

Accounting Report

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Statement of management's responsibilities

The Management Board herewith confirms the financial statements Zavarovalnica Triglav, d.d. and Triglav Group for the year ended 31 December 2023, and the accompanying accounting policies and notes to the accounting policies.

The Management Board is responsible for preparing the Annual Report so that it is true and fair presentation of the Company's and Group's assets and liabilities, financial position and profit for the year ended 31 December 2023 in accordance with International Financial Reporting Standards as adopted by the EU.

The Management Board additionally confirms that the appropriate accounting policies were consistently used and that the accounting estimates were prepared according to the principles of prudence and good management. The Management Board furthermore confirms that the financial statements, together with the notes are prepared on a going concern basis and that they comply with the applicable legislation and International Financial Reporting Standards as adopted by the EU.

The Management Board confirms that the Business Report includes a fair presentation of the development and financial position of the Company and the Group, including a description of the significant risks to which the Company and the Group are exposed to.

The Management Board is also responsible for appropriate accounting practices, for the adoption of appropriate measures for the protection of assets, and for the prevention and identification of fraud and other irregularities or illegal acts.

The tax authorities may, at any time within the period of five years since the day the tax become chargeable, review the operations of the Company, which may result in additional tax liabilities, default interest and penalties related to corporate income tax and/or other taxes or levies. The Management Board of the Company is unaware of any circumstances that could potentially result in any such significant liability.

Andrej Slapar

President of the Management Board



Uroš Ivanc

Management Board Member



Tadej Čoroli

Management Board Member



Marica Makoter

Management Board Member



Blaž Jakič

Management Board Member



Ljubljana, 12 March 2024

Independent auditor's report



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The report below represents the auditor's report that relates solely and exclusively to the official annual report prepared in accordance with ESEF, in the XriXTMVL format.

INDEPENDENT AUDITOR'S REPORT to the shareholders of ZAVAROVALNICA TRIGLAV, d.d.

Report on the Audit of Financial Statements

Opinion

We have audited the separate financial statements of the company ZAVAROVALNICA TRIGLAV, d.d. (hereinafter 'the Company') and consolidated financial statements of the company ZAVAROVALNICA TRIGLAV, d.d. and its subsidiaries (hereinafter 'the Group'), which comprise the separate and the consolidated statement of financial position as at 31 December 2023, and the separate and consolidated income statement, separate and consolidated statement of other comprehensive income, separate and consolidated statement of changes in equity, separate and consolidated cash flow statement for the year then ended, and notes to the separate and consolidated financial statements, including material accounting policy information.

In our opinion, the accompanying separate and consolidated financial statements present fairly, in all material respects, the financial position of the Company and the Group as at 31 December 2023, and their financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards as adopted by the EU (hereinafter 'IFRS').



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Deloitte revizija d.o.o. - The company is registered with the Ljubljana District Court, registration no. 3847105 - VAT ID S162560085 - Nominal capital EUR 78.234,30.

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Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs) and Regulation (EU) 537/2014 of the European Parliament and of the Council, dated 16 April 2014, on specific requirements regarding statutory audit of public-interest entities (EU Regulation). Our responsibilities under those rules are further described in the *Auditor's Responsibilities for the Audit of the Separate and Consolidated Financial Statements* section of our report. We are independent of the Company and the Group in accordance with the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA Code) and other ethical requirements that are relevant to our audit of the separate and consolidated financial statements in Slovenia, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Emphasis of Matter

We draw attention to Note 2.6 "Effect of adoption of new IFRSs and effect of change in accounting policies of the separate and consolidated financial statements", which describes the effects of the retrospective change in the Company's accounting policy for measurement of investments in associates and joint ventures in the Company's separate financial statements and reclassification of works of art in the Company's and Group's separate and consolidated financial statements. Our opinion is not modified in respect of this matter.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the separate and consolidated financial statements of the year ended 31 December 2023. These matters were addressed in the context of our audit of the separate and consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.



Valuation of liabilities from insurance and reinsurance contracts in Separate and Consolidate Financial Statements

Key Audit Matter	How our audit addressed the key audit matter
Accounting policies for description of key assumptions, methodologies and models used in the calculation of liabilities from insurance and reinsurance contracts are presented in Note 2.5.2 <i>Insurance and reinsurance contract assets and liabilities</i> . For other related disclosures please see Notes 3.1 <i>Insurance business</i> and 3.2 <i>Reinsurance business</i> . The transition effects to the new standard are presented in the note 2.6 <i>Impacts of the transition to new accounting standards and impacts of changes in accounting policies</i> .	
<p>The implementation of the new International Financial Reporting Standard 17 – Insurance Contracts ('IFRS 17'), effective from 1 January 2023, has introduced significant changes to the measurement and presentation of liabilities from insurance and reinsurance contracts and related account balances and classes of transactions. This standard replaces the previous IFRS 4 Insurance Contracts and requires insurance and reinsurance contracts, that meet the scoping criteria of the standard, to be valued using the General Measurement Model ('GMM'), the Variable Fee Approach ('VFA'), or the Premium Allocation Approach ('PAA') all of which are used by the Company and the Group. The measurement of liabilities from insurance and reinsurance contracts comprises the present value of expected future cash flows, including financial and non-financial risks, with particular focus on the expected margin (so-called contractual service margin 'CSM'), which will be recognized during the period of contractual coverage.</p> <p>The application of IFRS 17 brought various operational complexities, particularly in the valuation of insurance and reinsurance liabilities with a focus on the contractual service margin. The transition process involved the estimation of the impact on shareholders' equity, as disclosed in the Note 2.6 <i>Impacts of the transition to new accounting standards and impacts of changes in accounting policies</i>. The company's and the group's estimated impact includes a positive effect on shareholders' equity in the amount of EUR 100.494.926 (the company) and EUR 104.818.141 (the group) respectively as at transition date 1 January 2022. The company's and the group's insurance liabilities as at 31 December 2023, amount to EUR 1.885.673.792 (31 December 2022: EUR 1.688.411.267) and EUR 2.330.647.605 (31 December 2022: EUR 2.084.328.485) respectively.</p>	<p>To address the risks associated with the valuation of liabilities from insurance and reinsurance contracts identified as a key audit matter, we designed audit procedures that enabled us to obtain sufficient appropriate audit evidence for our conclusion on that matter.</p> <p>To address the valuation of the liabilities from insurance and reinsurance contracts, identified as a key audit matter, we performed the following audit procedures with the use of our own actuarial experts:</p> <p><u>Review of IFRS 17 Adoption Process</u></p> <ul style="list-style-type: none"> • Gaining a detailed understanding of the processes to estimate the transition adjustment and obtaining an understanding of relevant controls; • Assessment of the process of the first-time adoption of IFRS 17, including the identification of group of contracts, determination of the appropriate measurement models and establishment of specific levels of aggregation; • Analysis of the documentation supporting the application choices made by the Company and the Group for the identification of the group of contracts and consequent valuation models adopted at the transition date and for the valuation of the contractual service margin at that date. <p><u>Evaluation of internal controls</u></p> <ul style="list-style-type: none"> • Gaining an understanding of the control environment and internal controls designed by the Management in the process of



<p>EUR 2.084.328.485) respectively. The Company's and the Group's reinsurance liabilities as at 31 December 2023, amount to EUR 0 (31 December 2022: EUR 4.052.384) and EUR 6.460.600 (31 December 2022: EUR 9.465.062) respectively.</p> <p>In order to meet the requirements of the new standard, significant changes have also been made to the company's and group's internal systems, processes and controls, introducing a level of discretionary judgment inherent in estimating liabilities from insurance and reinsurance contracts and the contractual service margin with effect from 1 January 2023.</p> <p>Valuation of liabilities from insurance and reinsurance contracts involves significant management judgment when developing and using input data and assumptions in the actuarial calculation models, dependent on the management's assumptions about past, future, internal and external variables, the change of which can result in a significant impact on the value of these liabilities. There is also a high degree of complexity due to the numerous assumptions and actuarial valuation models applied. Some of the key assumptions include risk adjustment, discount curves, inflation forecasts, cost projection, mortality, longevity, lapse assumptions, claims/cost ratios, coverage units and CSM recognition pattern.</p> <p>Given the pervasive complexities introduced by IFRS 17 and the specific challenges associated with the transition, we consider the valuation of liabilities from insurance and reinsurance contracts related to the transition to IFRS 17 and year ended 31 December 2023 as a key audit matter for our audit of the separate and consolidated financial statements.</p>	<p>calculating liabilities from insurance and reinsurance contracts, including the applications and information technology tool used;</p> <ul style="list-style-type: none"> • Assessing the adequacy of the design and verifying the implementation of the identified internal controls relevant to the process of valuation of liabilities from insurance and reinsurance contracts; • Testing the operating effectiveness of identified relevant internal controls on valuation of liabilities from insurance and reinsurance contracts. <p><u>Testing of actuarial models</u></p> <ul style="list-style-type: none"> • Testing the reliability and accuracy of actuarial models used for the valuation of liabilities from insurance and reinsurance contracts; • Verification of the mathematical calculations, logic, and appropriateness of model inputs within the information technology tool used; • Review and evaluating reasonableness of projected cash flows and the reasonableness of accepted assumptions and set scenarios in the context of the experience of the Company, the Group and the industry and specific features of insurance and reinsurance products; • Verification of consistency in the actuarial models applied across various groups of insurance and reinsurance contracts within the portfolios. <p><u>Assessment of management assumptions</u></p> <ul style="list-style-type: none"> • Challenging the appropriateness of key technical accounting decisions, judgments, assumptions and elections made in determining the estimate against the requirements of the standard; • Reviewing sensitivity analyses to assess the impact of changes in key assumptions on the valuation of liabilities from insurance and reinsurance contracts, emphasizing the contractual service margin. <p><u>Testing of disclosures in the separate and consolidated financial statements</u></p>
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	<ul style="list-style-type: none"> Evaluating the completeness and accuracy of the disclosures in the notes to the separate and consolidated financial statements with respect to the requirements of IFRS 17, IAS 8 and IFRS 1.
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Valuation of investments in subsidiaries in separate financial statements

Key Audit Matter	How our audit addressed the key audit matter
Disclosures related to investments in equity of subsidiaries are included in Note 2.5.5.1 <i>Investments in subsidiaries</i> (accounting policies) and Note 3.3 <i>Investments in subsidiaries, associates and joint ventures</i> (value and assumptions).	
<p>Investments in the equity of subsidiaries equal EUR 219.360.367 (2022: EUR 185.360.343) in the separate financial statements and are measured at cost less any impairments. The management assesses indications of impairment of such investments at least on an annual basis and performs impairment testing as necessary.</p> <p>Professional judgement and application of subjective assumptions made by the management are necessary in order to assess indications of impairment.</p> <p>Investments in equity of subsidiaries are subject to significant judgements and estimates and due to that and because of the significance of the account balances in the separate statement of financial position, we have considered investments in the equity of subsidiaries as a key audit matter.</p>	<p>We have assessed the management's treatment of indications of impairment of investments in the equity of subsidiaries in the separate financial statements. The emphasis of our audit procedures was on assessing and testing the key assumptions that the management applied to define indications of impairment and to assess impairments.</p> <p>Our procedures included the following:</p> <ul style="list-style-type: none"> checking and comparing the net assets of an individual subsidiary with the value of the investment in the separate financial statements as at 31 December 2023, assessing the assumptions applied to calculate discount rates and their recalculation, reviewing the projected future cash flows used by the Company to carry out impairment tests, comparing the projected cash flows, including the assumptions related to revenue growth rates and operating margins, against historical performance to test the accuracy of previous management estimates, and checking other assumptions and estimates included in the judgements, verifying the adequacy of disclosures in the separate financial statements. <p>An auditor's expert took part in our procedures.</p>

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Other information

Management is responsible for the other information. The other information comprises the information, included in Annual report, other than the separate and consolidated financial statements and our auditor's report thereon. We obtained other information before the date of the auditor's report, except for the report of the supervisory board, which will be available later.

Our opinion on the separate and consolidated financial statements does not cover the other information and we express no assurance thereon.

In connection with our audit of the separate and consolidated financial statements, our responsibility is to read the other information and, in doing so, assess whether the other information is materially inconsistent with the separate and consolidated financial statements, legal requirements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If based on our work performed we conclude that other information include material misstatement we need to report such circumstances. In relation to this and based on our procedures performed, we report that:

- other information is, in all material respects, consistent with the audited separate and consolidated financial statements;
- other information is prepared in compliance with applicable law or regulation; and
- based on our knowledge and understanding of the Company and the Group and their environment obtained in the audit, we did not identify any material misstatement of fact related to the other information.

Responsibilities of Management and Those Charged with Governance for the Separate and Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the separate and consolidated financial statements in accordance with IFRS, and for such internal control as management determines is necessary to enable the preparation of separate and consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the separate and consolidated financial statements of the Company and the Group, management is responsible for assessing their ability to continue as a going concern, disclosing matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company and the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's and the Group's financial reporting process.

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Auditor's Responsibilities for the Audit of the Separate and Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the separate and consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these separate and consolidated financial statements.

As part of an audit in accordance with International Standards on Auditing and EU Regulation, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the separate and consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's and the Group's internal controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's and the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the separate and consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company or the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the separate and consolidated financial statements, including the disclosures, and whether the separate and consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, action taken to eliminate threats or safeguards applied.

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From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the separate and consolidated financial statements of the current period, and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

Report on the requirements of the Regulation (EU) No 537/2014 of the European Parliament and of the Council (Regulation EU 537/2014)

Confirmation to the Audit Committee

We confirm that our audit opinion on the separate and consolidated financial statements expressed herein is consistent with the additional report to the Audit Committee in accordance with Article 11 of Regulation (EU) No. 537/2014 of the European Parliament and the Council.

Prohibited Services

We confirm that no services referred to in the Article 5(1) of Regulation (EU) No. 537/2014 of the European Parliament and the Council were provided and that the audit company fulfilled independence requirements.

Other services performed by the audit company

There are no services, in addition to the statutory audit, which the audit company provided to the Company and its controlled undertakings, and which have not been disclosed in the Annual Report.

Appointment of the Auditor and responsible certified auditor

Deloitte revizija d.o.o. was appointed as the statutory auditor of the Company and the Group on General Shareholders' Meeting held on 24 May 2022, while the president of the Supervisory Board signed the audit contract on 26 May 2022. The audit contract was signed for 3 years. Our total uninterrupted engagement as statutory auditors has lasted since 21 June 2019.

Engagement partner responsible for the audit on behalf of Deloitte revizija d.o.o. is Barbara Žibret Kralj.

Auditor's Report on Compliance of Financial Statements in Electronic Form with the Commission Delegated Regulation (EU) No. 2019/815 on European Single Electronic Format (ESEF)

We undertook a reasonable assurance engagement on whether the separate and consolidated financial statements of the Company and the Group for the year ended 31 December, 2023 (hereinafter 'audited separate and consolidated financial statements') are prepared taking into consideration the Commission Delegated Regulation (EU) 2019/815 of 17 December 2018 supplementing Directive 2004/109/EC of the European Parliament and of the Council with regard to regulatory technical standards on the specification of a single electronic reporting format, valid for the year 2023 (hereinafter 'Delegated Regulation').

Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and correct presentation of audited separate and consolidated financial statements in electronic form in accordance with the requirements of the Delegated Regulation and for such internal control as determined necessary by the management, to

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enable the preparation of separate and consolidated financial statements in electronic form that are free from material misstatement, whether due to fraud or error.

Those charged with governance are responsible for overseeing the preparation of audited separate and consolidated financial statements in electronic form in accordance with the requirements of the Delegated Regulation.

Auditor's Responsibility

Our responsibility is to carry out a reasonable assurance engagement and to express the conclusion on whether the audited separate and consolidated financial statements in electronic form are prepared in accordance with the requirements of the Delegated Regulation. We conducted our reasonable assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised) – *Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000)* published by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform the engagement to obtain reasonable assurance for providing a conclusion.

We have conducted the engagement in compliance with independence and ethical requirements as provided by the Regulation EU No. 537/2014 and IESBA Code. The code is based on the principles of integrity, objectivity, professional competence and due diligence, confidentiality and professional conduct. We are in compliance with the International Standard on Quality Management (ISQM 1) and accordingly maintain an overall quality management system, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and statutory requirements.

Summary of Work Performed

Within the scope of the work performed, we have carried out the following audit procedures:

- we have identified and assessed the risk of material non-compliance of audited separate and consolidated financial statements misstatement with the requirements of the Delegated Regulation;
- we have obtained understanding of the internal control processes considered important for our reasonable assurance engagement in order to design appropriate procedures in given circumstances, however, not with the purpose of expressing an opinion on the effectiveness of internal control;
- we have assessed whether the audited separate and consolidated financial statements satisfy the conditions of Delegated Regulations, valid on the reporting date;
 - we have obtained reasonable assurance that the audited separate and consolidated financial statements of the issuer are presented in the electronic XHTML format;
 - we have obtained reasonable assurance that the values and disclosures in the audited consolidated financial statements in the electronic XHTML format are tagged correctly and in the Inline XBRL technology (iXBRL), so that their machine reading can ensure complete and correct information that is included in the audited consolidated financial statements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

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Conclusion

In our opinion, based on the procedures performed and the evidence obtained we believe that the audited separate and consolidated financial statements of the Company and the Group for the year ended 31 December 2023, are in all material respect prepared in accordance with the requirements of the Delegated Regulation.

DELOITTE REVIZIJA d.o.o.
Dunajska cesta 16S
1000 Ljubljana

Barbara Žibret Kralj
Certified auditor

For signature please refer to the original Slovenian version.

Ljubljana, 12 March 2024

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DELOITTE REVIZIJA D.O.O.
Ljubljana, Slovenija 3

1. Financial statements⁹⁰

1.1 Statement of financial position

in EUR

	Notes	Triglav Group			Zavarovalnica Triglav		
		31 December 2023	31 December 2022 adjusted*	1 January 2022 adjusted*	31 December 2023	31 December 2022 adjusted*	1 January 2022 adjusted*
ASSETS		4,099,028,699	3,802,347,752	4,125,426,785	2,945,426,056	2,730,774,810	3,000,522,158
Property, plant and equipment	3.7.1, 2.6	106,828,809	109,865,836	110,131,044	68,609,478	69,115,897	66,759,300
Investment property	3.7.2, 2.6	67,953,773	68,325,487	75,059,591	43,427,181	43,377,173	43,840,055
Right-of-use assets	3.7.3, 2.6	11,113,449	10,192,925	10,781,585	4,356,487	3,940,725	4,548,298
Intangible assets and goodwill	3.7.4, 2.6	54,656,306	53,720,259	54,248,284	30,879,149	30,917,910	31,976,178
Deferred tax assets	3.7.5, 2.6	21,967,548	14,786,228	226,447	12,798,238	10,921,528	0
Investments in subsidiaries	3.3	0	0	0	219,360,367	185,360,343	131,924,683
Investments in associates and jointly controlled companies accounted for using the equity method	3.3, 2.6	37,708,062	37,810,184	36,031,347	37,218,841	37,369,536	35,591,377
Financial investments	3.4, 2.6	2,642,840,770	2,557,183,016	2,917,157,534	1,888,444,496	1,882,599,813	2,260,834,241
– at fair value through other comprehensive income		1,672,966,932	1,634,153,515	1,959,630,084	1,094,172,694	1,143,332,953	1,458,144,468
– at amortised cost		229,559,727	241,005,029	222,389,210	142,843,306	151,767,345	165,556,736
– at fair value through profit or loss		740,314,111	682,024,472	735,138,240	651,428,496	587,499,515	637,133,037
Financial contract assets	3.5, 2.6	674,115,145	613,818,646	643,548,868	259,624,041	234,968,514	249,789,207
– investments at amortised cost		283,215,425	321,859,990	11,225,305	86,215,285	99,398,022	0
– investments at fair value through profit or loss		366,826,746	267,173,099	612,415,548	169,625,986	131,403,313	245,306,210
– receivables from financial contracts		123,066	1,147,412	94,824	83,130	398,787	28,662
– cash from financial contracts		23,949,908	23,638,145	19,813,191	3,699,640	3,768,392	4,454,335
Insurance contract assets	3.1, 2.6	12,093,878	13,137,724	16,975,511	10,958,826	7,395,480	15,186,349
Reinsurance contract assets	3.2, 2.6	327,733,155	189,334,098	162,582,828	305,976,870	167,888,159	136,550,939
Non-current assets held for sale	3.7.6, 2.6	3,129,709	2,184,821	3,814,449	0	0	0
Current corporate income tax assets	3.7.16, 2.6	8,491,524	482,983	350,229	9,302,529	0	564,166
Other receivables	3.7.7, 2.6	37,644,003	50,478,337	28,118,577	20,047,025	35,155,610	11,888,779
Cash and cash equivalents	3.7.8, 2.6	84,420,667	76,066,279	63,028,569	31,679,444	19,296,850	9,458,656
Other assets	3.7.9, 2.6	8,331,901	4,960,929	3,371,922	2,743,084	2,467,272	1,609,930
EQUITY AND LIABILITIES		4,099,028,699	3,802,347,752	4,125,426,785	2,945,426,056	2,730,774,810	3,000,522,158
Equity	3.7.10, 2.6	891,099,983	896,965,702	1,037,163,574	669,221,118	658,949,145	770,656,161
Controlling interests		887,415,730	893,351,576	1,034,827,038	669,221,118	658,949,145	770,656,161
– share capital		73,701,392	73,701,392	73,701,392	73,701,392	73,701,392	73,701,392
– share premium		50,322,579	50,304,673	50,283,747	53,412,884	53,412,884	53,412,884
– reserves from profit		505,102,982	481,833,960	421,633,958	483,762,643	464,762,643	404,562,643
– treasury share reserves		364,680	364,680	364,680	0	0	0
– treasury shares		-364,680	-364,680	-364,680	0	0	0
– accumulated other comprehensive income		-37,415,983	-60,591,408	12,397,963	-29,509,839	-46,309,356	11,657,953
– retained earnings from previous years		306,091,948	418,315,033	404,479,317	68,191,612	164,656,172	190,605,740
– net profit or loss for the year		-7,192,538	-67,037,486	75,439,847	19,662,426	-51,274,590	36,715,549
– translation differences		-3,194,650	-3,174,588	-3,109,186	0	0	0
Non-controlling interests		3,684,253	3,614,126	2,336,536	0	0	0
Subordinated liabilities	3.7.11, 2.6	49,994,402	49,941,796	49,891,466	49,994,402	49,941,795	49,891,466
Deferred tax liabilities	3.7.5, 2.6	1,865,810	2,051,026	26,507,870	0	0	23,796,735
Financial contract liabilities	3.5, 2.6	674,115,145	613,818,646	643,548,868	259,624,041	234,968,514	249,789,207
Insurance contract liabilities	3.1, 2.6	2,330,647,605	2,084,328,485	2,244,772,217	1,885,673,792	1,688,411,267	1,830,687,907
Reinsurance contract liabilities	3.2, 2.6	6,460,600	9,465,062	2,150,020	0	4,052,384	1,830
Provisions	3.7.12, 2.6	30,347,485	33,284,702	26,362,804	14,323,506	17,035,092	14,820,276
Lease liabilities	3.7.3, 2.6	11,665,333	10,593,326	11,148,494	4,573,011	4,054,668	4,643,844
Other financial liabilities		663,442	1,478,259	2,255,152	22,769	22,640	1,690,586
Current corporate income tax liabilities	3.7.16, 2.6	571,555	7,232,517	3,167,125	0	9,697,471	0
Other liabilities	3.7.13, 2.6	101,597,339	93,188,231	78,459,195	61,993,417	63,641,834	54,544,146

* The data for the comparative period are adjusted in accordance with the two new accounting standards, as described in [Section 2.6](#).

⁹⁰ The notes in Section 2, 3 and 4 are an integral part of the financial statements.

1.2 Statement of profit or loss

in EUR

	Notes	Triglav Group		Zavarovalnica Triglav	
		2023	2022 adjusted*	2023	2022 adjusted*
Insurance service result		59,536,977	69,857,166	61,094,042	36,298,582
– insurance income	3.1, 2.6	1,351,186,665	1,206,602,864	775,637,370	690,204,223
– insurance service expenses	3.1, 2.6	-1,323,256,258	-1,032,291,790	-753,990,974	-578,534,383
– net reinsurance service result	3.2, 2.6	31,606,570	-104,453,908	39,447,646	-75,371,258
Investment result	3.4, 2.6	83,831,187	-88,623,501	70,134,725	-81,610,180
– interest income calculated using the effective interest method		35,098,297	26,675,896	21,611,210	17,120,984
– dividend income		2,705,064	4,686,546	2,441,534	4,410,224
– net gains and losses on financial investments		46,406,067	-112,870,867	44,714,780	-98,553,677
– net impairment and reversal of impairment of financial investments		2,291,758	-7,545,764	1,295,450	-5,131,544
– other effects of investing activities		-2,669,999	430,688	71,751	543,833
Financial result from insurance contracts		-69,677,936	82,222,007	-62,784,098	77,009,295
– financial result from insurance contracts	3.1, 2.6	-69,743,454	83,236,356	-62,893,952	77,839,717
– financial result from reinsurance contracts	3.2, 2.6	65,518	-1,014,349	109,854	-830,422
Income from asset management	3.7.14, 2.6	39,685,487	37,468,494	2,854,726	2,735,182
Non-attributable operating expenses	3.6, 2.6	-93,168,469	-89,635,413	-39,248,760	-39,904,751
Net other operating income and expenses	3.7.14, 2.6	1,500,547	-14,555,569	-495,030	-24,758,574
Net other financial income and expenses		-3,691,510	-2,046,113	-2,818,078	-2,536,945
Net impairment and reversal of impairment of non-financial assets	3.3, 2.6	-2,515,516	-818	-2,502,745	-3,920,199
Gains and losses on investments in associates	3.7.15, 2.6	2,242,935	1,842,183	18,585,761	34,543,272
Net other income and expenses		3,316,735	-6,554,977	740,962	3,537,310
Profit or loss before tax		21,060,437	-10,026,541	45,561,505	1,392,992
Tax expense	3.7.16, 2.6	-4,795,242	3,054,107	-6,899,079	7,532,418
NET PROFIT OR LOSS FOR THE PERIOD		16,265,195	-6,972,434	38,662,426	8,925,410
Net earnings per share (basic and diluted)		0.708	-0.301		
Controlling interests		16,076,485	-6,837,486		
Non-controlling interests		188,710	-134,948		

* The data for the comparative period are adjusted in accordance with the two new accounting standards, as described in [Section 2.6](#).

⁹¹ Basic earnings per share are calculated by dividing the shareholders' net profit by the weighted average number of ordinary shares, excluding ordinary shares held by the Company or the Group. The Group and the Company do not have dilutive potential ordinary shares, thus the basic and diluted earnings per share are the same.

1.3 Statement of other comprehensive income

in EUR

	Triglav Group		Zavarovalnica Triglav	
	2023	2022 adjusted*	2023	2022 adjusted*
Net profit for the period after tax	16,265,195	-6,972,434	38,662,426	8,925,410
Other comprehensive income after tax	34,671,532	-50,932,492	28,447,417	-36,512,374
<i>Items that will not be reclassified to profit or loss in future periods</i>	<u>2,819,594</u>	<u>-9,367,539</u>	<u>2,562,939</u>	<u>-8,977,350</u>
Effects of equity instruments measured through other comprehensive income	4,411,447	-13,109,170	4,332,776	-12,621,095
Actuarial gains and losses	-1,522,053	1,450,594	-1,594,009	1,419,041
Other net gains and losses that will not be reclassified to profit or loss in future periods	127,558	0	0	0
Tax on items that will not be reclassified to profit or loss	-197,358	2,291,037	-175,828	2,224,704
<i>Items that may be reclassified to profit or loss in future periods</i>	<u>31,897,933</u>	<u>-41,504,716</u>	<u>25,884,478</u>	<u>-27,535,024</u>
Accumulated insurance finance income and expenses	-49,148,615	178,835,577	-37,049,204	151,102,512
Accumulated reinsurance finance income and expenses	3,647,396	-6,792,479	4,090,372	-10,002,491
Effects of debt instruments measured through other comprehensive income	81,764,009	-221,629,722	62,191,263	-172,788,948
Other items	0	-67,105	0	0
Tax on items that may be reclassified to profit or loss in future periods	-4,364,857	8,149,013	-3,347,953	4,153,903
<i>Translation differences</i>	<u>-45,995</u>	<u>-60,237</u>	<u>0</u>	<u>0</u>
COMPREHENSIVE INCOME FOR THE PERIOD AFTER TAX	50,936,727	-57,904,926	67,109,843	-27,586,964
Controlling interests	50,822,202	-57,416,893		
Non-controlling interests	114,525	-488,033		

* The data for the comparative period are adjusted in accordance with the two new accounting standards, as described in [Section 2.6](#).

1.4 Statement of changes in equity

in EUR

Triglav Group	Share capital	Share premium	Reserves from profit					Accumulated other comprehensive income	Retained earnings	Net profit or loss	Translation differences	Total equity attributable to controlling interests	Equity attributable to non-controlling interests	Total
			Contingency reserves	Legal and statutory reserves	Treasury share reserves	Treasury shares	Other reserves from profit							
As at 1 January 2023	73,701,392	50,304,673	640,340	20,306,674	364,680	-364,680	460,886,946	-60,591,408	418,315,033	-67,037,486	-3,174,588	893,351,576	3,614,126	896,965,702
Comprehensive income for the period after tax	0	0	0	0	0	0	0	23,175,425	11,590,354	16,076,485	-20,062	50,822,202	114,525	50,936,727
– net profit	0	0	0	0	0	0	0	0	0	16,076,485	0	16,076,485	188,710	16,265,195
– other comprehensive income	0	0	0	0	0	0	0	23,175,425	11,590,354	0	-20,062	34,745,717	-74,185	34,671,532
Dividend payment	0	0	0	0	0	0	0	0	-56,775,954	0	0	-56,775,954	-1,135	-56,777,089
Allocation of last year's net profit to retained earnings	0	0	0	0	0	0	0	0	-67,037,485	67,037,485	0	0	0	0
Allocation of net profit to reserves from profit	0	0	0	0	0	0	23,269,022	0	0	-23,269,022	0	0	0	0
Change in Group	0	17,906	0	0	0	0	0	0	0	0	0	17,906	-43,263	-25,357
As at 31 December 2023	73,701,392	50,322,579	640,340	20,306,674	364,680	-364,680	484,155,968	-37,415,983	306,091,948	-7,192,538	-3,194,650	887,415,730	3,684,253	891,099,983

in EUR

Triglav Group	Share capital	Share premium	Reserves from profit					Accumulated other comprehensive income	Retained earnings	Net profit or loss	Translation differences	Total equity attributable to controlling interests	Equity attributable to non-controlling interests	Total
			Contingency reserves	Legal and statutory reserves	Treasury share reserves	Treasury shares	Other reserves from profit							
As at 31 December 2021	73,701,392	50,283,747	640,340	20,306,672	364,680	-364,680	400,686,946	77,834,278	234,588,994	75,439,847	-2,970,993	930,511,223	2,475,645	932,986,868
Impacts of the transition to new accounting standards	0	0	0	-0	0	0	0	-65,436,315	169,890,323	0	-138,193	104,315,815	-139,109	104,176,706
As at 1 January 2022	73,701,392	50,283,747	640,340	20,306,672	364,680	-364,680	400,686,946	12,397,963	404,479,317	75,439,847	-3,109,186	1,034,827,038	2,336,536	1,037,163,574
Comprehensive income for the period after tax	0	0	0	0	0	0	0	-72,989,371	22,471,236	-6,837,486	-61,272	-57,416,893	-488,033	-57,904,926
– net profit	0	0	0	0	0	0	0	0	0	-6,837,486	0	-6,837,486	-134,948	-6,972,434
– other comprehensive income	0	0	0	0	0	0	0	-72,989,371	22,471,236	0	-61,272	-50,579,407	-353,085	-50,932,492
Dividend payment	0	0	0	0	0	0	0	0	-84,030,141	0	0	-84,030,141	-22,199	-84,052,340
Allocation of last year's net profit to retained earnings	0	0	0	0	0	0	0	0	75,439,847	-75,439,847	0	0	0	0
Allocation of net profit to reserves from profit	0	0	0	0	0	0	60,200,000	0	0	-60,200,000	0	0	0	1
Change in Group	0	20,926	0	2	0	0	0	0	-45,226	0	-4,130	-28,428	1,787,822	1,759,394
As at 31 December 2022	73,701,392	50,304,673	640,340	20,306,674	364,680	-364,680	460,886,946	-60,591,408	418,315,033	-67,037,486	-3,174,588	893,351,576	3,614,126	896,965,702

Notes to the changes in Group's equity are included in [Section 3.7.10](#).

in EUR

Zavarovalnica Triglav	Share capital	Share premium	Reserves from profit		Accumulated other comprehensive income	Retained earnings	Net profit or loss	Total
			Legal and statutory reserves	Other reserves from profit				
As at 1 January 2023	73,701,392	53,412,884	4,662,643	460,100,000	-46,309,356	164,656,172	-51,274,590	658,949,145
Comprehensive income for the period after tax	0	0	0	0	16,799,517	11,647,900	38,662,426	67,109,843
– net profit	0	0	0	0	0	0	38,662,426	38,662,426
– other comprehensive income	0	0	0	0	16,799,517	11,647,900	0	28,447,417
Dividend payment	0	0	0	0	0	-56,837,870	0	-56,837,870
Allocation of last year's net profit to retained earnings	0	0	0	0	0	-51,274,590	51,274,590	0
Allocation of net profit to reserves from profit	0	0	0	19,000,000	0	0	-19,000,000	0
As at 31 December 2023	73,701,392	53,412,884	4,662,643	479,100,000	-29,509,839	68,191,612	19,662,426	669,221,118

in EUR

Zavarovalnica Triglav	Share capital	Share premium	Reserves from profit		Accumulated other comprehensive income	Retained earnings	Net profit or loss	Total
			Legal and statutory reserves	Other reserves from profit				
As at 31 December 2021	73,701,392	53,412,884	4,662,643	399,900,000	55,884,634	50,944,831	36,715,549	675,221,933
Impact of the transition to new accounting standards	0	0	0	0	-44,226,681	139,660,909	0	95,434,228
As at 1 January 2022	73,701,392	53,412,884	4,662,643	399,900,000	11,657,953	190,605,740	36,715,549	770,656,161
Comprehensive income for the period after tax	0	0	0	0	-57,967,309	21,454,935	8,925,410	-27,586,964
– net profit	0	0	0	0	0	0	8,925,410	8,925,410
– other comprehensive income	0	0	0	0	-57,967,309	21,454,935	0	-36,512,374
Dividend payment	0	0	0	0	0	-84,120,052	0	-84,120,052
Allocation of last year's net profit to retained earnings	0	0	0	0	0	36,715,549	-36,715,549	0
Allocation of net profit to reserves from profit	0	0	0	60,200,000	0	0	-60,200,000	0
As at 31 December 2022	73,701,392	53,412,884	4,662,643	460,100,000	-46,309,356	164,656,172	-51,274,590	658,949,145

Notes to the changes in Company's equity are included in [Section 3.7.10](#).

1.5 Cash flow statement

in EUR

	Triglav Group		Zavarovalnica Triglav	
	2023	2022 adjusted*	2023	2022 adjusted*
A. CASH FLOWS FROM OPERATING ACTIVITIES				
a. Net profit	16,265,195	-6,972,434	38,662,426	8,925,410
b. Adjustments:				
– depreciation and amortisation	25,346,177	26,537,016	17,308,515	17,097,319
– financial income/expenses from financial investments	-86,501,186	89,054,189	-86,454,374	49,452,245
– income from investment property	-7,441,237	-9,106,100	-6,195,418	-6,116,290
– gains/losses on the sale of property, plant and equipment, intangible assets and investment property	-889,656	-9,045,260	-602,110	-364,792
– revaluation operating income/expenses	589,248	440,237	2,506,191	3,922,362
– other financial expenses	3,230,618	3,007,931	2,601,749	2,623,857
– change in other provisions	-8,117,440	9,841,675	-4,334,041	4,587,460
– corporate income tax excluding the change in deferred taxes	14,792,092	25,148,410	10,092,384	20,633,936
c. Net income before changes in net operating assets (a+b)	-42,726,189	128,905,664	-26,414,678	100,761,507
Net change in insurance and reinsurance contracts	66,797,983	-34,994,768	22,766,477	-47,481,421
Change in other receivables and assets	-6,163,625	-25,549,950	-1,366,462	-21,913,864
Change in other liabilities	-19,561,028	23,928,117	32,070,326	8,802,803
Paid corporate income tax	-29,461,595	-19,743,890	-29,086,200	-10,934,058
d. Changes in net operating assets – operating items of the statement of financial position	11,611,735	-56,360,491	24,384,141	-71,526,540
e. Net cash flow from operating activities (c+d)	-31,114,454	72,545,173	-2,030,537	29,234,967
B. CASH FLOWS FROM INVESTING ACTIVITIES				
a. Cash inflows from investing activities	770,193,056	882,082,442	474,458,520	700,930,807
Cash inflows from interest from investing activities	35,330,665	26,677,171	16,422,489	21,105,908
Cash inflows from dividends and profit sharing	2,767,739	4,698,399	18,895,609	37,123,845
Cash inflows from investment property	7,862,736	24,592,229	6,384,208	6,269,595
Cash inflows from the disposal of property, plant and equipment	2,610,538	552,243	977,869	486,980
Cash inflows from the disposal of financial investments	721,621,378	825,562,400	431,778,345	635,944,479
b. Cash outflows from investing activities	-667,224,400	-852,255,389	-399,702,306	-632,774,776
Cash outflows for the acquisition of intangible assets	-13,920,475	-12,386,110	-10,247,679	-9,111,857
Cash outflows for the acquisition of property, plant and equipment	-7,475,198	-10,121,169	-5,025,021	-6,856,365
Cash outflows for the purchase of investment property	-1,915,560	-2,586,628	-1,622,882	-1,152,492
Cash outflows for the acquisition of financial investments	-643,913,167	-827,161,482	-382,806,724	-615,654,062
– cash outflows for investments in subsidiaries and other companies	-25,352	-35,987	-34,000,023	-57,355,448
– other cash outflows for the acquisition of financial investments	-643,887,815	-827,125,495	-348,806,701	-558,298,614
c. Net cash flow from investing activities (a+b)	102,968,656	29,827,053	74,756,214	68,156,031
C. CASH FLOWS FROM FINANCING ACTIVITIES				
a. Cash inflows from financing activities	0	0	0	0
b. Cash outflows for financing activities	-63,499,814	-89,334,516	-60,343,083	-87,552,804
Cash outflows for interest paid	-2,973,984	-2,625,553	-2,195,486	-2,266,934
Cash outflows for payments of financial liabilities	-3,748,740	-2,656,625	-1,309,727	-1,165,822
Cash outflows for dividend payments and other participation in profits	-56,777,090	-84,052,338	-56,837,870	-84,120,048
c. Total cash flows from financing activities (a+b)	-63,499,814	-89,334,516	-60,343,083	-87,552,804
D. Opening balance of cash and cash equivalents	76,066,279	63,028,569	19,296,850	9,458,656
E. Net cash flow for the period	8,354,388	13,037,710	12,382,594	9,838,194
F. Closing balance of cash and cash equivalents	84,420,667	76,066,279	31,679,444	19,296,850

* The data for the comparative period are adjusted in accordance with the two new accounting standards, as described in [Section 2.6](#).

