



Corporate presentation

4th Quarter 2024

30 **Quálitás**[®]
YEARS

Index



1. Leaders for more tan 18 years

2. Going forward

3. Value creation

4. Industry landscape

5. Our stock

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Our Essence



30 years of **experience** in the industry and 19 as **leaders**



575
229 service
offices and 346
ODQ's

+23,500
Agents



6 Countries.
USA, Mexico, El
Salvador, Perú
Costa Rica and
Colombia

Leaders of **ESG**
criterion
incorporation



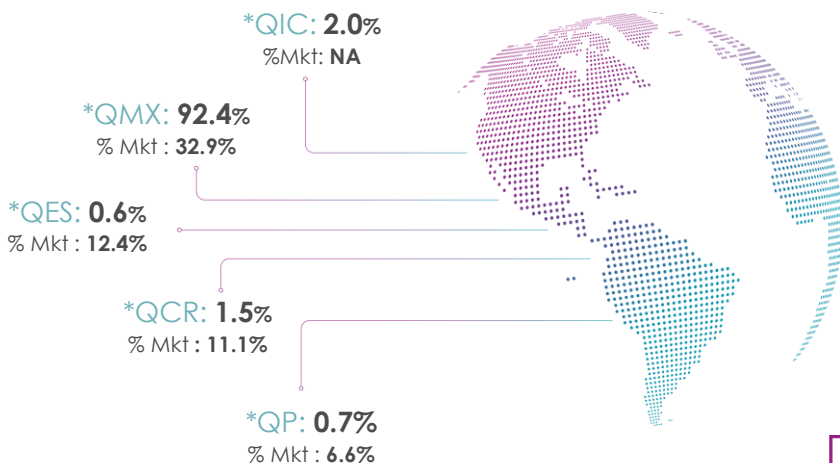
Risk, fraud, and
accidents prevention
as well as improving
efficiencies in the
operation



1. Corporate structure

GEOGRAPHIC SUBSIDIARIES:

We seek to expand and replicate our business model, having a greater income diversification and potentialize growth.

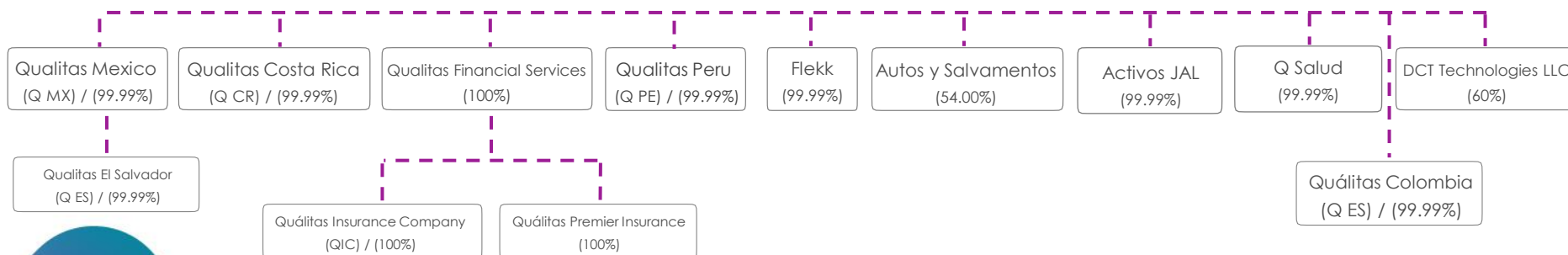


VERTICAL INTEGRATION:

Operational efficiencies, which allow us to reduce our costs, improve service to policyholders and increase profitability.



*4Q24 figures, based on written premiums.



1. Qualitas' DNA

QUALITAS OPERATING CENTER

Technological systems used in our call center are design *in house*.

Automatic assignment of claim officers using geolocation tools..

(National) average time of claim officers' Arrival
~25 -30 minutes.

94% of cases, our claim officers arrive to the accident site before competition.

SERVICE



EXCELLENCE IN SERVICE

COST CONTROL

INNOVATION

COMMERCIAL STRATEGY

2. Competitive Advantages



ACCIDENT AND FRAUD PREVENTION

- **Data analysis:** 30 years of experience + unique data base
- Telematics, **GPS devices.** Best recovery rate in the industry.
- **Training** of drivers and operators to reduce and avoid accidents and claims



OPERATIONAL EFFICIENCY

- **Exclusive Call center** with in-house systems
- **Partnership with Google Maps** for automatic assignation of claim officers.
- **Vertical Integration** in Mexico



MOBILE APPS AND WEBSITE

- **Express Adjustment Tool:** covering 28% of cases in 2024
- Disposable apps for vehicle inspection, vial assistance, real time track of claim officers and crane services, among others.
- Agents´ Portal 360°
- Mobile app for Android and IOS system: **Qmóvil**

2. Going forward...

1



Strengthen our leadership in Mexico

- Through technological and product innovation.
- Service-oriented operation and cost control.
- The incorporation of ESG criteria in our operation.

2



Accelerate growth in our subsidiaries

- Capitalize them to boost its growth in profitable manner.
- Consolidating our operation and increasing our network coverage in the countries where we operate.

