4Q14

# Earnings Results









# **QUÁLITAS REPORTS RESULTS FOR THE FOURTH QUARTER OF 2014**

**Mexico City, January 27, 2015** – Quálitas Controladora, S.A.B. de C.V. ("Quálitas", "QC", or "the Company") (BMV: QC CPO), announces its unaudited financial results for the quarter ended December 31<sup>st</sup>, 2014.

Note: Figures in this document are stated in millions of current Mexican pesos except where otherwise specified and may vary due to rounding.

#### **4Q14 Highlights:**

- Written Premiums grew of 12.4% during the quarter and 13.9% on a yearly basis, in spite of the weak yearly growth of the Industry as well as the Economy.
- Earned Premiums grew 17.7% during the quarter and 13.3% on a yearly basis.
- During 2014, the Company opened 3 service offices and 28 ODQs to finish the year with 293 offices nationwide.
- Claims costs increased 19.3% during the quarter and 18.2% during the full year mainly driven by higher third party liability costs, in addition to recording an update on reserves regarding compensation costs.
- The Company increased prices by 2.9% during the quarter and 9.6% for the full year, to offset the upward trend in claims costs, focusing in long term profitability.
- The Company recorded Ps.207 million as investment income for the quarter and Ps.1,036 million for the full year, due to the sound performance of its portfolios.

INCOME STATEMENT		Quarter			Cumulative	
	4Q14	4Q13	Δ %/bp	2014	2013	Δ %/pb
Written Premiums	4,894	4,353	12.4%	17,340	15,226	13.9%
Earned Premiums	4,171	3,543	17.7%	15,356	13,558	13.3%
Acquisition Cost	1,243	1,062	17.1%	4,143	3,554	16.6%
Claims Cost	3,017	2,529	19.3%	10,674	9,031	18.2%
Operating Expenses	141	128	9.7%	724	508	42.5%
Operating Result	-230	-176	30.4%	-185	465	-139.8%
Investment Income	207	231	-10.5%	1,036	782	32.6%
Net Result	28	59	-52.2%	620	822	-24.5%
BALANCE SHEET						
Cash & Investments	12,096	10,368	16.7%	12,096	10,368	16.7%
Total Assets	24,423	20,369	19.9%	24,423	20,369	19.9%
Technical Reserves	15,450	12,981	19.0%	15,450	12,981	19.0%
Stockholders' Equity	4,368	3,757	16.3%	4,368	3,757	16.3%
COST RATIOS						
Acquisition Ratio	25.4%	25.0%	43	23.9%	23.5%	39
Claims Ratio	72.3%	71.4%	94	69.5%	66.6%	290
Operating Ratio	2.9%	3.0%	-14	4.2%	3.4%	82
Combined Ratio	100.6%	99.4%	123	97.6%	93.5%	411
PROFITABILITY RATIOS						
Return on Investments	6.5%	7.9%	-146	8.2%	6.5%	163
LTM ROE	15.3%	22.4%	-712	15.3%	22.4%	-712



#### **Insured Vehicles**

<b>Business Line</b>	4Q14	3Q13	Δ%
Automobiles	1,696,681	1,507,022	12.6%
Trucks	561,613	535,375	4.9%
Subtotal	2,258,294	2,042,397	10.6%
Tourists	91,264	98,564	-7.4%
Motorcycles	71,481	60,353	18.4%
El Salvador	16,711	14,088	18.6%
Costa Rica	19,609	13,128	49.4%
Insured Vehicles	2,457,359	2,228,530	10.3%

Insured vehicles increased 10.3% when compared to the previous year, reaching 2,457,359 units. The number of units insured during the year totaled 228,829.