** Exchange rate differences are already included in specific items.

2. Notes to the financial statements

2.1 Profile of Zavarovalnica Triglav and Triglav Group

2.1.1 About Zavarovalnica Triglav

Zavarovalnica Triglav, d.d. (hereinafter: Zavarovalnica Triglav or the Company or the controlling company) is a public limited company, with its head office at Miklošičeva 19 in Ljubljana, Slovenia. The Company is entered in the Companies Register at the Ljubljana District Court. The Triglav Group is the leading insurance and financial group in Slovenia and the Adria region as well as one of the leading groups in South-East Europe.

Its shares are listed on the Ljubljana Stock Exchange, under the ticker symbol ZVTG. The Company's largest shareholders are Zavod za pokojninsko in invalidsko zavarovanje Slovenije (Pension and Disability Insurance Institute of Slovenia) and Slovenski državni holding, d.d. (Slovenian Sovereign Holding), which on 31. December 2023 hold 34.47% and 28.09% of the share capital respectively.

Zavarovalnica Triglav is a composite insurance company that conducts life and non-life insurance business. In accordance with the Pension and Disability Insurance Act (ZPIZ-2), the Company also provides pension insurance and other ancillary services with regard to insurance products and pension funds in the framework of life insurance.

In the life insurance segment, the following funds, which are kept separately, operated in 2023:

- Skupina kritnih skladov PDPZ (registered number 5063345032), which includes three guarantee funds, within which the lifecycle investment policy is implemented. The pension schemes for group supplemental voluntary pension insurance with the designations PN-ZT-01/15-9, PN-ZT-03/15-9 and PN-ZT-05/15-9 and for individual supplemental voluntary pension insurance with the designations PN-ZT-02/15-9, PN-ZT-02/15-9, PN-ZT-04/15-9 and PN-ZT-06/15-9 are implemented in all three guarantee funds. The following guarantee funds operate in Skupina kritnih skladov PDPZ:
 - Triglav PDPZ – zajamčeni guarantee fund (registered number 5063345029);
 - Triglav PDPZ – zmerni guarantee fund (registered number 5063345030);
 - Triglav PDPZ – drzni guarantee fund (registered number 5063345031);
- PDPZ guarantee fund in the period of pension annuity payout – renta 1 (registered number 5063345028);
- PDPZ guarantee fund in the period of pension annuity payout – renta 2 (registered number 5063345033);
- Unit linked fund where policyholders bear investment risk (registered number 5063345023).

The manager of the Triglav PDPZ – zmerni and Triglav PDPZ – drzni guarantee funds is Triglav Skladi d.o.o. Zavarovalnica Triglav manages the rest of the abovementioned guarantee funds. Custodial services are provided by the custodial bank.

The Company established a branch in Greece in 2023 under the name Zavarovalnica Triglav, d.d. – Greek Branch.

2.1.2 Management and supervisory bodies

The Company has a two-tier governance system, according to which it is managed by the Management Board whose work is monitored and supervised by the Supervisory Board. The Company's management and supervisory bodies are the General Meeting of Shareholders, the Supervisory Board and the Management Board, and the following Supervisory Board committees: the Audit Committee, the Appointment and Remuneration Committee, the Strategy Committee and the Nomination Committee.

In accordance with the Articles of Association, Zavarovalnica Triglav has a nine-member Supervisory Board, whose members in 2023 were:

- Andrej Andoljšek, Chairman,
- Igor Stebernak, Vice Chairman,
- Tomaž Benčina, Member,
- Jure Valjavec, Member,
- Monica Cramer Manhem, Member,
- Tim Umberger, Member,
- Aleš Košiček, Member – Employee Representative and
- Janja Strmljan Čevnja, Member – Employee Representative.

The Management Board directs, represents and acts on behalf of Zavarovalnica Triglav, independently and on its own responsibility. In compliance with the Articles of Association, the Supervisory Board appoints three to six Management Board members.

In 2023, the Management Board was composed of:

- Andrej Slapar, President,
- Uroš Ivanc, Member,
- Tadej Čoroli, Member,
- Marica Makoter, Member and
- Blaž Jakič, Member.

The powers of individual bodies are set out in the Companies Act (ZGD-1), and they are defined in greater detail in the Company's Articles of Association and the rules of procedure of individual bodies.

It is the responsibility of the Management Board to compile and approve the annual report. The audited annual report is approved by the Supervisory Board. In the event that the Supervisory Board fails to approve the annual report, the General Meeting of Shareholders decides on the adoption of the annual report.

The Management Board approved the audited annual report for the financial year ended 31 December 2023 on 12 March 2024. The annual report is published on the Company's website (www.triglav.eu).

2.1.3 Data on employees

In 2023, the Group employed an average of 5,190 employees (2022: 5,286), of which 2,239 were employees of Zavarovalnica Triglav (2022: 2,231).

As at 31 December 2023, the Group employed 5,318 employees (31 December 2022: 5,306), of which 2,243 were employees of Zavarovalnica Triglav (31 December 2022: 2,243).

The number of employees within the Group and at Zavarovalnica Triglav based on their level of education is shown in the table below.

Education level	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
2–5 Upper secondary or general education or below	2,181	2,204	746	772
6/1 First-cycle education/professional higher education	521	527	353	363
6/2 First-cycle education	824	809	479	458
7 Second-cycle education	1,552	1,530	565	551
8/1 Third-cycle education/master's degree in science	218	214	92	90
8/2 Third-cycle education/doctoral degree in science	22	22	8	9
TOTAL	5,318	5,306	2,243	2,243
Number of employees (full time equivalent)	5,190	5,177	2,215	2,213

2.1.4 About the Triglav Group

Zavarovalnica Triglav is the controlling company of the Triglav Group (hereinafter: the Group), therefore, in addition to the separate financial statements of the Company, it also compiles the consolidated financial statements of the Group.

The Group's two key strategic business segments are insurance and asset management. The Triglav Group is the leading insurance and financial group in Slovenia and the Adria region as well as one of the leading groups in South-East Europe.

Triglav Group subsidiaries⁹²

Company	Address	Tax rate (in %)	Activity	Equity stake (in %)		Share of voting rights (in %)	
				2023	2022	2023	2022
Pozavarovalnica Triglav RE, d.d.	Miklošičeva cesta 19, Ljubljana, Slovenija	19	Reinsurance	100.00	100.00	100.00	100.00
Triglav, Zdravstvena zavarovalnica, d.d.	Dunajska cesta 22, Ljubljana, Slovenija	19	Insurance	100.00	100.00	100.00	100.00
Triglav Osiguranje, d.d., Zagreb	Antuna Heinza 4, Zagreb, Hrvatska	18	Insurance	100.00	100.00	100.00	100.00
Triglav Osiguranje, d.d., Sarajevo	Dolina 8, Sarajevo, Bosna in Hercegovina	10	Insurance	97.78	97.78	98.87	98.87
Lovčen Osiguranje, a.d., Podgorica	Ulica slobode 13a, Podgorica, Črna gora	9-15	Insurance	99.07	99.07	99.07	99.07
Lovčen životna osiguranja, a.d., Podgorica	Ulica Marka Miljanova 29/III, Podgorica, Črna gora	9-15	Insurance	99.07	99.07	99.07	99.07
Triglav Osiguranje, a.d.o., Beograd	Milutina Milankovića 7a, Beograd, Srbija	15	Insurance	100.00	100.00	100.00	100.00
Triglav Osiguranje, a.d., Banja Luka	Ulica Prvog krajiškog korpusa 29, Banja Luka, Bosna in Hercegovina	10	Insurance	97.78	100.00	100.00	100.00
Triglav Osiguruvanje, a.d., Skopje	Bulevar 8-mi Septemvri 16, Skopje, Severna Makedonija	10	Insurance	82.01	81.69	82.01	81.69
Triglav Osiguruvanje Život, a.d., Skopje	Bulevar 8-mi Septemvri 18, Skopje, Severna Makedonija	10	Insurance	97.43	97.38	97.43	97.38
Triglav penzisko društvo, a.d., Skopje	Bulevar 8-mi septemvri 18, Skopje, Severna Makedonija	10	Fund management	100.00	100.00	100.00	100.00
Triglav, pokojninska družba, d.d.	Dunajska cesta 22, Ljubljana, Slovenija	0	Fund management	100.00	100.00	100.00	100.00
Triglav INT, d.o.o.	Dunajska cesta 22, Ljubljana, Slovenija	19	Holding company	100.00	100.00	100.00	100.00
Triglav Skladi, d.o.o.	Dunajska cesta 20, Ljubljana, Slovenija	19	Fund management	100.00	100.00	100.00	100.00
Triglav Avtoservis, d.o.o.	Verovškova 60b, Ljubljana, Slovenija	19	Maintenance and repair of motor vehicles	100.00	100.00	100.00	100.00
Triglav Svetovanje, d.o.o.	Ljubljanska cesta 86, Domžale, Slovenija	19	Insurance agency	100.00	100.00	100.00	100.00
Triglav, Upravljanje nepremičnin, d.o.o.	Dunajska cesta 22, Ljubljana, Slovenija	19	Real estate management	100.00	100.00	100.00	100.00
Triglav Savjetovanje, d.o.o., Sarajevo	Dolina 8, Sarajevo, Bosna in Hercegovina	10	Insurance agency	97.78	97.78	98.87	98.87
Triglav Savjetovanje, d.o.o., Zagreb	Sarajevska cesta 60, Zagreb, Hrvatska	18	Insurance	100.00	100.00	100.00	100.00
Triglav Savetovanje, d.o.o., Beograd	Zelengorska 1g, Beograd, Srbija	15	Insurance agency	100.00	100.00	100.00	100.00
Autocentar BH, d.o.o.	Džemala Bijedića 165b, Sarajevo, Bosna in Hercegovina	10	Maintenance and repair of motor vehicles	97.78	97.78	98.87	98.87
Sarajevostan, d.o.o.	Džemala Bijedića 147, Sarajevo, Bosna in Hercegovina	10	Real estate management	90.95	90.95	91.97	91.97
Lovčen auto, d.o.o., Podgorica	Novaka Miloševa 6/2, Podgorica, Črna gora	9-15	Maintenance and repair of motor vehicle	99.07	99.07	99.07	99.07
Triglav upravljanje nekretninama, d.o.o., Zagreb	Ulica Josipa Marohnića 1/1, Zagreb, Hrvatska	18	Real estate management	100.00	100.00	100.00	100.00
Triglav upravljanje nekretninama, d.o.o., Podgorica	Džordža Vašingtona 44, Podgorica, Črna gora	9-15	Real estate management	100.00	100.00	100.00	100.00
Triglav upravljanje nekretninama, d.o.o., Sarajevo	Dolina 8, Sarajevo, Bosna in Hercegovina	10	Real estate management	100.00	100.00	100.00	100.00
TRIGLAV upravljanje so nedvižen imot DOOEL, Skopje	Dame Gruev št. 8, Skopje, Severna Makedonija	10	Real estate management	100.00	-	100.00	-
Triglav Fondovi, d.o.o., Sarajevo	Ulica Mehmed-paše Sokolovića 15, Sarajevo, Bosna in Hercegovina	10	Fund management	62.54	62.54	62.54	62.54
Triglav zdravje asistencija, d.o.o., Ljubljana	Dunajska cesta 22, Ljubljana, Slovenija	19	Other human health activities	100.00	100.00	100.00	100.00
Zavod Vse bo v redu	Miklošičeva cesta 19, Ljubljana, Slovenija	19	Corporate Social Responsibility Institute	100.00	100.00	100.00	100.00

⁹² All subsidiaries except Zavod Vse bo v redu, which is not material for the Group, are included in the consolidated financial statements according to the full consolidation method. GRI 207-4.

Condensed financial statements of the Triglav Group companies

in EUR

Company	Assets		Liabilities		Equity		Income		Net profit/loss	
	2023	2022 adjusted*	2023	2022 adjusted*	2023	2022 adjusted*	2023	2022 adjusted*	2023	2022 adjusted*
Pozavarovalnica Triglav Re, d.d., Ljubljana	410,277,992	282,130,250	311,869,723	189,080,421	98,408,269	93,049,829	439,210,534	249,980,810	5,063,016	6,943,222
Triglav, Zdravstvena zavarovalnica, d.d., Ljubljana	79,728,538	86,327,285	40,187,489	49,682,106	39,541,049	36,645,178	213,523,824	206,099,017	-24,444,673	-2,585,365
Triglav Osiguranje, d.d., Zagreb	190,787,223	172,100,828	148,449,013	134,993,977	42,338,210	37,106,851	106,955,946	103,781,919	-3,858,646	-1,288,501
Triglav Osiguranje, d.d., Sarajevo	83,912,383	74,739,851	57,836,201	48,161,294	26,076,182	26,578,557	33,085,377	26,118,319	1,118,581	912,122
Lovćen Osiguranje, a.d., Podgorica	52,294,433	48,021,698	31,236,313	30,744,165	21,058,120	17,277,533	38,602,238	40,108,683	2,347,486	3,646,277
Lovćen životna osiguranja, a.d., Podgorica	9,446,837	7,825,978	5,258,146	3,506,413	4,188,691	4,319,565	4,039,491	4,454,307	-513,512	318,002
Triglav Osiguranje, a.d.o., Beograd	88,533,209	73,084,005	58,802,788	45,467,739	29,730,421	27,616,266	107,330,259	84,300,667	1,799,380	4,267,246
Triglav Osiguranje, a.d., Banja Luka	14,680,050	12,992,268	9,757,036	7,839,361	4,923,014	5,152,907	8,772,472	7,226,135	174,676	63,918
Triglav Osiguruvanje, a.d., Skopje	42,735,186	33,906,018	28,093,194	20,012,037	14,641,992	13,893,981	34,797,946	17,650,515	884,217	581,293
Triglav Osiguruvanje Život, a.d., Skopje	14,700,851	10,682,151	8,131,485	4,276,898	6,569,366	6,405,253	3,513,193	1,782,931	88,221	433,795
Triglav penzisko društvo, a.d., Skopje	3,938,167	3,337,877	192,283	158,530	3,745,884	3,179,347	914,821	519,140	-426,828	-658,779
Triglav, pokojninska družba, d.d., Ljubljana	482,831,854	444,936,402	419,510,811	387,175,730	63,321,043	57,760,672	9,586,894	5,259,683	4,599,439	-4,665,374
Triglav INT, d.o.o., Ljubljana	78,123,520	67,880,648	41,280	23,949	78,082,240	67,856,699	118	977,783	-274,458	-13,237,778
Triglav Skladi, d.o.o., Ljubljana	61,691,354	66,882,379	8,213,384	6,968,200	53,477,970	59,914,179	34,354,497	30,861,198	8,538,042	2,469,356
Triglav Avtoservis, d.o.o., Ljubljana	1,752,461	1,280,682	1,570,356	1,129,953	182,105	150,729	4,352,568	3,145,332	35,097	9,836
Triglav Svetovanje, d.o.o., Domžale	2,303,025	1,899,366	1,743,216	1,467,292	559,809	432,074	6,609,337	5,704,023	133,639	105,395
Triglav, Upravljanje nepremičnin, d.o.o., Ljubljana	29,406,171	29,055,430	2,585,145	3,442,253	26,821,026	25,613,177	4,815,090	15,994,113	1,214,903	10,527,056
Triglav Savjetovanje, d.o.o., Sarajevo	259,436	268,101	239,082	258,193	20,354	9,908	659,640	695,683	10,445	7,213
Triglav Savjetovanje, d.o.o., Zagreb	99,470	54,413	15,130	91,441	84,340	-37,028	373,596	370,325	-67,811	-126,524
Triglav Savetovanje, d.o.o., Beograd	85,345	91,746	56,631	95,375	28,714	-3,629	656,700	688,402	-4,296	-37,822
Autocentar BH, d.o.o., Sarajevo	2,833,784	2,574,025	769,430	530,336	2,064,354	2,043,689	1,760,693	1,764,978	71,795	82,924
Sarajevostan, d.o.o., Sarajevo	1,891,436	1,890,500	634,805	709,063	1,256,631	1,181,437	2,012,082	1,913,453	75,198	223,607
Lovćen auto, d.o.o., Podgorica	5,009,689	4,824,902	1,585,356	1,439,562	3,424,333	3,385,340	2,433,506	2,325,018	38,993	94,833
Triglav upravljanje nekretninama, d.o.o., Zagreb	523,837	456,763	731	728	523,106	456,035	123,473	1,048	67,074	-834
Triglav upravljanje nekretninama, d.o.o., Podgorica	619,201	790,983	80,022	194,397	539,179	596,586	26,866	12,248	-57,408	-116,225
Triglav upravljanje nekretninama, d.o.o., Sarajevo	1,255,589	990,356	300,675	5,169	954,914	985,187	77,346	8,397	-30,270	-13,521
TRIGLAV upravljanje so nedvižen imot DOOEL, Skopje	3,194	-	0	-	3,194	-	0	-	-1,800	-
Triglav Fondovi, d.o.o., Sarajevo	4,156,529	4,181,525	72,903	20,242	4,083,626	4,161,283	520,201	144,563	-77,658	-786,808
Triglav zdravje asistencija, d.o.o., Ljubljana	3,714,997	6,100	1,169,220	599	2,545,777	5,501	1,069,490	2,455	47,777	-1,998
Zavod Vse bo v redu	240,727	98,730	10,593	0	230,135	98,730	182,256	364,907	131,405	-44,898

* The data for the comparative period are adjusted in accordance with the two new accounting standards, as described in [Section 2.6](#). The table shows the data before the elimination of intercompany transactions and other consolidation adjustments.

Non-controlling interests in the Triglav Group companies

Company	Non-controlling interest in capital (in %)		Voting rights of non-controlling interests (in %)		Net profit or loss attributable to non-controlling interest holders (in EUR)		Retained earnings attributable to non-controlling interest holders (in EUR)	
	2023	2022	2023	2022	2023	2022 adjusted*	2023	2022 adjusted*
Triglav Osiguranje, d.d., Sarajevo	2.22	2.22	1.13	1.13	26,536	19,309	414,294	447,531
Triglav Osiguruvanje, a.d., Skopje	17.99	18.31	17.99	18.31	159,072	106,457	1,407,360	1,325,064
Lovćen Osiguranje, a.d., Podgorica	0.93	0.93	0.93	0.93	21,832	33,910	572,076	536,916
Lovćen životna osiguranja, a.d., Podgorica	0.93	0.93	0.93	0.93	-4,776	2,957	85,452	86,668
Triglav Osiguranje, a.d., Banja Luka	2.22	-	-	-	3,878	-	3,836	-
Triglav Savjetovanje, d.o.o., Sarajevo	2.22	2.22	1.13	1.13	232	160	-19,230	-19,462
Autocentar BH, d.o.o., Sarajevo	2.22	2.22	1.13	1.13	1,594	816	-142,651	-143,109
Lovćen auto, d.o.o., Podgorica	0.93	0.93	0.93	0.93	363	882	-398,132	-398,495
Triglav Osiguruvanje Život, a.d., Skopje	2.57	2.62	2.57	2.62	2,268	11,353	-5,769	-10,296
Sarajevostan, d.o.o., Sarajevo	9.05	9.05	8.03	8.03	6,801	-16,063	237,293	230,492
Triglav Fondovi, d.o.o., Sarajevo	37.46	37.46	37.46	37.46	-29,090	-294,728	1,529,724	1,558,817
TOTAL					188,710	-134,947	3,684,253	3,614,126

* Opening balances are recalculated in accordance with the two new accounting standards, as described in [Section 2.6](#).

The two Group companies holding a significant non-controlling interest are Triglav Osiguruvanje, a.d., Skopje and Triglav Fondovi, d.o.o., Sarajevo. Their key financial information is presented below.

	in EUR					in EUR			
	Triglav Osiguruvanje a.d., Skopje		Triglav Fondovi d.o.o., Sarajevo			Triglav Osiguruvanje a.d., Skopje		Triglav Fondovi d.o.o., Sarajevo	
	31 Dec 2023	31 Dec 2022 adjusted*	31 Dec 2023	31 Dec 2022 adjusted*		2023	2022 adjusted*	2023	2022 adjusted*
CONDENSED BALANCE SHEET					CONDENSED COMPREHENSIVE INCOME				
Current assets	2,549,100	2,304,680	245,596	218,933	Net profit or loss for the year	884,217	581,293	-77,658	-786,808
Current liabilities	2,018,497	2,102,737	72,823	19,044	Other comprehensive income	-136,212	-2,308,472	0	0
Net current assets/liabilities	530,603	201,943	172,773	199,889	Total comprehensive income	748,005	-1,727,181	-77,658	-786,808
Non-current assets	40,186,086	31,601,338	3,910,933	3,962,592					
Non-current liabilities	26,074,697	17,909,300	80	1,198					
Net non-current assets/liabilities	14,111,389	13,692,038	3,910,853	3,961,394					
Net assets	14,641,992	13,893,981	4,083,626	4,161,283					

Associates and joint ventures of the Group and the Company

Company	Address	Tax rate (in%)	Activity
Nama, d.d.	Tomšičeva 1, Ljubljana, Slovenija	19	Retail trade
Triglavko, d.o.o.	Ulica XXX. divizije 23, Nova Gorica, Slovenija	19	Insurance agency
TRIGAL, upravljanje naložb in svetovanje, d.o.o.	Dunajska cesta 22, Ljubljana, Slovenija	19	Management of financial funds
Društvo za upravljanje EDPF, a.d., Banja Luka	Kralja Petra I Karađorđevića 109/III Banja Luka, Bosna in Hercegovina	10	Fund management
Diagnostični center Bled, d.o.o.	Pod skalo 4, Bled, Slovenija	19	Health
Alifenet d.o.o.	Dunajska cesta 22, Ljubljana, Slovenija	19	Fund management

Company	Triglav Group						Zavarovalnica Triglav					
	Share in capital (in %)		Voting rights (in %)		Investment value (in EUR)		Voting rights (in %)		Share in capital (in %)		Investment value (in EUR)	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Nama, d.d.	39.15	39.15	39.15	39.15	4,648,981	4,496,424	39.07	39.07	39.07	39.07	4,648,981	4,496,424
Triglavko, d.o.o.	38.47	38.47	38.47	38.47	18,509	18,560	38.47	38.47	38.47	38.47	18,509	18,560
TRIGAL, upravljanje naložb in svetovanje, d.o.o.	49.90	49.90	49.90	49.90	10,925,240	10,925,240	49.90	49.90	49.90	49.90	10,925,240	10,925,240
Društvo za upravljanje EDPF, a.d.	34.00	34.00	34.00	34.00	489,221	440,648	0.00	0.00	0.00	0.00	0	0
Diagnostični center Bled, d.o.o.	50.00	50.00	50.00	50.00	21,560,000	21,856,110	50.00	50.00	50.00	50.00	21,560,000	21,856,110
Alifenet, d.o.o.	23.58	23.58	23.58	23.58	66,111	73,202	23.58	23.58	23.58	23.58	66,111	73,202
TOTAL					37,708,062	37,810,184					37,218,841	37,369,536

Company	in EUR									
	Assets		Liabilities		Equity		Revenues		Profit/loss	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Nama, d.d. *	13,526,992	13,319,084	1,904,376	2,083,400	11,622,617	11,235,685	11,850,849	11,326,818	475,421	459,994
TRIGAL, upravljanje naložb in svetovanje, d.o.o.	23,869,050	23,607,734	1,080,653	1,274,288	22,788,397	22,333,446	1,611,679	1,385,607	-197,760	442,652
Društvo za upravljanje EDPF, a.d.	1,473,860	1,308,881	52,182	30,118	1,421,679	1,278,763	472,669	337,902	142,863	-59,835
Diagnostični center Bled, d.o.o.*	53,009,611	46,359,219	20,190,187	17,491,895	32,819,424	28,867,324	36,110,809	30,401,886	3,957,023	2,737,150

Presented below are the condensed balance sheet and comprehensive income for material investments in associates.

in EUR

	Diagnostični center Bled d.o.o.		NAMA d.d.		TRIGAL d.o.o.	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
CONDENSED BALANCE SHEET						
Current assets	7,379,416	9,055,669	7,263,214	6,557,127	2,945,650	4,608,767
Current liabilities	7,414,397	6,757,176	1,467,430	1,384,924	344,565	283,850
Net current assets/liabilities	-34,981	2,298,493	5,795,784	5,172,203	2,601,085	4,324,917
Non-current assets	45,630,195	37,303,550	6,263,778	6,761,957	20,923,400	18,998,967
Non-current liabilities	12,775,790	10,734,719	436,946	698,476	736,088	990,438
Net non-current assets/liabilities	32,854,405	26,568,831	5,826,832	6,063,482	20,187,312	18,008,529
Net assets	32,819,424	28,867,324	11,622,616	11,235,685	22,788,397	22,333,446
CONDENSED COMPREHENSIVE INCOME	2023	2022	2023	2022	2023	2022
Net profit or loss for the year	3,957,023	2,737,150	475,421	459,994	-197,760	442,652
Other comprehensive income	0	0	73,644	-74,031	0	0
Total comprehensive income	3,957,023	2,737,150	549,065	385,963	-197,760	442,652
Dividends from associates for the year	0	0	63,345	63,345	0	0

Changes in the structure of the Triglav Group in 2023

Changes in the operations of Triglav Zdravstvena zavarovalnica d.d., Ljubljana and related capital increase

In April 2023, the legislative framework for the existing supplemental health insurance system was changed in Slovenia, which significantly affected Triglav Zdravstvena zavarovalnica's operations and its capital adequacy. As a result, Zavarovalnica Triglav d.d., as the sole shareholder, increased the capital of said insurer in the amount of EUR 22,500,000 and thus retained its 100% participating interest. Changes in the operations of Triglav, Zdravstvena zavarovalnica d.d. are described in detail in [Section 8.3 of the Business Report](#), which is part of the Group's and the Company's Annual Report.

Capital increase of Triglav Savjetovanje d.o.o., Zagreb

Triglav Osiguranje d.d., Zagreb increased the capital of Triglav Savjetovanje d.o.o., Zagreb through the in-cash contribution of EUR 189,180. With the capital increase, Triglav Osiguranje d.d., Zagreb remained a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Purchase of shares of Triglav Osiguruvanje a.d., Skopje from non-controlling interest holders

Triglav INT d.o.o., Ljubljana acquired a 0.32% participating interest from the non-controlling interest holders of Triglav Osiguruvanje a.d., Skopje, thereby becoming its 82.01% owner. The consideration totalled MAK 1,605,441 or EUR 25,350. The effect of the acquisition of the non-controlling interest was recognised in the consolidated financial statements as an increase in share premium of EUR 17,906.

Capital increase of Triglav Savetovanje d.o.o., Belgrade

Triglav Osiguranje d.d., Belgrade increased the capital of Triglav Savetovanje d.o.o., Belgrade through the in-cash contribution of RSD 4,300,000 or EUR 36,705. With the capital increase, Triglav Osiguranje d.d., Belgrade remained a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Capital increase of Triglav zdravje asistenca, družba za zdravstveno dejavnost d.o.o.

Triglav Zdravstvena zavarovalnica, d.d. increased the capital of Triglav zdravje asistenca d.o.o. in the amount of EUR 2,492,500, thereby remaining a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Capital increase of Triglav penzisko društvo a.d., Skopje

Zavarovalnica Triglav d.d. increased the capital of Triglav penzisko društvo a.d., Skopje with an in-cash contribution of EUR 1,000,000, thus remaining a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Capital increase of Triglav INT, holdinška družba d.o.o., Ljubljana

Zavarovalnica Triglav d.d. increased the capital of Triglav INT, holdinška družba d.o.o., Ljubljana with an in-cash contribution of EUR 10,500,000, thus remaining a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Capital increase of Triglav Osiguranje d.d., Zagreb

Triglav INT, holdinška družba d.o.o., Ljubljana increased the capital of Triglav Osiguranje d.d., Zagreb in the amount of EUR 10,500,000. The capital increase was raised through an in-cash contribution. Triglav INT, holdinška družba d.o.o., Ljubljana remained a 100% owner of said company. The capital increase had no impact on the Group's consolidated financial statements.

Transfer of the participating interest in Triglav Osiguranje a.d., Banja Luka

Triglav INT, holdinška družba d.o.o., Ljubljana, sold its 100% participating interest in Triglav Osiguranje d.d., Banja Luka. As a result, Triglav Osiguranje d.d., Sarajevo became a 100% owner of Triglav Osiguranje a.d., Banja Luka. This transaction had no significant impact on the Triglav Group's consolidated financial statements.

Establishment of Triglav, upravuvanje so nedvižen imot DOOEL Skopje

Triglav, Upravljanje nepremičnin d.o.o., Ljubljana established the Triglav, upravuvanje so nedvižen imot DOOEL Skopje, in which it holds a 100% participating interest. The new company is included in the Triglav Group's consolidated financial statements under the full consolidation method.

2.2 Bases for the preparation of financial statements

2.2.1 Statement of compliance

The Group's consolidated financial statements and the Company's separate financial statements for the financial year ended 31 December 2023 were prepared in accordance with International Financial Reporting Standards (hereinafter: IFRS) as adopted by the EU.

The Group's and the Company's financial statements were also prepared in accordance with the requirements of the Companies Act (ZGD-1), the Insurance Act (ZZavar-1) and its implementing regulations.

2.2.2 Bases for measurement and classification

The financial statements were prepared under the going concern assumption and taking into account the requirements of adequacy, reliability, comprehensibility and comparability of financial information. Furthermore, they were compiled on the historical cost or amortised cost basis, except in the case of financial instruments recognised at fair value through profit or loss and financial instruments recognised at fair value through other comprehensive income, which are measured at fair value.

The financial year is the same as the calendar year.

For the preparation of the statement of financial position, individual items are classified into groups of assets and liabilities depending on their nature, listed in the order of their liquidity and/or maturity. In additional disclosures current and non-current assets as well as current and non-current liabilities are disclosed as separate items, depending on whether they are expected to be paid or settled within 12 months of the balance sheet date (current) or after more than 12 months from the balance sheet date (non-current).

Financial assets and liabilities on the statement of financial position are offset only when there is a legal right and intent for net settlement, or when the assets are realised and the liabilities are settled simultaneously. Income and expenses on the income statement are not offset, except if so required by standards and notes or if this is specified in the Company's accounting policies.

The financial statements are presented in euros, which is the Group's presentation currency. The amounts in the financial statements are rounded to one euro.

2.2.3 Verifying the going concern assumption

When preparing the financial statements, an assessment was made of the ability of both the Group and the Company to continue as a going concern due to the persisting deteriorated general economic and geopolitical situation.

Based on the assessments it can be confirmed that, in the given situation, the Triglav Group remains financially stable and adequately liquid, and that the going concern assumption is appropriate.

2.3 Bases for consolidation

In addition to the separate financial statements, the Company compiles the consolidated financial statements of the Group. The Group's consolidated financial statements include all companies directly or indirectly controlled by the Company, with the exception of those that are not material for the Group's consolidated financial statements.

Zavarovalnica Triglav controls a company if all the following three elements of control are met:

- it has influence over the company (directs important activities that significantly affect the company's returns) by virtue of voting rights based on equity instruments or by virtue of other rights arising from contractual agreements,
- it is exposed to variable returns or has the right to variable returns from its participation in the company and
- it is able, through its influence over the company, to influence the amount of its return.

An assessment of the existence of control of an individual company is performed once a year or if the facts and circumstances show that one or more of the three elements of control have changed.

Subsidiaries are included in the consolidated financial statements under the full consolidation method from the acquisition date.

The assets and liabilities of a subsidiary are measured at fair value on initial consolidation. Any difference between the market value of the business combination and the acquirer's share of the net fair value of the assets, liabilities and contingent liabilities acquired is accounted for as goodwill. The effects of any subsequent changes in the acquirer's interest in the subsidiary are recognised in share premium.

If the Company disposes of a subsidiary or loses control over it, such a subsidiary is deconsolidated from the date on which control ceases. Related assets (including goodwill), liabilities, non-controlling interests and other components of equity are derecognised, with any effect of loss of control in the consolidated statement of profit or loss being recognised as gain or loss. Any remaining interests in this company that no longer represent a significant or dominant interest after the disposal are recognised at fair value.

All the Group subsidiaries that are significant to the Group's financial statements are fully consolidated. Exceptionally, companies that are insignificant from consolidated financial statements point of view, i.e. the size of an individual such company does not exceed 0.5% of the Group's total assets, may be excluded from full consolidation. A company conducting insurance business or an activity directly related thereto (e.g. insurance brokerage) cannot be excluded from consolidation. In the full consolidation process,

the carrying amount of the financial investment by the controlling company in each subsidiary and the controlling company's share in equity of each subsidiary are offset (eliminated). Intragroup assets and liabilities, income and expenses and the effects of other transactions within the Group are also fully eliminated.

In the consolidated financial statements, profit/loss and other comprehensive income are proportionately attributed to non-controlling interests. If the equity stake of non-controlling interests changes, the carrying amounts of the controlling and non-controlling interests are adjusted to reflect the changes in their relative interests in a subsidiary. Any difference between the amount by which the non-controlling interests are adjusted and the fair value of the consideration paid or received are recognised directly in equity and attributed to the controlling company's owners.

The reporting date of the financial statements of Zavarovalnica Triglav and its subsidiaries does not differ from the reporting date of the consolidated financial statements.

All Group companies participating in the consolidation process use uniform accounting policies. If the accounting policies of a particular subsidiary differ from the accounting policies applied by the Group, appropriate adjustments are made to the financial statements of such subsidiary prior to the compilation of the consolidated financial statements to ensure compliance with the Group's accounting policies.

2.4 Foreign currency translation

Items included in the separate financial statements of each Group company are measured using the currency of the primary economic environment in which the respective company operates (functional currency). The financial statements are presented in euros, which is the Group's presentation currency.

2.4.1 Translation of business events and items

Transactions in foreign currency are translated into the functional currency as at the date of the transaction at the exchange rate quoted in the European Central Bank's reference rate list published by the Bank of Slovenia. If the exchange rate for a certain currency is not published by the Bank of Slovenia, the exchange rate published by Bloomberg is used. Exchange rate differences arising from the settlement of these transactions or from the translation of monetary items are recognised in profit or loss.

Exchange rate differences arising from changes in the amortised cost of monetary items denominated in foreign currency measured at fair value through other comprehensive income are recognised in profit or loss. Foreign rate differences from non-monetary items, such as equity instruments classified as financial assets measured at fair value through profit or loss, are recognised in profit or loss. Exchange rate differences from non-monetary items, such as equity instruments measured at fair value through other comprehensive income are recognised together with the effects of measurement at fair value in other comprehensive income and accumulated in equity.

2.4.2 Translation from the functional into the presentation currency

The financial statements of Group companies that have a functional currency different from the presentation currency are translated into the presentation currency as follows:

- assets and liabilities are translated at the final exchange rate as at the reporting date;
- income, expenses and costs are translated at the average exchange rate for the reporting period;
- equity components are translated at a historical exchange rate;
- all the resulting exchange rate differences are recognised in other comprehensive income.

Goodwill and adjustment of acquired assets of a foreign subsidiary to fair value are treated in the same way as assets of a foreign subsidiary and are translated into the presentation currency at the closing exchange rate.

In the consolidated financial statements, exchange rate differences resulting from the translation of a net investment in a foreign subsidiary are recognised in the statement of comprehensive income. When the Group loses control over a foreign subsidiary, previously recognised exchange rate differences arising from the translation into the presentation currency are reclassified from other comprehensive income into the profit or loss statement as part of gains or losses on sale.

2.5 Significant accounting policies

2.5.1 Significant changes in accounting policies

Significant changes in accounting policies relate to the application of two new accounting standards – IFRS 17 and IFRS 9, which are effective as of 1 January 2023, and to the change in the valuation method of associates and joint ventures in Zavarovalnica Triglav's financial statements. The data for the comparative period were adjusted to reflect the implementation of the specified standards and amended accounting policies as of 1 January 2022.

IFRS 17 replaces IFRS 4 for annual periods beginning after 1 January 2023. For the Company and the Group, this means significant changes in the classification, measurement and disclosure of items in the financial statements that relate to insurance operations.

The transition to IFRS 17 led to a reassessment of underwriting and financial risks of pension products in the savings phase (supplemental voluntary pension insurance). As a result of the reassessment, these products no longer bear material underwriting risk and were therefore reclassified from insurance to financial contracts upon the transition. The reclassification has a material impact on the presentation in the financial statements:

- The value of financial investments is reduced and the value of financial contract assets is increased.
- Insurance contract liabilities are reduced and financial contract liabilities are increased.
- Only income from entry fees, exit fees, management fees and any deficits will be recognised in the statement of profit or loss. Pay-ins and pay-outs will no longer be treated as income or expenses.

The amount of financial contract assets and liabilities is disclosed in [Section 3.5](#).

IFRS 9 replaces IAS 39 and is effective for annual periods beginning after 1 January 2018, except that Triglav Group, as an insurance group, has opted for the temporary exemption from the application of IFRS 9 for annual periods before 1 January 2023. The implementation of the new IFRS 9 as of 1 January 2023 has an impact on the classification, measurement and disclosure of items in the financial statements relating to financial instruments.

The valuation method of investments in associates and joint ventures changed concurrently with the transition to the two new accounting standards. These are now measured under the equity method for the purposes of preparing both the separate and the consolidated financial statements, whereas before the change of investments in associates and joint ventures were disclosed at fair value in the separate financial statements.

See [Section 2.6](#) for the effects of the transition.

The new accounting policies relating to insurance operations and financial instruments are set out below.

2.5.2 Insurance and reinsurance contract assets and liabilities

2.5.2.1 Classification of contracts with policyholders and valuation approaches used

The Group's and the Company's contracts with policyholders are classified into two groups: insurance contracts and financial contracts.