3



Actively looking for new business opportunities

- Expand our service to other business lines such as Health and Medical insurance.
- Identify new engines of growth.
- New technology drivers of growth.

2. Sustainability

Environmental

- ~27% of our fleet is hybrid
- **Solar paneles** in specific service offices
- Annual reforestation campaign
- ~90% of *paperless* processes

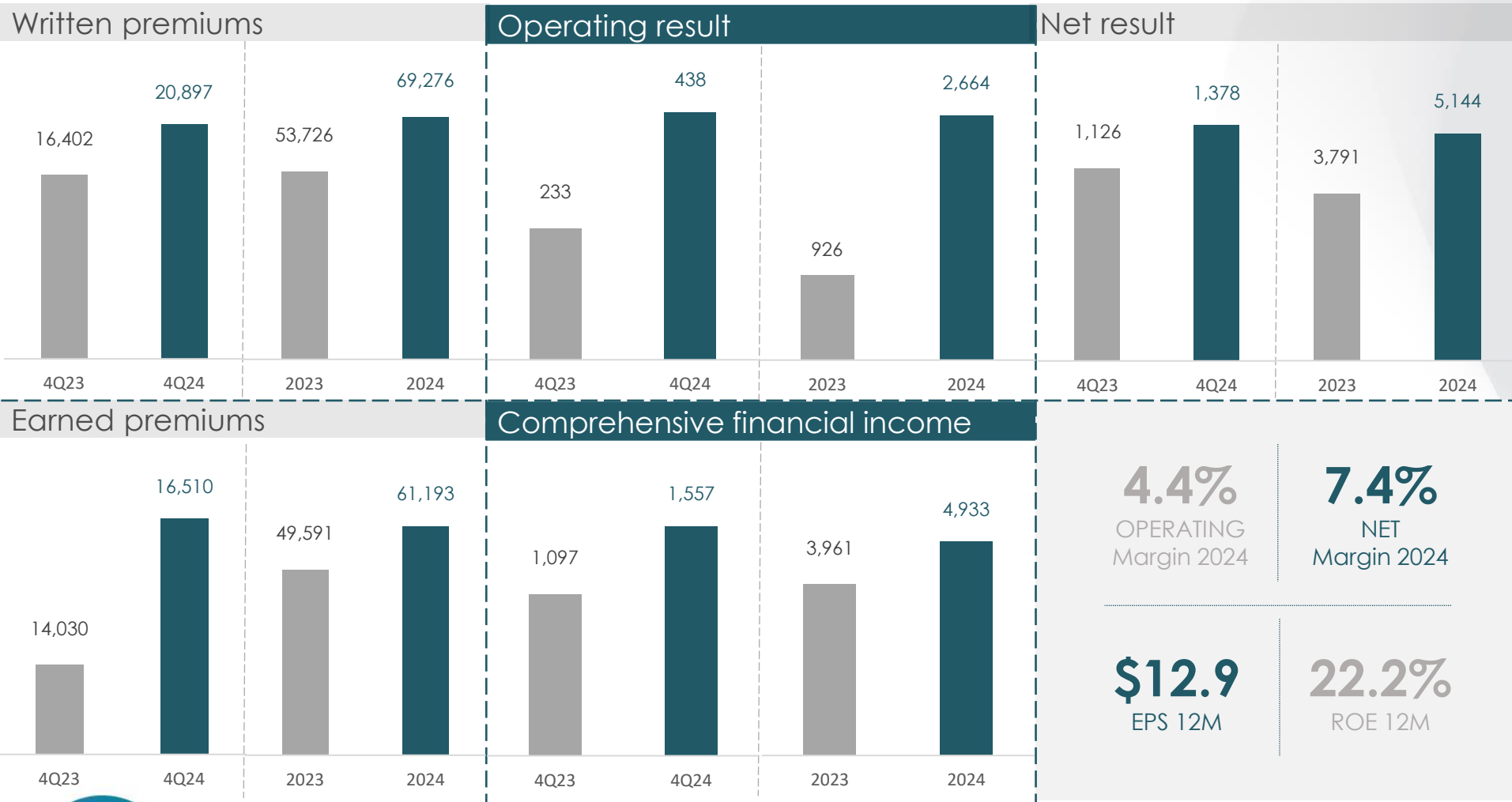
SOCIAL

- **Awareness program** “*Conducta Vial Qualitas (CVQ)*” for responsible driving behavior <http://conductavialqualitas.com.mx>
- Annual support to +50 NGO ‘s,
- “Qualitas con México, Juntos Cambiando Vidas” **donation campaign**

GOVERNANCE

- **Women in Qualitas:** ~40% of total employees, 40.5% of directors and 17% of Board of Directors.
- 67% of the members of the BoD are **independent**.