#### **Written Premiums**

Segment	4Q14	4Q13	Δ\$	Δ%
Individual	1,010	1,002	8	0.8%
Fleets	1,594	1,401	194	13.8%
Sum of Traditional	2,604	2,402	202	8.4%
Financial Institutions	2,058	1,734	324	18.7%
Subsidiaries	81	104	-23	-21.8%
Other	150	113	37	32.5%
Total	4,894	4,353	540	12.4%
Period	4Q14	%	4Q13	%
Annual	3,325	67.9%	3,080	70.7%
Multiannual	1,569	32.1%	1,273	29.3%

NA: Not applicable

Written premiums for the fourth quarter of 2014 were Ps.4,894 million, an increase of 12.4% in comparison to Ps.4,353 million recorded in 4Q13, and 13.9% above on a yearly basis.

The Ps.540 million increase in this item was mainly driven by a 18.7% growth in Financial Institutions, maintaining the positive trend benefiting from the growth in automotive financing, along with a 13.8% growth in Fleets.

Furthermore, the Company had an additional 2.9% increase in prices during the quarter to end the year with a 9.6% full price increase.

Written premiums in El Salvador had an increase of 16.4%, and a 69.4% in Costa Rica when compared to the same period last year.



QUIC continued operations under the Cross Border Program in Arizona, California and Texas and the Golden Program or Post – Border Program in Arizona.

### **Ceded Premiums, Net Written Premiums and Reinsurance**

The Company registered ceded premiums of Ps.4 million during the quarter, the same amount for the full year. Ceded premiums are recorded in few contracts where clients have a reinsurance company. Qualitas holds a catastrophic reinsurance agreement for its subsidiaries.

#### **Earned Premiums**

Earned premiums grew 17.7% during the quarter reaching Ps.4,171 million and 13.3% on a yearly basis recording Ps.15,356 million during 2014.

### **Net Acquisition Cost**

Net acquisition cost totaled Ps.1,243 million, an increase of 17.1% when compared to 4Q13 and 16.6% higher year over year.

This increase was mainly driven by higher costs related to the use of facilities (UOF) paid to Financial Institutions.

In addition, commissions and compensations paid to agents increased as a result of higher sales recorded during 4Q14 and for the whole year.

#### **Net Claims Cost**

Net claims cost totaled Ps.3,017 million during 4Q14 and Ps.10,674 million for the full year, a 19.3% increase on a quarterly basis and a 18.2% increase year over year. Such increase is explained by higher third party liability costs, in addition to higher collision frequency due to extreme climatic events.

Throughout the quarter, average compensation costs related to death decreased 0.2% in comparison to 4Q13, but increased 24.4% on a yearly basis.

As explained before, both legal environment and the application of the law regarding third party liability issues have been constantly changing since December 2012, and in order to adapt to current conditions, the Company adjusted the reserves to update such item taking into account the probable amount to be paid for past unsolved claims.

Furthermore, the year was affected by severe weather conditions, such as heavy rains, hail and hurricanes, causing a direct impact in collision frequency. However and partially offsetting this effect, average theft cost and theft frequency decreased during the year.





It is worth highlighting that the Company continues to strengthen its claims department in order to face new conditions related to third party liability costs.

# **Operating Expenses**

Operating expenses increased 9.7% during 4Q14 over the figure registered in 4Q13, and 42.5% on a yearly basis. For the full year, such increase is largely explained by higher Administrative Expenses, Employee Profit Sharing, Subsidiaries and Banking Services for "months without interests" installments.

However and partially offsetting this effect, policy fees maintained its positive trend. Also, during 4Q14 the Company recorded differed Employee Profit Sharing. It is worth mentioning that this item has the same nature as a differed tax and it may thus represent a future tax benefit or charge, but such effect is not dependent on the Employee Profit Sharing account.

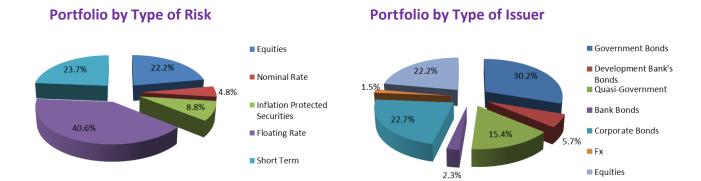
Employee Profit Sharing increased during the year, since the Company change the way this item was recorded in previous years.