A contract is defined as an insurance contract when, at the time of conclusion, the Group and the Company accept significant insurance risk from the policyholder by agreeing to compensate the policyholder if they are adversely affected by a specified uncertain future insured event.

The Group and the Company assess whether the contract contains a significant insurance risk by assessing whether the insured event could result in additional significant payouts to the policyholder, even if the insured event is highly unlikely.

This assessment is carried out for each contract separately on the contract issue date. In this assessment, the Group and the Company take into account all their material rights and obligations, regardless of whether they arise from a contract, law or regulation.

Whether or not a contract contains insurance risk, and whether that risk is significant, is a matter of subjective judgement. Life insurance contracts whose primary purpose is to cover the risk of death or to provide a lifetime annuity contain significant insurance risk and are classified as insurance contracts. Contracts with additional insurance are also classified as insurance contracts. Unit-linked life insurance contracts are classified as insurance contracts if the sum insured in the event of death exceeds a certain percentage of the total of the initial payment and the first instalment of the premium for the basic insurance, or if the premium for additional insurance exceeds a certain proportion of the total premium. If the insurance contract does not contain significant insurance risk and is insignificant in terms of the whole group of insurance contracts, it is treated as an insurance contract.

Insurance contracts are valued in the financial statements in accordance with the general model as prescribed by IFRS 17 (the general model, hereinafter: BBA) or in accordance with the simplified premium allocation approach (hereinafter: PAA) when the required conditions are met.

The Group and the Company also enter into insurance contracts with their policyholders that are substantially investment-related under which the policyholders participate in the return on underlying items. In these cases, all contracts are treated as insurance contracts with direct participation features for which:

- the contractual terms specify that the policyholder participates in a share of a clearly identified pool of underlying items;
- the entity expects to pay to the policyholder an amount equal to a substantial share of the fair value returns on the underlying items;
- the entity expects a substantial proportion of any change in the amounts to be paid to the policyholder to vary with the change in fair value of the underlying items.

Insurance contracts with direct participation features are accounted for using the variable fee approach (hereinafter: VFA). The latter adapts the general model to reflect that the consideration received by the entity in respect of the contracts is a variable fee only.

All contracts that take the form of an insurance contract but do not meet the definition of an insurance contract under IFRS 17 are treated as financial contracts. Distinct investment components of pension insurance contracts that are separated from host contracts in accordance with IFRS 17.11 are also treated as financial contracts because these contracts do not bear insurance risk at the time of accumulation (saving).

Inward reinsurance contracts are treated in the same way as insurance contracts.

Approaches to the valuation of contracts with policyholders

The approaches used to value contracts with policyholders are set out in the table below.

Method	Insurance class	Insurance group
general model	life insurance	long-term traditional life insurance (in the event of death, term insurance, credit insurance, etc.)
general model	life insurance	traditional insurance with profit participation (in the event of death, endowment, annuity, old pension products)
general model	life insurance	unit-linked insurance with a high share of the premium invested in a guarantee fund
general model	life insurance	pension products in the annuity payout phase
general model	non-life insurance	non-life insurance with an uneven distribution of coverage units and long-term insurance (credit insurance, construction and erection insurance, etc.)
premium allocation approach	non-life insurance	other non-life insurance
variable fee approach	life insurance	unit-linked insurance with a low share of the premium invested in a guarantee fund
valuation under IFRS 9	life insurance	pension products in the accumulation phase

The Group and the Company may enter into two or more contracts simultaneously with the same or related parties in order to achieve a general commercial effect. The Group and the Company account for such a set of contracts as a single contract when this reflects the content of the contract. In doing so, the Group and the Company assess:

- whether the rights and obligations are different if they are treated separately or together;
- whether the value of one contract can be measured without considering the other.

In addition to the provision of insurance coverage, a contract may contain one or more components that would fall within the scope of another standard if treated as separate contracts. These components are:

- investment components,
- derivatives,
- service components.

The investment component refers to the Group's and the Company's contractual obligation to pay a certain amount to the policyholder regardless of whether an insured event occurs. The Group and the Company separate the investment component from the host insurance contract, provided that this investment component is distinct from the insurance contract. The valuation of the separate investment component is carried out in accordance with IFRS 9, unless it is an investment contract with discretionary participation features, which falls within the scope of IFRS 17. The investment component is distinct if both the following conditions are met:

- the investment component and the insurance component are not highly interrelated;
- a contract with equivalent terms is sold, or could be sold, separately in the same market or the same jurisdiction, either by the Group or the Company or by other companies that issue insurance contracts or by other parties. The Group and the Company take into account all information reasonably available in making this determination.

The investment component and the insurance component are highly interrelated if:

- the policyholder is unable to benefit from one component unless the other is also present. Thus, if the lapse or maturity of one component in a contract causes the lapse or maturity of the other, IFRS 17 will be applied to account for the combined investment component and insurance component; or
- the inability to measure one component without considering the other. Thus, if the value of one component varies according to the value of the other, IFRS 17 will be applied to account for the combined investment and insurance component.

The service component refers to the transfer of non-insurance goods or services. If the policyholder has the right to the service component regardless of whether an insured event occurs, the component is separated from the insurance component and accounted for in accordance with IFRS 15. When the transfer of goods or services is linked to the occurrence of a claim, it is accounted for together with insurance components using IFRS 17.

2.5.2.2 Level of aggregation and initial recognition of insurance contracts

Insurance contracts subject to similar risks and managed together are aggregated into portfolios. Each portfolio is further divided into groups of contracts issued in the same calendar year (annual cohorts) and by profitability, as follows:

- a group of insurance contracts that are onerous at initial recognition;
- a group of insurance contracts that have no significant possibility of becoming loss-making (onerous) at any time;
- a group of any remaining insurance contracts.

Insurance contracts are allocated to portfolios and groups at initial recognition and the allocation is not changed in subsequent periods.

A group of insurance contracts is recognised from the earliest of the following:

- the beginning of the coverage period of the group of contracts;
- the date when the first payment from a policyholder in the group becomes due or when this payment is received; and
- when a group of insurance contracts becomes onerous.

The Group and the Company recognise only insurance contracts issued within a period of one year that meet recognition criteria by the reporting date. Subject to this limitation, a group of insurance contracts may remain open even after the end of the current reporting period. New insurance contracts are included in the group when they meet recognition criteria in subsequent reporting periods, until all insurance contracts expected to be included in the group are recognised.

2.5.2.3 Recognition and allocation of cash flows

Cash flows comprise estimates of future cash flows, an adjustment to reflect the time value of money and the financial risks related to the future cash flows, and a risk adjustment for non-financial risk.

Cash flows that relate directly to the fulfilment of the contract, including cash flows for which the Group and the Company have discretion over the amount or timing, are treated as cash flows within the boundary of the insurance contract. The assessment of the contract boundary that determines which future cash flows are included in the measurement of an insurance contract is made by considering the substantial rights and obligations of the insurance contract.

Cash flows related to a group of insurance contracts include premium payments, claims and benefit paid, insurance acquisition cash flows and other costs incurred in the fulfilment of insurance contracts. These include both direct costs and the allocation of fixed and variable overheads.

Premium payments are considered to be premium payments and any cash flows arising from those premiums.

Claims and benefit payments are payments made to the policyholder, including claims that have already been incurred but not yet paid, as well as payments arising from future claims for which the Group and the Company have obligations. With respect to claims, the Group and the Company also consider cash flows for potential subrogation cash flows and other recoveries arising from both incurred and future claims.

Insurance acquisition cash flows are the allocated insurance acquisition cash flows attributable to the portfolio to which the insurance contract belongs.

Cash flows arising from costs incurred in the fulfilment of insurance contracts include claims handling and settlement costs, costs that incur in providing contractual benefits paid in kind rather than in cash, policy administration costs, such as costs of premium billing and handling policy changes, and general overheads, both fixed and variable, that are directly attributable to insurance contracts through allocation. Also included are investment costs in cases where the investment return is allocated to the policyholder and any other costs specifically chargeable to the policyholder under the terms of the contract.

Cash flows of the Group and the Company also include transaction-based taxes and payments by the Group and the Company in a fiduciary capacity to meet tax obligations incurred by the policyholder, and levies that arise directly from insurance contracts.

For non-life insurance, actual cash flows are estimated at the level of groups of contracts, with the exception of costs that are allocated based on keys (allocation keys). Future cash flows are estimated at the lowest level sufficient to permit the use of actuarial methods.

For life insurance, actual and future cash flows are estimated at the level of individual insurance contracts, with the exception of actual expenses that are allocated to groups of contracts based on keys.

Additional benefits to the basic insurance policy are considered as part of a single insurance contract, and the expected cash flows arising from them are added to the expected cash flows of the basic insurance contract.

All insurance acquisition cash flows incurred in the period are allocated to functional groups (acquisition costs, claim handling expenses, management costs and other administrative costs) and then, based on the keys, to groups of contracts.

Advance payments to agencies for underwriting commission are identified as an insurance acquisition cash flow before the recognition of the related group of insurance contracts (i.e. advance payments of acquisition costs). Such payments are treated as other receivables.

2.5.2.4 General measurement model for the valuation of insurance contracts

Measurement on initial recognition

A group of insurance contracts is measured on initial recognition as the total of the fulfilment cash flows and the contractual service margin. The fulfilment cash flows are estimates of future cash flows, appropriately discounted and adjusted for non-financial risk.

Determination of contract boundaries

The measurement of a group of insurance contracts includes all future cash flows within the boundary of each insurance contract in the group. This ensures that estimates of future cash flows are complete, unbiased, current and explicit.

A cash flow is within the boundary of an insurance contract if it arises from substantive rights and obligations that exist during the reporting period in which the Group and the Company can compel the policyholder to pay the premiums or in which the Group and the Company have a substantive obligation to provide the policyholder with insurance contract services.

A substantive obligation to provide insurance contract services ends when the Group and the Company have the opportunity to reassess the policyholder's (or the portfolio's) risks and, as a result, to set a new price or level of benefits that reflects those risks. The reassessment of risks does not take into account lapse and expense risks.

Some insurance contracts provide policyholders with an option to buy an annuity upon the initially issued policies maturity. In such cases, the Group and the Company assess its practical ability to reprice such insurance contracts in their entirety to determine if annuity-related cash flows are within or outside of the insurance contract boundary. The Group and the Company do not include expected cash flows of non-guaranteed annuity options in the value of an insurance policy.

In the case of group term insurance contracts, the premium may change annually. Such insurance contracts are treated as annual, which means that they are derecognised and then re-recognised each year in accordance with the new terms.

Insurance contracts with direct participation features are within contract boundaries when there is a substantive obligation to pay at a present or future date.

Use of discount rates

By using a discount rate, the estimates of future cash flows are adjusted to reflect the time value of money and the financial risks to the extent that the financial risks are not included in the estimates of future cash flows.

The choice of the discount rate is a matter of subjective judgement and is geared towards the objective that the discount rate used reflects the characteristics of the cash flows arising from the insurance contracts and liquidity risk.

The discount rate is determined as the risk-free interest rate plus the illiquidity premium applied to the risk-free interest rate as a parallel shift to the last liquidity point. Base risk-free interest rates for the euro are obtained from the EIOPA database according to the recognition date. These are based on data from interest rate swaps. In addition to these, the volatility adjustment curve, also published by EIOPA, is used. For non-EU countries, the volatility adjustment curve is based on the spread between local government bonds and euro interest rate swaps.

For the life insurance class, an illiquidity test based on the calculation of illiquidity indicators is carried out at least once a year at portfolio level. Based on this test, each insurance contract is allocated on initial recognition to an appropriate illiquidity class (50%, 75% or 100% illiquidity) in which it remains until derecognition.

For the non-life insurance portfolio, all liabilities are discounted using risk-free interest rates. The exception is Zavarovalnica Triglav, where the risk-free interest rate curve with a volatility adjustment published by EIOPA is applied to liabilities for claims payable as annuities.

Cash flows that vary based on the returns on underlying items are adjusted for the effect of this variability using risk-insensitive measurement techniques and discounted using risk-free interest rates adjusted for illiquidity.

The Group and the Company estimate the discount rate applicable to each group of insurance contracts at initial recognition based on the recognised insurance contracts. In the subsequent reporting period, when new insurance contracts are added to the group, the discount rate applicable to the group at initial recognition is adjusted from the beginning of the reporting period in which the new insurance contracts are added to the group.

Risk adjustment for non-financial risk

Risk adjustment for non-financial risk refers to the compensation set by the Group and the Company because it bears uncertainty about the amount and timing of the cash flows that arises from non-financial risk. It is calculated using separate methods for non-life and life insurance contracts, taking into account the Group's and the Company's risk appetite.

Non-financial risks of life insurance are related to mortality, longevity, morbidity, lapse, expense, mortality catastrophe and other risks arising from health insurance. The metric used to calculate the risk adjustment for non-financial risk is the cost of capital to maturity of the existing portfolio method, which is partly based on the Solvency II methodology.

For the non-life insurance portfolios, the risk adjustment for non-financial risk for liabilities for incurred claims is calculated as the excess of the value at risk over the best estimate of future cash flows at a confidence level to be determined by the Group and the Company. The calculation is performed at the level of homogeneous groups, taking into account their diversification.

The risk adjustment for the liability for remaining coverage of non-life insurance is derived from the basic capital requirement for the relevant risks under the Solvency II standard formula, reduced from 99.5% to a pre-specified confidence level which is the same as that used in the calculation of the risk adjustment for the liability for incurred claims. The calculation also takes into account portfolio diversification.

Contractual service margin

The contractual service margin is an integral part of the total carrying amount of liabilities for the group of insurance contracts and represents the unearned profit that the Group and the Company will recognise when they provide insurance contract services during the coverage period.

The Group and the Company measure the contractual service margin on initial recognition at an amount that, unless the group of insurance contracts is onerous, results in no income in profit or loss arising from:

- the expected fulfilment cash flows for the group of insurance contracts;
- the amount of the derecognition of any asset for insurance acquisition cash flows, allocated to the group of insurance contracts;
- any other asset or liability previously recognised for cash flows related to the group of contracts;
- any cash flows arising from the contracts in the group at that date.

If the group of insurance contracts is onerous, the Group and the Company recognise the entire loss on initial recognition. As a result, the carrying amount of the liability for a group of such insurance contracts is equal to the fulfilment cash flows and the contractual service margin is zero.

On initial recognition, the Group and the Company determine the coverage units for the group of insurance contracts. The contractual service margin is then attributed to the group of insurance contracts based on the coverage units provided in the period.

The Group and the Company allocate the acquired insurance contracts with claims in the settlement phase to annual groups based on the expected return on insurance contracts at the acquisition date. The Group and the Company use the consideration paid as a proxy for premiums to calculate the contractual service margin at initial recognition. If, at initial recognition, the insurance contracts acquired in a portfolio transfer are onerous, the excess of the fulfilment cash flows over the consideration received is recognised in profit or loss. For insurance contracts acquired in a business combination, the excess, representing the extent of the onerous insurance contract, is recognised as part of goodwill.

Treatment of onerous contracts on initial recognition

An insurance contract is classified as onerous at the date of initial recognition if all cash flows arising from the insurance contract in total are a net outflow. Such an insurance contract is classified in a group of (onerous) insurance contracts separately from those groups of contracts that are not onerous. The net outflow expected to arise from the group of onerous insurance contracts is recognised as a loss in profit or loss on initial recognition. After the loss is recognised, the carrying amount of the liability for the group of onerous insurance contracts is equal to the expected fulfilment cash flows and the contractual service margin is zero.

Subsequent measurement

The carrying amount of a group of insurance contracts at the end of the reporting period is the sum of the liability for remaining coverage (LRC) and the liability for incurred claims (LIC), where the LRC is equal to the sum of the expected future fulfilment cash flows (that relate to the future service) and the contractual service margin for that group of insurance contracts, and the liability for incurred claims represents the cash flows that relate to the past service.

In the current period, the following is recognised in the statement of profit or loss or in the statement of other comprehensive income:

- Income and expenses for the changes in the carrying amount of the liability for remaining coverage:
 - Insurance revenue for the reduction in the liability for remaining coverage because of services provided in the period;
 - Insurance service expenses for losses on groups of onerous contracts and reversals of such losses;
 - Insurance finance income or expenses from discounting (for the effect of the time value of money and the effect of financial risk).
- Income and expenses for the changes in the carrying amount of the liability for incurred claims:
 - Insurance service expenses for the increase in the liability because of claims and expenses incurred in the period;
 - Insurance service expenses for any subsequent changes in fulfilment cash flows relating to incurred claims and incurred expenses;
 - Insurance finance income or expenses from discounting (for the effect of the time value of money and the effect of financial risk).

Treatment of changes in expected cash flows

Changes in expected cash flows that relate to current or past service are recognised in profit or loss. Those changes are:

- the effect of the time value of money and the effect of financial risk (including the effect of a change in the discount rate),
- changes in estimates of expected fulfilment cash flows relating to liabilities for incurred claims;
- experience adjustments for insurance service expenses.

Changes in expected cash flows that relate to future service are reflected in the change in the contractual service margin or in the loss component within the liability for remaining coverage. Those changes are:

- experience adjustments arising from premiums received in the period that relate to future service;
- changes in the estimate of the present value of future cash flows for the liability for remaining coverage;
- differences between any investment component expected to become payable in the period and the actual investment component that becomes payable in the period;
- differences between any loan to a policyholder expected to become repayable in the period and the actual loan to a policyholder that becomes repayable in the period;
- changes in the risk adjustment for non-financial risk that relates to future service.

Changes affecting the contractual service margin

The contractual service margin at the end of the reporting period represents the profit in the group of insurance contracts that has not yet been recognised in profit or loss because it relates to the future service.

The change in the contractual service margin in the period is due to:

- the effect of the change in estimates of future fulfilment cash flows (as described above);
- the elimination of the contractual service margin into income;
- the effect of interest accreted on the contractual service margin;
- the effect of any new insurance contracts;
- the effect of any currency exchange differences on the carrying amount of the contractual service margin.

The elimination of the contractual service margin into income depends on how the Group and the Company define the number of coverage units. This is the quantity of coverage provided by the contracts in the group of insurance contracts, which is determined by considering for each insurance contract the quantity of the benefits provided under an insurance contract and its expected coverage period.

The bases for determining the quantity of benefits provided is shown in the table below.

Insurance class	Insurance group	Basis
life insurance	whole life insurance	sum insured
life insurance	endowment life insurance	sum insured
life insurance	term life insurance	sum insured
life insurance	life insurance with a disability rider	sum insured
life insurance	additional riders to life insurance	sum insured
life insurance	annuity insurance	annual annuity
life insurance	unit-linked life insurance	an amount higher than the sum insured of the value of the fund
non-life insurance	insurance for construction and installation projects, project liability, construction guarantees, financial guarantees and credit insurance	sum insured and the passage of time

Interest on the contractual service margin is accounted for using (locked-in) discount rates determined on initial recognition of insurance contracts.

For life insurance contracts, if contracts are subsequently added to the group, the discount rates used are updated by calculating a weighted average of the discount rates over the entire recognition period of the contracts. This is not the case for non-life insurance contracts.

For insurance contracts with direct participation features, the change in the contractual service margin in the period is also affected by the change in the share of the fair value of the underlying items.

Treatment of onerous insurance contracts on subsequent measurement

The Group and the Company determine the appropriate level at which reasonable and supportable information is available to assess if insurance contracts are onerous at initial recognition and if the contracts that are not onerous at initial recognition have no significant possibility of becoming onerous subsequently. The Group and the Company use significant judgements in determining at what level of granularity they have sufficient information to conclude that all insurance contracts within a set will be in the same group. In the absence of such information, the Group and the Company assess each insurance contract separately.

In the event that a group of insurance contracts becomes onerous on subsequent measurement, the excess of expected cash outflows over the carrying amount of the contractual service margin is recognised as a loss in the statement of profit or loss and, on the other hand, a loss component of the liability for remaining coverage is established.

The subsequent changes in fulfilment cash flows of the liability for remaining coverage may:

- be systematically allocated between the loss component of the liability for remaining coverage and the liability for remaining coverage, excluding the loss component;
- be allocated solely to the loss component of the liability for remaining coverage until that component is reduced to zero.

2.5.2.5 Premium allocation approach in the valuation of insurance contracts

For a group of insurance contracts for which the coverage period of each contract in the group does not exceed one year, the premium allocation approach, which is a simplified general model, may be used to measure the group of insurance contracts.

The simplified approach is also be applied where the measurement of the liability for remaining coverage using the simplified approach is reasonably expected not to differ materially from the measurement under the general model.

If the premium allocation approach is used, the carrying amount of the liability for remaining coverage on initial recognition is the amount of premiums received on initial recognition minus any insurance acquisition cash flows and adjusted for any amount arising from the derecognition of assets for acquisition costs in advance.

The carrying amount of a group of insurance contracts at the end of each reporting period is the sum of:

- the liability for remaining coverage (LRC);
- the liability for incurred claims (LIC) that includes future cash flows that relate to past service.

The liability for remaining coverage in the current period:

- is increased by the premiums received in the period;
- is decreased by paid insurance acquisition cash flows;
- is increased by the amortisation of insurance acquisition cash flows recognised as an expense in profit or loss;
- is decreased by expected premiums paid recognised as insurance revenue in profit or loss because insurance services were provided;
- is decreased by any investment component paid or transferred to the liability for incurred claims. Insurance acquisition cash flows are accrued in proportion to premium.

Liabilities for incurred claims are discounted.

The Group and the Company apply the premium allocation approach to most non-life insurance products, with the exception of those with coverage of more than one year and those whose risks are spread over time in a non-linear fashion.

Insurance contracts in the non-life insurance contract groups do not have significant financing components, therefore the carrying amount of the liability for remaining coverage is not adjusted for the time value of money and the effect of financial risk.

If, in subsequent measurement of a group of insurance contracts, it is determined that the expected fulfilment cash flows related to the liability for remaining coverage exceed the carrying amount of the liability for remaining coverage, a loss component is created among insurance service expenses as part of the liability for remaining coverage. The loss component is amortised (transferred to income) on a straight-line basis over the period of the insurance coverage or reversed if it is determined that the group of insurance contracts is no longer onerous.

2.5.2.6 Derecognition of insurance contracts

An insurance contract is derecognised when it is extinguished (i.e. when the obligation specified in the insurance contract expires) or is discharged or cancelled, if it is transferred to a third party or if the terms of the insurance contract are substantially modified.

A substantial modification of insurance contract terms is a modification based on which:

- an insurance contract is no longer treated as an insurance contract under IFRS 17;
- an insurance contract without direct participation features is changed to a contract with direct participation features, or vice versa;
- individual components of an insurance contract are no longer treated in the same way as before the modification;
- contract boundaries change;
- an insurance contract would have to be allocated to a different group of contracts;
- the current approach to insurance contract measurement (BBA, PAA, VFA) is no longer appropriate.

The derecognition of an insurance contract that is measured using the general model (BBA) results in:

- the adjustment (derecognition) of fulfilment cash flows relating to the rights and obligations that have been derecognised;
- the adjustment of the contractual service margin by the same amount, unless these changes are attributable to a loss component;
- the adjustment of the number of coverage units for expected remaining services.

If an insurance contract is derecognised because it was transferred to a third party, the contractual service margin is adjusted for the amount of the premium charged by the third party (unless the insurance contract is onerous).

If an insurance contract is derecognised due to a significant modification of its terms, the contractual service margin is adjusted for the amount of the premium that would have been charged had the Group and the Company into a contract with equivalent terms as the new contract at the date of the contract modification, less any insurance contract modification cost.

The derecognition of an insurance contract that is measured using the premium allocation approach (PAA) is reflected in profit or loss as the difference between the derecognised portion of the liability for remaining coverage and any other cash flows at the time of derecognition. If an insurance contract is derecognised due to a significant modification of its terms, the difference between the derecognised portion of the liability for remaining coverage and the notional amount of the premium that would have been charged had the Group and the Company into a contract with equivalent terms as the new contract at the date of the insurance contract modification, less any contract modification cost, is disclosed in profit or loss.

2.5.2.7 Received reinsurance contracts

The measurement of groups of received reinsurance contracts follows the same guidelines as the measurement of groups of underlying insurance contracts, taking into account the specificities of the reinsurance business, as set out below.

The same segmentation rules apply to reinsurance contracts as to insurance contracts, except that a reinsurance contract cannot be loss-making (there is either a net gain or a net loss on initial recognition).

Reinsurance contracts may contain components that fall within the scope of another standard. The separation of components is assessed using the criteria applicable to insurance contracts.

A group of received reinsurance contracts is recognised:

- at the beginning of the coverage period of the group of received reinsurance contracts;
- on initial recognition of the first insurance contract that is the subject of that reinsurance;
- when the Group and the Company recognise an onerous group of insurance contracts that are the subject of reinsurance if the Group and the Company have previously entered into a reinsurance contract from the group of reinsurance contracts.

In the case of a group of reinsurance contracts, cash flows are within the contract boundary of the reinsurance contract if they arise from substantive rights and obligations that exist during the reporting period in which the Group and the Company are required to pay amounts to, or have the substantive right to receive services from the reinsurer.

The substantive right to receive services from the reinsurer ceases when the reinsurer is able to reassess the risks transferred to it and to set a price or level of benefit that fully reflects those reassessed risks, or when it has the right to cancel the reinsurance coverage.

The contract boundary of a reinsurance contract is determined by the date of the option to terminate or renew the reinsurance contract, which is usually one year, or the date of the agreed extinguishment of the reinsurance contract, and the coverage period of the underlying insurance contracts is taken into account in determining the coverage period of each reinsurance contract.

For a group of reinsurance contracts, the risk adjustment for non-financial risk represents the amount of risk being transferred by the Group and the Company as the holders of the group of reinsurance contracts to the issuer of those reinsurance contracts.

The measurement of reinsurance contracts must also take into account the effect of the risk of non-performance by the reinsurer.

In addition to cash flows from premiums, claims, subrogations and commissions, the measurement of a group of reinsurance contracts should include the cash flow representing the effect of the risk of non-performance by the reinsurer.

When measuring reinsurance contracts, the contractual service margin is replaced by the net gain or loss on the purchase of reinsurance. On initial recognition, the Group and the Company measure the net gain/loss of reinsurance contracts at an amount equal to:

- the fulfilment cash flows;
- the amount derecognised at that date of any asset or liability previously recognised for cash flows related to the group of reinsurance contracts held;
- any cash flows arising at that date;
- any income recognised in profit or loss as a result of the recognition of the reinsurance loss-recovery component of the asset for remaining coverage.

If the net cost of purchasing reinsurance coverage relates to events that occurred before the purchase of the group of reinsurance contracts, the Group and the Company recognise this cost immediately as an expense in profit or loss.

The contractual service margin at the end of each reporting period for a group of reinsurance contracts is determined as the contractual service margin at the beginning of the reporting period, adjusted for:

- the effect of any new reinsurance contracts added to the group of reinsurance contracts;
- accrued interest on the carrying amount of the contractual service margin;
- income recognised in profit or loss as a result of the recognition of the reinsurance loss-recovery component of the asset for remaining coverage;
- any reversals of the loss-recovery component to the extent that those reversals are not part of the change in fulfilment cash flows of a group of reinsurance contracts;
- changes in fulfilment cash flows to the extent that the change relates to future service, unless the change relates to a change in cash flows that does not adjust the contractual service margin for the group of underlying insurance contracts, or the change results from the application of a premium allocation approach to the group of underlying insurance contracts;
- the effect of exchange rate differences on the contractual service margin;
- the amount recognised in profit or loss because of services received in the period, determined by the allocation of the contractual service margin remaining at the end of the reporting period (before any allocation) over the current and remaining coverage period of the group of reinsurance contracts held.

Changes in fulfilment cash flows resulting from changes in the risk of non-performance by the issuer of reinsurance contracts are not related to future service and do not adjust the contractual service margin.

The Group and the Company adjust the contractual service margin of a group of reinsurance contracts, and as a result recognise income when they recognise a loss on initial recognition of an onerous group of insurance contracts underlying the reinsurance contracts or on addition of onerous insurance contracts underlying the reinsurance contracts to the group (i.e. a loss-recovery component of the asset for remaining coverage for a group of reinsurance contracts). This adjustment is made only if the reinsurance contract has already been written at the time the loss component of the liability for remaining coverage on the onerous insurance contracts is recognised.

The amount of this adjustment is equal to the product of the recognised loss on the underlying insurance contracts and the percentage of claims on the underlying insurance contracts expected to be recovered from the group of reinsurance contracts held.

The Group and the Company establish or adjust a loss-recovery component of the asset for remaining coverage for a group of reinsurance contracts depicting the recovery of losses recognised in accordance with the above paragraphs. The loss-recovery component determines the amounts that are recognised in profit or loss as reversals of recoveries of losses from reinsurance contracts and are consequently excluded from the premiums paid to the reinsurer. The loss-recovery component is adjusted to reflect changes in the loss component of an onerous group of underlying insurance contracts. The carrying amount of the loss-recovery component may not exceed the portion of the carrying amount of the loss component of the onerous group of underlying insurance contracts that the Group and the Company expect to recover from the group of reinsurance contracts.

Reinsurance contracts for which the net present value of future cash flows is positive is recognised as an asset, and if that value is negative, the carrying amount of the reinsurance contracts is recognised as a liability.

The Group and the Company may use the PAA to measure reinsurance contracts if:

- they reasonably expect that such simplification would result in a measurement of the liability for remaining coverage for the group of reinsurance contracts that is not materially different from the measurement under the BBA; or
- the coverage period of each reinsurance contract in the group of reinsurance contracts is one year or less.

The criterion in the first indent above is not met if, at the inception of a group of reinsurance contracts, the Group and the Company expect significant variability in the fulfilment cash flows that would affect the measurement of the liability for remaining coverage during the period before a claim is incurred.

If the PPA is used, the Group and the Company adjust the carrying amount of the asset for remaining coverage for the amount of the established loss-recovery component rather than adjusting the contractual service margin.

On initial recognition, the assets for remaining coverage of a group of reinsurance contracts are equal to the amount of reinsurance premiums paid including fees and commissions. The assets for remaining coverage are increased in the current reporting period by the reinsurance premiums paid in the period and reduced by the transfer of reinsurance premiums to expenses for the services provided in the current period. At the end of the reporting period, the carrying amount of reinsurance contract assets is equal to:

- the assets for remaining coverage (LRC);
- incurred claims including fees and commissions and subrogations, which consist of expected future cash flows arising from past service (LIC).

2.5.2.8 Insurance revenue

In the period in which insurance services are provided, the liability for remaining coverage for the groups of insurance contracts is transferred to profit or loss.

For the insurance contracts measured under the general model, insurance revenue is represented by:

- changes in the liability for remaining coverage arising from:
 - claims and other insurance service expenses incurred in the current period at the amounts expected at the beginning of the reporting period. These do not include amounts related to loss components, acquisition costs, etc;
 - the change to the risk adjustment for non-financial risk that excludes changes affecting future service and amounts included in the loss component;
 - the amounts of contractual service margin transferred to income as a result of services provided in the period;
 - the experience adjustment arising from premiums received in the period that relate to past and current service.
- insurance revenue related to insurance acquisition cash flows by allocating the portion of the premiums that relate to recovering those cash flows to each reporting period in a systematic way on the basis of the passage of time. The same amount is recognised as insurance service expenses.

For the insurance contracts measured using the premium allocation approach, income is recognised proportionately to the elapsed period of insurance coverage.

2.5.2.9 Insurance service expenses

Insurance service expenses include:

- expenses for incurred claims and benefits, excluding investment components;
- other directly attributable insurance service expenses;
- amortisation of acquisition costs;
- changes that relate to past service (such as changes in expected cash flows relating to the liability for incurred claims);
- changes that relate to future service (such as losses on onerous groups of insurance contracts and reversals of such losses arising from the change in the loss component).

2.5.2.10 Reinsurance income and reinsurance service expenses

The Group and the Company report reinsurance income and reinsurance service expenses on a net basis, as net income or net expenses, comprising:

- reinsurance service expenses (reinsurance commissions);
- recoveries of incurred claims;
- the effects of changes in credit risk related to reinsurers.

When using the premium allocation approach, part of reinsurance commissions are recognised in accordance with the passage of time within the period of insurance coverage, and part are allocated to other cash flows, such as bonuses and other forms of commissions.

Reinsurance commissions reduce reinsurance premiums and are recognised as reinsurance service expenses.

2.5.2.11 Financial effects of insurance operations

Changes in the carrying amount of groups of insurance contracts arising from the effects of the time value of money and financial risk (discounting effects) are recognised as insurance finance income and expenses.

For insurance contracts measured under the general model, the largest share of insurance finance income and expenses is composed of:

- interest on expected future cash flows and the contractual service margin;
- the effects of changes in interest rates and other financial assumptions;
- currency exchange differences.

For insurance contracts measured under the variable fee approach (VFA), the largest share of insurance finance income and expenses is composed of:

- the change in the fair value of the underlying assets;
- the effects of interest, changes in interest rates and changes in other financial assumptions on expected future cash flows that do not depend on returns on the underlying assets.

For insurance contracts measured under the premium allocation approach (PAA), the largest share of insurance finance income and expenses is composed of:

- interest on the liability for incurred claims;
- the effects of changes in interest rates and other financial assumptions.

The effect of changes in the risk adjustment for non-financial risk, which is recognised in profit or loss, is recognised in full in insurance revenue or insurance service expenses.

For most Group's and Company's portfolios, in order to reduce accounting mismatches, the financial effects of insurance operations are disclosed in other comprehensive income, as are the effects of most Group's and Company's investment portfolios. Only the effects of insurance contracts with direct participation features, most of whose underlying assets are also measured at fair value through profit or loss, are recognised in profit or loss.

2.5.3 Financial assets

Financial assets comprise financial investments, operating and other receivables, and cash and cash equivalents. The accounting policies for each of these assets are presented below.

2.5.3.1 Financial instruments

At initial recognition, financial instruments are measured at fair value. The initially recognised value is increased by transaction costs (fees and severance payments to agents, advisers, stock brokers, stock exchange fees and other transfer-related taxes) that are directly attributable to the acquisition or issue of a financial instrument. This does not apply to financial instruments classified as instruments measured at fair value through profit or loss, because these costs are recognised in profit or loss directly at acquisition.

The trade date is used at the purchase or sale of a financial instrument, except for loans and deposits where the settlement date is used.

On initial recognition, a financial instrument is classified into one of the following measurement categories:

- Financial instruments measured at amortised cost (AC);
- Financial instruments measured at fair value through other comprehensive income (FVOCI);
- Financial instruments measured at fair value through profit or loss (FVTPL).

The classification of a financial investment into a particular category takes into account the Group's and the Company's business model for managing assets and the contractual cash flow characteristics of each financial investment.

Financial instruments measured at amortised cost

A financial instrument may be measured at amortised cost if both of the following conditions are met:

- the financial instrument is held within a business model whose objective is to hold financial instruments in order to collect contractual cash flows;
- the contractual cash flows are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, the instrument is measured at amortised cost using the effective interest method and is subject to impairment. Interest income, foreign exchange gains or losses and impairments are recognised in profit or loss. Gains and losses determined on derecognition are also recognised in profit or loss.

Financial instruments measured at fair value through other comprehensive income

The category of financial instruments measured at fair value through other comprehensive income includes debt securities that meet the following conditions and are not classified in one of the other categories:

- the debt security is held within a business model whose objective is achieved by both collecting contractual cash flows and selling;
- the contractual cash flows are solely payments of principal and interest on the principal amount outstanding.

Equity securities not held for trading and, on initial recognition, designated irrevocably as measured at fair value through other comprehensive income are also measured at fair value through other comprehensive income. These are primarily investments that are closely linked with the Group's and the Company's business activity in the long term or are participating interests in companies with a solid dividend yield and an expected long-term positive growth impact. The purpose of holding such financial instruments is to collect dividend cash flows.

After initial recognition, a financial instrument is measured at fair value, without deducting transaction costs that may arise on sale or other disposal of the instrument. If a financial instrument is not listed on a stock exchange, the fair value is measured based on recent transaction prices if the market situation has not changed significantly since the last transaction, or using the discounted cash flow valuation model. Equity instruments not quoted in an active market and for which the fair value cannot be reliably measured are measured according to the valuation model.

Interest income calculated using the effective interest rate, dividend income, foreign exchange gains and losses and expected credit losses are recognised in profit or loss. Other gains and losses are recognised in other comprehensive income until the financial instrument is derecognised.

When these financial instruments are derecognised, the accumulated losses or gains previously recognised in other comprehensive income are transferred to profit or loss or, in the case of equity securities, to retained earnings.

Financial instruments measured at fair value through profit or loss

If the financial instrument is not measured at amortised cost or at fair value through other comprehensive income, it is measured at fair value through profit or loss. This includes instruments that do not pass the cash flow adequacy test, equity securities that do not qualify for measurement at fair value through other comprehensive income and all financial instruments in other business models that are managed on a fair value basis or are held for trading.

Interest, dividend income, valuation effects and effects on derecognition of a financial instrument are recognised in profit or loss in the current period.

Reclassification of financial instruments between levels

Financial investments are not reclassified after initial recognition. An exception to this rule is permitted or required only when the Group and the Company change their business model according to which financial investments are managed. In rare cases, reclassification is applied prospectively from the reclassification date, with the reclassification date defined as the first day of the reporting period following the change in the business model.

Business model

The Group and the Company manage groups of financial investments to achieve their business objectives, which are defined by their business model. It does therefore not depend on the management's intention for an individual financial instrument, but on a higher level of aggregation. The Group and the Company defined the purpose of the business model on the basis of:

- the policies and objectives for the portfolio of financial instruments and the implementation of these policies in practice;
- how the performance of the business model and the financial instruments held within that business model are evaluated and reported;
- the risks that affect the performance of the business model and the way in which these risks are managed;
- past data on the frequency, volume and timing of sales in prior periods in comparable business models or the expected frequency, value and timing of sales.

The assessment of the business model is based on reasonably expected scenarios, excluding worst case and stress case scenarios.

The Group and the Company manage their financial investments within the following business models:

- holding the financial instruments to collect contractual cash flows;
- holding the financial instruments both to collect contractual cash flows and to sell financial assets;
- holding the financial instruments to sell them.

Financial instruments that are held within a business model whose objective is to hold instruments in order to collect contractual cash flows are managed to realise cash flows by collecting contractual payments over the life of the instrument. As a rule, financial instruments are held to maturity, but sales related to an increase in the issuer's credit risk or the concentration of this risk are also permitted in this business model. Sales close to the final maturity of a security or sales to meet liquidity needs in a stress case scenario are also permitted. Other sales are also consistent with this business model if they are insignificant in value (both individually and in aggregate) or if they are infrequent (even if significant in value). According to this business model, the Group and the Company manage:

- loans and deposits to manage known short-term liquidity needs;
- sets of debt securities whose stable yield, recognised in profit or loss, reduces the financial market-related opposite impact of insurance liabilities.