3. Value creation



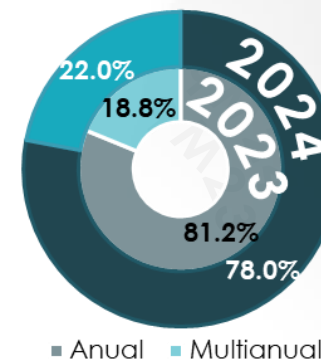
Figures in million (MXN)

3. Value creation

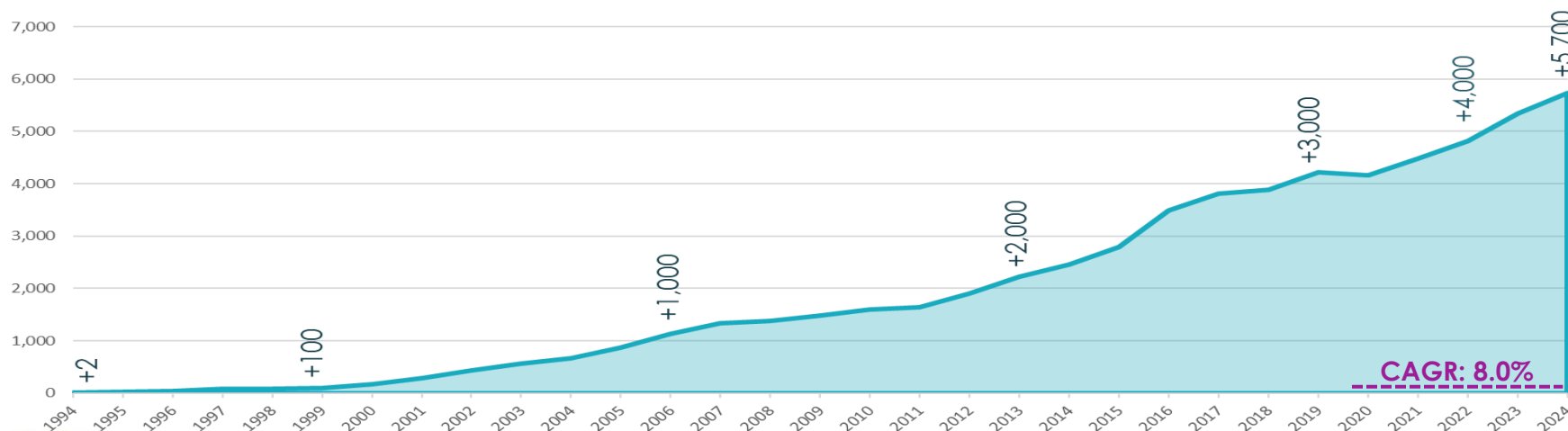
Premiums & insured units



Business line	4Q24	4Q23	Δ %/bp 24 vs 23	2024	2023	Δ %/bp 24 vs 23
Traditional	14,479	10,849	33.5%	46,861	35,156	33.3%
<i>Individual</i>	7,336	6,058	21.1%	26,048	20,692	25.9%
<i>Fleets</i>	7,143	4,792	49.1%	20,813	14,464	43.9%
Financial institutions	5,625	4,565	23.2%	19,051	15,162	25.6%
Foreign subsidiaries	800	801	(0.2%)	3,358	3,202	4.9%
Total	20,897	16,402	27.4%	69,276	53,726	28.9%



5,737,056 insured units



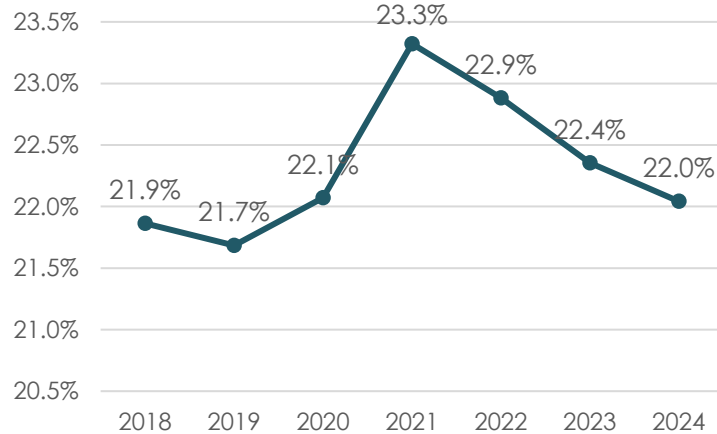
Premiums in million (MXN)
 Insured units in thousand.
 CAGR from the last 5 years
 Some figures may vary given the consolidation effects