Depreciation & Amortization charges increased 11.6% during the quarter and 10.9% for the whole year.

#### **Investment Income**

Investment Income for the quarter was Ps.207 million and Ps. 1,036 million for the full year, a significant surplus of 318 bps above the CETES + 200 bps internal annual target, in spite of the volatility on financial markets.

Quálitas main portfolios benefited from a greater exposure to equities, which led to higher yields. The Company has not reached the 25% limit for equity investments.





#### **Taxes**

The Company recorded Taxes of Ps.230 million for the full year, which represents a 27.1% effective tax rate. During the quarter it recorded Ps.51 million as tax credit.

#### **Net Result**

Net result for the quarter totaled Ps.28 million and Ps.620 million for the whole year, a 52.2% decrease on a quarterly basis and a 24.5% decrease when compared to 2013.

#### **Cash and Investments**

Cash and Investments totaled Ps.12,096 million, a 16.7% increase over 4Q13's figure, as a consequence of the portfolio's performance.

#### **Technical Reserves**

Technical Reserves reached Ps.15,450 million, 19.0% higher when compared to the same period last year, as a result of the growth in written premiums.

### **Solvency**

Quálitas solvency margin registered Ps.1,143 million, which represents a solvency margin ratio of 37.5%.

	Minimum Equity Requirement	Solvency Margin	Solvency Margin Ratio
Qmx	2,719	873	32.1%
Qsv	35	20	58.2%
Qcr	71	2	2.4%
QUIC	221	34	15.2%
Total	3,046	929	
QC Cash		214	
QC	3,046	1,143	37.5%

- FX Peso-USD December 2014: 14.7414
- FX Colon-USD December 2014: 533.31
- FX UD (Costa Rica) December 2014: 864.191

Minimum equity requirement computation differs in the countries where Quálitas has operations.





# **Share Buyback Program:**

CPOs traded in the quarter	291,945
Balance of repurchased stocks	1,130,642

The balance of repurchased stocks as of December 2014 was Ps.40.8 million and no shares have been cancelled.





# QUALITAS CONTROLADORA, S.A.B. DE C.V. Consolidated Balance Sheet as of December 31, 2014

Accete	2014	2013
Assets Investments	12,944,957,377	10,837,528,497
Securities and Derivatives Transactions	10,618,550,285	9,124,961,165
Securities	10,618,550,285	9,124,961,165
Government	2,470,229,284	1,419,537,072
Private Companies	7,218,157,050	6,992,401,845
Fixed Rate	5,404,949,561	5,472,053,438
Equity	1,813,207,489	1,520,348,407
Foreign	197,762,696	202,992,015
Net Valuation	715,703,627	495,006,810
Interest Receivable	16,697,628	·
Interest receivable	10,097,020	15,023,424
Overnight	1,165,189,495	693,590,868
Loans	182,518,096	113,156,675
Secured	17,590,571	17,895,598
Discounts and Re-discounts	168,166,666	98,557,468
(-) Allowance for Doubtful Accounts	3,239,141	3,296,391
( )	-,,	-,,
Property	978,699,501	905,819,789
Real Estate	595,720,084	564,515,887
Net Valuation	431,872,896	385,179,542
(-) Depreciation	48,893,480	43,875,641
Investments Related to Labor Obligations	63,851,826	58,565,654
Cash and Cash Equivalents	143,848,477	451,036,970
Cash and Banks	143,848,477	451,036,970
Debtors	9,178,504,984	7,229,075,233
Premiums	8,451,302,037	6,684,919,742
Agents and Adjusters	48,018,432	35,620,177
Accounts Receivable	66,092,151	121,739,294
Loans to Employees	12,207,513	32,060,465
Other	661,858,988	409,832,179
(-) Allowance for Doubtful Accounts	60,974,137	55,096,624
Reinsurers and Re-Bonding Companies	95,586,726	177,207,023
Insurance and Bonds Institutions	812,450	3,732,228
Equity Participation of Reinsurers in Outstanding Claims	36,457,110	64,790,740
Equity Participation of Reinsurers in Unearned Premiums	54,001,303	104,368,192
Other Equity Participations	4,315,863	4,315,863
Permanent investments	46,658,860	45,954,171
Subsidiaries	33,720,505	-0,554,171
Associates	2,179,431	1,642,000
Other permanent investments	10,758,924	44,312,171
Other permanent investments	10,730,924	44,312,171
Other Assets	1,950,016,791	1,569,532,015
Furniture and Equipment	377,955,577	339,488,793
Miscellaneous	1,558,645,894	1,223,298,199
Amortizable Expenses	20,207,459	13,208,048
(-) Amortization	6,792,138	6,463,025
Total Assets	24,423,425,042	20,368,899,563