The purpose of financial instruments managed in accordance with a business model whose objective is achieved both through the collection of contractual cash flows and the sale of financial instruments, is primarily to match the duration of assets with the duration of liabilities that those assets are funding, to manage long-term liquidity needs and to achieve a target interest yield or trading yield.

Under other business models, financial instruments are managed with the objective of generating cash flows and yield solely through the sale of instruments. Buying and selling decisions are made based on fair values. Under this business model, portfolios of financial instruments are also managed to cover those insurance liabilities for which valuation effects are recognised in profit or loss.

The solely payments of principal and interest test (the SPPI test)

Only instruments whose contractual cash flows meet the SPPI test, i.e. they are solely payments of principal and interest on the principal amount outstanding (SPPI), may be classified as financial instruments measured at amortised cost (AC) or fair value through other comprehensive income (FVOCI).

Principal is the fair value of the financial instrument at initial recognition less subsequent changes, e.g. due to repayment. Interest is defined as consideration for the time value of money, for the credit risk associated with the principal amount outstanding and for other basic lending risks and costs (liquidity risk, administrative costs) as well as a profit margin.

In assessing whether the contractual cash flows meet the SPPI criterion, the Group and the Company assess the contractual characteristics of a financial investment. This includes the assessment whether a financial instrument contains the contractual terms that may change the timing and amount of contractual cash flows in a way that this criterion would no longer be fulfilled. The following is taken into account:

- contingent events that could change the timing and amount of contractual cash flows;
- the option of prepayment or extending the term;
- the facts that limit the payment of cash flows of particular assets (e.g. subordination of payments); and
- the features that modify the concept of the time value of money (e.g. periodic interest rate adjustments).

The Group and the Company carry out the SPPI test as part of their regular investment procedure.

2.5.3.2 Receivables

Receivables from insurance and reinsurance operations are taken into account in the calculation of insurance and reinsurance contract assets and liabilities in the form of cash flows and, as such, are not recognised directly in the statement of financial position of the Group and the Company.

Other receivables relate to non-attributable receivables from insurance operations, overpayments and prepayments, other operating receivables and receivables from financing.

2.5.3.3 Cash and cash equivalents

Cash includes balances with banks, cash in transit, cash on hand and cash equivalents such as call deposits.

2.5.3.4 Impairment of financial assets

In accordance with IFRS 9, the Group and the Company recognise credit losses that are expected to be incurred in the future.

Expected credit losses are a probability-weighted estimate of credit losses (i.e. the present value of all cash shortfalls) over the 12-month period after the reporting date (Stage 1) or over the expected life of a financial instrument. A credit loss is the difference between discounted contractual cash flows and discounted expected cash flows using the effective interest rate as the discount factor.

A loss allowance for expected credit losses is recognised for all debt financial assets not measured at fair value through profit or loss.

Expected credit losses on the financial assets are assessed at least once a year, as at the last day of the reporting period.

The expected credit loss model is based on the moving of financial assets between three groups or stages. Typically, financial assets move from Stage 1 to Stage 3, but it is also possible to move back to the previous stage.

At initial recognition, all financial assets, other than those that are already credit-impaired at initial recognition, are classified in Stage 1, for which 12-month expected credit losses are established. 12-month expected credit losses are the portion of lifetime expected credit losses that refer to possible default events in the next 12 months after the reporting date or in a shorter period if the remaining maturity of the financial asset is less than one year. In Stage 1, interest income is recognised using the effective interest rate applied to the total gross value of the financial asset (without reduction for any loss allowance).

On subsequent measurement, financial assets are included in Stage 2 if, after initial recognition, there has been a significant increase in credit risk but the assets do not yet show objective evidence of impairment. Lifetime expected credit losses are established for Stage 2 financial assets. Lifetime expected credit losses are expected credit losses that result from all possible default events during the lifetime of the financial asset. Based on a qualitative analysis, i.e. a comparison of the credit rating as at the reporting date and the credit rating at initial recognition, the Group and the Company determine whether the risk of default has increased significantly since initial recognition and requests a move from initial Stage 1 to the lower Stage 2. A downgrade to Stage 2 is required when the credit rating deteriorates by three notches with a simultaneous downgrade to sub-investment grade. For initial ratings (rating at the date of recognition) of Baa3 and below, a two-notch deterioration is sufficient to move to Stage 2, and for initial ratings of B2 and below, a one-notch downgrade is required to move to Stage 2. In Stage 2, interest income is recognised using the effective interest rate applied to the total gross value of the financial asset (without reduction for any loss allowance).

Financial assets that are not purchased or originated credit-impaired financial assets and that show objective evidence of impairment at the reporting date are classified in Stage 3. Lifetime expected credit losses are established for these financial assets. Interest income of Stage 3 financial assets is recognised using the effective interest rate applied to the net value of the financial asset (taking into account any loss allowance).

The general three-step impairment model does not apply to financial assets that are already credit-impaired at initial recognition (purchased or originated credit-impaired (POCI) financial assets). For these assets, lifetime credit losses are already established at initial recognition, which are included in the estimate of future cash flows when calculating the effective interest rate and therefore do not have an immediate impact on profit or loss. Interest income of these instruments is accrued on the net value of the instrument. Any subsequent changes in expected credit losses are recognised in profit or loss as impairment or reversal of impairment, respectively.

The Group and the Company apply a single definition of a default. A financial asset is considered credit-impaired upon:

- default in the payment of coupon interest or principal due to inability to pay;
- the commencement of insolvency proceedings.

Measurement of expected credit losses

Expected credit losses are equal to the product of the expected probability of default (PD), the expected loss given default (LGD) and the expected exposure at default (EAD). The risk parameters (PD and LGD) from external sources are used to calculate expected credit losses.

Probability of default (PD) is determined based on statistical methods or a combination of statistical methods and a structural model. As such, it is calibrated in time; it represents the current situation (point-in-time) and contains the most likely future economic circumstances, according to financial market participants. In the event that information on probability of default is not available from external sources, this parameter is derived from internal models; the parameters of a comparable business entity are used or, on the basis of the consolidated financial statements, the Altman Z-Score is converted into a credit rating.

To determine the expected loss given default (LGD), the guidelines of the CRR (Regulation (EU) No 575/2013 of the European Parliament and of the Council of 26 June 2013, Article 161) are followed for the categories of exposures to central government units, central banks, regional and/or local government institutions and public sector entities for which information is not available from external sources. For the categories of exposures to companies, an own estimate of loss is used, ranging between 63% and 65%.

2.5.4 Income and expenses from financial investments

Income from financial investments comprises interest income, dividends, changes in fair value, gains on disposal and other financial income. Expenses from financial investments comprise expenses from impairment of investments, losses on disposal and other expenses from financial investments.

Interest income is recognised in profit or loss using the effective interest method, except for financial assets classified at fair value through profit or loss.

Income from dividends is recognised in profit or loss when it is authorised for payment.

Income and expenses due to changes in fair value of financial assets relate to the results of subsequent measurement of the fair value of financial assets measured at fair value through profit or loss.

Gains and losses on disposal of financial assets relate to the derecognition of financial assets other than financial assets measured at fair value through profit or loss. Gain is the difference between the carrying amount of a financial asset and its sales price.

Income and expenses from financial investments include net unrealised gains and losses on unit-linked life insurance assets. These income and expenses represent changes in the fair value of unit-linked life insurance assets.

2.5.5 Non-financial assets

Non-financial assets include investments in subsidiaries, associates and joint ventures, intangible assets, property, plant and equipment, investment property, right-of-use assets, non-current assets held for sale and other assets. The accounting policies for each of these assets are presented below.

2.5.5.1 Investments in subsidiaries

An investment in a subsidiary is considered to be an investment in a company that is directly or indirectly controlled by Zavarovalnica Triglav.

Investments in subsidiaries are measured in the separate financial statements at cost less accumulated impairment losses.

The initial recognition of the investment is made on the date on which the acquirer obtains the right to control the acquiree. Increases in the share capital of subsidiaries with in-kind contributions are measured at estimated fair value or carrying amount, where justified.

Subsidiaries are included in the consolidated financial statements under the full consolidation method.

2.5.5.2 Investments in associates and joint ventures

An investment in an associate is an investment in a company in which Zavarovalnica Triglav has a direct or indirect significant influence (directly or indirectly between 20% and 50% of voting rights), provided by the possibility of participating in the company's financial and business policy decisions, but not by controlling these policies.

Joint ventures are companies that are jointly controlled by the Group and the Company together with a contract partner based on a contractual agreement.

Investments in equity instruments of associates and joint ventures are accounted for in the separate and consolidated financial statements under the equity method. An investment in an associate or joint venture is initially recognised at cost. The carrying amount of the investment is subsequently adjusted to change the Group's and the Company's share in the associate's or joint venture's net assets as of the acquisition date. Goodwill relating to an associate or joint venture is included in the carrying amount of the investment. Signs of impairment are tested at each reporting date. If the recoverable amount is lower than the carrying amount, impairment up to the level of the recoverable amount is carried out.

The corresponding share of an associate's and joint venture's profit or loss is recognised in profit or loss.

The corresponding effects included in other comprehensive income of an associate or joint venture are recognised in other comprehensive income.

Upon loss of significant influence over an associate or loss of joint control of a joint venture, each retained investment is measured at its fair value. The difference between the carrying amount of the associate or joint venture and the fair value of the retained investment is recognised in profit or loss.

2.5.5.3 Business combinations and goodwill

The acquisition method is used for business combinations. The acquisition date is the date on which the acquirer obtains the right to control the acquiree. The identifiable assets acquired and liabilities assumed are determined and measured at their acquisition-date fair values. In each business combination, the non-controlling interest is also measured at the current proportionate share of the equity interests in the acquiree's recognised net assets.

Goodwill arises on the acquisition of a subsidiary if the excess of the sum of the consideration given measured at fair value is greater than the net amount of the acquiree's assets acquired and liabilities assumed. If the difference is negative, the gain is recognised in full in profit or loss. Contingent consideration at fair value is also included in the consideration. After initial recognition, goodwill is measured at cost less accumulated impairment losses.

2.5.5.4 Intangible assets

Intangible assets include goodwill and other intangible assets.

At initial recognition, other intangible assets are recognised at cost. At subsequent measurement, intangible assets are disclosed at cost less accumulated amortisation and accumulated impairment loss.

The useful life of all other intangible assets of the Group and the Company is assessed as finite.

Intangible assets with a finite useful life are amortised over their useful life. Amortisation is calculated individually using the straight-line amortisation method for each item, with the exception of goodwill, which is not amortised. Intangible assets are amortised when they are available for use. Amortisation costs of intangible assets with a finite useful life are recognised in profit or loss.

The appropriateness of the amortisation period and the amortisation method of intangible assets with a finite useful life is assessed at least at the end of each reporting period. Changes in the expected useful life or expected pattern of consumption of future economic benefits embodied in the asset are treated as changes in the amortisation period or method, as appropriate, and are treated as changes in accounting estimates.

At least once a year, at the end of the reporting period, it is assessed whether there are any signs of impairment of intangible assets with a finite useful life. In the case of any signs of impairment, assets are impaired and losses recognised in profit or loss.

An intangible asset is derecognised upon disposal (i.e. the date on which the recipient acquires control of the asset) or when no future economic benefits are expected from its use or disposal. Any gain or loss arising on derecognition of an asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in profit or loss.

2.5.5.5 Property, plant and equipment

Property, plant and equipment are accounted for using the cost model. At initial recognition, the cost includes the purchase price and all costs necessary to bring the asset to working condition for its intended use.

After initial recognition, property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment losses.

Property, plant and equipment are depreciated when they are available for use. Depreciation is calculated using the straight-line depreciation method. Residual value, useful life and depreciation methods of property, plant and equipment are checked at the end of each financial year and adjusted if necessary. Changes are treated as changes in estimates.

Assets under construction or in production are not depreciated until they are available for use. Depreciation of a property, plant and equipment asset ceases when it is derecognised.

A property, plant and equipment asset or any significant part that was initially recognised is derecognised upon disposal (i.e. the date on which the recipient acquires control of the asset) or when no future economic benefits are expected from its use or disposal. Any gain or loss arising on derecognition of an asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in profit or loss upon derecognition.

Maintenance and repair costs are recognised in profit or loss in the period in which they are incurred. Further investments that increase future economic benefits increase the value of property, plant and equipment.

Both the Group and the Company disclose the fair value of property, plant and equipment in the notes to the financial statements. The method of determining the fair value is described in more detail in [Section 2.5.10](#).

2.5.5.6 Investment property

Investment property comprises land and buildings intended for lease. Real property is defined as investment property if it is not used for own activity or if only an insignificant part of the building is used for own activity.

The guidelines on the recognition, valuation and derecognition method of investment property are the same as those for property, plant and equipment and are described in [Section 2.5.5.5](#).

All income from investment property relates exclusively to leases and is disclosed in profit or loss under other operating income. Expenses from investment property relate to depreciation and maintenance costs of investment property and are disclosed under other operating expenses in profit or loss.

Both the Group and the Company disclose the fair value of investment property in the notes to the financial statements. The method of determining the fair value is described in more detail in [Section 2.5.10](#).

2.5.5.7 Right of use assets

Whether a contract contains a lease is assessed at the inception of the contract. A contract contains a lease if it conveys the right to control the use of the identified asset for a period of time in exchange for consideration.

The Group and the Company use a uniform approach to recognition and measurement for all leases, except for short-term leases (up to 12 months) and leases of low-value assets (up to EUR 4,300).

An asset acquired under a lease is recognised as right-of-use assets and lease liabilities. Assets and liabilities are recognised in the amount of the present value of lease payments to be made in accordance with the concluded lease contract. Future lease payments are discounted at the interest rate implicit in the lease or at incremental borrowing rate if the interest rate implicit in the lease cannot be determined.

The calculation of right-of-use assets also takes into account any initial direct costs and an estimate of any removal and restoration costs.

The incremental interest rate is determined based on the interest rate for risk-free government bonds at the level of the individual country where the Group operates and the credit spread.

Right-of-use assets are measured using the cost model. The initial value of right-of-use assets is reduced over the life of the asset by depreciation and impairment losses and adjusted for remeasurement of the lease liability. After initial recognition, lease liabilities are increased by interest and decreased by lease payments.

The right-of-use assets and lease liabilities are disclosed in the statement of financial position as separate items.

Modifications related to leases may be a result of:

- modifications of agreed lease terms and conditions and
- modifications of accounting estimates related to leases.

Modifications of agreed lease terms and conditions relate to changes in the scope of lease, modifications of lease consideration or modifications of the lease term. In these cases, lease modification is calculated in two ways:

- the modification is treated as a separate lease.
- to modify the terms and conditions, the existing lease contract is amended.

Lease modification is treated as a separate lease only when it involves adding one or more underlying assets at a price applicable in the event of an independent lease of that added asset. In this case, lease is accounted for as a separate lease, independently of the original lease, and the accounting for the original lease continues unchanged.

In contrast, if a modification is not a separate lease, the accounting reflects that there is a linkage between the original lease and the modified lease. The existing lease liability is remeasured as follows:

- The new amount of lease consideration is taken into account.
- In the case of adding a new asset, the total consideration is evenly distributed among all underlying leased assets.
- The new term of the lease is taken into account.
- When remeasuring lease liabilities, the new discount rate effective at the time of modification is taken into account.

On the other hand, based on the difference between the newly measured liability and the balance of liabilities before the modification, an appropriate adjustment is made to right-of-use assets, resulting in a change in the amount of depreciation.

In the event of a change in the accounting estimate in respect of leases, the lease liability is remeasured to take into account the new discount rate effective at the time of the modification. The amount from the remeasurement of the lease liability is recognised as an adjustment to the value of the right-of-use asset. If the carrying amount of a right-of-use asset is zero and the lease liability is further reduced, the remaining amount of remeasurement is recognised in profit or loss.

In the case of leases with an indefinite term, the term of the lease is assumed in accordance with the strategy period. The assessment of the contract term is reviewed every three years.

2.5.5.8 Non-current assets held for sale

Non-current assets held for sale are those non-financial assets whose value will be recovered through sale instead of through continuing use. The condition for the classification into the category of non-current assets held for sale is met when sale is highly probable and the asset is available for immediate sale in its present condition. The management is committed to a plan to sell the asset, which must be carried out within one year of the asset being classified into this category.

At recognition, non-current assets held for sale are measured at the lower of carrying amount before classification and fair value less costs to sell. Costs to sell are expenses that are directly attributable to the disposal of an asset (disposal group), excluding financial expenses and tax expenses.

The same applies to the subsequent measurement of these assets. An impairment loss from the initial or subsequent write-off of an asset to fair value less costs to sell or gains on subsequent increases in fair value less costs to sell which may not exceed any accumulated impairment loss.

When property, plant and equipment or intangible assets are classified as held for sale, they are no longer amortised. They are presented separately in the statement of financial position as non-current items.

2.5.5.9 Other assets

Other assets include materials inventories, short-term deferred expenses and accrued income. At initial recognition, inventories are measured at cost increased by direct costs of procurement. For subsequent measurement, inventories are disclosed at the lower of cost less direct costs of procurement or net realisable value.

Short-term deferred costs or expenses are amounts that will impact profit or loss in the following accounting periods. They are accrued in order to ensure an even impact on profit or loss, or are deferred because they have already been paid but have not yet been incurred.

Other assets also include accrued income for goods and services supplied to clients whose performance obligations have already been met.

2.5.5.10 Impairment of non-financial assets

For all non-financial assets, except goodwill, the Group and the Company assess at each reporting date whether there are any signs of impairment. If there are signs of impairment, an impairment test is performed. An impairment test for goodwill is performed at the reporting date.

Assessment of impairment signs of non-financial assets

Signs of impairment of investments in subsidiaries are assessed on a yearly basis. The assessment takes into account signs from external sources of information (significant changes in the environment with a negative impact on the company, changes in market interest rates and returns on assets that affect the recoverable amount of assets, unexpected falls in market values of assets, etc.) and from internal sources of information (statutory changes, changes in management, change in the volume of business, the company's deteriorated economic performance).

Signs of impairment of land and buildings (classified as property, plant and equipment, investment property or right-of-use assets) are assessed on a yearly basis. The assessment takes into account signs from external sources (changes in the real property market) and internal sources (depletion, obsolescence, inability to lease or generate positive cash flows from operations).

If there are signs of impairment, an impairment test is performed, and the Group and the Company estimate the asset's recoverable amount. If the asset's carrying amount exceeds its recoverable amount, the asset is impaired.

Impairment test of investments in subsidiaries

The basis for performing an impairment test is IAS 36, which defines the recoverable amount of an asset or cash-generating unit as the higher of two items:

- fair value less costs of disposal or
- value in use.

Impairment tests of investments in subsidiaries are performed by external chartered and internal business valuator using valuation models, taking into account International Valuation Standards.

The valuation procedure includes at least:

- an analysis of the wider environment of society (macroeconomic and institutional);
- an analysis of the immediate environment (insurance market and markets of other relevant activities);
- an analysis of the company's business model and operations;
- an analysis of the company's competitive position in the market;

- an analysis of the achievement of the plan in terms of the adequacy of planning or the ability to implement a new plan;
- the selection of appropriate methodology and valuation methods according to the standards, purpose (for accounting purposes) and subject of valuation (business activity);
- making and estimating assumptions consistent with the analysis;
- estimating the cost of capital based on market parameters;
- valuation;
- a sensitivity analysis of assumptions to valuation and estimated range.

The key bases and sources for valuation are:

- environmental data obtained from local regulatory institutions and statistical offices, the European Central Bank and the International Monetary Fund;
- an assessment of profit or loss and the statement of financial position for the year in question, the business plan of each company approved by the supervisory body of each company for the year in question and the strategic plan of each company for the coming strategic period;
- documentation and information obtained from the management and other key persons of the company being valued;
- expert assessments of the relevant internal departments of Zavarovalnica Triglav and its subsidiaries or Group companies.

An impairment loss is measured as the difference between the asset's carrying amount and its recoverable amount and is recognised in profit or loss.

Impairment of non-financial assets is recognised in profit or loss.

Impairment test of land and buildings

In the case of individually material assets, an impairment test is performed individually. The impairment test of the remaining assets is carried out at the level of cash-generating units.

In determining fair value less costs to sell, International Valuation Standards (IAS), Slovenian Accounting Standard 2 – Valuation of Real Property Rights and Slovenian Accounting Standard 8 – Valuation for Financial Reporting are taken into account. Market valuation methods are used in the valuation, such as the market approach, the income approach and the subdivision development method. The valuation is performed by an independent certified real estate valuer.

The market approach is used as the primary method of valuation, as the valuation by this method is also the best indicator of the value of real property rights, but only in cases where there are sufficient transactions with comparable real property available. In the cases where the market analysis is not a sufficiently credible indicator to prepare a valuation, the valuation is made based on other valuation methods.

Where an income approach is used, potential market rent and stabilised income are assessed. These data are obtained by analysing current rents and actual collected rent for similar real property in the vicinity and based on the comparable real property available in the vicinity of the real property under valuation. The capitalisation rate is determined by the market analysis method based on the calculated ratio of stable profit and the sales price of real property. Transaction data are obtained through market analysis and monitoring and the real estate valuer's own database.

In the case of large undeveloped building land, where a detailed design is defined and where there is no similar land on the market, the assessment is also made using the subdivision development approach. The basis for using this method is the assumption that a rational investor will not sell the land at a lower price than the potential return generated through land development.

For non-financial assets, an assessment is made at each reporting date to determine whether there is any indication that impairment losses previously recognised no longer exist or have decreased. If any such indication exists, the recoverable amount of the asset is estimated. A previously recognised impairment loss is reversed only if the assumptions used to determine the asset's recoverable amount have changed since the last impairment loss was recognised. A reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor does it exceed the carrying amount that would have been determined without depreciation, if no impairment loss had been recognised for the asset in previous years. Such reversal is recognised in profit or loss.

Goodwill impairment test

Due to the need for impairment, goodwill is tested for impairment annually at the reporting date. In accordance with IAS 36, it is assessed whether there are any signs of impairment of the cash-generating unit to which goodwill was allocated. The impairment testing and the assessment of required impairment is performed by assessing the recoverable amount of this cash-generating unit using the discounted cash flow method. If the recoverable amount exceeds the carrying value, goodwill is not impaired.

The key assumptions included in the calculation of the recoverable amount are the cash flows realised and comparison with planned, expected cash flows based on available management plans and the discount rate calculated as the required rate of return using the CAPM model.

Goodwill impairment is recognised in profit or loss.

2.5.6 Equity and liabilities

2.5.6.1 Equity

Share capital equals the nominal value of paid-up ordinary shares denominated in euros. If the Company or a subsidiary acquires treasury shares, i.e. Zavarovalnica Triglav's shares, their value is disclosed as a deductible item of the Group's equity. In accordance with the requirements of the Companies Act (ZGD-1), treasury share reserves are created in the same amount.

Share premium are payments above the nominal amounts of shares or other capital payments in line with the Articles of Association. The effects of acquisition of non-controlling interests are also recognised in the consolidated financial statements under share premium.

The Company's reserves from profit are statutory, legal and other reserves from profit and treasury share reserves. The Company's legal reserves are created and used in accordance with the ZGD-1. Together with share premium, they must equal at least 10% of the share capital. This is the Company's tied-up capital set aside to protect the creditor's interests. The Company's statutory reserves are created in the amount that equals up to 20% of the share capital. The Company creates statutory reserved based on a decision by the Management Board to allocate up to 5% of net profit in a financial year to statutory reserves, decreased by any amounts used to cover retained loss, legal reserves and reserves from profit. Statutory reserves may be used to cover net loss for the year and loss brought forward, for treasury share reserves, increase share capital from the Company's assets and regulate the dividend policy.

In accordance with the ZGD-1, the Company's Management Board may allocate up to one half of the amount of the net profit remaining after the appropriation of the profit for the purposes required by law to create other reserves.

Reserves of subsidiaries are formed and used in accordance with the legislation of the countries in which these companies operate.

Basic earnings per share are calculated by dividing the shareholders' net profit by the weighted average number of ordinary shares, excluding ordinary shares held by the Group or the Company.

The Group and the Company do not have dilutive potential ordinary shares, thus the basic and diluted earnings per share are the same.

2.5.6.2 Subordinated liabilities

Subordinated liabilities include subordinated debt instruments for which it was agreed in the underlying agreements to be paid last in the event of the bankruptcy or liquidation of the company that issued these securities. Subordinated liabilities are measured at amortised cost in the financial statements.

2.5.6.3 Employee benefits

Employee benefits comprise provisions for jubilee and retirement benefits and unused leave. Provisions for jubilee and retirement benefits are calculated using the actuarial valuation method, i.e. the projected unit credit method or the accrued benefits based on service method. In line with IAS 19, the calculation is based on the following actuarial assumptions:

- demographic assumptions (mortality and early termination of employment);
- financial assumptions:
 - the discount rate taking into account the yield on government securities at the balance sheet date and
 - wage growth taking into account inflation, age, promotion and other factors such as supply and demand in the employment market.

Provisions for unused leave are calculated as the value of gross wage plus taxes for the period of unused leave. Provisions are undiscounted.

Changes in provisions for employee benefits due to payments and new provisions made are recognised in profit or loss under operating expenses (labour costs). Revaluation of provisions from an increase or decrease in the present value of liabilities due to changes in actuarial items and experience adjustments is recognised as actuarial gains or losses as follows: for provisions for retirement benefits in other comprehensive income and for provisions for jubilee benefits in profit or loss.

2.5.6.4 Operating and financial liabilities

Operating liabilities are recognised in the statement of financial position when the payment of a liability results from a contractual obligation. Operating liabilities are disclosed at amortised cost.

At initial recognition, financial liabilities are measured at cost based on the relevant documents on their origin. They are decreased by paid amounts and increased by accrued interest. Financial liabilities are disclosed at amortised cost in the financial statements. Interest paid on loans taken is recognised as expense and accordingly accrued over the term of the underlying loan.

2.5.7 Government grants and government assistance

Funds received directly or indirectly by the Group and the Company from the state, government agency or similar bodies at local, national or international levels are considered government grants or assistance. The received government grants are not the result of the performance of ordinary commercial transactions which a company receives in exchange for the provided service or supply of goods. A government grant means the transfer of funds to the Group and the Company in exchange for taking into account specific circumstances in the past or future.

The calculation of a government grant is made using the income approach, which provides for the recognition of a government grant in profit or loss. A government grant is recognised in profit or loss as income over the period necessary to match them with the related costs, for which they are intended to compensate. The grants received for costs already incurred are recognised immediately.

Government grants related to assets which are conditional on the purchase, construction or otherwise acquired asset are recognised as deferred income, which the Group and the Company recognise in profit or loss on a straight-line basis over the useful life of the asset.

Grants related to income, i.e. grants not related to assets, are recognised as a deduction of related expenses.

2.5.8 Operating expenses

Gross operating expenses are recognised on an accrual basis as historical costs by nature. They are subsequently segregated during the accounting process into costs attributable to insurance contracts and costs not attributable to insurance contracts. Under the IFRS 17 functional groups, attributable costs are divided into acquisition costs, claim handling costs, management costs and other administrative costs and, as such, are attributed to the individual groups of insurance contracts.

2.5.9 Taxes and deferred taxes

Tax expense comprises current tax expense and deferred tax income or expense.

Short-term income tax assets and liabilities are measured at the amount expected to be paid to the tax authorities. The tax rates and tax laws used to calculate the amount are those effective as at the reporting date in the countries where the Group and the Company operate and earn taxable profit.

Deferred tax assets and liabilities are calculated for temporary differences between the value of assets and liabilities for tax purposes and their carrying amount.

Deferred tax assets are recognised for all deductible temporary differences, transfer of unused tax credits and any unused tax losses. Deferred tax assets are recognised if it is probable that taxable profit against

which deductible temporary differences can be utilised and the transfer of unused tax credits and losses will be available, except:

- if the deferred tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction other than a business combination and which, at the time of the transaction, does not affect either the accounting or the taxable profit;
- with respect to deductible temporary differences associated with investments in subsidiaries, associates and interests in joint arrangements, deferred tax assets are only recognised to the extent that it is probable that the reversal will not occur in the foreseeable future and that taxable profit will be available against which the temporary difference will be utilised.

The carrying amounts of deferred tax assets are reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available against which deferred tax assets will be utilised. Unrecognised deferred tax assets are re-assessed at each reporting date and are recognised to the extent that it becomes probable that future taxable profits will be available against which the deferred tax assets can be utilised.

In assessing the collectability of deferred tax assets, the Group and the Company rely on the same assumptions that they use in other parts of the financial statements.

Deferred tax liabilities are recognised for all taxable temporary differences, except:

- if the deferred tax liability arises from the initial recognition of goodwill or an asset or liability in a transaction other than a business combination and which, at the time of the transaction, does not affect either the accounting or the taxable profit;
- with respect to taxable temporary differences associated with investments in subsidiaries, associates and interests in joint arrangements, when it is possible to control the timing of the reversal of temporary differences and that it is probable that the reversal will not occur in the foreseeable future.

Deferred tax assets and liabilities are measured at the tax rates that are expected to apply to the year when the asset is realised or the liability is settled, based on tax rates/laws that have been enacted or substantively enacted as at the reporting date.

The effects of the recognition of deferred tax assets and liabilities are recognised as income or expense in profit or loss, except when the tax arises from an event recognised in other comprehensive income. Deferred tax assets and liabilities relating to the same tax jurisdiction, period and taxable unit are offset at the level of an individual company.

In the case of consolidation, temporary differences arising from differences between the official financial statements of a subsidiary and the adjusted financial statements for consolidation purposes and those differences arising from consolidation procedures may be recognised.

2.5.10 Fair value measurement

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The measurement of the fair value of assets or liabilities takes into account their characteristics and assumes that the asset or liability is exchanged in an orderly transaction under current market conditions in the principal market or in the most advantageous market for those assets or liabilities.

Financial assets classified as financial assets at fair value through profit or loss and those at fair value through other comprehensive income are measured at fair value. However, for financial assets measured at amortised cost, their fair value is disclosed.

The fair value of financial instruments traded on regulated financial markets is determined based on quoted prices at the reporting date.

If there is no active market for a financial instrument, its fair value is measured by various valuation techniques. An active market is a market in which transactions between market participants take place frequently enough and to a sufficient extent to provide price information on a regular basis. Market activity, i.e. whether the market is active or not, is determined for each financial instrument according to the available information and circumstances. Factors that are important in assessing market activity include: the low number of transactions in a given time period, high volatility of quoted prices in a given time period or between different market makers, high price difference between supply and demand, the low number of market participants (fewer than 4). An important criterion, which includes all the above factors, for the activity of securities is the Bloomberg Valuation Service (BVAL) Score. Low scores of the indicator (below 3) indicate that the market is not active.

In determining the fair value of financial instruments, valuation methods are used at the comparable fair value of another instrument that has similar significant characteristics, as well as discounted cash flow analysis and option pricing models. If there is a valuation technique commonly used by market participants to determine the price of the instrument and if its reliability in estimating the prices obtained from actual market transactions has been demonstrated, such a technique will be used. The assumptions and estimates used contain certain risks regarding their actual fulfilment in the future. In order to reduce these risks, the assumptions and estimates used are tested in various ways (e.g. comparison of assumptions or estimates with the sector/industry, individual market companies and similar). In addition, when calculating the range of estimated value of an individual investment, a sensitivity analysis is performed for key value drivers such as: net sales income, the EBITDA margin, the financial intermediation margin, the rate of return on financial investment portfolio, operating expenses to total assets, cash flow growth and the discount rate. The discounted cash flow method uses estimated future cash flows and discount rates that reflect interest rates for comparable instruments.

For the purpose of disclosing fair value, the fair value of non-financial assets is also assessed, taking into account the market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

In assessing the fair value of own-use land and buildings and investment property, the income capitalisation approach, the market approach and the analysis of the most economical use for development land are used. The most important parameters included in the calculation are market prices of comparable real property and the capitalisation rate. Fair value is estimated by internal and external chartered business valuers, taking into account International Valuation Standards.

When estimating the fair value of a subordinated bond issued, the price according to the model (the discounted cash flow method) is taken into account, as the management assessed that the market was not active.

The fair value hierarchy is used to disclose the method of determining the fair value of assets and liabilities. This is determined by the inputs to the valuation technique used to measure fair value.

- Level 1 inputs: unadjusted quoted prices in active markets under IFRS 13 for identical assets or liabilities that the entity can access at the measurement date. The quoted prices may be adjusted only exceptionally.
- Level 2 inputs: are quoted prices for similar assets or liabilities in active markets, quoted prices in markets that are not active and quoted prices that are observable.
- Level 3 inputs: are prices that do not meet the standards for Level 1 or Level 2. The share of unobservable inputs used in value measurement models is considerable. Unobservable inputs have to use the assumptions that market participants would use when pricing the asset or liability, including risk assumptions.

The valuation techniques and market inputs used to develop these techniques are presented below.

Financial investment type	Value assessment method	Material parameters	Parameter weight applied	Fair value
EXTERNAL APPRAISERS (market operator)				
Debt securities - composite	Stochastic model, HW1f and HW2f network models	EUR SWAP interest rate curve, issuer credit spreads, comparable issuer credit spreads, interest rate volatility, correlation matrix, volatility indices		Level 2
Debt securities – compound with exposure to stock markets	Stochastic model	EUR SWAP interest rate curve, issuer credit spreads, comparable issuer credit spreads, interest rate volatility, volatility indices		Level 2
Derivatives	Black-Scholes model	Index volatility		Level 2
BLOOMBERG BVAL				
Debt securities – companies, financial institutions and government	Cash flow discounting according to amortisation schedule	EUR SWAP interest rate curve, issuer credit spreads, comparable issuer credit spreads, indicative listings		Level 2
INTERNAL APPRAISERS				
Debt securities - government	Cash flow discounting according to amortisation schedule	Republic of Slovenia interest rate yield curve	yield curve issued by Republic of Slovenia (Bloomberg ID: I259 Currency); credit spread between 0 and 0.92%	Level 2
Debt securities - companies and financial institutions	Cash flow discounting according to amortisation schedule	Republic of Slovenia interest rate yield curve, issuer credit spreads	yield curve issued by Republic of Slovenia (Bloomberg ID: I259 Currency); credit spread between 1.87 and 6%	Level 2
Equity securities	Income approach	g (growth rate during the constant growth period)	2–3.1%	Level 3
		Discount rate	5.8–15.4%	
		Lack of marketability and control discount	0–50.3%	
	Cost approach	Value of real property and participating interests		
	Market approach	MVIC/EBITDA, P/B		
Equity investments in associates	Equity method	Accumulated gains and losses		Level 3
Real property for own use	Income approach, market approach, land residual method (analysis of the most economical use of development land)	Capitalisation rate	7.5–15%	Level 3
Investment property		Market prices of comparable real property		

The fair value of assets and liabilities is shown in [section 2.5.10](#).

2.6 Impacts of the transition to new accounting standards and impacts of changes in accounting policies

2.6.1 Impacts of the transition as at 1 January 2022

The impacts of the transition to new accounting standards and the impacts of changes in accounting policies on the Group's and the Company's equity as at 1 January 2022 are presented below. The audited items of the statement of financial position as at 31 December 2021 were appropriately reclassified to reflect the new structure of the statement of financial position.

Effects of changes on equity

The effects of changes in the valuation of insurance contracts and financial assets and the effects of a change in accounting policy were recognised in equity as at 1 January 2022 as follows:

- Triglav Group: an increase in retained earnings of EUR 169,890,316 and a decrease in accumulated other comprehensive income of EUR 65,436,314, resulting in a net increase in equity of EUR 104,454,002;
- Zavarovalnica Triglav: an increase in retained earnings of EUR 139,660,910 and a decrease in accumulated other comprehensive income of EUR 44,226,681, resulting in a net increase in equity of EUR 95,434,229.

The increase in retained earnings was predominantly due to a decrease in insurance contract liabilities. IFRS 17 requires that the best estimate be used in their measurement, whereas in the application of IFRS 4 the safety principle was taken into account when creating insurance technical provisions.