3. Value creation

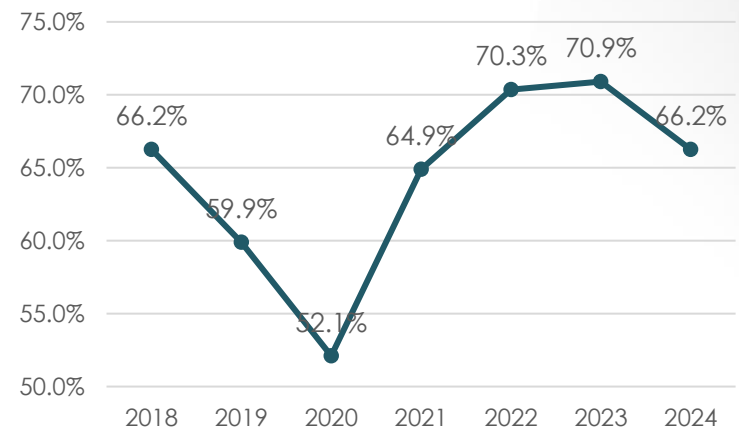


Ratios

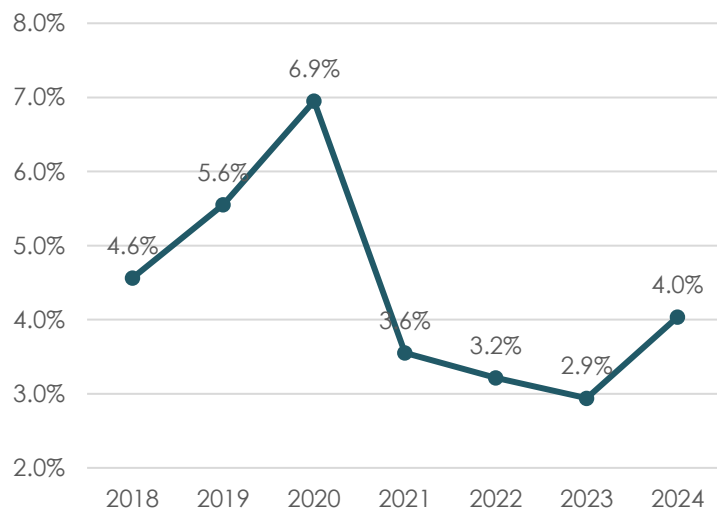
Acquisition



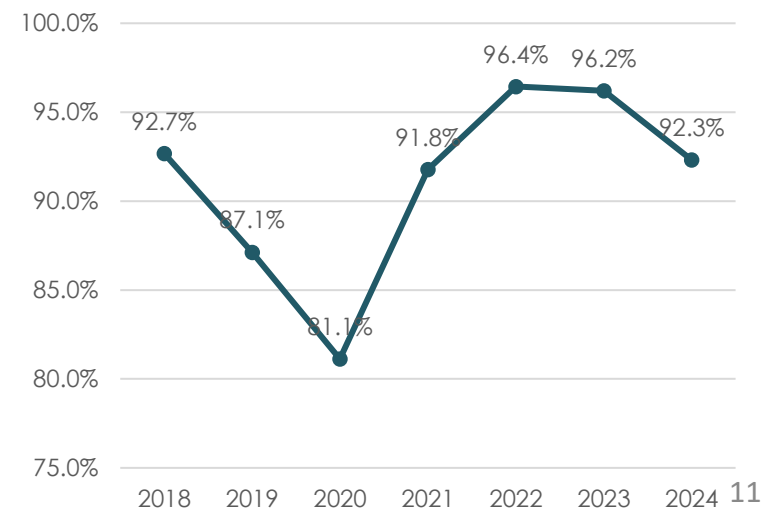
Loss



Operating



Combined

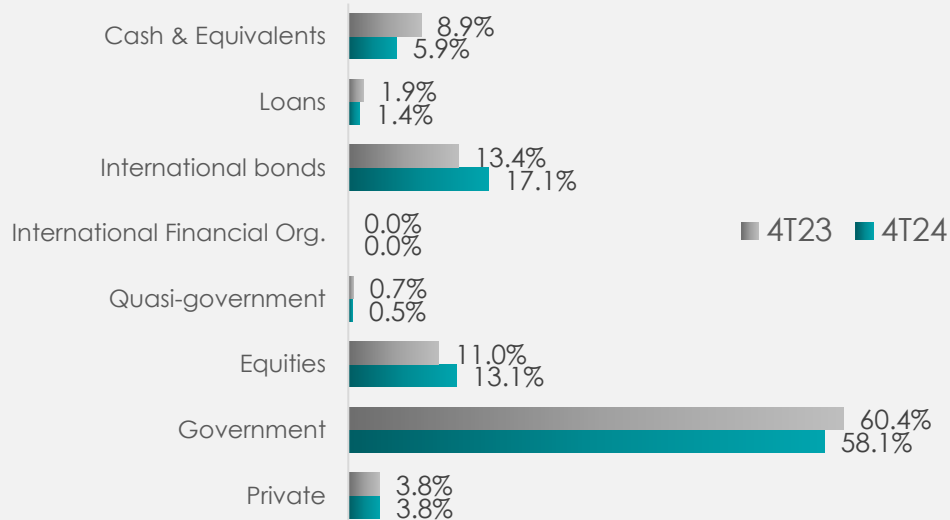


3. Value creation

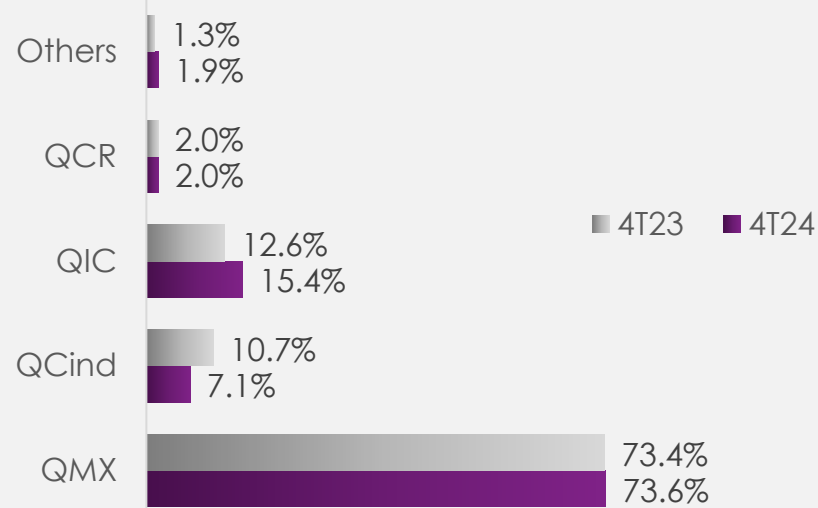