# QUALITAS CONTROLADORA, S.A.B. DE C.V. Consolidated Balance Sheet as of December 31, 2014

	2014	2013
Liabilities	45 440 007 040	10 004 105 704
Technical Reserves	15,449,607,312	12,981,495,791
Unearned Premiums	11,641,361,417	9,850,787,474
Casualities	11,641,361,417	9,850,787,474
Contractual Obligations	3,808,245,896	3,130,576,431
For Claims and Expirations	3,535,818,838	2,899,480,877
For Claims Incurred But Not Reported	135,299,177	108,882,996
For Policy Dividends	40,361,340	54,780,016
For Premiums on Deposit	96,766,541	67,432,542
Preventive Reserve	-	131,886
Catastrophic Risks	-	131,886
Reserves Related to Labor Obligations	139,538,087	118,451,279
Creditors	2,416,492,572	1,742,244,588
Agents and Adjusters	692,136,234	558,098,126
Funds for Losses Management	4,712,080	5,359,321
Miscellaneous	1,719,644,259	1,178,787,141
Reinsurers and Re-Bonding Companies	99,013,790	137,928,278
Insurance and Bond Companies	99,013,790	137,928,278
Other Liabilities	1,950,628,131	1,632,057,061
Provisions for employee profit sharing	52,321,400	4,789,449
Income Tax Provisions	324,596,081	380,790,982
Other Obligations	1,387,301,122	1,115,154,274
Deferred Credits	186,409,528	131,322,356
Total Liabilities	20,055,279,893	16,612,176,997
Stockholders' Equity		
Capital Stock	2,646,707,025	2,677,717,585
Capital Stock	2,684,887,926	2,684,887,926
(-) Repurchased Shares	38,180,901	7,170,341
Reserves	222,036,746	180,821,494
Legal	87,036,746	45,821,494
For repurchase of shares	135,000,000	135,000,000
Valuation Surplus	3,880,998	-5,686,295
Permanent Investments	-	-
Retained Earnings	843,507,983	60,418,179
Net Result	631,324,655	817,917,153
Translation effect	49,952,173	6,223,026
Non-Controlling Interest	-29,264,431	19,311,424
Total Stockholders' Equity	4,368,145,149	3,756,722,566
Total Liabilities and Stockholders' Equity	24,423,425,042	20,368,899,563