Triglav Group	31 December 2021 (audited)	Impacts of the transition to IFRS 17	Impacts of the transition to IFRS 9	Reclassification to financial contracts	Other reclassifications	1 January 2022
ASSETS	4,374,353,624	-243,766,638	-5,357,418	348,746	-151,523	4,125,426,791
Property, plant and equipment	108,655,212	0	0	0	1,475,834	110,131,046
Investment property	75,110,973	0	0	0	-51,383	75,059,590
Right of use assets	10,933,109	0	0	0	-151,523	10,781,586
Intangible assets and goodwill	107,184,415	-52,930,208	0	0	-5,921	54,248,286
Deferred tax assets	927,425	-283,392	-417,585	0	0	226,448
Investments in subsidiaries	0	0	0	0	0	0
Investments in associates and joint ventures	36,031,346	0	0	0	0	36,031,346
Financial investments	3,543,977,278	15,915	-1,622,348	-623,694,401	-1,518,910	2,917,157,534
Financial contract assets	0	0	0	643,548,868	0	643,548,868
Insurance contract assets	159,365,204	-142,389,447	0	-246	0	16,975,511
Reinsurance contract assets	201,451,755	-38,868,927	0	0	0	162,582,828
Non-current assets held for sale	3,812,044	0	0	0	2,405	3,814,449
Current corporate income tax assets	4,127,384	120,358	-3,897,489	0	0	350,253
Other receivables	35,612,821	-7,878,483	0	306,342	77,871	28,118,551
Cash and cash equivalents	82,321,630	0	520,131	-19,813,191	0	63,028,570
Other assets	4,843,028	-1,552,454	59,873	1,374	20,104	3,371,925
EQUITY AND LIABILITIES	4,374,353,621	-243,766,638	-5,357,421	348,746	-151,523	4,125,426,785
Controlling interests	930,511,225	106,133,242	-502,333	-1,315,101	0	1,034,827,033
Share capital	73,701,392	0	0	0	0	73,701,392
Share premium	50,283,747	0	0	0	0	50,283,747
Reserves from profit	421,633,959	-90	90	0	0	421,633,959
Accumulated other comprehensive income	77,834,278	-24,832,230	-40,589,970	-14,114	0	12,397,964
Other reserves	0	0	0	0	0	0
Retained profit/loss from previous years	310,028,842	130,984,319	40,206,984	-1,300,987	0	479,919,158
Currency translation differences	-2,970,993	-18,756	-119,437	0	0	-3,109,186
Non-controlling interests	2,475,645	-139,107	0	0	0	2,336,538
Subordinated liabilities	49,471,831	0	419,635	0	0	49,891,466
Deferred tax liabilities	9,377,034	22,783,082	-5,348,364	-303,890	0	26,507,862
Financial contract liabilities	0	0	0	643,548,868	0	643,548,868
Insurance contract liabilities	3,224,854,813	-334,594,935	0	-645,487,660	0	2,244,772,218
Reinsurance contract liabilities	34,061,539	-31,911,519	0	0	0	2,150,020
Provisions	20,184,669	1,986,047	0	4,192,088	0	26,362,804
Lease liabilities	11,274,806	0	0	0	-126,303	11,148,503
Other financial liabilities	2,237,060	-21,545	39,616	0	0	2,255,131
Non-current liabilities held for sale	0	0	0	0	0	0
Current corporate income tax liabilities	2,649,636	-35,279	552,768	0	0	3,167,125
Other liabilities	87,255,363	-7,966,624	-518,743	-285,559	-25,220	78,459,217

in EUR

in EUR

Zavarovalnica Triglav	31 December 2021 (audited)	Impacts of the transition to IFRS 17	Impacts of the transition to IFRS 9	Impacts of the change in accounting policy – equity method	Reclassification to financial contracts	Other reclassifications	1 January 2022
ASSETS	3,118,944,086	-112,006,466	-312,844	-6,102,619	0	0	3,000,522,157
Property, plant and equipment	65,143,307	0	0	0	0	1,615,993	66,759,300
Investment property	43,840,055	0	0	0	0	0	43,840,055
Right of use assets	4,548,297	0	0	0	0	0	4,548,297
Intangible assets and goodwill	67,022,026	-35,045,848	0	0	0	0	31,976,178
Investments in subsidiaries	131,924,683	0	0	0	0	0	131,924,683
Investments in associates and joint ventures	41,693,996	0	0	-6,102,619	0	0	35,591,377
Financial investments	2,508,082,035	15,915	-184,184	0	-245,334,872	-1,744,653	2,260,834,241
Financial contract assets	0	0	0	0	249,789,207	0	249,789,207
Insurance contract assets	79,278,048	-64,091,699	0	0	0	0	15,186,349
Reinsurance contract assets	143,682,627	-7,131,688	0	0	0	0	136,550,939
Current corporate income tax assets	564,166	0	0	0	0	0	564,166
Other receivables	17,738,595	-5,849,816	-128,660	0	0	128,660	11,888,779
Cash and cash equivalents	13,912,991	0	0	0	-4,454,335	0	9,458,656
Other assets	1,513,260	96,670	0	0	0	0	1,609,930
EQUITY AND LIABILITIES	3,118,944,094	-112,006,466	-312,844	-6,102,619	0	0	3,000,522,165
Controlling interests	675,221,932	101,810,028	-117,576	-4,943,121	-1,315,102	0	770,656,161
Share capital	73,701,392	0	0	0	0	0	73,701,392
Share premium	53,412,885	0	0	0	0	0	53,412,885
Reserves from profit	404,562,643	0	0	0	0	0	404,562,643
Accumulated other comprehensive income	55,884,633	-19,488,817	-16,569,100	-8,168,764	0	0	11,657,952
Retained profit/loss from previous years	87,660,379	121,298,845	16,451,524	3,225,643	-1,315,102	0	227,321,289
Subordinated liabilities	49,471,831	0	419,635	0	0	0	49,891,466
Deferred tax liabilities	4,212,733	21,684,389	-637,001	-1,159,498	-303,890	0	23,796,733
Financial contract liabilities	0	0	0	0	249,789,207	0	249,789,207
Insurance contract liabilities	2,295,292,509	-214,815,395	0	0	-249,789,207	0	1,830,687,907
Reinsurance contract liabilities	18,526,653	-18,524,823	0	0	0	0	1,830
Provisions	13,201,285	0	0	0	1,618,991	0	14,820,276
Lease liabilities	4,643,844	0	0	0	0	0	4,643,844
Other financial liabilities	1,668,488	0	22,098	0	0	0	1,690,586
Other liabilities	56,704,811	-2,160,665	0	0	0	0	54,544,146

The decrease in accumulated other comprehensive income was due to the recognition of the effects of discounting insurance contracts. In accordance with IFRS 17, the effects of a change in the interest rate on the discounting of cash flows from insurance contracts are recognised in other comprehensive income in order to reduce the accounting mismatch with the measurement effects of financial assets recognised in other comprehensive income.

The methods used in the transition to IFRS 17

On transition to IFRS 17, valuations were performed for all insurance contracts issued before the date of initial application of this standard and still in force at that date, i.e. 1 January 2022. The standard requires a full retrospective approach to be used for valuation. This approach was applied to the valuation of all short-term insurance contracts and those long-term insurance contracts issued from 2016.

Where an insurer does not have complete data, the standard allows the use of a modified approach with some simplifications, without the need to reconstruct data that are not available. Using this approach, long-term insurance contract liabilities under contracts entered into between 2007 and 2015 were restated as at 1 January 2022.

For long-term insurance contracts entered into before 2007, the fair value approach was applied. The standard allows this approach if both the full approach and the modified retrospective approach are not economically justifiable due to obtaining data.

in EUR

Triglav Group Contractual service margin	Contracts under the modified retrospective approach	Contracts under the fair value approach	Contracts under the full retrospective approach	TOTAL
As at 1 January 2022	51,364,841	0	106,640,920	158,005,761
Changes that relate to current service				
CSM recognised in profit or loss to reflect the transfer of services	-9,542,168	-902,931	-22,194,251	-32,639,350
Changes that relate to future service				
Changes in estimates that adjust the CSM	-48,965	-1,096,080	-3,054,665	-4,199,710
Effects of contracts for which initial recognition was carried out in the period	0	0	37,705,684	37,705,684
Insurance service result	-9,591,133	-1,999,011	12,456,768	866,624
Net insurance finance income/expenses	3,146,609	11,104,873	13,307,419	27,558,901
Total changes in other comprehensive income	-6,444,524	9,105,862	25,764,187	28,436,287
As at 31 December 2022	44,920,317	9,105,862	132,405,107	186,431,286
Changes that relate to current service				
CSM recognised in profit or loss to reflect the transfer of services	-8,885,889	-1,977,797	-28,930,671	-39,794,357
Changes that relate to future service				
Changes in estimates that adjust the CSM	9,472,679	2,986,319	39,236,069	51,695,067
Effects of contracts for which initial recognition was carried out in the period	0	0	42,344,259	42,344,259
Insurance service result	586,790	1,008,522	52,649,657	54,244,969
Net insurance finance income/expenses	244,817	870,190	-3,344,377	-2,229,370
Total changes in other comprehensive income	831,607	1,878,712	49,305,280	52,015,599
As at 31 December 2023	45,751,924	10,984,574	181,710,387	238,446,885

in EUR

Zavarovalnica Triglav Contractual service margin	Contracts under the modified retrospective approach	Contracts under the fair value approach	Contracts under the full retrospective approach	TOTAL
As at 1 January 2022	51,364,841	0	98,379,697	149,744,537
Changes that relate to current service				
CSM recognised in profit or loss to reflect the transfer of services	-9,542,168	-760,598	-19,260,114	-29,562,880
Changes that relate to future service				
Changes in estimates that adjust the CSM	-48,965	-843,395	-2,614,196	-3,506,555
Effects of contracts for which initial recognition was carried out in the period	0	0	33,340,793	33,340,793
Insurance service result	-9,591,132	-1,603,993	11,466,483	271,357
Net insurance finance income/expenses	3,146,610	10,350,728	12,131,221	25,628,559
Total changes in other comprehensive income	-6,444,523	8,746,735	23,597,704	25,899,916
As at 31 December 2022	44,920,318	8,746,735	121,977,401	175,644,454
Changes that relate to current service				
CSM recognised in profit or loss to reflect the transfer of services	-8,885,888	-1,650,550	-25,470,342	-36,006,780
Changes that relate to future service				
Changes in estimates that adjust the CSM	9,472,680	1,950,510	43,644,722	55,067,911
Effects of contracts for which initial recognition was carried out in the period	0	0	32,658,078	32,658,078
Insurance service result	586,792	299,960	50,832,457	51,719,208
Net insurance finance income/expenses	244,818	694,315	-2,928,288	-1,989,155
Total changes in other comprehensive income	831,609	994,275	47,904,169	49,730,053
As at 31 December 2023	45,751,927	9,741,010	169,881,570	225,374,507

Impacts of the transition to IFRS 9

The transition to IFRS 9 on 1 January 2022 did not significantly affect the value of financial assets; however, it did affect the reclassification of the Group's and the Company's financial instruments, as shown in the tables below.

Triglav Group

in EUR

Classification of financial investments under IAS 39	Value under IAS 39 as at 31 Dec 2021	Reclassification	Reclassification under IFRS 9 as at 1 Jan 2022			Remeasurement as at 1 Jan 2022		Value under IFRS 9 as at 1 Jan 2022		
			to FVTPL	to FVOCI	to AC	Revaluation	ECL	FVTPL	FVOCI	AC
HTM and L&R	231,033,030	-2,359,312	5,503,964	0	223,169,754	802,165	-1,622,348	5,952,000	0	222,389,210
FVTPL and FVTPL for trading	1,175,293,820	-623,666,083	551,627,738	0	0	0	0	551,627,650	1,959,630,084	0
AFS	2,137,650,428	0	178,014,857	1,959,635,571	0	0	0	177,558,590	0	0
Total	3,543,977,278	-626,025,394	735,146,559	1,959,635,571	223,169,754	802,165	-1,622,348	735,138,240	1,959,630,084	222,389,210

Zavarovalnica Triglav

in EUR

Classification of financial investments under IAS 39	Value under IAS 39 as at 31 Dec 2021	Reclassification	Reclassification under IFRS 9 as at 1 Jan 2022			Remeasurement as at 1 Jan 2022		Value under IFRS 9 as at 1 Jan 2022		
			to FVTPL	to FVOCI	to AC	Revaluation	ECL	FVTPL	FVOCI	AC
HTM and L&R	173,451,841	-1,697,486	5,991,639	0	165,762,716	-60,950	-184,184	5,952,000	0	165,556,736
FVTPL and FVTPL for trading	746,239,932	-245,306,210	500,933,722	0	0	0	0	500,933,722	0	0
AFS	1,588,390,263	0	130,247,315	1,458,142,948	0	0	0	130,247,315	1,458,144,468	0
Total	2,508,082,036	-247,003,696	637,172,676	1,458,142,948	165,762,716	-60,950	-184,184	637,133,037	1,458,144,468	165,556,736

Effects of the transition on the valuation of associates and joint ventures in the separate financial statements of Zavarovalnica Triglav

Investments in associates and joint ventures in past periods were accounted for at fair value in the Company's separate financial statements and under the equity method in the Group's consolidated financial statements.

In order to make the disclosure of these investments in the financial statements of the Group and the Company more comparable and therefore more relevant, the Company changed the valuation method in the separate financial statements so that, also for the purpose of preparing the separate financial statements, investments in associates and joint ventures are accounted for using the equity method. The change in the accounting policy resulted in a decrease in the value of these investments by EUR 6,102,619.

Reclassification to financial contracts

The transition to IFRS 17 led to a reassessment of underwriting and financial risks of pension products in the accumulation (savings) phase (supplemental voluntary pension insurance). As a result of the reassessment, these products no longer bear material underwriting risk and were therefore reclassified from insurance to financial contracts upon the transition. They are disclosed as financial contract assets and liabilities in the statement of financial position. Financial contract assets also comprise cash, receivables and other assets directly related to these contracts.

Other reclassifications

Other reclassifications mainly relate to the reclassification of works of art from financial investments to property, plant and equipment. The change was made in order to more accurately present the assets in the Group's and the Company's statement of financial position.

2.6.2 Effects of the transition in the 2022 statement of profit or loss

By transitioning to the new standards, differences in the net profit for 2022 of both the Group and the Company were recognised compared to the 2022 financial statements that were published in accordance with the previous accounting standards, IFRS 4 and IAS 39.

The Company generated a lower net profit compared to the published financial statements as a result of the transition to the new accounting standards. The Company's net profit for 2022 under the previous standards amounted to EUR 120,472,078, while the net profit restated under the new accounting policies was EUR 8,925,410. In total, the transition to the new accounting policies resulted in a net profit lower by EUR 111,546,668 than that published for 2022 in accordance with the previously valid standards.

The Group's net profit for 2022 under the previous standards amounted to EUR 110,216,676, while the application of the new accounting policies resulted in a loss of EUR 6,972,434. In total, the transition to the new accounting policies resulted in a net profit lower by EUR 117,189,110.

With regard to non-life insurance contracts, this effect arises from differences in the valuation of claims provisions. In 2022, a transition was made towards the methods prescribed by IFRS 17 in the valuation of claims provisions, specifically adopting best estimates instead of conservative estimates. As a result, there was a significant reduction in the amount of insurance technical provisions.

With regard to life insurance contracts, a direct comparison of the net profit for a given year is more difficult as the calculation methods under the two standards for long-term insurance contracts are significantly different. Although the operating result over the lifetime of each insurance contract would be the same under both standards, it may differ significantly from period to period. This is the case in 2022, partly due to the effects of the transition and partly due to the significant increase in interest rates, which had a different impact under the two standards.

The difference in net profit or loss was also significantly affected by the classification of equity securities into the group of financial assets measured through other comprehensive income and other changes in the measurement of financial assets with the transition to IFRS 9.

Another significant difference in net profit or loss is the recognition of deferred taxes on the difference in income tax expense resulting from lower profit before tax.

2.7 Significant accounting judgments, estimates and assumptions

The preparation of the financial statements in line with IFRS requires the use of judgments, estimates and assumptions that affect the value of reported assets and liabilities at the reporting date and the amount of income and expenses in the reporting period. Although the estimates used are based on the best knowledge of current events and activities, the actual results may differ from the estimates. Estimates and assumptions are reviewed regularly and their adjustments are recognised in the period of the change.

The following is a summary of the accounting judgments, estimates and assumptions used in the preparation of the financial statements of the Group and the Company. Accounting policies for items subject to judgments and estimates are described in [Section 2.5](#). The estimates used in the preparation of the financial statements for the financial year ended 31 December 2023 are presented in the disclosures of the items to which they relate.

Item in the financial statements / content	Accounting judgement / estimate	Assumptions and sources of uncertainty
Going concern	The judgement of the Group and the Company as a going concern is prepared based on an assessment of the risks and uncertainties to which the Group and the Company are exposed.	Assumptions about future risk exposure and uncertainty in the business environment. A sensitivity analysis of the Group's and the Company's profitability, financial position and liquidity to risks and uncertainties.
Classification of insurance contracts	Contracts concluded by the Group and Company are classified as insurance or financial contracts according to their characteristics. The estimate of whether a contract issued is an insurance or financial contract and the estimate of whether or not the contracts issued meet the criteria for contracts with direct participation features have a significant effect on the further measurement and disclosure of related items in the financial statements.	The assumption of material underwriting risk in relation to additional payouts in the event of a loss event.
Valuation of insurance contracts	For the subsequent valuation of insurance contracts, judgements on whether or not a simplified premium allocation approach can be applied to the valuation of the contracts issued are relevant. Also important are judgements on whether the individual components of contracts should be separated (and valued separately), and judgements about the appropriate level of aggregation of contracts into portfolios. The judgements needed to identify onerous contracts are also important.	Assumptions about the term of the contract, the appropriate level of aggregation of contracts and assumptions relating to the onerousness of contracts.
The calculation of insurance/reinsurance contract assets and liabilities	Estimates of expected future cash flows and the discount rates and illiquidity premiums used significantly impact the calculation of assets and liabilities.	Assumptions about the expected claims development and claims ratios of non-life insurance contracts. Assumptions about the expected mortality, policyholders' future behaviour and claims ratios of additional life insurance riders. Assumptions about expected movements in interest rates and costs and about expected inflation and economic growth.
The calculation of risk adjustment	The judgement or selection of the most appropriate techniques for estimating the risk adjustment for non-financial risk and the estimation of the adjustment are important.	Assumptions about the required risk adjustment for non-financial risk in non-life insurance contracts.
Financial assets	The assessment of the appropriateness of the business model has a significant impact on the subsequent valuation of financial assets.	Assumptions about the policy and objectives related to financial assets portfolios. Assumptions on how the performance of each business model will be monitored. Assumptions about the risks affecting the performance of each business model. Assumptions about the expected frequency, volume and timing of sales of financial assets of each business model.
Financial assets	The valuation of financial assets is also significantly affected by the assessment whether the contractual cash flows of a financial instrument are solely repayments of principal and interest on the outstanding principal amount (the SPPI test).	Assumptions about expected cash flows related to an instrument.
Financial assets	An important judgement is the assessment of impairment of financial assets, which involves the selection of criteria for assessing whether credit risk of an investment has changed significantly between the time of its recognition and the time of valuation, and the choice of the expected credit losses (ECL) measurement model. The significant accounting estimate relates to the calculation of the required impairment at the balance sheet date.	Assumptions regarding expected cash flows. The assumptions regarding the expected probability of default (PD) and the expected loss given default (LGD).
Financial assets	Financial assets are measured at fair value in the financial statements or their fair value is disclosed. The fair value of financial assets is a significant accounting estimate when the fair values of assets are not quoted on the active market (stock market).	The estimate of comparable stock market transactions, interest rate curves, credit spreads, interest rate volatility, stock index volatility, the estimate of expected cash flows, discount rates and growth rates.
Investments in subsidiaries	Investments in subsidiaries are investments in companies that are directly or indirectly controlled by Zavarovalnica Triglav. A significant judgement is the judgement of whether the conditions of control in an individual company are met.	The existence of influence on the company based on voting rights or contractual agreements. Exposure to variable return. Impact on return via impact on the company.
Investments in subsidiaries	Investments in subsidiaries are measured at cost in the Company's separate financial statements. A significant judgement is the judgement of whether there are any signs of impairment of these investments. If any sign of impairment exists, the significant accounting estimate relates to the calculation of the required impairment at the balance sheet date.	Assumptions about the wider and immediate environment of the company and the company's position in the market, assumptions about the adequacy of the business model, predictions about the company's future operations and its ability to implement plans, assumptions about the cost of capital and the long-term growth rate.

Item in the financial statements / content	Accounting judgement / estimate	Assumptions and sources of uncertainty
Goodwill	At initial recognition, goodwill is measured at cost and subsequently assessed for impairment annually. The amount of the required impairment is a significant estimate in the Group's financial statements.	Assumptions about the company's future operations and its ability to achieve the set goals, the estimate of the convergence of markets towards more developed ones, expected economic trends, discount rate, the estimate of the necessary premium for specific risks.
Intangible assets, property, plant and equipment, investment property	Intangible assets, property, plant and equipment and investment property are disclosed in the financial statements using the cost model. A significant estimate that affects the amount of amortisation expense is the estimated useful life of assets.	Expected physical wear and tear, technical and economic ageing of the asset. Expected legal or other restrictions of use.
Property, plant and equipment, investment property	Property, plant and equipment and investment property are disclosed in the financial statements using the cost model. The fair value of these assets, which is determined for disclosure purposes, is a significant estimate.	Market prices of comparable real property, the expected rates of return on real property (potential market rent and stabilised income), the capitalisation rate.
Property, plant and equipment, investment property	Property, plant and equipment and investment property are disclosed in the financial statements using the cost model. When compiling the financial statements, it is assessed whether there are any signs of impairment of these assets. In any sign of impairment exist, an estimate of the necessary impairment is a significant accounting estimate.	Market prices of comparable real property, the expected rates of return on real property (potential market rent and stabilised income), the capitalisation rate.
Assets and liabilities from received leases	The amount of leased assets and related financial liabilities is measured upon recognition at the present value of future lease payments. A significant estimate in determining the amount of assets and liabilities is the assumed discount rate, and in the case of assets leased for an indefinite term also the estimate of lease term.	Assumption of interest rate and the necessary mark-ups. The expected lease term.
Deferred tax assets	Deferred tax assets are recognised in the financial statements if it is probable that taxable profit against which deductible temporary differences can be utilised and the transfer of unused tax credits and losses will be available. The judgement of the justification of created deferred tax assets is a significant accounting judgement.	Assumptions about the future profitability of the Group's companies and Zavarovalnica Triglav.
Employee benefits	The calculation of provisions for termination and jubilee benefits is based on an actuarial valuation method and therefore is a significant estimate in the financial statements.	Demographic assumptions (mortality, early termination of employment) and financial assumptions (discount rate, wage growth, inflation).

2.8 Risk Management

The Group's risk management system is defined by internal rules and a clear separation of the powers and responsibilities of the business functions, the Management Board, the Supervisory Board, and the key functions and other related areas that exercise supervision. It consists of effective processes used to constantly identify, assess and control assumed and potential or emerging risks. This allows the Group to take appropriate and timely action and keep their risk profile at the level defined in the risk appetite. The system is clear, transparent and well-documented.

More information on the Group's risk management process is presented in the Business Report, which is part of the Group's and the Company's Annual Report.

Risk exposure of the Group and the Company

Risk assessments by individual risk segment are based on market values for Solvency II purposes. The Group uses a regulatory method, which is assessed as appropriate for risk measurement in the context of the own risk and solvency assessment process.

In the case of unit-linked insurance, the risk is not borne by the Group and the Company. Certain tables below therefore show the value of these insurance contracts separately or are excluded from the presentation of exposure and risk assessment of the Group and the Company. The same applies to financial contract assets and liabilities.

Risk exposures are monitored in the same way at Group and Company levels. The risk exposures for both the Group and the Company are presented below, while the notes on risk management are described at Group level.

2.8.1 Underwriting risks

The Group assumes underwriting risks by underwriting various types of insurance policies. Its insurance portfolios are diverse in terms of products and so are their underwriting risks. Insurance is divided into non-life insurance, which includes health insurance and reinsurance, and life insurance, which includes pension annuity insurance. Insurance claims or insurance liabilities stemming from insurance policies are classified as life insurance liabilities that depend on biometric factors such as age, gender and health status of the person insured and non-life insurance liabilities that do not depend on biometric factors.

Non-life insurance liabilities include all non-life insurance claims, including health insurance and reinsurance claims, with the exception of non-life insurance claims paid out as an annuity. The latter are non-life insurance claims that depend on biometric factors of the injured party and are therefore classified as life insurance liabilities. Non-life insurance liabilities also include accident insurance claims stemming from life insurance policies, but which do not depend on the biometric factors of the injured parties.

Life insurance liabilities arise from insurance policies for traditional, unit-linked and pension annuity insurance. Life insurance liabilities include non-life insurance claims, which are paid out as annuities and which to the greatest extent stem from motor vehicle liability insurance.

The basic principle of the insurance business is adequate risk equalisation. The Group and the Company achieve this through sufficiently large homogeneous risk groups, which constitute the entire portfolio of the presented underwriting risks. The key prerequisite for adequate risk equalisation is efficient and correct classification of risks. A specific risk is assessed and classified into an appropriate group at the time of underwriting. Also considered are new findings, know-how and procedures of reinsurers who assume a portion of the Group's underwriting risks.

The Group manages all identified risks in the context of the actuarial control cycle by regularly checking the deviations of the actual effects of risks from those anticipated. In the event of identified deviations, appropriate action is taken – each time by adjusting the design or criteria of an insurance product or the criteria for calculating insurance contract liabilities.

Underwriting risks are directly related to underwriting insurance policies, the amount of premiums and insurance contract liabilities. They are negatively affected by losses or adverse changes in the value of insurance liabilities due to inadequate pricing and assumptions taken into account in the calculation of insurance contract liabilities.

Underwriting risks are presented separately for non-life and life insurance.

2.8.1.1 Non-life underwriting risks

The standard Solvency II formula is used for non-life underwriting risk assessment. The treatment under this formula differs from the IFRS treatment in terms of defining attributable and non-attributable costs and of calculating the premium provision.

Non-life insurance underwriting at Group level creates risks for an undercharged premium in relation to assumed risks, higher claims than liabilities for underwritten policies, higher deviations in the profitability of underwritten policies than expected and numerous or major catastrophic events. The described risks depend on their volatility and respective exposure.

■ **Premium risk** is the risk that written premium is insufficient to meet all obligations arising from the conclusion of an insurance contract. The risk depends on net premium income and the annual volatility of claims ratios, which are determined for each insurance segment using the standard formula. The test of their adequacy for the insurance portfolio is performed annually in the context of own risk and solvency assessment; on average, it shows lower risks than predicted by the standard formula. Premium risk also depends on the diversification of their exposure by various insurance segment in the portfolio. Thus, the Group aims to ensure that the portfolio is appropriately diversified. Premium risk is managed through efficient monitoring of claims experience and a timely adjustment of pricing policy.

- Risk of liabilities for incurred claims** arises when the actual realised claims deviate from the expected claims. Liabilities for incurred claims are formed based on the estimate of expected claims paid from valid non-life insurance contracts. This risk is therefore measured by estimating potential loss for claims already incurred in an exceptional event. With respect to the latter, a scenario is taken into consideration which, in an annual period, (statistically) occurs once in 200 years and which, in accordance with the standard formula used to measure the amount of the Company's required capital for each insurance segment, depends on the best estimate of net claims provision and its annual volatility. The risk of liabilities for incurred claims is also influenced by the maturity of liabilities – the average duration of claim settlements – for which liabilities were made. This risk is higher in liabilities with long maturities than in liabilities with short maturities. With respect to liability insurance, more than half of foreseen claims are settled after one year, while in other insurance segments they are paid within one year. Liabilities with long maturities also include claims paid as annuities and therefore include the payment revision risk and other biometric risks, which are otherwise characteristic of life insurance products. The risk of liabilities for incurred claims is monitored by regularly checking the past amount of formed liabilities in relation to realised claims and, based on the findings, by adapting the processes of creating liabilities.
- Lapse risk** is realised when the lapse rates of underwritten non-life insurance contracts are higher than the expected lapse rates. At Group level, this risk is managed by regularly analysing lapse and adjusting products if necessary.
- Non-life insurance catastrophe risk** means the risk of an unexpected one-off event with a loss potential that is considerably higher than the estimated average loss of Group insurance companies. Catastrophe risk at Group level is the highest where the insurance business is concentrated in a particular geographical area or sector/industry by individual insurance peril.

For non-life insurance, concentration risk is monitored. Concentration risk occurs upon the concentration of insurance business for individual insured perils in some geographical areas or sectors/industries. Concentration also arises as a result of correlation between individual insurance classes. In such case, even a single loss event may have a significant impact on the Company's ability to settle its obligations in a particular insurance segment. Concentration risk is managed through prudent assumption of underwriting risks, regular monitoring of portfolio exposures and appropriate reinsurance contracts.

Special attention is paid to all claims incurred at natural events. The results of various models are taken into consideration when assessing the loss potential of catastrophe events and then used to determine the reinsurance coverage. The reinsurance programme includes various types of reinsurance protection, which is used to manage underwriting risks.

Exposure of non-life insurance contracts to premium risk

Net premium earned by non-life insurance segment

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Health insurance	221,773,969	213,451,784	187,168	628,294
Income protection insurance	77,737,291	73,102,572	58,142,101	55,006,963
Motor vehicle liability insurance	181,146,680	163,096,807	100,595,568	91,514,325
Other motor vehicle insurance	171,824,106	151,000,086	137,279,638	120,593,818
Marine, aircraft and transport insurance	36,478,796	30,012,198	17,318,228	14,561,493
Fire and other damage to property insurance	233,539,195	212,611,602	109,099,495	102,949,142
General liability insurance	36,714,756	34,999,982	31,015,799	28,713,042
Credit and suretyship insurance	28,323,615	23,108,329	21,434,610	17,574,051
Legal expenses insurance	503,488	530,256	449,208	483,008
Assistance insurance	29,692,788	23,089,588	23,516,521	18,134,527
Financial loss insurance	3,812,697	2,569,488	2,391,247	1,383,030
Non-proportional health reinsurance	160,112	180,778	0	0
Non-proportional liability reinsurance	3,496,061	1,834,594	-43,392	-12,110
Non-proportional marine, aircraft and transport reinsurance	1,953,430	3,325,984	240,704	205,446
Non-proportional non-life reinsurance	22,605,748	25,228,880	2,182,752	5,551,584
TOTAL	1,049,762,730	958,142,926	503,809,648	457,286,611

in EUR

The adequacy of written premium in relation to actual claims and costs arising from underwritten insurance contracts is also measured with claims and combined ratios, the movement and sensitivity of which are shown in the tables below.

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Claims ratio	76.3%	74.6%	70.2%	73.3%
Expense ratio	25.3%	25.1%	29.0%	28.5%
Impact of 5% higher expense ratio on profit or loss	-4,401,017	-8,868,944	-2,804,668	-7,702,673
Impact of 5% lower expense ratio on profit or loss	1,410,584	4,220,987	792,841	3,667,383

in EUR

Exposure of non-life insurance contracts to the risk of liabilities for incurred claims

Liabilities for incurred claims by non-life insurance segment*

in EUR

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Health insurance	19,944,079	16,698,280	1,945	6,637
Income protection insurance	33,558,484	33,615,001	27,945,722	28,413,226
Motor vehicle liability insurance	135,709,857	125,624,717	83,587,087	79,299,163
Other motor vehicle insurance	35,045,795	22,362,383	27,410,442	15,715,895
Marine, aircraft and transport insurance	35,846,486	26,713,088	19,635,840	16,792,738
Fire and other damage to property insurance	119,065,370	80,882,782	54,901,325	36,524,981
General liability insurance	54,290,226	42,394,370	47,717,372	36,025,823
Credit and suretyship insurance	2,683,595	4,022,500	1,188,365	115,113
Legal expenses insurance	106,747	105,746	105,476	79,321
Assistance insurance	4,555,262	3,002,118	3,242,310	2,159,662
Financial loss insurance	4,016,021	9,298,020	1,183,498	804,317
Non-proportional health reinsurance	134,892	71,052	0	0
Non-proportional liability reinsurance	1,472,733	1,071,985	25,051	38,406
Non-proportional marine, aircraft and transport reinsurance	1,983,027	2,194,674	0	0
Non-proportional non-life reinsurance	30,162,288	9,142,769	6,040,207	284,975
TOTAL	478,574,863	377,199,487	272,984,640	216,260,259

* The table shows the net claims provisions under Solvency II valuation and also include liabilities payable as annuities. These provisions are part of liabilities for incurred claims in accordance with IFRS 17.

In addition to exposures, the assessment of the risk of liabilities for incurred claims is affected by volatility, which varies by insurance group. In 2023, an increase in the ratio of the exposure of insurance segments with high volatility compared to the exposure of insurance segments with low volatility, mainly as a result of extreme weather events in the reporting year. Insurance segments with low volatility include motor vehicle liability insurance, other motor vehicle insurance and legal expenses insurance. The remaining insurance segments are characterised by higher volatility, with the highest volatility in the credit and suretyship insurance segment.

Exposure of non-life insurance contracts to catastrophe risk

Catastrophe risk at Group level is the highest where the insurance business is concentrated in a particular geographical area or sector/industry by individual insurance peril.

Geographical diversification of non-life insurance exposure of the Group and the Company by written premium

in EUR

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Slovenia	989,115,289	940,289,206	642,741,545	630,924,681
Serbia	115,929,526	82,763,928	14,252,139	0
Croatia	106,062,592	105,156,975	7,288,979	1,490,593
Montenegro	45,285,103	40,263,778	3,961,948	0
Bosnia and Herzegovina	43,689,980	32,976,062	5,107,547	0
Germany	31,372,947	17,792,110	21,834,448	9,407,127
Poland	30,795,406	14,334,156	29,608,634	13,504,826
North Macedonia	30,146,357	28,061,259	2,877,798	0
Greece	29,925,349	17,666,412	28,256,416	16,210,392
Other	183,480,949	126,640,408	54,529,728	30,675,736
TOTAL	1,605,803,498	1,405,944,294	810,459,182	702,213,355

Segment diversification of non-life insurance exposure of the Group and the Company by written premium

	in EUR			
	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Health insurance	225,426,715	218,514,811	1,172,737	1,024,280
Income protection insurance	86,734,853	80,147,182	62,719,995	57,472,357
Motor vehicle liability insurance	275,324,337	220,735,227	149,688,381	118,439,403
Other motor vehicle insurance	222,616,881	186,403,637	168,312,309	141,285,272
Marine, aircraft and transport insurance	88,244,978	67,981,280	61,787,322	40,617,419
Fire and other damage to property insurance	454,265,931	406,357,760	226,434,466	213,975,034
General liability insurance	70,403,385	67,927,270	50,508,080	48,609,941
Credit and suretyship insurance	47,931,095	51,998,957	28,484,795	31,473,917
Legal expenses insurance	758,810	703,587	654,715	610,916
Assistance insurance	38,618,946	28,940,181	30,364,587	22,415,889
Financial loss insurance	11,035,960	10,150,387	4,356,555	3,664,110
Non-proportional health reinsurance	263,190	250,495	0	0
Non-proportional liability reinsurance	7,084,828	5,742,693	35,255	58,996
Non-proportional marine, aircraft and transport reinsurance	3,301,497	4,281,597	140,908	299,072
Non-proportional non-life reinsurance	73,792,094	55,809,229	25,799,077	22,266,748
TOTAL	1,605,803,498	1,405,944,294	810,459,182	702,213,355

In 2023, seven events were recorded that were defined as catastrophe events; six were hailstorms and one was a flood storm. The table presents the gross and net financial effects of these events for the Company. They are shown separately according to modelled and non-modelled perils, as the Company regularly models the perils that pose the greatest exposure or high risk. These perils are flood, hail, storm and earthquake. In both 2022 and 2023, the Company did not record any events from non-modelled perils.

Realised financial effect of catastrophe events at Zavarovalnica Triglav*

	Modelled perils		Non-modelled perils	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Gross financial impact (EUR million)	162.6	21.3	0.0	0.0
Net financial impact (EUR million)	56.4	16.6	0.0	0.0

* Also includes claims development and an estimate by the end of the year.

For Slovenia, the Company has several models at its disposal, on the basis of which the distribution of claims according to return periods for hail, storm and flood is determined. The table below shows probable maximum loss (PML) for a 200-year⁹³ return period over a one-year period by peril. The table below presents data as at 31 December 2023, as this are the most recent modelled data.

Probable maximum loss (PML) for a 200-year return period by peril* at Zavarovalnica Triglav

Modelled peril (EUR million)	31 December 2022
Hail	102.8
Storm	40.3
Flood	55.2

* In the case of availability of several models, the average of modelled results was taken into account.

Non-life insurance risk concentration

The fire and natural disaster insurance portfolio includes the largest number of individual large perils, which is also exposed to catastrophe perils; therefore, the greatest need for reinsurance coverage is related thereto. Compared to the preceding year, the Group's reinsurance coverage did not change significantly.

With regard to regulating the reinsurance coverage in the Triglav Group, Pozavarovalnica Triglav Re plays an important role as it assumes underwriting risks based on reinsurance agreements with individual Group companies. Triglav Re concludes outward reinsurance agreements (retrocession agreements) for a portion of the risks it reinsures in order to better control its exposure and to protect its own assets, while indirectly protecting the assets of the Group.

The Group's largest retention amounts to EUR 12.1 million per peril, except for the nuclear peril. For the latter, the Group's largest exposure amounts to EUR 15.5 million, which the Group assumes from the Slovenian and the Croatian nuclear pool. Nuclear perils are characterised by an extremely low frequency, as no such claim has been reported in 29 years, and by a low or null correlation with other contingent liabilities.

Assumed capacity of nuclear perils for 2022 and 2023 at the Triglav Group

	Assumed capacity in EUR	
	2023	2022
Zavarovalnica Triglav, d.d.	10,000,000	10,000,000
Pozavarovalnica Triglav Re, d.d.	4,500,000	3,000,000
Triglav Osiguranje, d.d., Zagreb	1,000,000	1,000,000
Total after the event	15,500,000	14,000,000

As part of the own risk and solvency assessment process, the impact of a 200-year flood in Slovenia was reassessed in 2023, where according to stress scenario calculations the estimated financial impact would amount to EUR 20 million (the stress scenario as at 30 September 2023).

Management of non-life underwriting risks in 2023

The non-life underwriting risk profile changed the most in 2023 due to extreme weather events in Slovenia and the termination of supplemental health insurance. As a result of unfavourable claims development, provision risks increased in 2023 and, although they decreased by the end of the year, they remained high. Reinsurance protection is the most important element of the Group's underwriting risk management and proved to be effective in 2023. The same prudence was applied to the design of reinsurance protection for 2024.

At Group level, Zavarovalnica Triglav underwrites the bulk of non-life underwriting risks, while Pozavarovalnica Triglav Re underwrites the majority of inward reinsurance underwriting risks. Compared to 2022, the share of health insurance risks decreased significantly due to the termination of supplemental health insurance contracts underwritten by Triglav, zdravstvena zavarovalnica. Thus, as at 31 December 2023, the parent company held the highest proportion of health insurance risks within the Group.

2.8.1.2 Life underwriting risks

The standard Solvency II formula is used for life underwriting risk assessment. The significant differences between the valuation of life insurance liabilities for financial and solvency reporting purposes are:

- supplemental voluntary pension insurance products in the accumulation phase are classified as financial contracts for financial reporting purposes and are not subject to IFRS 17, whereas for solvency reporting purposes they are valued as part of life insurance;
- only attributable costs are taken into account in calculating the present value of future cash flows for financial reporting purposes, whereas for solvency reporting purposes the total cost of life insurance is taken into account;
- the solvency calculation of future cash flows takes into account contract boundaries for complementary insurance in line with Solvency II.

Life underwriting risks also include pension annuity insurance. The bulk originates from direct insurance business.

Life insurance liabilities largely arise from the life insurance portfolio. It comprises traditional insurance, mainly insurance with profit participation, and unit-linked insurance. Traditional insurance covers, which also include a savings component, are to the greatest extent linked to the life and health of the persons insured; they also include pure term insurance with mortality risk and several types of annuity insurance with longevity risk. Furthermore, longevity risk occurs in pension annuity insurance, particularly in supplemental voluntary insurance. The vast majority of insurance covers include statutory or contractual rights of policyholders to modify the insurance or reinsurance cover, i.e. to either early terminate or increase it in whole or in part, making them subject to lapse risk.