Investment portfolio



Total portfolio

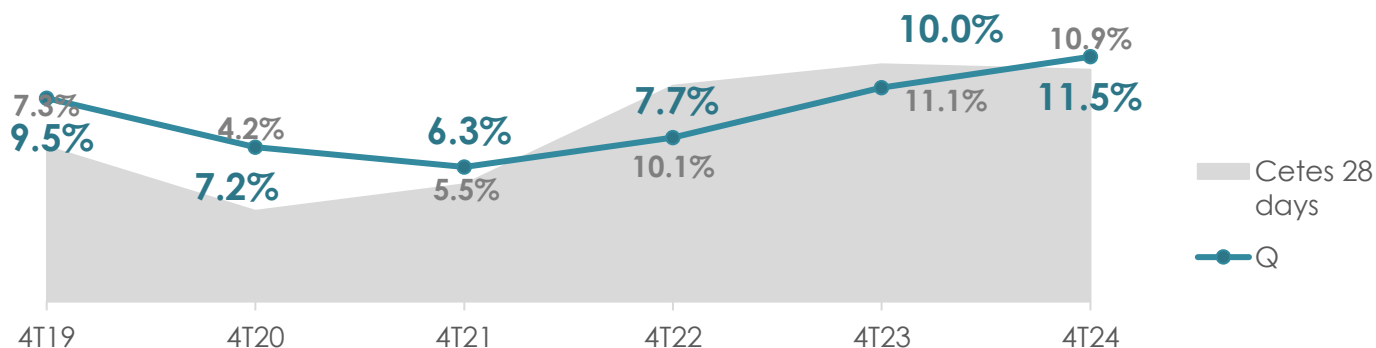


Portfolio by subsidiary



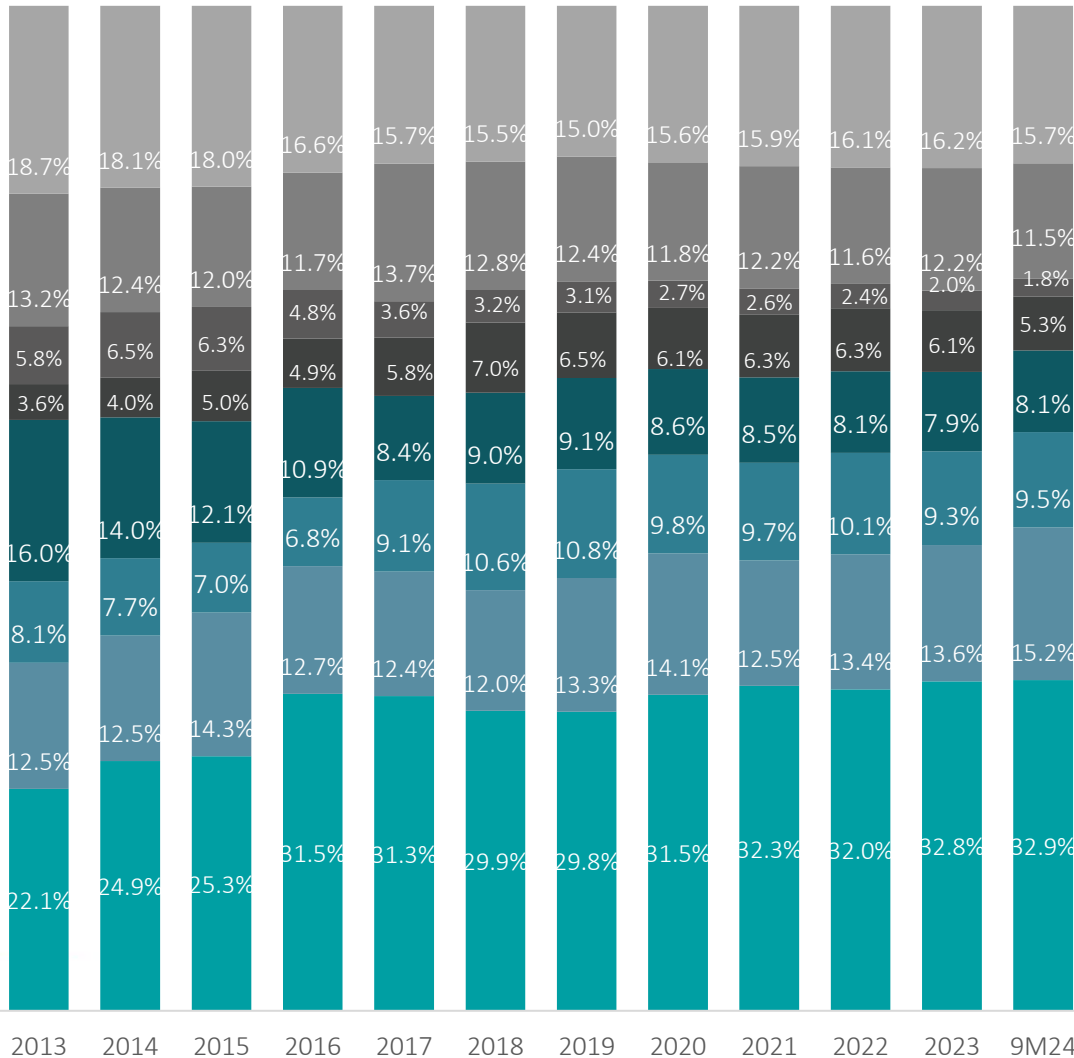
Return on investments

Our investment policy considers an ESG criteria to ensure **sustainable investments**