# QUÁLITAS CONTROLADORA, S.A.B. DE C.V. Consolidated Income Statement for the Fourth Quarter

Descriptions	4Q14	4Q13
Premiums	4 000 555 700	4 050 040 740
Written	4,893,555,792	4,353,219,749
(-) Ceded	3,685,350	104,851,235
Net Written Premiums	4,889,870,442	4,248,368,514
(-) Net Increase of Unearned Premiums Reserve	718,661,921	705,547,488
Earned Retained Premiums	4,171,208,521	3,542,821,026
(-) Net Acquisition Cost	1,243,248,287	1,061,871,652
Agents' Commissions	254,249,649	259,826,793
Agents' Additional Compensation	83,997,521	59,741,932
Excess of Loss Coverage	7,112,493	14,253,805
Other	897,888,624	728,736,048
(-) Net Claims Cost and Other		
Contractual Liabilities	3,017,279,375	2,529,396,076
Claims and Other Contractual Obligations	3,017,279,375	2,495,150,145
Losses on non-proportional reinsurance	-	87,821
Claims		34,333,752
Ciams		34,333,732
Technical Result	-89,319,141	-48,446,701
(-) Net increase in Other Technical Reserves	-131,886	-460,763
Gross Income (Loss)	-89,187,255	-47,985,938
(-) Net Operating Expenses	140,904,737	128,399,597
Administrative and Operating expenses	78,998,453	24,573,801
Employees' compensation and benefits	14,188,129	61,066,233
Depreciation and Amortization	47,718,154	42,759,563
Doproducti and American	17,710,101	12,700,000
Operating Income (Loss)	-230,091,992	-176,385,535
Comprehensive Financing Result	206,882,108	231,037,405
Investments	116,923,038	161,785,570
Sale of Investments	-16,056,682	-8,181,215
Fair Valuation of Investments	58,992,363	45,135,399
Surcharges on Premiums	30,798,568	29,311,572
Other	-14,571,933	164,901
Foreign Exchange Rate Fluctuation	30,796,755	2,821,178
Participation in Permanent Investments Result	,,	,- , -
ranticipation in remainent investments Result	-	-
Income (Loss) Before Taxes	-23,209,884	54,651,870
(-) Provision for Income Taxes	-51,482,930	-4,525,409
Income (Loss) Before Discontinued Operations	28,273,046	59,177,280
Discontinued Operations	-	-
Net Income (Loss)	28,273,046	59,177,280
Non-Controlling Interest	858,815	22,372,313
Controlling Interest	27,414,231	36,804,965
Net Income (Loss)	28,273,046	59,177,278





# QUÁLITAS CONTROLADORA, S.A.B. DE C.V. Consolidated Income Statements for the twelve months ended December 31, 2014

	2014	2013
Premiums		
Written	17,340,423,098	15,226,078,713
(-) Ceded	3,685,350	104,851,235
Net Written Premiums	17,336,737,748	15,121,227,478
(-) Net Increase of Unearned Premiums Reserve	1,980,725,284	1,563,669,946
Earned Retained Premiums	15,356,012,464	13,557,557,532
(-) Net Acquisition Cost	4,143,194,387	3,554,266,148
Agents' Commissions	1,001,274,199	955,882,008
Agents' Additional Compensation	252,751,269	208,672,293
(-) Comissions on Ceded Reinsurance	702,286	686,926
Excess of Loss Coverage	28,683,415	14,253,805
Other	2,861,187,790	2,376,144,968
(-) Net Claims Cost and Other		
Contractual Liabilities	10,674,393,046	9,031,085,151
Claims and Other Contractual Obligations	10,674,393,046	8,996,839,220
Claims and Other Contractual Obligations	10,074,393,040	0,990,039,220
Technical Result	538,425,031	972,206,233
(-) Net increase in Other Technical Reserves	-131,886	-460,763
Gross Income (Loss)	538,556,917	972,666,996
(-) Net Operating Expenses	723,688,294	507,769,323
Administrative and Operating expenses	320,049,028	138,376,469
Employees' compensation and benefits	230,440,967	213,153,302
Depreciation and Amortization	173,198,299	156,239,552
Operating Income (Loss)	-185,131,377	464,897,673
Comprehensive Financing Result	1,035,997,845	781,510,773
Investments	460,469,756	432,591,423
Sale of Investments	193,261,420	168,076,696
Fair Valuation of Investments	221,965,362	38,636,595
Surcharges on Premiums	117,979,758	116,607,966
Other	1,237,180	17,386,024
Foreign Exchange Rate Fluctuation	41,084,369	8,212,069
Participation in Permanent Investments Result	-	-
Income (Loss) Before Taxes	850,866,467	1,246,408,446
(-) Provision for Income Taxes	230,461,284	424,549,490
Income (Loss) Before Discontinued Operations	620,405,183	821,858,956
Discontinued Operations	-	-
Net Income (Loss)	620,405,183	821,858,956
N. O. ( W. )	40.010.15-	0.544.55-
Non-Controlling Interest	-10,919,472	3,941,803
Controlling Interest	631,324,655	817,917,153
Net Income (Loss)	620,405,183	821,858,956