Life underwriting risks, which also stem from pension annuity insurance, include biometric and business risks. Biometric risks arise from the uncertainty of biometric assumptions in the calculation of the insurance liabilities, namely from mortality, longevity, health, morbidity and disability. Business risks stem from the uncertainty of assumptions regarding the amount of costs and the unfavourable realisation of policyholders' contractual options, the most important of which is early termination. If the assumptions in the insurance liabilities calculation change unfavourably, the premium and/or insurance contract liabilities may become too low and the insurance policy less profitable than expected at the time of its conclusion. Life insurance riders (additional coverage) are less dependent on biometric factors, as a result their risks are similar to the risks of non-life insurance. For example, accident insurance is less dependent on biometric data, therefore their risks are similar to the risks of non-life insurance.

Life underwriting risks include:

- **Mortality risk** is associated with insurance that covers the risk of death if at the time of the person insured's death the coverage is greater than the provisions created. Whole life insurance products, credit life insurance products and life insurance products with a savings component pose the highest exposure for the Group and the Company. The sums insured in the event of death in these cases are high, while insurance contract liabilities are relatively low.
- **Longevity risk** at Group level stems mainly from pension annuity insurance products. With these policies, the amount of the basic annuity is determined in advance and is fixed. It is calculated based on paid-in assets and assumptions, in particular the life expectancy of the beneficiaries. If the overall life expectancy of the population insured increases significantly, the probability of death decreases, thereby increasing the liabilities of exposed policies. Due to the guaranteed amount of annuity, the Group and the Company face the risk of uncertainty due to longevity (guaranteed annuity rate risk) in some older pension insurance policies already during the accumulation period. The policyholder will be entitled to guaranteed payouts at the end of the accumulation period and the transition to the annuity period (payout period), i.e. when they will begin to receive life annuity, which will then be calculated based on the saved assets and by applying the aforementioned fixed factors. Longevity risk is not transferred to reinsurers, instead additional dedicated provisions are formed if necessary.
- **Disability and morbidity risk** is associated with the products, which are underwritten by the Group's insurance companies and cover critical and serious illnesses and disability.
- **Lapse risk** refers to products where the contractual provisions allow the policyholder to modify the policy, which includes the option of partial or full surrender, changing the amount of coverage or premium, capitalisation, etc. Whether this risk materialised depends on the policyholders' actions, and therefore it is more difficult to manage. This risk is reduced by designing the products that meet the clients' needs and by carefully managing the existing portfolio.
- **Expense risk** is assumed by the Group and the Company in all life insurance products and non-life annuities. The expenses included in the policy are determined at the time of conclusion, either as a fixed amount or share. However, as insurance or annuity payments lasts many years, the increase in actual expenses may exceed the expenses attributed to the policy and thus have a negative impact on the profitability of the Group's insurance portfolio. This risk may be a consequence of miscalculations, the inadequacy of the cost model or incorrectly estimated future volume, trend or volatility of expenses.
- **Revision risk** may affect non-life insurance claims paid out as annuity. Periodic annuity payments may be increased mainly due to the deterioration of the beneficiary's health or a change in legal practice, consequently increasing the nominal value of the Group's liabilities.
- **Life insurance catastrophe risk** primarily includes cases of concentration and extreme events that may affect a large number of persons insured.

Contractual financial options and guarantees are embedded in a number of policies, So the risks related thereto are assessed in the context of regular portfolio valuation. Among them is guaranteed interest rate risk, which occurs in the products with a savings component (traditional life insurance and annuity insurance). The guaranteed interest rate is set at the time of concluding an insurance policy and remains valid for the entire policy term. The risk arises when the actual rates of return on investment, which cover the benefits under the policies, are lower than the guaranteed interest rate. This risk is reduced by maximising the matching of assets and liabilities from these policies and by creating additional provisions, especially in the part of the portfolio of liabilities with higher guarantees. Similar risks due to a special guarantee for the return arise from the supplemental voluntary pension insurance policies during the saving period.

Regulatory assessment of life underwriting risks

	31 Dec 2023		31 Dec 2022	
	Amount	% of economic capital	Amount	% of economic capital
Triglav Group				
Mortality risk	12,058,728	1.3%	9,503,224	1.0%
Longevity risk	10,399,792	1.1%	9,401,208	1.0%
Disability and morbidity risk	351,233	0.0%	227,188	0.0%
Lapse risk	35,825,410	3.8%	32,033,952	3.4%
Expense risk	18,422,470	2.0%	18,687,866	2.0%
Audit risk	1,193,587	0.1%	1,151,479	0.1%
Life insurance catastrophe risk	7,143,657	0.8%	6,763,167	0.7%
Diversification	-12,520,918	-1.3%	-7,184,145	-0.8%
Regulatory assessment of life underwriting risks	72,873,959	7.7%	70,583,939	7.6%

in EUR

	31 Dec 2023		31 Dec 2022	
	Amount	% of economic capital	Amount	% of economic capital
Zavarovalnica Triglav				
Mortality risk	8,744,157	0.9%	6,117,596	0.7%
Longevity risk	10,316,914	1.1%	9,339,742	1.0%
Disability and morbidity risk	187,489	0.0%	138,073	0.0%
Lapse risk	29,470,421	3.1%	26,520,821	2.8%
Expense risk	16,352,885	1.7%	16,710,571	1.8%
Audit risk	1,148,870	0.1%	1,093,130	0.1%
Life insurance catastrophe risk	5,163,581	0.5%	4,610,073	0.5%
Diversification	-7,473,438	-0.8%	-2,074,014	-0.2%
Regulatory assessment of life underwriting risks	63,910,878	6.6%	62,455,992	6.7%

in EUR

Sensitivity of net insurance contract liabilities of the Triglav Group to parameter changes

in EUR

31 December 2023	Exposure		Sensitivity					
	Present value of future cash flows	Contractual service margin	Impact on the present value of future cash flows	Impact on the contractual service margin	Impact on insurance contract assets and liabilities	Remainder of the contractual service margin	Impact on earnings before tax	Impact on other comprehensive income
Traditional life insurance	583,217,877	119,014,267						
Lapse rate +50%			15,902,643	-13,002,380	2,900,263	106,011,887	983,548	-3,883,810
Costs +10%			9,506,879	-7,145,218	2,361,661	111,869,048	-3,303,443	941,782
Unit-linked insurance	-66,957,688	102,584,175						
Lapse rate +50%			23,781,715	-22,391,143	1,390,572	80,193,032	-1,390,572	0
Costs +10%			8,596,779	-7,076,350	1,520,429	95,507,825	-1,520,429	0

in EUR

31 December 2022	Exposure		Sensitivity					
	Present value of future cash flows	Contractual service margin	Impact on the present value of future cash flows	Impact on the contractual service margin	Impact on insurance contract assets and liabilities	Remainder of the contractual service margin	Impact on earnings before tax	Impact on other comprehensive income
Traditional life insurance	607,820,796	97,954,578						
Lapse rate +50%			10,713,179	-9,207,940	1,505,239	88,746,638	1,468,788	-2,974,026
Costs +10%			8,295,136	-6,025,006	2,270,130	91,929,572	-3,867,133	1,597,004
Unit-linked insurance	-41,763,845	72,183,684						
Lapse rate +50%			16,426,849	-15,123,948	1,302,901	57,059,736	-1,302,901	0
Costs +10%			7,709,245	-5,802,451	1,906,794	66,381,233	-1,906,794	0

Sensitivity of net insurance contract liabilities of the Company to parameter changes

in EUR

31 December 2022	Exposure		Sensitivity					
	Present value of future cash flows	Contractual service margin	Impact on the present value of future cash flows	Impact on the contractual service margin	Impact on insurance contract assets and liabilities	Remainder of the contractual service margin	Impact on earnings before tax	Impact on other comprehensive income
Traditional life insurance	500,638,518	108,226,635						
Lapse rate +50%			13,265,851	-12,017,879	1,247,973	96,208,757	1,352,770	-2,600,743
Costs +10%			8,014,595	-6,696,861	1,317,734	101,529,774	-2,309,570	991,835
Unit-linked insurance	-88,441,456	101,415,664						
Lapse rate +50%			23,100,184	-21,887,660	1,212,524	79,528,004	-1,212,524	0
Costs +10%			8,017,179	-6,703,865	1,313,314	94,711,799	-1,313,314	0

in EUR

31 December 2022	Exposure		Sensitivity					
	Present value of future cash flows	Contractual service margin	Impact on the present value of future cash flows	Impact on the contractual service margin	Impact on insurance contract assets and liabilities	Remainder of the contractual service margin	Impact on earnings before tax	Impact on other comprehensive income
Traditional life insurance	535,643,431	89,680,078						
Lapse rate +50%			8,843,944	-7,686,988	1,156,956	81,993,090	1,199,628	-2,356,583
Costs +10%			6,883,426	-4,771,141	2,112,285	84,908,937	-3,599,053	1,486,768
Unit-linked insurance	-59,402,924	70,604,075						
Lapse rate +50%			15,765,920	-14,674,036	1,091,885	55,930,040	-1,091,885	0
Costs +10%			7,170,849	-5,506,414	1,664,435	65,097,662	-1,664,435	0

Traditional life and pension insurance policies which include saving at a guaranteed interest rate cause potential asset-liability mismatch risk. The guarantee fund backing life insurance includes the majority of the Company's liabilities with a guaranteed fixed interest rate. Liabilities under these policies are calculated using a risk-free interest rate curve, taking into account illiquidity premium.

Similar risks due to a special guarantee for the return arise from the supplemental voluntary pension insurance policies during the accumulation phase. In 2022, due to the rapid rise in interest rates and the resulting required returns on debt investments, the risk of failing to achieve the guaranteed return materialised in supplemental voluntary pension insurance. As a result, additional provisions were made for not achieving the guaranteed return at the end of 2022. During 2023, these provisions were almost fully released due to favourable returns.

Life insurance concentration risk

The concentration of life underwriting risks is assessed as low. The life insurance portfolio is well dispersed by all criteria, including geographically, due to dispersed retail sale of policies. Any minor concentration risk in the portfolio is reduced by transferring a portion of the risks to reinsurers based on the reinsurance programme. The sum insured in the event of death is less than EUR 60,000 for 82.4% of the whole life insurance portfolio. The sum insured of 98.7% of complementary accidental death insurance is lower than EUR 50,000, while the sum insured of 99.1% of complementary accidental disability insurance is lower than EUR 100,000. The abovementioned sums insured represent retention stipulated by a contract in line with the reinsurance contract for most insurance policies.

Management of life underwriting risks in 2023

The life underwriting risk profile did not change significantly in the reporting year. The biggest risk continues to be lapse risk, which increased minimally in 2023. This is followed by expense risk, which did not change significantly in the reporting year.

2.8.1.3 Market risks

The Group invests written premium (in the framework of the insurance business) and own assets. The value of investment portfolios depends on the situation and trends in financial markets. Financial investments are the largest financial asset group and therefore an important part of the Group's operations. In this way, insurance and other obligations and capital requirements are covered while ensuring an appropriate return. The investment process is carried out in compliance with the principles of asset-liability management (ALM), taking into account both financial market returns and investment risk.

In investing, the Company is exposed to market risks due to changes in the prices of equity securities and real property, changes in interest rates (risk-free interest rates and credit spreads) and changes in exchange rates. An important part of these risks are also risks arising from the excessive concentration of assets from direct investment in financial instruments or indirect through investments in collective investment undertakings. The primary method of measuring and monitoring these risks at Group level is based on the Solvency II standard formula, which is complemented by internal measures based on the value-at-risk (VaR) method.

Market risks are managed according to the established methods and processes with clearly defined powers and responsibilities. The market risk management system enables quality analyses and reporting on market risks, as well as developing and implementing measures aimed at preventing the reduction of available own assets due to changes in financial markets.

Market risks are reduced by appropriately diversifying the investment portfolio and matching assets and liabilities with respect to material characteristics. Derivatives are also used to balance the investment portfolio, but to a lesser extent.

The level of unexpected losses, which is still acceptable in relation to the Group's strategic objectives and capital strength, is defined in its market risk appetite. On this basis, the limit system was set up that also specifies maximum acceptable exposure to individual types of market risk and the target investment portfolio structure.

In addition to financial instruments, the Company includes real property for own use and investment property in its market risk monitoring.

The following risks are considered in the context of market risks:

- **Interest rate risk** is highly dependent on the time matching of cash flows of assets and liabilities. At the Group level, it is managed within the framework of the asset and liability management (ALM) process and is limited by the maximum permissible deviation in the gap of the duration of assets and liabilities. The Group is exposed to interest rate risk primarily in debt securities, including those that are part of the investment portfolios of collective investment undertakings. The Group is exposed to interest rate risk on the liabilities side, mostly through insurance contract liabilities for life insurance, and to a lesser extent, in insurance contract liabilities for non-life insurance, especially those created for the payment of annuity claims for motor vehicle and accident insurance.
- **Equity risk** is mainly related to changes in exposure and equity prices and volatile movements in share prices. Assets and liabilities sensitive to changes in the level or stock market volatility are exposed to this risk. Assets (investments) mainly include shares and equity-oriented collective investment undertakings. Liabilities sensitive to this risk arise primarily from unit-linked life insurance and supplemental voluntary pension insurance, where such risks are primarily assumed by the policyholders. In this segment, the focus is therefore on achieving the greatest possible matching of assets and liabilities. The purpose of equity investments is to achieve high long-term returns and ensure adequate diversification of the investment portfolio. The Group manages equity risk in its portfolio by setting exposure limits as well as through geographical and sectoral diversification of equity investments. In addition, due to different levels of development of capital markets and local statutory limitations, the investment policy is adapted to individual markets.
- **Property risk** arises primarily from changes in the value of investment property, own-use real property, other tangible fixed assets and right of use buildings. Collective investment undertakings focused on the real property market are also exposed to property risk.
- **Spread risk** arises from the sensitivity of the values of assets, liabilities and financial instruments to changes in the level or volatility of credit spreads over the risk-free interest rate term structure. The Group is exposed to spread risk primarily in debt securities, including those that are part of the investment portfolios of collective investment undertakings. The increase in credit spreads is associated with the fall in the price of debt securities and vice versa. Insurance liabilities are practically not sensitive to changes in the level or volatility of credit spreads, which means that this risk cannot be eliminated by asset-liability matching. Spread risk is actively managed through investment policies that aim to invest in high-quality securities and are subject to the limit as defined in the Risk Appetite Statement.

- **Currency risk** is the risk of a decrease in the value of assets denominated in foreign currencies or an increase in the value of liabilities denominated in foreign currencies due to changes in exchange rates. Therefore, currency risk results from the mismatched currency position of assets and liabilities. It is managed by matching assets and liabilities and, to a lesser extent, by using derivatives.
- **Market concentration risk** arises from a possible unfavourable change in the financial situation due to high dependence or unfavourable correlations between the movement of the values of individual exposures or their groups. Factors or types of concentration are different. They include, for example, the risk of asset concentration (in case of excessive exposure to one investment or one issuer) and the risk of sector or geographical concentration (with excessive exposure to one concentrated geographical area and/or sector/industry, where the risk arises from geopolitical, macroeconomic, social, weather or other disturbances).

The table below shows the level of market risks by market risk subtype.

	Triglav Group			Zavarovalnica Triglav		
	31 Dec 2023	31 Dec 2022	Index	31 Dec 2023	31 Dec 2022	Index
Interest rate risk	5,418,512	21,213,611	26	5,928,971	7,918,398	75
Equity risk	33,663,939	36,731,603	92	144,576,665	140,525,478	103
Property risk	52,535,620	52,145,127	101	35,579,269	34,979,977	102
Spread risk	59,393,574	70,453,620	84	36,332,136	45,775,498	79
Currency risk	33,437,667	50,175,402	67	10,318,760	15,512,370	67
Market concentration risk	37,153,148	46,065,254	81	55,988,732	56,334,672	99
Diversification	-56,260,907	-88,047,582	64	-54,471,070	-66,170,250	82
Total market risks	165,341,553	188,737,036	88	234,253,462	234,876,143	100

in EUR

The market risks in the table are measured based on the Solvency II standard formula methodology. The risk is measured as the decrease in the value of assets and liabilities sensitive to changes in the value of market factors (share prices, credit spreads, interest rates, etc.) in a regulatory stress scenario. The stress scenario is based on value-at-risk with a 99.5% confidence interval and a holding period of one year. The level of risk depends essentially on the amount of the exposure and a calibrated weight that illustrates the market sensitivity of the relevant asset or liability.

The Group's market risk as at 31 December 2023 decreased by 12% year-on-year, while that of the Company remained unchanged. The changes are explained in greater detail in the sections below.

Exposure to interest rate risk of the Group and the Company

The Group's interest rate sensitivity dropped by 74.5%. Interest rates, which had experienced a sharp increase in 2022, stabilised in 2023 and showed a lower degree of volatility. The euro risk-free interest rate curve took on a less characteristic inverted shape, with peak interest rate levels at the short end of the curve. The Company adapted the interest rate sensitivity of its investment portfolios to market conditions and the portfolio of insurance liabilities. The duration of the Group's interest rate-sensitive investment portfolio decreased by 0.1 year overall, while the duration of the investment portfolios backing long-term insurance liabilities increased (around 0.5 year), while the duration of the investment portfolios backing shorter maturities and excess, i.e. own funds, shortened. This allowed the Company to take advantage of the relatively higher interest rates at the short end of the curve and, by investing at the longer end of the curve, to further close the interest rate gap with liabilities that it had experienced in the previous year.

The sensitivity analysis of the Group's investment portfolio related to (unit-linked assets are excluded) change in interest rate and its impact on comprehensive income or profit or loss showed that a sudden parallel rise in interest rates of 100 basis points would have a negative impact in the amount of EUR 61.9 million, which would be reflected in other comprehensive income, and an additional EUR 1.0 million in profit or loss. A parallel fall in interest rates of 100 basis points would have a positive impact of EUR 70.2 million in comprehensive income and EUR 1.1 million in profit or loss. The impact of interest rate movements is adjusted for the specificities of the treatment of financial assets for financial reporting purposes. Interest rate movements also have an impact on the Group's and the Company's financial statements on the liability side, which significantly reduces the abovementioned potential impacts.

The Group manages interest rate risk based on market values. For this purpose, the duration gap of interest-sensitive items is monitored for the life, non-life and supplemental voluntary insurance segments, excluding the unit-linked life insurance segment.

The matching of the duration of assets and liabilities is measured through the duration gap of assets and liabilities, which measures the sensitivity of interest-bearing assets and liabilities to changes in interest rates. The gap shows the matching of cash inflows and outflows. The market mismatch assessment as at 31 December 2023 was slightly higher year-on-year. Interest rate risk is actively managed by adjusting the portfolio at all times.

The duration gap of assets and liabilities at Group level is negative and stands at –1.5 years (compared to –1.2 years as at 31 December 2022). The most important impact originates from the Company, where the duration gap of assets and liabilities is –2.2 years (compared to –1.9 years as at 31 December 2022). The duration gap of assets and liabilities in the Company's life insurance portfolio (excluding supplemental voluntary insurance and the unit-linked life insurance segment) is –2.2 years and in its non-life insurance portfolio –0.3 year.

Exposure to equity risk of the Group and the Company

Equity risk arises from exposure to equity investments and undertakings for collective investment in shares. Compared to the end of the previous year, this risk decreased by 8.4% at Group level. The Company divested a significant part of listed equity investments that were too geographically concentrated in the domestic market, while a decrease was also recorded in equity-linked collective investment undertakings.

Sectoral diversification of equity investments is shown in the table. For the purpose of transparency and consistency with the balance sheet figures, investments that are in principle not subject to equity risk (bond funds, money market funds) were also added to this category under collective investment undertakings.

Exposure and sectoral diversification of assets for which the Group and the Company assume equity risk

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Equity investments	9,854,613	23,289,583	7,436,024	20,553,995
Communications	33,366	438,154	0	415,313
Cyclical sectors	2,207,134	1,966,016	2,080,901	1,845,037
Non-cyclical sectors	961,770	12,644,238	610,305	11,953,119
Finance	2,839,773	4,049,358	1,041,532	2,228,148
Industry	1,016,750	1,017,537	1,010,000	1,010,000
Technology	93,250	62,615	0	0
Public goods	2,641,391	3,102,229	2,641,391	3,102,229
Other	61,181	9,436	51,895	149
Public collective investment undertakings	46,177,391	85,607,611	0	23,992,361
Equity funds	3,767,867	40,801,101	0	10,326,995
Bond funds	39,142,674	41,606,930	0	13,665,366
Money market funds	3,150,687	2,833,327	0	0
Asset allocation funds	116,162	366,253	0	0
Private collective investment undertakings	112,648,193	90,923,485	111,327,945	89,713,879
Equity funds	24,595,393	24,341,114	24,534,960	24,279,081
Bond funds	28,830,644	11,284,728	28,830,644	11,284,728
Infrastructure funds	34,878,186	31,939,682	34,878,186	31,939,682
Real estate funds	17,641,074	17,051,263	16,381,259	15,903,691
Other	6,702,896	6,306,697	6,702,896	6,306,697
Total assets exposed to equity risk	168,680,196	199,820,678	118,763,969	134,260,236

in EUR

The sensitivity analysis of the change in prices of equity investments, whose risks are borne by the Group, and an analysis of this impact on the Group's profit or loss showed that a 10% increase in market prices of equities in the portfolio would increase the portfolio's value by EUR 5.2 million. An equal fall in the market prices of shares would result in a decrease in profit or loss of the same amount.

Exposure to property risk of the Group and the Company

Exposure to investment property and real property for own use did not change significantly in the reporting period. Also, the exposure to collective investment undertakings focused on the real property market did not change significantly. The level of risk, therefore, remained almost unchanged.

The Group's and the Company's land, buildings and investment property are presented in the financial statements under the cost model, and therefore movements in real property prices do not directly affect the amount of profit or loss and other comprehensive income. In the event of significant declines in real property prices, the need to impair these assets is assessed.

Exposure to spread risk of the Group and the Company

The Group's exposure to spread risk is an important source of investment return generated by the Group's management of the debt portion of the investment portfolio.

Credit spreads in 2023 on average showed significantly lower volatility than in the previous year. On average, they closed slightly. The Group proactively manages spread risk in line with their investment policies.

Exposure to debt securities of non-sovereign issuers, which are the main contributors to spread risk, decreased at Group level in the reporting period primarily due to the decline in debt instruments of sovereign issuers. Together with the reduction in the duration of the credit-sensitive investment portfolio by 0.6 year and with the credit quality of this part of the portfolio remaining almost unchanged, this is a significant reason for the reduction in the Group's spread risk, which declined by 15.7% in the reporting period.

In its investment portfolio, the Group is exposed to investments with outstanding credit quality. A total of 65.2% (2022: 60.4%) of investments in debt securities have at least an "A" credit rating. In the corporate debt securities segment, financial institutions' securities represent 57.0% of investments (2022: 57.9%).

Exposure of assets to spread risk

	in EUR			
	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Government debt securities	1,199,254,862	1,135,125,961	734,645,565	755,555,413
AAA	406,759,440	412,917,252	248,650,933	303,547,279
AA	237,082,341	191,704,530	183,588,815	164,224,477
A	216,807,741	139,143,616	183,822,567	110,359,754
BBB	201,076,501	261,977,218	109,179,368	158,470,806
Below BBB	133,216,091	126,462,964	7,136,483	17,471,185
Not rated	4,312,748	2,920,381	2,267,400	1,481,912
Corporate debt securities	660,790,040	666,530,213	510,450,952	522,750,934
AAA	11,430,045	12,608,849	10,327,440	10,145,518
AA	70,457,675	69,974,852	58,650,231	63,168,975
A	269,934,941	262,244,076	205,720,829	211,773,808
BBB	265,202,398	265,377,264	202,355,550	192,567,322
Below BBB	18,922,792	28,172,596	17,009,161	25,925,669
Not rated	24,842,189	28,152,576	16,387,742	19,169,641
Total debt securities and other fixed-income securities	1,860,044,901	1,801,656,173	1,245,096,517	1,278,306,347

* The table includes debt securities measured at fair value. Financial contract assets and unit-linked insurance assets are excluded.

Investments in debt securities measured at amortised cost reduce the impact of the change in credit spreads on profit or loss and other comprehensive income. Investments in debt securities measured at amortised cost represent 8.4% of total debt securities at 31 December 2023 (31 December 2022: 8.6%).

Exposure to currency rate risk of the Group and the Company

The Group's currency risk arises predominantly from subsidiaries not operating in the euro area. These companies conduct most of their transactions in the local currency, thus being exposed to currency risk relating to the euro and other currencies to a lesser extent.

In addition to the local currencies of the countries in which the Group operates, other currencies are also present, to a lesser extent, in the investment portfolio of the Group. These are mainly due to the currency matching of assets and liabilities, primarily in the part of the investment portfolio backing reinsurance liabilities.

The Group is also exposed to foreign currencies through its investments in collective investment undertakings. The Group does not currently use derivatives to manage currency risk.

The currency risk at Group level fell by 33.4%. The bulk of the change is due to the adoption of the euro in Croatia, with the reduction in exposure to collective investment undertakings contributing to a further decrease.

Changes in exchange rates are directly reflected in the Company's financial statements. Due to the low exposure to foreign currencies, the impact is low. The local currencies of the countries in which the Group operates, with the exception of the Serbian dinar and North Macedonian denar, are pegged to the euro and therefore their exchange rate volatility is very low.

Currency exposure of the Group's assets and liabilities

31 December 2023	EUR	USD	BAM	RSD	MKD	Other	Total	The elimination of intercompany transactions within the Group	Carrying amount
Financial investments	2,436,641,042	18,861,282	61,611,076	51,675,806	30,007,480	45,513,864	2,644,310,550	1,469,780	2,642,840,770
Insurance contract assets	12,736,081	0	9,559	0	78,709	0	12,824,349	730,471	12,093,878
Reinsurance contract assets	493,515,491	8,377,534	8,152,322	12,232,984	-14,461	2,078,713	524,342,583	196,609,428	327,733,155
Other receivables	33,982,583	1,539	595,378	2,045,181	1,640,089	63,632	38,328,402	684,399	37,644,003
Cash and cash equivalents	64,634,828	3,580,013	8,976,924	4,618,303	1,641,005	969,590	84,420,663	-4	84,420,667
Total assets	3,041,510,025	30,820,368	79,345,259	70,572,274	33,352,822	48,625,799	3,304,226,547	199,494,074	3,104,732,473
Subordinated liabilities	49,994,402	0	0	0	0	0	49,994,402	0	49,994,402
Insurance contract liabilities	2,372,321,566	8,453,492	15,500,405	49,143,146	21,190,148	59,881,610	2,526,490,367	195,842,762	2,330,647,605
Reinsurance contract liabilities	3,194,200	0	2,821,870	1,790,628	440,923	0	8,247,621	1,787,021	6,460,600
Lease liabilities	14,385,944	0	1,359,068	0	643,676	0	16,388,688	4,723,355	11,665,333
Other financial liabilities	1,401,466	0	269,318	553,670	8,742	0	2,233,196	1,569,754	663,442
Total liabilities	2,441,297,578	8,453,492	19,950,661	51,487,444	22,283,489	59,881,610	2,603,354,274	203,922,892	2,399,431,382
Net currency exposure	600,212,447	22,366,876	59,394,598	19,084,830	11,069,333	-11,255,811	700,872,273	-4,428,818	705,301,091

31 December 2022	EUR	USD	BAM	RSD	MKD	Other	Total	The elimination of intercompany transactions within the Group	Carrying amount
Financial investments	2,378,763,840	20,728,606	48,660,206	45,350,905	26,261,495	38,885,982	2,558,651,034	1,468,018	2,557,183,016
Insurance contract assets	12,442,652	2,757	1,737	116,755	133,336	8,482	12,705,719	-432,005	13,137,724
Reinsurance contract assets	243,889,015	6,386,626	13,197,352	6,259,793	0	9,717,594	279,450,380	90,116,282	189,334,098
Other receivables	47,309,042	224,231	673,954	1,469,143	1,298,884	97,777	51,073,031	594,694	50,478,337
Cash and cash equivalents	47,343,083	1,263,011	18,975,480	4,137,748	1,895,311	2,451,647	76,066,280	1	76,066,279
Total assets	2,729,747,632	28,605,231	81,508,729	57,334,344	29,589,026	51,161,482	2,977,946,444	91,746,990	2,886,199,454
Subordinated liabilities	49,941,796	0	0	0	0	0	49,941,796	0	49,941,796
Insurance contract liabilities	1,992,333,770	20,687,901	49,166,966	37,199,896	12,783,709	63,965,763	2,176,138,005	91,809,520	2,084,328,485
Reinsurance contract liabilities	6,675,245	0	233,140	2,436,003	469,072	0	9,813,460	348,398	9,465,062
Lease liabilities	12,399,991	0	1,290,940	0	1,491,615	0	15,182,546	4,589,220	10,593,326
Other financial liabilities	1,290,840	0	389,745	526,874	6,453	26,417	2,240,329	762,064	1,478,265
Total liabilities	2,062,641,642	20,687,901	51,080,791	40,162,773	14,750,849	63,992,180	2,253,316,136	97,509,202	2,155,806,934
Net currency exposure	667,105,990	7,917,330	30,427,938	17,171,571	14,838,177	-12,830,698	724,630,308	-5,762,212	730,392,520

* The table shows financial assets and liabilities and insurance and reinsurance contract assets and liabilities.

** Financial contract assets and liabilities are excluded.

*** Unit-linked insurance assets are also presented under financial investments.

**** Negative amounts of assets represent liabilities and negative amounts of liabilities represent receivables. They are presented in a way that provides a comparison with the financial statements.

Currency exposure of the Company's assets and liabilities

31 December 2023	EUR	USD	BAM	RSD	MKD	Other	Total
Financial investments	1,888,444,347	0	0	149	0	0	1,888,444,496
Insurance contract assets	10,958,826	0	0	0	0	0	10,958,826
Reinsurance contract assets	305,976,870	0	0	0	0	0	305,976,870
Other receivables	20,047,025	0	0	0	0	0	20,047,025
Cash and cash equivalents	30,622,259	1,022,842	0	23,799	2,961	7,583	31,679,444
Total assets	2,256,049,327	1,022,842	0	23,948	2,961	7,583	2,257,106,661
Subordinated liabilities	49,994,402	0	0	0	0	0	49,994,402
Insurance contract liabilities	1,885,673,792	0	0	0	0	0	1,885,673,792
Reinsurance contract liabilities	0	0	0	0	0	0	0
Lease liabilities	4,573,011	0	0	0	0	0	4,573,011
Other financial liabilities	22,769	0	0	0	0	0	22,769
Total liabilities	1,940,263,974	0	0	0	0	0	1,940,263,974
Net currency exposure	315,785,353	1,022,842	0	23,948	2,961	7,583	316,842,687
31 December 2022	EUR	USD	BAM	RSD	MKD	Other	Total
Financial investments	1,882,599,664	0	0	149	0	0	1,882,599,813
Insurance contract assets	7,395,480	0	0	0	0	0	7,395,480
Reinsurance contract assets	167,888,159	0	0	0	0	0	167,888,159
Other receivables	35,130,589	0	0	0	0	0	35,130,589
Cash and cash equivalents	18,243,168	177,733	0	68,227	2,961	804,760	19,296,850
Total assets	2,111,257,060	177,733	0	68,377	2,961	804,760	2,112,310,891
Subordinated liabilities	49,941,796	0	0	0	0	0	49,941,796
Insurance contract liabilities	1,688,411,267	0	0	0	0	0	1,688,411,267
Reinsurance contract liabilities	4,052,384	0	0	0	0	0	4,052,384
Lease liabilities	4,054,668	0	0	0	0	0	4,054,668
Other financial liabilities	22,640	0	0	0	0	0	22,640
Total liabilities	1,746,482,755	0	0	0	0	0	1,746,482,755
Net currency exposure	364,774,305	177,733	0	68,377	2,961	804,760	365,828,136

* The table shows financial assets and liabilities and insurance and reinsurance contract assets and liabilities.

** Financial contract assets and liabilities are excluded.

*** Unit-linked insurance assets are also presented under financial investments.

**** Negative amounts of assets represent liabilities and negative amounts of liabilities represent receivables. They are presented in a way that provides a comparison with the financial statements.

Market concentration risk

Market concentration risk arises from overexposure of financial investments to a single issuer, sector or country. The Group continuously monitors concentration of exposure to issuers and groups of related issuers as well as geographical and sector concentration. The sector structure of equity securities is presented in the section on equity risk and that of debt securities in the section on spread risk. Below, the geographical structure of sovereign debt securities is added.

The Group's largest aggregate exposure to a single issuer as at 31 December 2023 was to Germany amounting to EUR 134.4 million (31 December 2022: EUR 99.2 million in exposure to a European Community supranational issuer), while the Company's largest aggregate exposure to a single issuer as at 31 December 2023 was EUR 62 million to a European Community supranational issuer (31 December 2022: EUR 92 million in exposure to the same issuer).

Geographical concentration of investments in government debt securities

	Triglav Group	
	31 Dec 2023	31 Dec 2022
Germany	252,626,510	225,051,224
Transnational organisations	139,831,347	178,181,659
Slovenia	104,591,751	106,569,327
Croatia	88,586,259	98,003,629
Italy	62,834,327	60,146,452
Other countries	550,784,668	467,173,669
TOTAL GOVERNMENT DEBT SECURITIES	1,199,254,862	1,135,125,961

	Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022
Germany	128,393,296	156,692,275
Transnational organisations	108,990,137	143,702,042
Slovenia	79,512,257	80,640,000
Spain	58,127,722	55,339,091
Italy	50,179,805	47,487,994
Other countries	309,442,349	271,694,011
TOTAL GOVERNMENT DEBT SECURITIES	734,645,565	755,555,413

Management of market risks in 2023

Despite major changes in the financial markets, the Group always kept market risks at predetermined levels, which required active management of these risks. The scope of market risks decreased overall and across all market risk subtypes as a result of active risk management and redirecting investments to safer asset classes. The structure of market risks did not change significantly compared to the previous year.

2.8.1.4 Credit risk

The Group is exposed to credit risks in their operations. These risks measure the potential loss of assets due to the inability of the counterparty to meet its contractual obligations. They arise from fluctuations in the credit position of individual counterparties and the concentration of risks of these parties.

Within credit risk, the Group monitors the following risks by type of business partner (counterparty):

- **Risks from expected payments under insurance contracts:** This exposure is managed by regularly monitoring the payment dynamics by various homogeneous groups and insurance segments.
- **Risks from expected payments under reinsurance contracts:** The Group is exposed to credit risk when underwriting risks are transferred to reinsurers. Their exposure to reinsurance is measured by reinsurance contract assets and liabilities and expected payments under reinsurance and coinsurance contracts. These risks are managed by carefully selecting reinsurance partners with an appropriate credit rating, ensuring that the transferred risks are adequately dispersed among the partners. The comprehensive system and well-defined rules for credit risk management include the process of assigning credit ratings to partners, which also takes into account own criteria in addition to public information or credit ratings. For monitoring and managing credit risks as well as calculating capital requirements using the regulatory method, the system of uniform naming and keeping of basic data on reinsurance partners is also important when determining credit ratings.
- **Risks from cooperation with banks:** Credit risks arising from investments in deposits, cash and cash equivalents are managed by performing an expert analysis of the bank's credit quality and through a sufficient degree of portfolio diversification. This is achieved through a resilient and comprehensive limit system, which limits the exposures of individual companies to banks and the Group to banking groups.
- **Spread risk of debt securities,** which is presented among market risks.

Exposure to credit risk by source of origin

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Assets exposed to risks from expected payments under insurance contracts	296,123,546	261,532,022	161,964,700	148,742,329
Assets exposed to risks from expected payments under reinsurance contracts	365,577,477	169,368,833	327,428,753	146,454,319
Assets exposed to risks from cooperation with banks	108,370,575	99,704,424	35,364,447	23,065,241
Total assets exposed to credit risk	770,071,598	530,605,279	524,757,900	318,261,889

in EUR

* Exposure from cooperation with banks does not include financial contract assets and unit-linked insurance assets.

Concentration risk in the context of credit risk occurs upon overexposure to an individual counterparty, group of related parties or parties connected by common risk factors such as credit ratings. The concentration risk of individual counterparties is managed with a single database of reinsurers, banks and bank groups.

Exposure of the Group and the Company to credit risk from expected payments under insurance contracts

The Group is exposed to credit risk through the expected payments of premium and subrogations, which affect the amount of the calculated insurance contract assets and liabilities. The policyholders' payment discipline is closely monitored through a number of indicators. The movements of written premium and payments are monitored by maturity, in different time periods and by insurance class. With regard to expected payments of subrogations, recovery performance and the proportion of subrogations paid in relation to claims settled are also monitored.

Exposures of the Group and the Company to credit risk from expected payments under insurance contracts

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Expected premium payments	241,074,293	201,117,331	107,381,641	90,974,819
Expected subrogation payments	55,049,253	60,414,691	54,583,059	57,767,510
TOTAL	296,123,546	261,532,022	161,964,700	148,742,329

in EUR

Age structure of expected premium payments

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Gross expected payments	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Not due	190,188,030	146,818,952	82,628,472	65,991,779
Overdue up to 30 days	11,175,004	14,978,433	5,725,457	6,493,281
Overdue from 31 to 60 days	7,456,574	7,764,784	2,477,180	2,264,794
Overdue from 61 to 90 days	5,971,365	5,986,190	1,501,774	1,077,440
Overdue over 90 days	26,283,320	25,568,972	15,048,758	15,147,525
TOTAL EXPECTED PAYMENTS	241,074,293	201,117,331	107,381,641	90,974,819

in EUR

Age structure of expected subrogation payments

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Gross expected payments	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Not due	199,246	679,516	193,883	231,574
Overdue up to 30 days	365,952	690,762	365,321	672,197
Overdue from 31 to 60 days	698,555	908,532	685,616	707,514
Overdue from 61 to 90 days	1,151,802	1,383,874	1,151,134	1,251,707
Overdue over 90 days	52,633,698	56,752,007	52,187,105	54,904,518
TOTAL EXPECTED PAYMENTS	55,049,253	60,414,691	54,583,059	57,767,510

in EUR

Exposure of the Group and the Company to credit risk from expected payments under reinsurance contracts

Exposure to reinsurance partners by credit rating

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
AAA	0.0%	0.0%	0.0%	0.0%
AA to BBB	85.0%	73.5%	87.0%	77.6%
Below BBB	3.5%	7.8%	4.5%	6.9%
Not rated	11.6%	18.7%	8.5%	15.5%
Average credit rating	BBB	BBB	BBB	BBB

in EUR

The Group is most exposed to reinsurers with an “A” credit rating. The proportion of partners with an “AA” credit rating is also high. The proportion of non-rated reinsurance partners at Group level is 11.6%. The bulk stems from insurance claims of insurance companies in strategic markets, which are covered by local non-rated reinsurers. The proportion of non-rated reinsurers in the Company is slightly lower, i.e. 8.5%. The reason for the decrease compared to 2022 is mainly due to an increase in provisions and receivables to better-rated partners (counterparties) as a result of floods in Slovenia in the reporting year, which are reinsured with better-rated reinsurers. In nominal terms, the exposure of the Company to non-rated reinsurers did not change significantly in the reporting year.