4. Industry landscape

Market share



Source: AMIS, figures as of the end of 9M24

Market share by segment

26.3% Cars



44.7% Trucks



24.7% Tourists



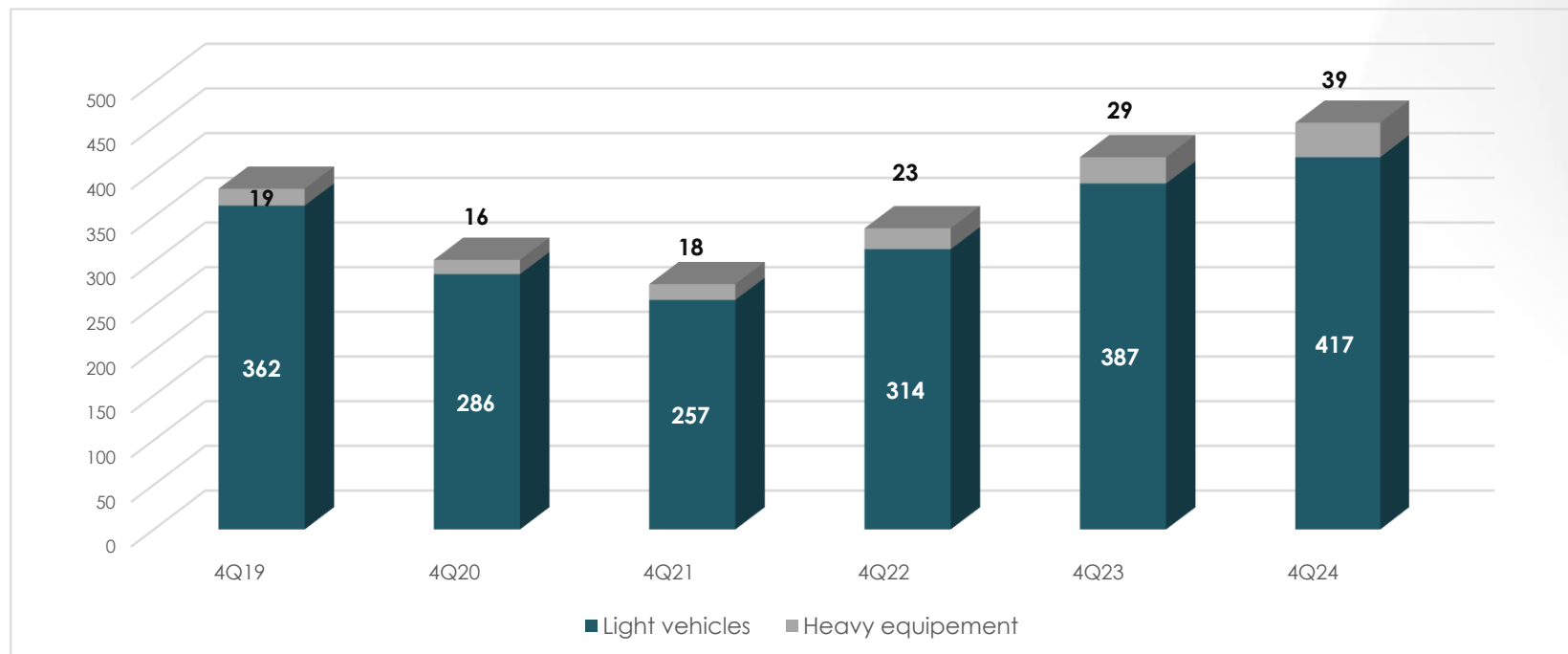
29.2% Others



- Qualitas
- G.N.P
- Chubb(ABA)
- AXA
- HDI (Talanx)
- MAPFRE Mexico
- Otros
- Bancarias

