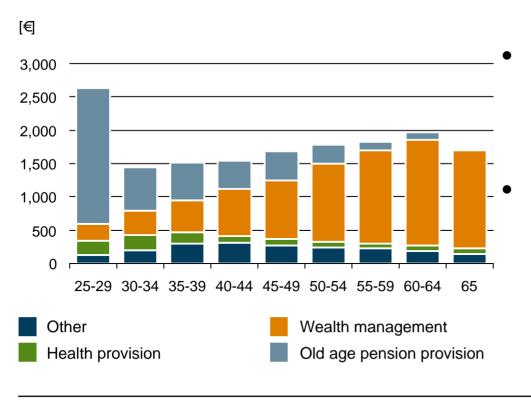
- MLP clients' income and savings quotas clearly exceed average levels
- The average age of an MLP client is 39
- Already 37 per cent of clients are older than 40
- The number of clients over 40 years of age will double within five years



## Increasing value creation potential

#### **MLP Wealth Management**

Potential sales revenue MLP Finanzdienstleistungen AG per year and client



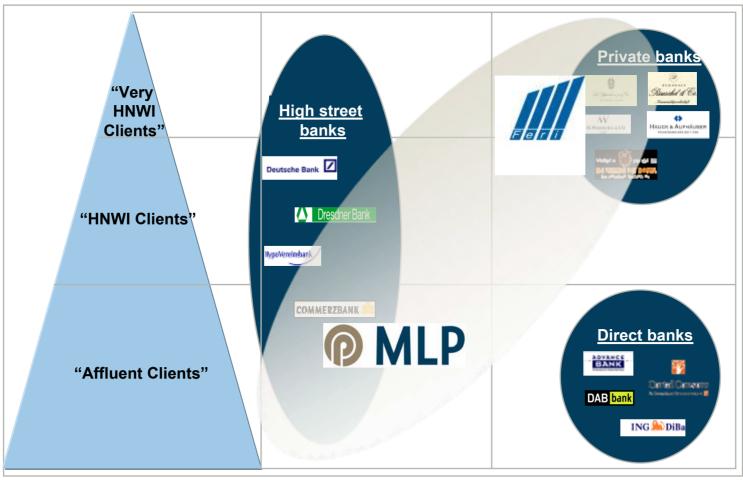
Wealth management takes on greater importance with advancing age

Further increase and diversify assets through intelligent concepts



### MLP and Feri cover the whole market

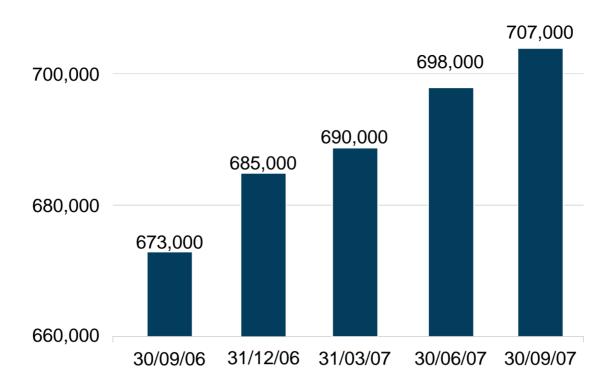
#### Higher client penetration through transfer of know how





### **Clients**

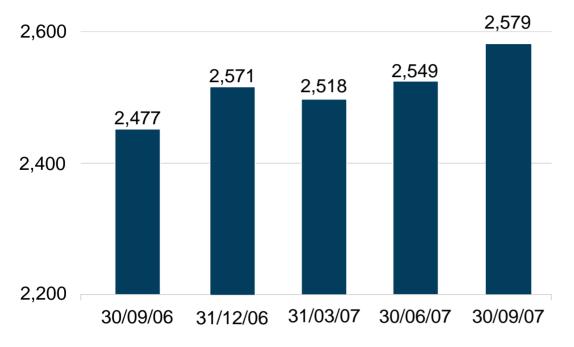
#### **Continuing operations**





### **Consultants**

#### **Continuing operations**



- Fixed salary in the first year
- Opening of new branches
- Enhancement of the customer service commissions for consultants



### How can sustainable growth be achieved?

MLP's strategic and operational steps to achieve sustainable growth

- Rapid adjustment to changing market environment and legal framework
- Focusing on independent consulting
- Focusing on growth markets
  - Old-age pension provision
  - Wealth management
- Focusing on growth drivers
  - Client penetration and growth
  - Consultants



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