# **Glossary of Terms and Definitions**

**Acquisition Cost:** Includes commissions and compensations paid to agents as well as fees paid to Financial Institutions for the use of their facilities (UOF).

Acquisition Ratio: Acquisition Cost + Net Written Premiums

**CAGR**: Compound Annual Growth Rate = [(End of Period Figure / Beginning of Period Figure) ^ (1/ Number of periods)]

Cash & Investments: Securities and Derivatives Transactions + Overnight + Cash and Cash Equivalents + Discounts & Re-discounts.

Combined Ratio: Acquisition Ratio + Operating Ratio + Claims Ratio

CNSF: National Insurance & Bonds Commission, the regulator of the insurance sector in Mexico.

CPO: Ordinary Participation Certificates. Each CPO comprises 3 series A shares and 2 series B shares.

**EBTDA**: Earnings before Taxes, Depreciation and Amortization. It differs from EBITDA in that, in EBTDA, the Investment Income is not subtracted, since it is part of the operation of insurance companies.

**Financial Institutions:** Financial branch of major automakers and Financial Groups that provide automotive financing.

Claims Cost: Includes costs incurred in the payment of claims: third party liability, theft, repair costs, among others.

Claims Ratio: Claims Cost + Net Earned Premiums.

**Minimum Equity Requirement:** Is the minimum equity level that an insurance company should maintain, according to legal requirements. In Mexico, in the automobile insurance industry, it is approximately calculated as 16.4% of written premiums in the last 12 months.

Multi-annual Policies: Policies with a term greater than 12 months. They are typically issued for the automobiles sold on credit.

Net Earned Premiums: Written premiums registered as income throughout the duration of a policy.

Net Written Premiums: Written premiums less the portion ceded to reinsurance.

Operating Expenses: Includes expenses incurred in by the Company in its regular operations.

Operating Ratio: Operating Expenses ÷ Net Written Premiums

**Policies' Fees:** Administrative fee charged when the policy is issued and recorded as an income in operating expenses.

Premium Debtor: Records the portion of sold policies which will be paid in installments.

**Premiums finance charge:** Financial penalty imposed to policyholders that choose to pay premiums in installments.

Written Premiums: Premiums corresponding to policies underwritten.

Qcr: Quálitas Costa Rica Qmx: Quálitas Mexico Qsv: Quálitas El Salvador

**QUIC:** Quálitas Insurance Company

Solvency Margin: Stockholders' equity – Minimum Equity Requirement.

Solvency Margin Ratio: Solvency Margin ÷ Minimum Equity Requirement



Quálitas Controladora (QC) is the largest auto insurance company in Mexico in terms of market share penetration, with operations in El Salvador, Costa Rica and USA. Its specialized business model, based exclusively in auto insurance, has allowed the Company to provide top quality service under the largest network in the country. Quálitas is listed on the Mexican Stock Exchange (BMV) under the ticker "QC" (Bloomberg: QC:MM).

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This document may include forward-looking statements that involve risks and uncertainties. Words such as "estimate," "project," "plan," "believe," "expect," "anticipate," "intend," and similar expressions may identify such forward-looking statements. The Company wants to caution readers that any forward-looking statement in this document or made by the company's management involves risks and uncertainties that may change based on various important factors not under the Company's control. Forward-looking statements relate to the company's current situation only as of their dates of publication.

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