4. Industry landscape

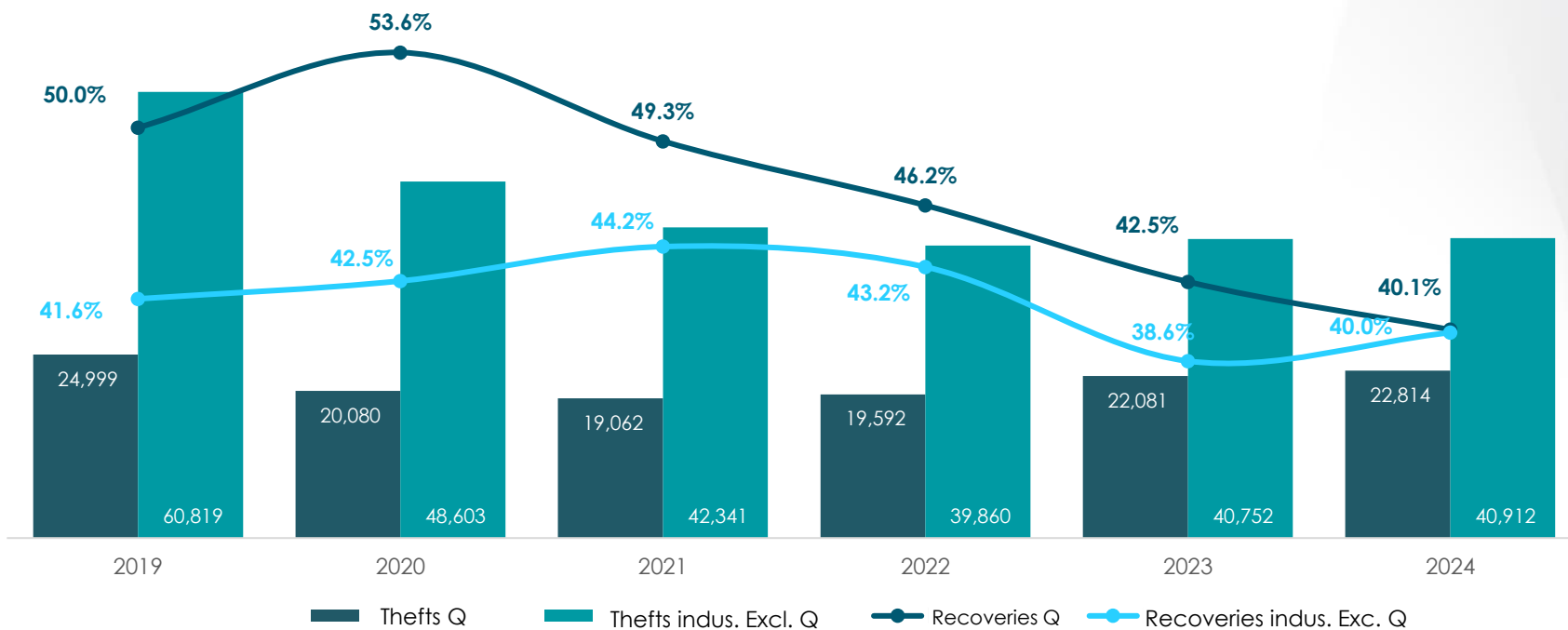
New car sales in Mexico



- The quarterly sales of new units increased by +9.3% vs 4Q23. (light vehicles +7.6%, heavy equipment +31.0%)
- By the end of 2024, the total accumulated amount increased by 10.3% compared to 2023 (light vehicles: +9.8%, heavy vehicles: +16.6%).
- Chinese brands accounted for approximately 9.5% of the total market as of the end of December, while hybrid, electric, and plug-in vehicles represented 8.3% of total sales.

4. Industry landscape

Auto theft & recovery in Mexico



Qualitas' recovery* **40.1%**, **+0.1 pp** vs the rest of the industry

+1.4%	Theft to industry (exc. Q)	40.0%	Industry's recovery (exc. Q)
+3.3%	Theft to Q	40.1%	Qualitas' recovery

Source: Coordinator Office of Insured Risks (OCRA)
*Recovery of Qualitas vs. Industry as proportion of thefts

5. Our stock

Q* stock performance



Q* was listed on the **Mexican Stock Exchange** in 2005

Included in 6 indexes: S&P/BMV IPC, Total Mexico ESG, S&P/BMV Rentable, FTSE BIVA Mid cap, DJS Mila Pacific Alliance Index and GEI Bloomberg index



400 million Outstanding shares



Q* has a **share buyback program** & a market maker program to support its liquidity

Traded volume (promedios diarios)

	Traded Volume*	Volume (MM USD)
1Q24	1,195,752	\$13.0
2Q24	856,055	\$9.9
3Q24	726,857	\$6.3
4Q24	803,048	\$6.1

Marketability index Mexican Stock Exchange

**Dic' 24
21**

Key value metrics

**P/E
\$13.6**

**EPS 12M
\$12.86**

**P/BV
\$2.8**



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FTSE BIVA



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6. Financial highlights



Income Statement	4Q24	4Q23	Δ %/bp 24 vs 23	2024	2023	Δ %/bp 24 vs 23
Written premiums	20,897	16,402	27.4%	69,276	53,726	28.9%
Net written premiums	20,883	16,402	27.3%	69,202	53,597	29.1%
Earned premiums	16,510	14,030	17.7%	61,193	49,591	23.4%
Acquisition cost	4,436	3,507	26.5%	15,205	11,936	27.4%
Loss cost	10,903	9,917	9.9%	40,559	35,174	15.3%
Technical result	1,172	606	NA	5,429	2,482	NA
Operating expenses	734	374	96.5%	2,765	1,556	77.7%
Underwriting result	438	233	NA	2,664	926	NA
Comprehensive financial income	1,557	1,097	41.9%	4,933	3,961	24.5%
Investment income	1,397	973	43.6%	4,335	3,502	23.8%
Income Taxes	617	204	NA	2,453	1,096	NA
Net result	1,378	1,126	22.4%	5,144	3,791	35.7%
Cost ratios						
Acquisition ratio	21.2%	21.4%	(14)	22.0%	22.3%	(30)
Loss ratio	66.0%	70.7%	(465)	66.3%	70.9%	(465)
Operating ratio	3.5%	2.3%	124	4.0%	2.9%	110
Combined ratio	90.8%	94.3%	(355)	92.2%	96.1%	(385)
Combined ratio adjusted*	97.3%	98.3%	(99)	95.6%	98.1%	(249)

*Adjusted combined ratio refers to the sum of the acquisition, loss, and operating costs, divided by earned premiums and it is presented for comparison reasons with international ratios. comparison reasons with international indices.