The geographical concentration of reinsurers at Group level is the highest in Germany. Compared to 2022, it changed mainly due to the increase in the concentration of exposure to reinsurers in Luxembourg, United Kingdom and Switzerland. Due to its exposure to the subsidiary Pozavarovalnica Triglav Re, Zavarovalnica Triglav is geographically most exposed in Slovenia.

Concentration of five largest exposures to reinsurers by country

Triglav Group	31 Dec 2023		31 Dec 2022
Germany	14.4%	Germany	15.7%
Luxembourg	11.0%	Kazakhstan	10.5%
United Kingdom	9.5%	Serbia	8.8%
Switzerland	7.0%	Russia	8.2%
Kazakhstan	6.9%	United Kingdom	7.8%

Zavarovalnica Triglav	31 Dec 2023		31 Dec 2022
Slovenia	62.9%	Slovenia	50.0%
Kazakhstan	9.5%	Kazakhstan	12.0%
United Kingdom	6.8%	Russia	9.2%
Cyprus	3.8%	Cyprus	6.7%
Russia	3.6%	United Kingdom	6.1%

Exposure of the Group and the Company to credit risk from cooperation with banks

With regard to deposits, cash and cash equivalents, the Company is most exposed to Slovenian banks, which mainly have a “BBB” credit rating or are without a credit rating. In addition, the Group is exposed to banks in the countries where its subsidiaries operate, which are usually without a credit rating. In 2023, the credit ratings of banks to which the Group is exposed did not change significantly.

Management of credit risks in 2023

The Company actively managed these risks by regularly monitoring all credit risk exposures. The largest was the increase in exposures to reinsurers due to the activated reinsurance protection following loss events in 2023. The impact of this increase on credit risks was nevertheless limited, as the reinsurance protection was taken out with reinsurers with (high) credit ratings.

2.8.1.5 Liquidity risk

Liquidity risk is the risk of loss when the company is unable to meet its obligations arising from the timing mismatch of inflows and outflows, or when it is able to meet them only at higher costs. The risk of settling matured and contingent liabilities and market liquidity risk are monitored in the context of the liquidity risk.

- **Risk of settling matured and contingent liabilities** is the risk of being unable to dispose of a liquidity position that allows settling liabilities (including incurred unexpected liabilities) upon maturity.
- **Market liquidity risk** is the risk of loss due to the inability to sell an asset without major impact on the market price due to inadequate market depth or market disruptions.

Expected cash flows, i.e. inflows and outflows, are kept and managed proactively. Most cash flows of liabilities arise from insurance operations. The assets intended to cover these liabilities are adjusted by covering them in accordance with the investment policy in normal circumstances (the ALM process), while aiming to generate surplus assets to ensure the repayment of liabilities even when liquidity needs are higher. Thus, when necessary, the Group adjusts the liquidity of its portfolio in order to meet all expected and unexpected cash outflows and overdue liabilities at any given moment.

To manage liquidity risk, a process was set up based on the liquidity coverage ratio (LCR), which is used to provide for adequate liquidity reserves on an ongoing basis. The LCR is determined for both expected and predetermined liquidity stress scenarios. These are determined based on various stress scenarios adjusted to the Company's liquidity risk, which includes adverse insurance and financial events. Furthermore, the sources of liquidity are regularly adjusted, as the available funds must always exceed the needs.

When measuring liquidity, liquidity sources include primarily insurance premium and cash flows of investments intended to cover liabilities. The most important liquidity needs include the payment of claims, expenses and the payout of planned dividends. In the event of an emergency, an action plan is in place, including the sale of liquid excess assets over liabilities and additional security mechanisms such as credit and repo lines. Scenarios and measures are reviewed annually and adjusted to exposures and the market situation. With the described system, liquidity risk is effectively managed, while optimising excess liquidity by investing in alternative sources with higher returns on the market.

Liquidity at Group level is assessed based on the liquidity of the Company and the subsidiaries. The liquidity of the Group companies is planned on an annual basis by estimating the volume and scope of business in the coming year. In the framework of own risk and solvency assessment, it is planned for at least three years; the planning includes future potential liquidity needs and effectively provides for available liquidity sources.

Futures, options and other financial derivatives are used only if they help to mitigate market risks. As a possible measure to obtain additional liquidity, repo lines were established with commercial banks. The Group does not carry out securities lending techniques.

Exposure of the Group and the Company to liquidity risk

Assets and liabilities of the Triglav Group by contractual maturity*

							in EUR	
31 December 2023	Not defined	< 1 year	1 – 5 years	5 – 10 years	> 10 years	Total	The elimination of intercompany transactions within the Group	Carrying amount
Financial investments	707,646,416	474,666,207	979,921,868	221,907,815	260,168,243	2,644,310,549	1,469,779	2,642,840,770
Insurance contract assets	0	-366,183	8,673,874	3,718,761	797,897	12,824,349	730,471	12,093,878
Reinsurance contract assets	0	346,320,625	165,669,165	9,854,304	2,498,489	524,342,583	196,609,428	327,733,155
Other receivables	1,014,334	35,570,530	1,742,665	874	0	38,328,403	684,400	37,644,003
Cash and cash equivalents	45,354,022	39,066,642	0	0	0	84,420,664	-3	84,420,667
Total assets	754,014,772	895,257,821	1,156,007,572	235,481,754	263,464,629	3,304,226,548	199,494,075	3,104,732,473
Subordinated liabilities	0	0	0	0	49,994,402	49,994,402	0	49,994,402
Insurance contract liabilities	591,491,919	811,998,011	640,444,697	180,534,084	302,021,655	2,526,490,366	195,842,761	2,330,647,605
Reinsurance contract liabilities	0	8,287,425	-34,711	-4,319	-773	8,247,622	1,787,022	6,460,600
Lease liabilities	1,087,204	5,023,302	9,638,996	639,189	0	16,388,691	4,723,358	11,665,333
Other financial liabilities	469,459	821,902	941,835	0	0	2,233,196	1,569,754	663,442
Total liabilities	593,048,582	826,130,640	650,990,817	181,168,954	352,015,284	2,603,354,277	203,922,895	2,399,431,382

							in EUR	
31 December 2022	Not defined	< 1 year	1 – 5 years	5 – 10 years	> 10 years	Total	The elimination of intercompany transactions within the Group	Carrying amount
Financial investments	667,810,453	305,281,814	1,079,124,248	294,322,740	212,111,779	2,558,651,034	1,468,018	2,557,183,016
Insurance contract assets	0	4,125,313	5,538,538	2,662,289	379,580	12,705,720	-432,004	13,137,724
Reinsurance contract assets	0	154,395,890	97,287,584	18,107,561	9,659,345	279,450,380	90,116,282	189,334,098
Other receivables	103,442	49,384,367	1,517,181	27,839	40,200	51,073,029	594,692	50,478,337
Cash and cash equivalents	70,434,811	5,631,470	0	0	0	76,066,281	2	76,066,279
Total assets	738,348,706	518,818,854	1,183,467,551	315,120,429	222,190,904	2,977,946,444	91,746,990	2,886,199,454
Subordinated liabilities	0	0	0	0	49,941,796	49,941,796	0	49,941,796
Insurance contract liabilities	517,007,046	594,297,000	559,062,888	175,729,971	330,041,102	2,176,138,007	91,809,522	2,084,328,485
Reinsurance contract liabilities	0	13,298,694	-2,898,838	-230,193	-356,203	9,813,460	348,398	9,465,062
Lease liabilities	15,461	4,964,791	9,626,162	576,131	0	15,182,545	4,589,219	10,593,326
Other financial liabilities	272,416	1,120,697	640,000	207,213	0	2,240,326	762,061	1,478,265
Total liabilities	517,294,923	613,681,182	566,430,212	176,283,122	379,626,695	2,253,316,134	97,509,200	2,155,806,934

* The table shows financial assets and liabilities and insurance and reinsurance contract assets and liabilities.

** Financial contract assets and liabilities are excluded.

*** Unit-linked insurance assets are also presented under financial investments.

**** Negative amounts of assets represent liabilities and negative amounts of liabilities represent receivables. They are presented in a way that provides a comparison with the financial statements.

The total value of financial assets exceeds the total value of financial liabilities in 2023 as well. The surplus is presented in the maturity buckets of up to 10 years and with undefined maturity. In the buckets of over 10 years, the value of assets was below the value of liabilities. The vast majority of the Group's assets is invested in highly liquid investments, which also provides the coverage of liabilities in maturity buckets before the bucket into which they are classified in the table shown. Insurance contract liabilities take into account the maturity based on forecast cash flows. Therefore, neither deficit in individual maturity buckets nor payments of liabilities before the maturity date present a liquidity risk.

Assets and liabilities of Zavarovalnica Triglav by contractual maturity*

	in EUR					
31 December 2023	Not defined	< 1 year	1 – 5 years	5 – 10 years	> 10 years	Total
Financial investments	631,587,976	209,366,159	659,870,080	166,443,541	221,176,739	1,888,444,496
Insurance contract assets	0	-2,027,413	8,481,341	3,708,863	796,034	10,958,826
Reinsurance contract assets	0	179,602,104	118,503,433	5,621,324	2,250,009	305,976,870
Other receivables	0	19,723,657	323,368	0	0	20,047,025
Cash and cash equivalents	0	31,679,444	0	0	0	31,679,444
Total assets	631,587,976	438,343,951	787,178,223	175,773,729	224,222,782	2,257,106,661
Subordinated liabilities	0	0	0	0	49,994,402	49,994,402
Insurance contract liabilities	565,058,237	486,502,880	425,969,934	130,380,717	277,762,025	1,885,673,792
Reinsurance contract liabilities	0	0	0	0	0	0
Lease liabilities	0	1,282,270	2,801,656	489,085	0	4,573,011
Other financial liabilities	0	22,769	0	0	0	22,769
Total liabilities	565,058,237	487,807,919	428,771,590	130,869,802	327,756,427	1,940,263,974

	in EUR					
31 December 2022	Not defined	< 1 year	1 – 5 years	5 – 10 years	> 10 years	Total
Financial investments	580,394,591	165,454,868	746,978,826	213,206,271	176,565,257	1,882,599,813
Insurance contract assets	0	-742,102	5,138,798	2,610,398	388,387	7,395,480
Reinsurance contract assets	0	76,462,943	68,952,599	13,367,824	9,104,793	167,888,159
Other receivables	0	34,825,700	304,889	0	0	35,130,589
Cash and cash equivalents	19,296,850	0	0	0	0	19,296,850
Total assets	599,691,441	276,001,409	821,375,112	229,184,493	186,058,436	2,112,310,891
Subordinated liabilities	0	0	0	0	49,941,796	49,941,796
Insurance contract liabilities	494,204,398	373,397,434	384,359,534	128,890,721	307,559,180	1,688,411,267
Reinsurance contract liabilities	0	7,538,191	-2,894,275	-234,741	-356,791	4,052,384
Lease liabilities	0	1,052,085	2,526,177	476,406	0	4,054,668
Other financial liabilities	0	22,640	0	0	0	22,640
Total liabilities	494,204,398	382,010,350	383,991,436	129,132,386	357,144,184	1,746,482,755

* The table shows financial assets and liabilities and insurance and reinsurance contract assets and liabilities.

** Financial contract assets and liabilities are excluded.

*** Negative amounts of assets represent liabilities and negative amounts of liabilities represent receivables. They are presented in a way that provides a comparison with the financial statements

Management of liquidity risk in 2023

In the reporting year, the Company regularly monitored and, on this basis, managed liquidity risk in order to maintain an optimal liquidity level, also taking into account liquidity stress testing. Despite higher CAT claims, the Company ensured that liquidity risk was kept at a low level at all times. In fact, investment policies aim to ensure a high volume of liquid securities.

In 2023, liquidity risk was also carefully assessed when placing funds in alternative investments. The volume of such investments is subordinated to achieving adequate portfolio liquidity even in the event of a deteriorating situation in the financial markets.

2.8.1.6 Operational risks

Operational risks are the risks of loss arising from inadequate or failed internal processes, personnel or systems, or from external events and their impact.

As part of the risk appetite, which is the main guideline for operational risk management, high standards for ensuring compliance with the law and zero tolerance for internal criminal acts and fraud, including corruption, were set. The Group and the Company aim to ensure an appropriate level of information security (confidentiality, integrity and availability) for any information that is their business asset, and in doing so follow good practices in information security, taking into account the levels of information security risks defined as acceptable for each type of information.

The Group's operational risks are ever-present, therefore it is of key importance to identify and manage the most material in a timely manner, limiting them cost-effectively according to the defined tolerance. The aim of operational risk management is to prevent their occurrence, quickly and effectively remedy the consequences of realised operational loss events, as well as mitigate and prevent operating losses in a professional, diligent and ethical manner. Here, the greatest emphasis is placed on key business processes and the types of operational risks. Recently, cyber, regulatory and human resource risks have come to the fore. Operational risks are assessed based on all available information, such as estimates of potential risks by business process group, realised operational loss events, key indicators of these risks and other relevant information from employees and key functions. In 2021, the Company implemented GRC/IRM software (governance, risk, compliance/integrated risk management) to collect and manage data as well as report on operational risks more comprehensively. This tool also supports compliance and internal audit processes for an even more coordinated operation of key functions in risk management processes and a more responsive overview. The Operational Risk Committee plays an important role in monitoring operational risks; it deals with any identified (potential or realised) material risks and takes appropriate action. When assessing exposure and managing operational risks, internal controls for their management are inventoried by each business process. The priorities of the internal control system are as follows:

- efficiency, reliability and continuity of business processes;
- ensuring compliance of operations with the internal acts and legal regulations;
- accuracy and reliability of financial and accounting reporting and
- information and property protection.

In accordance with the principles of proportionality and materiality, the Company transfers the operational risk management system to subsidiaries, all of which regularly report on realised operational loss events and other material operational risks.

Ensuring business continuity and functioning of systems material for smooth business process implementation

As part of operational risk management, the business continuity management system was set up to ensure continuity of key business processes. It comprises all key components relevant to business continuity, particularly securing key staff, work locations and resources, which includes the operation of information and communication technology with key applications. Business continuity plans for critical business processes and IT disaster recovery plans are regularly revised, upgraded and checked. Among others, the business continuity management system also defines measures to be taken in the case of extraordinary events that cause or could cause interruptions or disruptions in business processes. The Company has set up:

- a crisis management team, which is activated in the case of extraordinary events that cause a major interruption or disruption in business processes;
- a disaster recovery team for extraordinary events that cause major disruption to ICT services;
- recovery teams for the Company's head office and regional units, which are activated in the event the accessibility or operation in an individual commercial building or regional unit is interrupted.

As part of operational risks, events related to business interruptions and disruptions are also monitored.

Management of operational risks in 2023

Through proactive management of operational risks, any shortcomings, changes and trends in the internal and external environments that may affect their increase are promptly identified. More attention was paid to the perceived growing risks and, when necessary, appropriate measures were taken to prevent them from materialising.

2.8.1.7 Non-financial risks

Non-financial risks to the Triglav Group's operations include material strategic risks, reputational risk, Group risk and sustainability risks. Non-financial risks usually originate from the external environment and are very closely linked to other risks, especially operational. Usually they occur due to several realised factors both inside and outside of the Group.

- *Strategic risks* are the risks of loss due to adverse business decisions, improper implementation of adopted strategic decisions and insufficient responsiveness to changes in the business environment. They also include part of legal and regulatory risks arising from key changes in the Group's business environment.
- *Reputational risk* is the risk of loss of existing or future business or goodwill due to a negative opinion of the Group held by its clients, business partners, employees, shareholders, investors, supervisory and other government bodies, and others concerned or the general public.

Effective reputational risk management allows the Company to retain the leading position in the market, maintain or increase market capitalisation, resolve potential crises with greater ease and remain resilient in an uncertain situation. It ensures the trust, loyalty and satisfaction of stakeholders.

- The Group risks arise from the business model of the Company, which is the parent company or a group of related parties. They include risks that might threaten the achievement of strategic objectives due to an inefficient governance system and insufficient understanding of the business environment of the Group members. The risk profile is also affected by the review and treatment of large transactions between related companies and the complexity of concentration risk management. All these risks can materialise in the form of major or minor deviations from the business and financial plans due to losses incurred or lost business opportunities.
- *Sustainability risks* (including ESG risks) are a set of risks of the Group arising from environmental, social and governance factors, and may have a negative impact on the financial position or solvency of the Group.

Environmental risks relate to the quality and functioning of the natural environment and originate primarily from climate change. We divide these risks into physical risks and transition risks. Physical risks are the risks of a financial loss due to extreme weather events or other environmental impacts related to climate change. Transition risk is associated with risks arising from changes in business or the environment, due to measures to promote the transition to a low-carbon economy in order to reduce the human impact on climate change.

Social risks mainly include risks arising from the way the Company and the Group companies operate in relation to the requirements of the wider social environment, in particular ensuring diversity and equal opportunities for various stakeholders, safety, health and satisfaction of employees, and good relations with clients, suppliers and outsourcers.

Governance risks are associated with an inappropriately or inadequately established governance system, especially in the field of environmental and social aspects. They include the legality of business operations, corporate governance standards, including the risk management system and internal control system, remuneration of the company's management, used business practices and the investor relations policy.

Non-financial risks are risks that, due to their nature, cannot be reduced, addressed or mitigated with dedicated capital. The standard formula does not cover them.

To manage reputational risk, an assessment method is used which takes into account additional aspects that may negatively affect the Group's reputation. They are divided into internal and external. With a functioning internal control system, it is ensured that the Group's operations are legal, professional and ethical. The Group ensures the appropriate quality of services and products, achieves financial goals, properly manages relationships with its key stakeholders and implements sustainability commitments or sustainable aspects of business. Furthermore, the Group respects the set environmental goals and aims to respect unrestricted, healthy competition in the market. Maintaining a low reputational risk assessment is key, as the Group set high goals in this area.

Management of non-financial risks in 2023

In the reporting year, the Group's sustainability risk management system continued to be upgraded, mainly by improving data quality and defining methodologies, indicators and reporting on environmental risks. It is assessed that environmental risks continue to be the most material among sustainability risks for the Group. They were particularly carefully examined in the framework of own risk and solvency assessment. In order to assess climate risks (covering both transition risks and physical risks), a qualitative and quantitative assessment of the effects of climate change on the business operations of the Company and the Group was performed.

2.8.1.8 Capital management

Capital management is the process by which the Group determines and maintains an adequate amount and quality of capital.

Central to effective capital management is a well-integrated risk management system that ensures, among other things, consistent assessment of the profitability of transactions relative to assumed risks, while striving to maintain target capital adequacy.

As part of the Group's regular capital management to ensure optimal capital composition and cost efficiency, the Company issued a subordinated bond, which is taken into account in the calculation of capital adequacy.

The Group's target capital adequacy is set within the range of 200–250%. This means that the Group has an adequate amount of capital to carry out its core business and cover potential losses. The Group uses capital surplus as protection against losses due to unforeseen adverse events and volatile capital requirements.

The management of capital and capital risk is presented in greater detail in [Section 9.2 of the Business Report](#), which is part of the Group's Annual Report.

2.9 Segment reporting

Zavarovalnica Triglav's management monitors the Group's and the Company's operations by business segment.

Business segments in the context of the Group's and the Company's operations differ from one another by nature of transaction, type of service and business risks. Business segments for which the Company's management separately monitors business results and makes decisions on the allocation of resources are non-life insurance, life insurance, health insurance and non-insurance operations.

All components of the Group's and the Company's operations are included in one of the business segments.

The results of a specific business segment are assessed based on the profit or loss achieved by that segment; in addition, the management monitors the amount of assets and liabilities of specific segments. All income and expenses items are included in the determination of profit or loss, and all assets and liabilities items of the Group and the Company are included in the monitoring of the amount of assets and liabilities of specific segments.

Income and expenses are allocated directly to each segment, but if this is not possible, allocation keys are adopted for this purpose. Income and expenses from insurance operations are recorded in the accounting records by specific insurance class, which are then aggregated into insurance groups. Other income and expenses and costs are recorded in the accounting records by specific insurance group. They are classified in specific insurance groups partly directly and partly through defined allocation keys.

Assets and liabilities are allocated directly to each segment and are already kept separately in the accounting records by insurance group.

The management monitors the operations of individual segments at the level of non-consolidated financial statements of individual companies, which are summed up for the purposes of analysing the entire financial statements of the Group, without taking into account eliminations from consolidation.

2.9.1 Triglav Group business segments

in EUR

Statement of financial position	31 December 2023						
	NON-LIFE	LIFE	HEALTH	OTHER	TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
ASSETS	2,102,753,151	2,252,821,244	75,026,842	197,667,205	4,628,268,442	-530,623,871	4,097,644,571
Property, plant and equipment	92,100,097	9,677,819	243,629	4,807,264	106,828,809	0	106,828,809
Investment property	46,631,837	1,313,861	0	20,008,075	67,953,773	0	67,953,773
Right-of-use assets	10,553,722	649,911	456,897	4,010,629	15,671,159	-4,557,710	11,113,449
Intangible assets and goodwill	27,861,086	6,546,623	160,130	20,582,946	55,150,785	-494,479	54,656,306
Deferred tax assets	13,173,005	3,083,875	6,278,596	89,386	22,624,862	-657,314	21,967,548
Investments in subsidiaries	207,752,086	20,376,561	2,500,000	76,847,618	307,476,265	-307,476,265	0
Investments in associates and joint ventures	37,218,841	489,221	0	0	37,708,062	0	37,708,062
Financial investments	1,049,619,772	1,491,593,857	62,593,300	40,603,620	2,644,410,549	-1,569,779	2,642,840,770
– at fair value through other comprehensive income	923,192,895	684,743,887	62,593,300	2,436,850	1,672,966,932	0	1,672,966,932
– at amortised cost	34,231,570	194,125,613	0	2,772,323	231,129,506	-1,569,779	229,559,727
– at fair value through profit or loss	92,195,307	612,724,357	0	35,394,447	740,314,111	0	740,314,111
Financial contract assets	0	674,115,145	0	0	674,115,145	0	674,115,145
– investments at amortised cost	0	283,215,425	0	0	283,215,425	0	283,215,425
– investments at fair value through profit or loss	0	366,826,746	0	0	366,826,746	0	366,826,746
– receivables from financial contracts	0	123,066	0	0	123,066	0	123,066
– cash from financial contracts	0	23,949,908	0	0	23,949,908	0	23,949,908
Insurance contract assets	2,586,908	10,236,542	900	0	12,824,350	-730,472	12,093,878
Reinsurance contract assets	522,995,008	387,756	959,820	0	524,342,584	-196,609,429	327,733,155
Non-current assets held for sale	0	0	1,141,578	1,988,131	3,129,709	0	3,129,709
Current corporate income tax assets	9,935,445	215	0	78,705	10,014,365	-1,522,841	8,491,524
Other receivables	40,917,376	2,219,989	401,435	9,726,657	53,265,457	-17,005,582	36,259,875
Cash and cash equivalents	34,716,464	31,457,653	224,810	18,021,740	84,420,667	0	84,420,667
Other assets	6,691,504	672,216	65,747	902,434	8,331,901	0	8,331,901
EQUITY AND LIABILITIES	2,102,753,165	2,252,821,246	75,026,842	197,667,199	4,628,268,452	-530,623,881	4,097,644,571
Equity	752,719,489	232,341,849	34,956,137	178,397,556	1,198,415,031	-307,315,048	891,099,983
Controlling interests	752,719,489	232,341,849	34,956,137	178,397,556	1,198,415,031	-310,999,301	887,415,730
– share capital	139,925,767	77,182,266	43,322,167	107,457,354	367,887,554	-294,186,162	73,701,392
– share premium	43,441,236	39,662,781	0	44,333,234	127,437,251	-77,114,672	50,322,579
– reserves from profit	449,300,501	47,822,211	1,853,961	13,720,624	512,697,297	-7,594,315	505,102,982
– treasury share reserves	0	0	0	364,680	364,680	0	364,680
– treasury shares	0	0	0	-364,680	-364,680	0	-364,680
– accumulated other comprehensive income	-26,586,470	-8,724,369	-475,182	169,960	-35,616,061	-1,799,922	-37,415,983
– retained earnings from previous years	144,119,733	50,435,241	14,515,917	7,712,179	216,783,070	89,308,878	306,091,948
– net profit or loss for the year	4,451,867	26,729,485	-24,260,726	5,019,015	11,939,641	-19,132,179	-7,192,538
– translation differences	-1,933,145	-765,766	0	-14,810	-2,713,721	-480,929	-3,194,650
Non-controlling interests	0	0	0	0	0	3,684,253	3,684,253
Subordinated liabilities	49,994,402	0	0	0	49,994,402	0	49,994,402
Deferred tax liabilities	1,479,287	707,030	0	348,513	2,534,830	-669,020	1,865,810
Financial contract liabilities	0	674,115,144	0	0	674,115,144	1	674,115,145
Insurance contract liabilities	1,176,337,749	1,315,876,867	34,275,747	0	2,526,490,363	-195,842,758	2,330,647,605
Reinsurance contract liabilities	8,244,374	3,246	0	0	8,247,620	-1,787,020	6,460,600
Provisions	20,039,372	6,395,711	1,699,744	2,212,658	30,347,485	0	30,347,485
Lease liabilities	11,001,645	664,258	460,757	4,262,029	16,388,689	-4,723,356	11,665,333
Other financial liabilities	1,501,620	22,281	0	709,312	2,233,213	-1,569,771	663,442
Current corporate income tax liabilities	482,098	133,981	0	1,478,317	2,094,396	-1,522,841	571,555
Other liabilities	80,953,129	22,560,879	3,634,457	10,258,814	117,407,279	-17,194,068	100,213,211

in EUR

	31 December 2022 adjusted						
Statement of financial position	NON-LIFE	LIFE	HEALTH	OTHER	TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
ASSETS	1,818,151,978	2,092,732,856	93,926,843	186,465,796	4,191,277,473	-388,929,721	3,802,347,752
Property, plant and equipment	93,605,505	10,052,974	1,804,464	4,402,893	109,865,836	0	109,865,836
Investment property	46,643,721	1,208,134	0	20,473,632	68,325,487	0	68,325,487
Right-of-use assets	10,579,313	777,319	428,285	2,860,095	14,645,012	-4,452,087	10,192,925
Intangible assets and goodwill	27,043,156	7,466,972	377,811	18,832,320	53,720,259	0	53,720,259
Deferred tax assets	12,237,709	1,081,762	1,990,729	88,559	15,398,759	-612,531	14,786,228
Investments in subsidiaries	171,768,414	19,377,792	7,500	69,381,544	260,535,250	-260,535,250	0
Investments in associates and joint ventures	37,369,536	440,648	0	0	37,810,184	0	37,810,184
Financial investments	1,063,666,852	1,381,531,311	72,877,987	40,674,884	2,558,751,034	-1,568,018	2,557,183,016
– at fair value through other comprehensive income	906,053,531	654,690,377	72,727,291	682,316	1,634,153,515	0	1,634,153,515
– at amortised cost	51,302,856	188,374,970	0	2,895,221	242,573,047	-1,568,018	241,005,029
– at fair value through profit or loss	106,310,465	538,465,964	150,696	37,097,347	682,024,472	0	682,024,472
Financial contract assets	0	613,818,646	0	0	613,818,646	0	613,818,646
– investments at amortised cost	0	321,859,990	0	0	321,859,990	0	321,859,990
– investments at fair value through profit or loss	0	267,173,099	0	0	267,173,099	0	267,173,099
– receivables from financial contracts	0	1,147,412	0	0	1,147,412	0	1,147,412
– cash from financial contracts	0	23,638,145	0	0	23,638,145	0	23,638,145
Insurance contract assets	6,543,871	6,161,845	0	0	12,705,716	432,008	13,137,724
Reinsurance contract assets	270,937,720	7,890,550	622,111	0	279,450,381	-90,116,283	189,334,098
Non-current assets held for sale	200,309	0	0	1,984,512	2,184,821	0	2,184,821
Current corporate income tax assets	921,368	215	1,503,957	2,240,643	4,666,183	-4,183,200	482,983
Other receivables	46,863,911	10,465,348	12,212,496	8,632,635	78,174,390	-27,696,053	50,478,337
Cash and cash equivalents	25,852,011	32,147,601	1,777,759	16,288,908	76,066,279	0	76,066,279
Other assets	3,918,582	311,739	323,744	605,171	5,159,236	-198,307	4,960,929
EQUITY AND LIABILITIES	1,818,151,997	2,092,732,852	93,926,843	186,465,783	4,191,277,475	-388,929,723	3,802,347,752
Equity	748,697,149	203,844,123	32,214,465	169,930,514	1,154,686,251	-257,720,549	896,965,702
Controlling interests	748,697,149	203,844,123	32,214,465	169,930,514	1,154,686,251	-261,334,675	893,351,576
– share capital	129,690,864	77,249,393	20,822,144	106,331,530	334,093,931	-260,392,540	73,701,391
– share premium	43,380,681	39,652,231	0	31,340,734	114,373,646	-64,068,973	50,304,673
– reserves from profit	430,039,408	47,825,525	1,853,961	8,214,536	487,933,430	-6,099,470	481,833,960
– treasury share reserves	0	0	0	364,680	364,680	0	364,680
– treasury shares	0	0	0	-364,680	-364,680	0	-364,680
– accumulated other comprehensive income	-33,726,924	-20,073,689	-4,977,557	161,339	-58,616,831	-1,974,576	-60,591,407
– retained earnings from previous years	221,239,154	60,315,983	17,040,511	35,411,636	334,007,284	84,307,749	418,315,033
– net profit or loss for the year	-39,958,943	-173,204	-2,524,594	-11,460,077	-54,116,818	-12,920,668	-67,037,486
– translation differences	-1,967,091	-952,116	0	-69,184	-2,988,391	-186,197	-3,174,588
Non-controlling interests	0	0	0	0	0	3,614,126	3,614,126
Subordinated liabilities	49,941,796	0	0	0	49,941,796	0	49,941,796
Deferred tax liabilities	1,475,065	759,556	0	440,642	2,675,263	-624,237	2,051,026
Financial contract liabilities	0	613,818,649	0	0	613,818,649	-3	613,818,646
Insurance contract liabilities	892,955,862	1,239,540,706	43,641,446	0	2,176,138,014	-91,809,529	2,084,328,485
Reinsurance contract liabilities	9,813,188	0	273	0	9,813,461	-348,399	9,465,062
Provisions	16,007,579	13,926,087	1,082,765	2,268,271	33,284,702	0	33,284,702
Lease liabilities	10,886,854	793,211	436,456	3,066,025	15,182,546	-4,589,220	10,593,326
Other financial liabilities	1,520,372	21,674	0	698,262	2,240,308	-762,049	1,478,259
Current corporate income tax liabilities	10,127,663	65,650	0	1,222,404	11,415,717	-4,183,200	7,232,517
Other liabilities	76,726,469	19,963,196	16,551,438	8,839,665	122,080,768	-28,892,537	93,188,231

in EUR

Statement of profit or loss	2023				TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
	NON-LIFE	LIFE	HEALTH	OTHER			
Insurance service result	57,229,150	27,210,040	-24,902,213	0	59,536,977	0	59,536,977
– insurance income	1,056,160,921	85,367,869	209,657,875	0	1,351,186,665	0	1,351,186,665
– insurance service expenses	-1,028,951,009	-59,777,022	-234,528,227	0	-1,323,256,258	0	-1,323,256,258
– net reinsurance service result	30,019,238	1,619,193	-31,861	0	31,606,570	0	31,606,570
Investment result	15,805,429	67,940,585	-2,864,610	2,740,539	83,621,943	209,244	83,831,187
– interest income calculated using the effective interest method	16,495,253	17,813,075	684,528	118,738	35,111,594	-13,297	35,098,297
– dividend income	2,022,129	682,935	0	0	2,705,064	0	2,705,064
– net gains and losses on financial investments	-858,622	48,384,028	-3,744,177	2,624,838	46,406,067	0	46,406,067
– net impairment and reversal of impairment of financial investments	1,326,121	774,968	193,706	-3,037	2,291,758	0	2,291,758
– other effects of investing activities	-3,179,452	285,579	1,333	0	-2,892,540	222,541	-2,669,999
Financial result from insurance contracts	-4,851,122	-64,706,573	-120,241	0	-69,677,936	0	-69,677,936
– financial result from insurance contracts	-4,909,230	-64,713,983	-120,241	0	-69,743,454	0	-69,743,454
– financial result from reinsurance contracts	58,108	7,410	0	0	65,518	0	65,518
Change in financial contract liabilities	0	3,985	0	0	3,985	-3,985	0
Income from asset management	0	7,251,368	0	32,703,777	39,955,145	-269,658	39,685,487
Non-attributable operating expenses	-44,425,374	-14,304,777	-2,225,212	-46,566,669	-107,522,032	14,353,563	-93,168,469
Net other operating income and expenses	-9,185,864	1,716,902	940,977	21,247,803	14,719,818	-13,219,271	1,500,547
Net other financial income and expenses	-3,548,040	-54,491	14,796	-168,058	-3,755,793	64,283	-3,691,510
Net impairment and reversal of impairment of non-financial assets	-2,501,482	-6,420	0	-7,614	-2,515,516	0	-2,515,516
Gains and losses on investments in associates	2,194,361	48,574	0	0	2,242,935	0	2,242,935
Net other income and expenses	909,963	3,040,185	-673,921	1,174,683	4,450,910	-1,134,175	3,316,735
Profit or loss before tax	11,627,021	28,139,378	-29,830,424	11,124,461	21,060,436	1	21,060,437
Tax expense	-3,508,613	-4,537,546	5,317,578	-2,066,661	-4,795,242	0	-4,795,242
NET PROFIT OR LOSS FOR THE PERIOD	8,118,408	23,601,832	-24,512,846	9,057,800	16,265,194	1	16,265,195
Controlling interests	7,933,580	23,577,851	-24,512,846	9,077,900	16,076,485	0	16,076,485
Non-controlling interests	184,828	23,981	0	-20,100	188,709	0	188,709

in EUR

Statement of other comprehensive income	2023				TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
	NON-LIFE	LIFE	HEALTH	OTHER			
Items that will not be reclassified to profit or loss in future periods	2,865,221	-73,268	18,566	9,075	2,819,594	0	2,819,594
– effects of equity instruments measured through other comprehensive income	4,332,776	78,671	0	0	4,411,447	0	4,411,447
– actuarial gains and losses	-1,347,124	-220,585	18,566	27,090	-1,522,053	0	-1,522,053
– other net gains and losses that will not be reclassified to profit or loss in future periods	127,558	0	0	0	127,558	0	127,558
Tax on items that will not be reclassified to profit or loss	-247,989	68,646	0	-18,015	-197,358	0	-197,358
Items that may be reclassified to profit or loss in future periods	16,049,128	11,365,585	4,482,999	6,155	31,903,867	0	31,903,867
– accumulated insurance finance income and expenses	-21,076,904	-27,789,296	-282,415	0	-49,148,615	0	-49,148,615
– accumulated reinsurance finance income and expenses	3,646,017	1,379	0	0	3,647,396	0	3,647,396
– effect of debt instruments measured through other comprehensive income	36,189,913	39,772,131	5,795,126	6,839	81,764,009	0	81,764,009
– other items	0	0	0	0	0	0	0
Tax on items that may be reclassified to profit or loss in future periods	-2,709,898	-618,629	-1,029,712	-684	-4,358,923	0	-4,358,923
Translation differences	-36,177	-406,238	0	396,421	-45,994	-1	-45,995
OTHER COMPREHENSIVE INCOME FOR THE PERIOD AFTER TAX	18,878,172	10,886,079	4,501,565	411,651	34,677,467	-1	34,677,466
Controlling interests	18,894,654	10,920,118	4,501,565	435,311	34,751,648	0	34,751,648
Non-controlling interests	-16,482	-34,039	0	-23,660	-74,181	0	-74,181

in EUR

Statement of profit or loss	2022 adjusted						
	NON-LIFE	LIFE	HEALTH	OTHER	TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
Insurance service result	52,302,153	15,112,399	2,442,614	0	69,857,166	0	69,857,166
– insurance income	923,531,228	78,086,766	204,984,870	0	1,206,602,864	0	1,206,602,864
– insurance service expenses	-766,045,623	-63,703,911	-202,542,256	0	-1,032,291,790	0	-1,032,291,790
– net reinsurance service result	-105,183,452	729,544	0	0	-104,453,908	0	-104,453,908
Investment result	1,517,457	-82,464,791	-954,138	-6,649,239	-88,550,711	-72,790	-88,623,501
– interest income calculated using the effective interest method	10,539,268	15,673,918	485,563	39,147	26,737,896	-62,000	26,675,896
– dividend income	3,562,183	1,124,363	0	0	4,686,546	0	4,686,546
– net gains and losses on financial investments	-9,301,799	-96,123,407	-752,462	-6,693,199	-112,870,867	0	-112,870,867
– net impairment and reversal of impairment of financial investments	-3,774,936	-3,089,254	-681,574	0	-7,545,764	0	-7,545,764
– other effects of investing activities	492,741	-50,411	-5,665	4,813	441,478	-10,790	430,688
Financial result from insurance contracts	-869,166	83,051,634	39,539	0	82,222,007	0	82,222,007
– financial result from insurance contracts	140,279	83,056,538	39,539	0	83,236,356	0	83,236,356
– financial result from reinsurance contracts	-1,009,445	-4,904	0	0	-1,014,349	0	-1,014,349
Change in financial contract liabilities	0	1	0	0	1	0	1
Income from asset management	0	6,934,348	0	30,823,282	37,757,630	-289,136	37,468,494
Non-attributable operating expenses	-42,956,176	-14,905,711	-2,734,100	-41,146,177	-101,742,164	12,106,751	-89,635,413
Net other operating income and expenses	-21,544,923	-8,627,976	-840,016	26,331,436	-4,681,479	-9,874,090	-14,555,569
Net other financial income and expenses	-2,435,537	-16,122	160,651	-208,949	-2,499,957	453,844	-2,046,113
Net impairment and reversal of impairment of non-financial assets	-818	0	0	0	-818	0	-818
Gains and losses on investments in associates	1,841,505	678	0	0	1,842,183	0	1,842,183
Net other income and expenses	-2,157,422	-3,202,085	-1,080	1,130,189	-4,230,398	-2,324,580	-6,554,978
Profit or loss before tax	-14,302,927	-4,117,625	-1,886,530	10,280,542	-10,026,540	-1	-10,026,541
Tax expense	2,903,313	1,329,827	526,469	-1,705,502	3,054,107	0	3,054,107
NET PROFIT OR LOSS FOR THE PERIOD	-11,399,614	-2,787,798	-1,360,061	8,575,040	-6,972,433	-5	-6,972,438
Controlling interests	-11,560,040	-2,801,358	-1,360,061	8,883,984	-6,837,475	0	-6,837,475
Non-controlling interests	160,426	13,560	0	-308,944	-134,958	0	-134,958

in EUR

Statement of other comprehensive income	2022 adjusted						
	NON-LIFE	LIFE	HEALTH	OTHER	TOTAL (before eliminations)	ELIMINATIONS	TOTAL (after eliminations)
Items that will not be reclassified to profit or loss in future periods	-7,238,881	-2,213,203	427	84,118	-9,367,539	0	-9,367,539
– effects of equity instruments measured through other comprehensive income	-10,168,151	-2,941,019	0	0	-13,109,170	0	-13,109,170
– actuarial gains and losses	1,143,828	222,221	427	84,118	1,450,594	0	1,450,594
– other net gains and losses that will not be reclassified to profit or loss in future periods	0	0	0	0	0	0	0
Tax on items that will not be reclassified to profit or loss	1,785,442	505,595	0	0	2,291,037	0	2,291,037
Items that may be reclassified to profit or loss in future periods	-31,363,408	-4,343,998	-5,739,980	-66,395	-41,513,781	0	-41,513,781
– accumulated insurance finance income and expenses	51,674,063	126,728,235	433,279	0	178,835,577	0	178,835,577
– accumulated reinsurance finance income and expenses	-6,791,054	-1,425	0	0	-6,792,479	0	-6,792,479
– effect of debt instruments measured through other comprehensive income	-84,089,659	-129,947,204	-7,519,824	-73,035	-221,629,722	0	-221,629,722
– other items	-67,105	0	0	0	-67,105	0	-67,105
Tax on items that may be reclassified to profit or loss in future periods	7,910,347	-1,123,604	1,346,565	6,640	8,139,948	0	8,139,948
Translation differences	7,543	-61,741	-1	-6,039	-60,238	1	-60,237
OTHER COMPREHENSIVE INCOME FOR THE PERIOD AFTER TAX	-38,594,746	-6,618,942	-5,739,554	11,684	-50,941,558	1	-50,941,557
Controlling interests	-38,159,101	-6,701,501	-5,739,554	11,684	-50,588,472	0	-50,588,472
Non-controlling interests	-435,645	82,559	0	0	-353,086	0	-353,086