6. Financial highlights



Profitability ratios	4Q24	4Q23	Δ %/bp 24 vs 23	2024	2023	Δ %/bp 24 vs 23
Return on investments	11.5%	10.0%	145	9.6%	9.4%	17
ROE for the period	22.6%	21.5%	110	22.9%	21.7%	122
LTM ROE	22.2%	18.4%	374	22.2%	18.4%	374

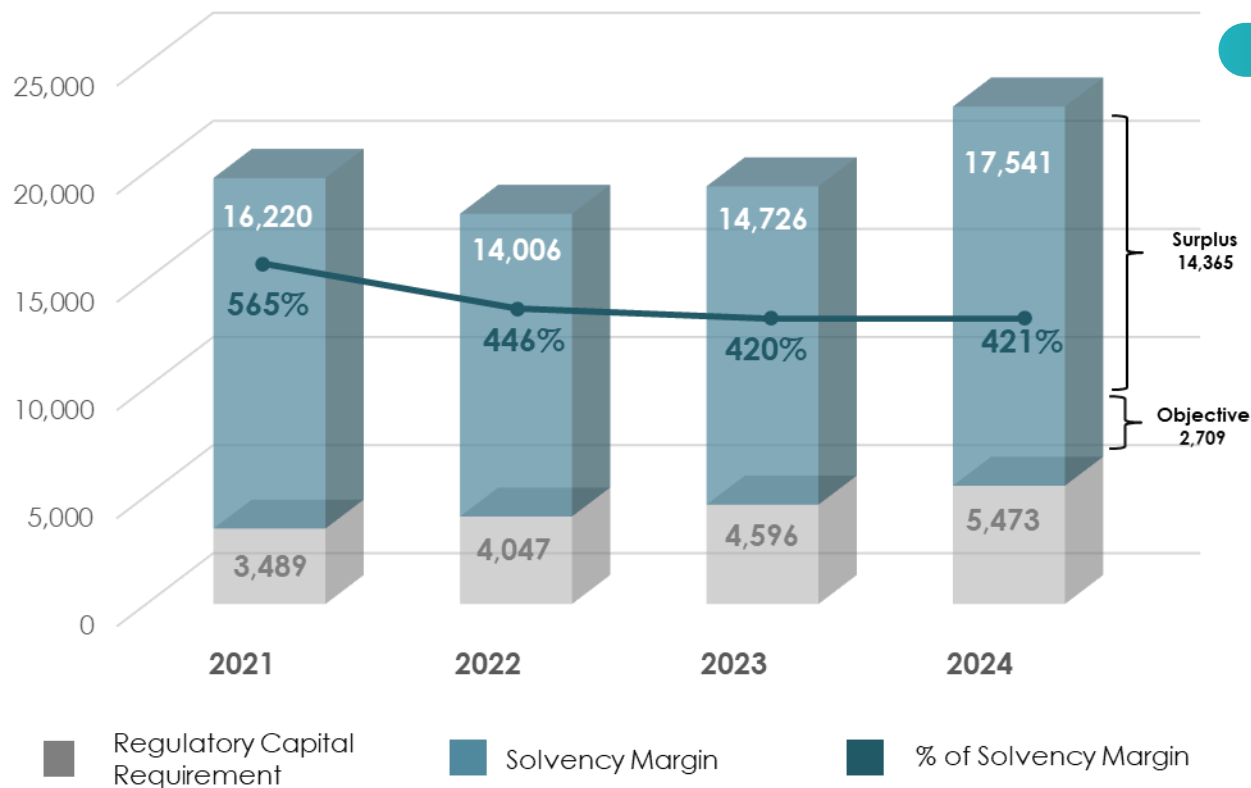
Balance Sheet	2024	2023	Δ %/bp 24 vs 23
Assets	107,900	87,688	23.0%
Investments & Real Estate	52,094	42,178	23.5%
<i>Invested assets or float**</i>	48,582	39,689	22.4%
Technical reserves	59,446	48,642	22.2%
Total liabilities	83,208	66,244	25.6%
Stockholders' equity	24,692	21,445	15.1%

***Invested Assets (float) = Investments in securities + repurchase agreement receivables + net loan portfolio.*

***Invested assets or float: investments in debt + overnights + loans portfolio.*

Figures in millions (MXN)

6. Solvency margin



2024 AGM

Cash dividend payment amount of \$3.2 billion pesos equivalent to \$8.0 pesos per share, payable in two exhibitions: \$4.0 pesos on May 8th, 2024 and \$4.0 on November 8th, 2024.

Figures in millions (MXN)
Solvency margin / Regulatory capital requirement