2.9.2 Zavarovalnica Triglav business segments

in EUR

Statement of financial position	31 December 2023			31 December 2022 adjusted		
	NON-LIFE	LIFE	TOTAL	NON-LIFE	LIFE	TOTAL
ASSETS	1,369,119,087	1,586,767,950	2,955,887,037	1,258,384,787	1,483,830,122	2,742,214,910
Property, plant and equipment	60,764,599	7,844,878	68,609,478	61,139,796	7,976,101	69,115,897
Investment property	43,152,887	274,294	43,427,181	43,095,689	281,484	43,377,173
Right-of-use assets	4,356,487	0	4,356,487	3,940,725	0	3,940,725
Intangible assets and goodwill	24,441,317	6,437,832	30,879,149	23,574,598	7,343,311	30,917,910
Deferred tax assets	10,071,867	2,726,371	12,798,238	10,118,611	802,917	10,921,528
Investments in subsidiaries	200,826,677	18,533,689	219,360,367	166,826,654	18,533,689	185,360,343
Investments in associates and joint ventures	37,218,841	0	37,218,841	37,369,536	0	37,369,536
Financial investments	628,013,043	1,260,431,453	1,888,444,496	696,957,343	1,185,642,470	1,882,599,813
– at fair value through other comprehensive income	541,324,405	552,848,289	1,094,172,694	592,272,836	551,060,117	1,143,332,952
– at amortised cost	4,673,513	138,169,793	142,843,306	18,148,872	133,618,473	151,767,345
– at fair value through profit or loss	82,015,125	569,413,371	651,428,496	86,535,635	500,963,880	587,499,515
Financial contract assets	0	259,624,041	259,624,041	0	234,968,514	234,968,514
– investments at amortised cost	0	86,215,285	86,215,285	0	99,398,021	99,398,021
– investments at fair value through profit or loss	0	169,625,986	169,625,986	0	131,403,313	131,403,313
– receivables from financial contracts	0	83,130	83,130	0	398,787	398,787
– cash from financial contracts	0	3,699,640	3,699,640	0	3,768,392	3,768,392
– other assets from financial contracts	0	0	0	0	0	0
Insurance contract assets	763,841	10,194,985	10,958,826	1,323,954	6,071,526	7,395,480
Reinsurance contract assets	305,976,870	0	305,976,870	167,888,159	0	167,888,159
Non-current assets held for sale	0	0	0	0	0	0
Current corporate income tax assets	9,302,529	0	9,302,529	0	0	0
Other receivables	29,019,266	1,488,741	30,508,007	37,351,308	9,244,402	46,595,710
Cash and cash equivalents	12,536,522	19,142,923	31,679,444	6,368,612	12,928,238	19,296,850
Other assets	2,674,341	68,743	2,743,084	2,429,800	37,471	2,467,271
EQUITY AND LIABILITIES	1,369,119,086	1,586,767,952	2,955,887,038	1,258,384,787	1,483,830,122	2,742,214,910
Equity	556,994,740	112,226,378	669,221,118	568,054,385	90,894,760	658,949,145
– share capital	51,340,540	22,360,852	73,701,392	51,340,540	22,360,852	73,701,392
– share premium	40,344,978	13,067,907	53,412,884	40,344,978	13,067,907	53,412,884
– reserves from profit	438,248,752	45,513,891	483,762,643	419,248,752	45,513,891	464,762,643
– accumulated other comprehensive income	-19,849,348	-9,660,492	-29,509,840	-25,237,531	-21,071,825	-46,309,356
– retained earnings from previous years	46,762,812	21,428,800	68,191,612	136,545,152	28,111,020	164,656,172
– net profit or loss for the year	147,006	19,515,420	19,662,426	-54,187,505	2,912,915	-51,274,590
Subordinated liabilities	49,994,402	0	49,994,402	49,941,796	0	49,941,796
Deferred tax liabilities	0	0	0	0	0	-1
Financial contract liabilities	0	259,624,041	259,624,041	0	234,968,514	234,968,514
Insurance contract liabilities	688,581,223	1,197,092,569	1,885,673,792	551,610,694	1,136,800,573	1,688,411,267
Reinsurance contract liabilities	0	0	0	4,052,384	0	4,052,384
Provisions	11,993,826	2,329,680	14,323,506	10,456,475	6,578,617	17,035,092
Lease liabilities	4,573,011	0	4,573,011	4,054,668	0	4,054,668
Other financial liabilities	22,767	2	22,769	22,640	0	22,640
Current corporate income tax liabilities	0	0	0	9,697,471	0	9,697,471
Other liabilities	56,959,118	15,495,282	72,454,400	60,494,274	14,587,659	75,081,933

No items disclosed in the statement of financial position by business segment are offset. The amount of the balance sheet total after offsetting is shown below.

in EUR

	31 December 2023	31 December 2022 adjusted
Balance sheet total (without offsetting)	2,955,887,037	2,742,214,910
Intersegment receivables and liabilities	-10,460,982	-11,440,100
Offset balance	2,945,426,055	2,730,774,810

in EUR

Statement of profit or loss	2023			2022 adjusted		
	NON-LIFE	LIFE	TOTAL	NON-LIFE	LIFE	TOTAL
Insurance service result	37,125,732	23,968,310	61,094,042	21,160,754	15,137,828	36,298,582
– insurance income	709,194,358	66,443,013	775,637,370	628,205,422	61,998,801	690,204,222
– insurance service expenses	-711,516,271	-42,474,703	-753,990,974	-531,673,410	-46,860,972	-578,534,383
– net reinsurance service result	39,447,646	0	39,447,646	-75,371,258	0	-75,371,258
Investment result	9,428,055	60,706,670	70,134,725	-3,591,864	-78,018,316	-81,610,180
– interest income calculated using the effective interest method	7,747,149	13,864,061	21,611,210	4,247,679	12,873,306	17,120,984
– dividend income	1,851,785	589,749	2,441,534	3,301,187	1,109,037	4,410,224
– net gains and losses on financial investments	-723,332	45,438,112	44,714,780	-7,816,304	-90,737,373	-98,553,677
– net impairment and reversal of impairment of financial investments	689,654	605,796	1,295,450	-4,118,800	-1,012,744	-5,131,544
– other effects of investing activities	-137,201	208,952	71,751	794,375	-250,543	543,833
Financial result from insurance contracts	-2,905,419	-59,878,679	-62,784,098	-878,996	77,888,291	77,009,295
– financial result from insurance contracts	-3,015,273	-59,878,679	-62,893,952	-48,574	77,888,291	77,839,717
– financial result from reinsurance contracts	109,854	0	109,854	-830,422	0	-830,422
Income from asset management	0	2,854,726	2,854,726	0	2,735,182	2,735,182
Non-attributable operating expenses	-29,418,654	-9,830,107	-39,248,760	-29,252,285	-10,652,466	-39,904,751
Net other operating income and expenses	-3,156,264	2,661,234	-495,030	-16,925,685	-7,832,889	-24,758,574
Net other financial income and expenses	-2,706,647	-111,431	-2,818,078	-2,355,961	-180,984	-2,536,945
Net impairment and reversal of impairment of non-financial assets	-2,496,338	-6,407	-2,502,745	-1,025,411	-2,894,788	-3,920,199
Gains and losses on investments in associates	15,179,539	3,406,222	18,585,761	30,831,080	3,712,193	34,543,272
Net other income and expenses	454,332	286,631	740,963	1,744,292	1,793,018	3,537,310
Profit or loss before tax	21,504,336	24,057,169	45,561,505	-294,076	1,687,069	1,392,992
Tax expense	-2,357,330	-4,541,749	-6,899,078	6,306,571	1,225,846	7,532,417
NET PROFIT OR LOSS FOR THE PERIOD	19,147,006	19,515,420	38,662,426	6,012,495	2,912,915	8,925,410

in EUR

Statement of other comprehensive income	2023			2022 adjusted		
	NON-LIFE	LIFE	TOTAL	NON-LIFE	LIFE	TOTAL
Net profit for the period after tax	19,147,006	19,515,420	38,662,426	6,012,495	2,912,915	8,925,410
Other comprehensive income after tax	17,040,524	11,406,893	28,447,417	-30,319,765	-6,192,610	-36,512,374
Items that will not be reclassified to profit or loss in future periods	2,714,878	-151,939	2,562,939	-6,920,976	-2,056,374	-8,977,350
Accumulated insurance finance income and expenses	-1,373,424	-220,586	-1,594,009	1,196,820	222,221	1,419,041
Accumulated reinsurance finance income and expenses	4,332,776	0	4,332,776	-9,836,905	-2,784,190	-12,621,095
Tax on items that will not be reclassified to profit or loss	-244,474	68,646	-175,828	1,719,109	505,594	2,224,703
Items that may be reclassified to profit or loss in future periods	14,325,646	11,558,832	25,884,478	-23,398,788	-4,136,235	-27,535,024
Accumulated insurance finance income and expenses	-13,877,650	-23,171,554	-37,049,204	40,127,356	110,975,156	151,102,512
Accumulated reinsurance finance income and expenses	4,090,372	0	4,090,372	-10,002,491	0	-10,002,491
Effects of debt instruments measured through other comprehensive income	26,722,093	35,469,170	62,191,263	-59,012,259	-113,776,689	-172,788,948
Tax on items that may be reclassified to profit or loss in future periods	-2,609,168	-738,785	-3,347,953	5,488,606	-1,334,702	4,153,904
COMPREHENSIVE INCOME FOR THE PERIOD AFTER TAX	36,187,530	30,922,313	67,109,843	-24,307,270	-3,279,695	-27,586,965

2.10 The impact of geopolitical risks, the changed economic situation and climate change on the Group's and the Company's financial statements

The changed macroeconomic situation, geopolitical risks and the effects of climate change were the main developments that had a significant impact on the Group's and the Company's operations in 2023.

The changed macroeconomic environment and geopolitical risks had a major impact on the Group's and the Company's operations in 2023, mainly through developments in global financial markets. The main features of the macroeconomic environment in 2023 were elevated inflation, rising interest rates and declining economic growth. Rising interest rates had an impact on the required yields on debt financial instruments and on the market values of these investments. The effects of these changes mostly affected the Group's and the Company's market risks.

Higher inflation had an impact on the growth of claims from insurance contracts and on the increase of operating expenses in 2023. The Group and the Company faced rising costs of reinsurance protection due to the uncertain macroeconomic environment.

The impacts of the changes described above on market, underwriting and credit risks are presented in more detail in [Section 2.8](#), and the management of these risks is discussed in greater detail in the Business Report.

The 2023 financial year was characterised by natural catastrophes, mainly floods, prolonged dry spells and frequent hailstorms, which significantly increased the volume of claims from insurance contracts. The frequency and severity of extreme weather events in 2023 were significantly higher than the long-term average, which is attributed to climate change. Should these trends continue, we expect the demand for insurance coverage to increase, and thus the need for a broader range of reinsurance covers required. In this case, the cost of reinsurance protection would increase and the non-life insurance portfolio would become riskier, increasing the need for additional capital.

In addition to physical risks, climate change also entails the risk of transition to a low-carbon economy. As the insurance sector is not one of the sectors identified as high carbon, the transition measures are not expected to have a direct impact on the Group's and the Company's business, but they are aware of their responsibility to promote the transition of society to a low-carbon business. The Group's and the Company's activities in this area are described in more detail in [sections 10](#) and [11 of the Business Report](#).

2.11 Tax policy

The Triglav Group regularly reviews and carefully implements processes for identifying, assessing, monitoring and managing tax risks, and if necessary, engages external tax consultants. In the process of tax liability management, the Group's strategy is pursued, with the main emphasis being on safety and reliability. In cooperating with tax authorities, the Group is committed to transparency and responsiveness and to an open and early dialogue. It responds to all inquiries, information or requests in a timely manner.

The Group's key tax policies are:

- compliance with tax laws and regulations governing taxation,
- adapting to new digital business guidelines and
- clarity and transparency in communicating about tax matters to various stakeholders.

At Zavarovalnica Triglav, its Accounting Division is responsible for taxation. Individual Group members are responsible for ensuring compliance with local tax laws, regularly reporting on all tax matters to Zavarovalnica Triglav's Accounting Division. Tax rates by different countries where the Group members operate are presented in [Section 2.1.4](#).

The amount of taxes and contributions calculated by individual type is shown below.

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Insurance premium tax	67,322,022	60,722,335	55,210,551	49,806,199
Fees from income of natural persons (employer's contributions and taxes)	26,816,689	26,151,952	17,041,234	16,004,255
Corporate income tax	23,713,935	25,465,708	19,388,729	20,633,936
Fire fee	8,430,325	5,619,234	7,867,386	5,043,587
Value added tax	5,195,391	5,966,859	2,046,545	1,269,293
Fee for the use of building land	972,013	1,036,726	794,126	742,547
Financial services tax	647,883	613,045	103,385	104,215
Other fees	704,090	1,055,105	0	0
Total fees charged in the year	133,802,348	126,630,964	102,451,956	93,604,032

in EUR

On 1 January 2024, the Minimum Tax Act (hereinafter: ZMD) entered into force in Slovenia, which was adopted based on the EU Directive on global minimum taxation, which is part of the global agreement under the auspices of the Organisation for Economic Co-operation and Development (OECD). The purpose of the minimum tax is to ensure a global minimum taxation of the profits of multinational enterprises (MNEs) and domestic groups with a 15% minimum tax rate.

The first top-up tax return and information return for 2024 will have to be submitted by the Company within 18 months after the end of the 2024 calendar year, i.e. by 30 June 2026. The impact of the ZMD on the tax policy and tax liabilities of the Group and the Company is still being assessed.

2.12 The impact of new or amended standards on the preparation of financial statements

The accounting policies used in the preparation of the consolidated and separate financial statements are consistent with those of the consolidated and separate financial statements of Zavarovalnica Triglav for the financial year ended 31 December 2022. Except for the new or amended standards and interpretations effective for annual periods beginning on or after 1 January 2023, which are presented below.

Amendments to existing standards effective for the current reporting period

The following amendments to existing standards issued by the International Accounting Standards Board (IASB) and adopted by the EU are effective for the current reporting period:

New IFRS 17 Insurance Contracts

The IASB published the new standard on 18 May 2017. Amendments to IFRS 17 Insurance Contracts issued by the IASB on 25 June 2020 defer the date of initial application of IFRS 17 by two years to annual periods beginning on or after 1 January 2023. Additionally, amendments issued on 25 June 2020 introduced simplifications and clarifications of some requirements in the standard and provided additional reliefs in the first-time application of IFRS 17.

The new IFRS 17 requires insurance liabilities to be measured at a current fulfilment value and provides a more uniform measurement and presentation approach for all insurance contracts. These requirements of the new standard are designed to achieve the goal of a consistent, principle-based accounting for insurance contracts.

IFRS 17 supersedes IFRS 4 Insurance Contracts and related interpretations while applied.

In parallel with the new IFRS 17, IFRS 9 will apply to insurance companies that have opted for the temporary exemption from the application of said standard.

Amendments to IAS 1 Presentation of Financial Statements

Amendments were issued by IASB on 12 February 2021. They refer to the disclosure of accounting policies and are effective for annual periods beginning on or after 1 January 2023.

Amendments to IAS 1 require entities to disclose their material accounting policies rather than their significant accounting policies and provide guidance and examples to help preparers in deciding which accounting policies to disclose in their financial statements.

Amendments to IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors

Amendments issued by the IASB on 12 February 2021 are effective for annual periods beginning on or after 1 January 2023 and relate to the definition of accounting estimates.

Amendments focus on accounting estimates and provide guidance on how to distinguish between accounting policies and accounting estimates.

Amendments to IAS 12 Income Taxes

Amendments issued by the IASB on 6 May 2021 are effective for annual periods beginning on or after 1 January 2023 and relate to deferred tax related to assets and liabilities arising from a single transaction.

According to amendments, the initial recognition exemption does not apply to transactions in which both deductible and taxable temporary differences arise on initial recognition that result in the recognition of equal deferred tax assets and liabilities.

Amendments to IAS 12 Income Taxes

Amendments were issued by IASB on 23 May 2023. They relate to international tax reform – pillar two model rules and are effective for annual periods beginning on or after 1 January 2023.

The amendments introduce a temporary exemption from accounting for deferred tax arising from jurisdictions implementing the global tax rules and disclosure requirements for a company's exposure to income tax arising from the reform, in particular before the enactment of the legislation giving effect to the rules.

The impact of amendments to existing standards on the Group's and the Company's financial statements

The adoption of IFRS 17 and IFRS 9 had a significant impact on the consolidated and separate financial statements of Zavarovalnica Triglav. Notes on the transition are included [2.6](#).

Adopted standards and amendments to existing standards which will become effective at a later date, not applied by the Group and the Company in their financial statements

At the date of authorisation of these financial statements, the following amendments to existing standards were issued by the IASB and adopted by the EU but which are not yet effective:

Amendments to IFRS 16 Leases

Amendments refer to the lease liability in a sale and leaseback transaction and are effective for annual periods beginning on or after 1 January 2024.

The amendments to IFRS 16 require a seller or lessee to subsequently measure lease liabilities arising from a leaseback in a way that the seller or lessee does not recognise any amount of the gain or loss that relates to the right of use it retains. The new requirements do not prevent a seller or lessee from recognising in profit or loss any gain or loss relating to the partial or full termination of a lease.

The impact of new standards and amendments to existing standards that will be effective at a later date on the Group's and the Company's financial statements

It is estimated that the adopted amendments to IFRS 16 will not significantly impact the consolidated and separate financial statements of Zavarovalnica Triglav.

New standards and amendments to existing standards issued by the IASB but not yet adopted by the EU

Presently, IFRSs as adopted by the EU do not significantly differ from regulations adopted by the International Accounting Standards Board (IASB) except for the following new standards and amendments to existing standards.

Amendments to IAS 1 Presentation of Financial Statements

Amendments are effective for annual periods beginning on or after 1 January 2024 and relate to the classification of liabilities as current and non-current and non-current liabilities with covenants.

Amendments issued in January 2020 provide a more general approach to the classification of liabilities under IAS 1 based on the contractual arrangements in place at the reporting date. The amendments issued in October 2022 clarify how the conditions that the entity must fulfil within twelve months after the reporting period affect the classification of liabilities and specify that both amendments are effective for annual periods beginning on or after 1 January 2024.

Amendments to IAS 7 Statement of Cash Flows and IFRS 7 Financial Instruments: Disclosures

Amendments are effective for annual periods beginning on or after 1 January 2024 and relate to supplier finance arrangements.

The amendments add disclosure requirements and "signposts" within existing disclosure requirements to provide qualitative and quantitative information about supplier finance arrangements.

Amendments to IAS 21 The Effects of Changes in Foreign Exchange Rates

Amendments are effective for annual periods beginning on or after 1 January 2025 and relate to the lack of exchangeability.

The amendments provide guidance to specify when a currency is exchangeable and how to determine the exchange rate when it is not.

Amendments to IFRS 14 Regulatory Deferral Accounts

Amendments are effective for annual periods beginning on or after 1 January 2016. However, the European Commission has decided not to begin the process of endorsing this interim standard until its final version has been issued.

The objective of the standard is to enable an entity that is a first-time adopter of IFRS to continue to account for regulatory deferral account balances in accordance with its previous GAAP when it adopts IFRS.

Amendments to IFRS 10 Consolidated Financial Statements and IAS 28 Investments in Associates and Joint Ventures

Amendments deal with the sale and contribution of assets between an investor and its associate or joint venture, and further amendments. The effective date is deferred indefinitely until the research project on the equity method has been concluded.

The amendments address a conflict between the requirements of IAS 28 and IFRS 10 and clarify that in a transaction involving an associate or joint venture the extent of gain or loss recognition depends on whether the assets sold or contributed constitute a business.

The impact of new standards and amendments to existing standards not yet adopted by the EU on the Group's and the Company's financial statements

The management anticipates that the adoption of these new standards and amendments to existing standards will have no material impact on the Group's and the Company's separate and consolidated financial statements in the period of initial application.

3. Notes to specific significant items in the financial statements

3.1 Insurance business

3.1.1 Assumptions and accounting estimates used in the valuation of insurance contracts

Discount rates

According to the IFRS 17, which defines the preparation of discount curves that reflect market conditions as much as possible and the use of market data, discount curves are prepared based on the conditions that also apply in regulation Solvency II. IFRS 17 mandates the creation of discount curves that closely mirror market conditions, utilizing market data. Similarly, regulation Solvency II adopts these criteria for curve preparation. EIOPA is responsible for ensuring the methodology for discount curve development of Solvency II regulation is transparent, adhering to IFRS 17's emphasis on market data alignment. Approach of using Solvency II as a basis for discount curve creation not only enhances transparency but also enables a direct comparison between the technical provisions of Solvency II and IFRS 17, including the reinsured portions. An additional advantage is that this ensures comparability between Solvency II and IFRS 17 technical provisions and their reinsured part.

The discount curve or the time structure of interest rates is prepared at the level of the Triglav Insurance Company and the Group level using the »bottom-up« approach, where a risk-free time structure of interest rates is first prepared, to which an illiquidity premium is later added.

The requirements of the IFRS 17 standard also determine the preparation of a risk-free time structure of interest rates, which is adjusted for the illiquidity premium. The illiquidity premium reflects the markup on the risk-free discount curve that bears the cost or premium of illiquid market conditions.

Risk free yield curves are used for all non-life assets and obligations across the Group except for Triglav Insurance Company's obligations which are paid out as annuities. They are significant enough in Triglav Insurance Company's non-life obligations to merit a separate consideration. Such obligations use 100% illiquidity premium which corresponds to EIOPA's published risk free rate curves with volatility adjustment.

		31 December 2022				
		1 year	5 years	10 years	20 years	30 years
Life	Risk free yield	3.18%	3.13%	3.09%	2.77%	2.73%
	Illiquidity Premium	0.06%–0.26%	0.06%–0.26%	0.07%–0.27%	0.06%–0.26%	0.05%–0.21%
Non-Life	Risk free yield	3.18%	3.13%	3.09%	2.77%	2.73%
	Illiquidity Premium	0.19%	0.19%	0.19%	0.19%	0.16%

		31 December 2023				
		1 year	5 years	10 years	20 years	30 years
Life	Risk free yield	3.36%	2.32%	2.39%	2.41%	2.53%
	Illiquidity Premium	0.08%–0.33%	0.08%–0.33%	0.08%–0.33%	0.09%–0.35%	0.08%–0.30%
Non-Life	Risk free yield	3.36%	2.32%	2.39%	2.41%	2.53%
	Illiquidity Premium	0.20%	0.20%	0.20%	0.20%	0.17%

Estimates of future cash flows to fulfil insurance contracts

All the future cash flows within the boundary of each group of contracts are included in the measurement model of each group of contracts in the scope of IFRS 17. The projection of cash flows, which is used to calculate the best estimate for life and non-life insurance assets and liabilities, contains all relevant cash flows that are required to settle liabilities to policyholders and other beneficiaries from insurance and reinsurance contracts. Cash flows are projected for each insurance contract separately in life business. Cash flows in non-life business are projected on portfolio and cohort level. Cash flows that make up life and non-life insurance assets and liabilities include cash inflows, which include future payments of insurance and reinsurance premiums, and other income excluding income from investments, and cash outflows, which include future pay-outs of benefits to policyholders and beneficiaries, payments of expenses and other payments related to insurance obligations.

For Life insurance contracts, uncertainty in the estimation of future claims and benefit payments and premium receipts arises primarily from the unpredictability of long-term changes in the mortality rates, the variability in the policyholder behaviour and uncertainties regarding future inflation rates and expenses growth.

For non-life insurance and reinsurance contracts, uncertainty in the estimation of future claims and benefit payments and premium receipts arises primarily from large and catastrophic claims,

inflation and changes in claim payment patterns. It is assumed the past observations and knowledge of future trends in portfolio composition are representative for projection of cash flows for majority of non-life portfolio. Actuarial judgement must be used though in cases when this assumption is not appropriate.

The assumptions used to prepare estimates of future cash flows are reassessed at least annually and adjusted as necessary.

Significant methods and assumptions used are discussed below.

Mortality

In case of unavailability of sufficient internal mortality data, best estimate mortality assumptions are based on the company's experience and the recent national mortality tables and are expressed as a percentage of national mortality tables.

For Company mortality rates are derived based on company's own experience over the recent five years, since the available amount of internal mortality data is sufficient. Forces of mortality for particular age bands were derived by combining two sources (portfolio data and population data) on number of deaths and number of central exposed to death risk. For ages where portfolio data are scarce, greater weight was put on population data. Where portfolio data are of sufficient size, only internal data was used. For upper boundary ages, where no internal or population data are available, extrapolation with a chosen formula was performed.

The two basic risk factors used for grouping are age and sex. Based on past analyses these two parameters have the biggest impact on observed mortality.

The mortality grouping of the life portfolio and the mortality assumptions used are presented in the following table.

Group	% of national mortality tables
Endowment, annuity (premium payment phase) and term insurances	50%–130%
Whole life insurances	60%–100%
Unit-linked insurances	45%–65%

Each of the three groups provide a sufficient amount of data. This could not be achieved with a more detailed grouping. Methods used to derive mortality assumptions have not changed in the last year.

Lapse

Estimation of lapse rates is based on the experience analysis of the company's lapses during the previous years.

Lapses in analysis are defined as termination of payment of premium, which includes the following cases:

- cancelation of policy,
- surrenders and
- policy becoming paid-up.

First two cases are considered jointly as surrenders and separate rates were derived for surrenders and paid-ups.

The basic risk factor used for grouping is policy year.

The lapse analysis was performed for different groups of insurance products. The actual lapse rates from previous years were compared for different groups of insurance products to determine which groups have experienced similar lapse rates in the past, so that similar lapse rates can be expected also in the future. Groups were chosen in such a way to provide enough data for each group and that all insurance products included in certain group have similar lapse rates experience. Methods used to derive surrender and paid-up assumptions have not changed in the last year.

Expenses

Estimates of future expenses relating to fulfilment of contracts in the scope of IFRS 17 in life and non-life business was projected using current expense assumptions adjusted for inflation. Expense assumptions were set based on the company's accounting expenses from the past years, estimated accounting expenses from current business plan and portfolio statistics.

Expenses comprise expenses directly attributable to the groups of contracts and were analysed and modelled separately for traditional and unit-linked business.

The expense inflation assumption was set based on published inflation forecast data from the International Monetary Fund and other publicly available data, adjusted to the entity's own experience.

The assumption for expense inflation was set as a vector (different expense growth rates over the years), while it was set as constant rate in previous years projections. Methods used to derive other expense assumptions have not changed in the last year.

Estimates of future expenses relating to fulfilment of contracts in scope of IFRS 17 in non-life business are projected on portfolio level using current expense assumptions and adjusted for inflation where appropriate. Future inflation is also derived from inflation forecast data from the International Monetary Fund but amended with projections of local statistical institutes and other reputable sources using actuarial judgement where relevant.

Expenses comprise company's accounting expenses from past years that are directly attributable to the groups of contracts.

Risk Adjustment

A risk adjustment for non-financial risks is the compensation that is required for bearing the uncertainty about the amount and timing of cash flows that arises from non-financial risks as the insurance contract is fulfilled.

The risk adjustment for life business is calculated on a policy level and then summed up to each unit of account (bottom-up approach) allowing for risk diversification benefit achieved on a portfolio level via simplified linearised approach. The cost of capital method was used to derive the policy-level risk adjustment for non-financial risks. In this setting, annual capital requirements (according to pre-set 95% confidence level) are projected for all future years until policy run-off. Thus, risk adjustment is expressed as an expected present value of the annual cost of capital, calculated by applying 6% cost-of-capital rate on projected annual capital requirements.

The resulting amount of the calculated risk adjustment corresponds to confidence level of 64.2% (2022: 65.2%) for the portfolio run-off horizon.

The method used to determine the risk adjustment for non-financial risk has not changed in the last year.

Risk adjustment for non-life business was calculated on S2 LOB level and then attributed to portfolios of insurance contracts. It is calculated separately for liability for incurred claims and liability for remaining coverage.

Calculation of risk adjustment for liability for incurred claims uses bootstrapping techniques on claim triangles of homogeneous groups that correspond to the calculation of provision of incurred but not reported claims. We assume that diversification from Solvency II directive is appropriate for non-life business and use it to allocate the risk adjustment to portfolios. Value at risk is taken as an appropriate risk measure.

Risk adjustment for liability for remaining coverage is based on Solvency II capital requirement of insurance sub-modules for non-life risks: premium, lapse and catastrophic risks. It is assumed that the standard formula adequately captures the risks and diversification between lines of business so its parameters, along with scaling to appropriate confidence interval, is used to allocate the risk adjustment to portfolios.

Provisions calculated as annuities of Triglav Insurance Company's non-life liabilities for incurred claims are considered significant enough to evaluate its risk adjustment separately from other types of cash flows. It is calculated for both liabilities: for reported and unreported but incurred annuities. The calculation of liability for reported annuities is also based on Solvency II's capital requirement and its parameters along with assumption that the risks considered in the calculation follow normal distribution. For the second type it is assumed the frequency severity method is appropriate for evaluation. Bootstrap techniques and value at risk measure are then used to derive the risk adjustment for the chosen confidence interval.

Risk adjustments of reinsurance held treaties are derived using their underlying direct business and active reinsurance contracts, considering the specifics of the risks ceded to reinsurers and the format of reinsurance held treaties.

Calculation approach stayed the same in 2023 for non-life business in Triglav Group, but the 85% interval chosen in 2022 was lowered to 75% with exception of TZZ where the chosen interval for 2023 is 80% or 90% for some products. Without this change, the result of Triglav Insurance Company would be lower for 8,55 million euros and 11,6 million euros lower on Group level.

3.1.2 Insurance contract assets and liabilities

Insurance contract assets and liabilities of the Triglav Group

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2023	NON-LIFE			LIFE				HEALTH			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)	Total	
Insurance contract assets	0	1,858,818	1,858,818	10,234,160	0	0	10,234,160	0	900	900	12,093,878
Assets for remaining coverage	0	3,635,220	3,635,220	17,456,327	0	0	17,456,327	0	1,894	1,894	21,093,441
Assets for incurred claims	0	-1,776,402	-1,776,402	-7,222,167	0	0	-7,222,167	0	-994	-994	-8,999,563
Insurance contract liabilities	49,731,393	930,853,323	980,584,716	759,807,417	556,131,832	1,098	1,315,940,347	3,431,906	30,690,635	34,122,541	2,330,647,604
Liabilities for remaining coverage	49,746,334	136,365,752	186,112,086	743,053,028	545,627,793	1,098	1,288,681,919	2,882,205	1,136,635	4,018,840	1,478,812,845
Liabilities for incurred claims	-14,941	794,487,571	794,472,630	16,754,389	10,504,039	0	27,258,428	549,701	29,554,000	30,103,701	851,834,759
Total net insurance contract liabilities	49,731,393	928,994,505	978,725,898	749,573,257	556,131,832	1,098	1,305,706,187	3,431,906	30,689,735	34,121,641	2,318,553,726
Net liabilities for remaining coverage	49,746,334	132,730,532	182,476,866	725,596,701	545,627,793	1,098	1,271,225,592	2,882,205	1,134,741	4,016,946	1,457,719,404
Net liabilities for incurred claims	-14,941	796,263,973	796,249,032	23,976,556	10,504,039	0	34,480,595	549,701	29,554,994	30,104,695	860,834,322

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2022	NON-LIFE			LIFE				HEALTH			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)	Total	
Insurance contract assets	0	6,975,879	6,975,879	6,158,015	3,830	0	6,161,845	0	0	0	13,137,724
Assets for remaining coverage	0	9,053,491	9,053,491	11,771,432	3,830	0	11,775,262	0	0	0	20,828,753
Assets for incurred claims	0	-2,077,612	-2,077,612	-5,613,417	0	0	-5,613,417	0	0	0	-7,691,029
Insurance contract liabilities	49,817,786	751,515,500	801,333,286	759,358,382	480,181,126	1,198	1,239,540,706	17,709,186	25,745,307	43,454,493	2,084,328,485
Liabilities for remaining coverage	50,923,974	136,243,498	187,167,472	741,944,369	471,071,413	1,198	1,213,016,980	17,374,958	-876,886	16,498,072	1,416,682,524
Liabilities for incurred claims	-1,106,188	615,272,002	614,165,814	17,414,013	9,109,713	0	26,523,726	334,228	26,622,193	26,956,421	667,645,961
Total net insurance contract liabilities	49,817,786	744,539,621	794,357,407	753,200,367	480,177,296	1,198	1,233,378,861	17,709,186	25,745,307	43,454,493	2,071,190,761
Net liabilities for remaining coverage	50,923,974	127,190,007	178,113,981	730,172,937	471,067,583	1,198	1,201,241,718	17,374,958	-876,886	16,498,072	1,395,853,771
Net liabilities for incurred claims	-1,106,188	617,349,614	616,243,426	23,027,430	9,109,713	0	32,137,143	334,228	26,622,193	26,956,421	675,336,990

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2023	NON-LIFE			LIFE			HEALTH			TOTAL	
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)		Total
Insurance contract assets	0	1,858,818	1,858,818	10,234,160	0	0	10,234,160	0	900	900	12,093,878
Estimates of the present value of the future cash flows	0	1,938,268	1,938,268	91,500,121	0	0	91,500,121	0	1,264	1,264	93,439,653
Risk adjustment for non-financial risk	0	-79,450	-79,450	-10,966,798	0	0	-10,966,798	0	-364	-364	-11,046,612
Contractual service margin	0	0	0	-70,299,163	0	0	-70,299,163	0	0	0	-70,299,163
Insurance contract liabilities	49,731,393	930,853,323	980,584,716	759,807,417	556,131,832	1,098	1,315,940,348	3,431,906	30,690,635	34,122,541	2,330,647,605
Estimates of the present value of the future cash flows	29,505,731	883,939,792	913,445,523	698,960,899	443,299,649	1,099	1,142,261,647	2,127,826	26,346,725	28,474,551	2,084,181,721
Risk adjustment for non-financial risk	3,528,310	46,913,531	50,441,841	9,405,727	12,915,268	0	22,320,995	1,211,419	4,343,910	5,555,329	78,318,165
Contractual service margin	16,697,355	0	16,697,355	51,440,791	99,916,915	0	151,357,706	92,661	0	92,661	168,147,722
Total net insurance contract liabilities	49,731,393	928,994,505	978,725,898	749,573,257	556,131,832	1,098	1,305,706,188	3,431,906	30,689,735	34,121,641	2,318,553,727
Net liabilities from expected future cash flows	29,505,731	882,001,524	911,507,255	607,460,778	443,299,649	1,099	1,050,761,526	2,127,826	26,345,461	28,473,287	1,990,742,068
Net liabilities from risk adjustment for non-financial risk	3,528,310	46,992,981	50,521,291	20,372,525	12,915,268	0	33,287,793	1,211,419	4,344,274	5,555,693	89,364,777
Net liabilities from contractual service margin	16,697,355	0	16,697,355	121,739,954	99,916,915	0	221,656,869	92,661	0	92,661	238,446,885

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2022	NON-LIFE			LIFE			HEALTH			TOTAL	
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)		Total
Insurance contract assets	0	6,975,879	6,975,879	6,158,015	3,830	0	6,161,845	0	0	0	13,137,724
Estimates of the present value of the future cash flows	0	7,102,274	7,102,274	61,419,381	38,686	0	61,458,067	0	0	0	68,560,341
Risk adjustment for non-financial risk	0	-126,395	-126,395	-6,668,450	-15,617	0	-6,684,067	0	0	0	-6,810,462
Contractual service margin	0	0	0	-48,592,916	-19,239	0	-48,612,155	0	0	0	-48,612,155
Insurance contract liabilities	49,817,786	751,515,500	801,333,286	759,358,382	480,181,126	1,198	1,239,540,706	17,709,186	25,745,307	43,454,493	2,084,328,485
Estimates of the present value of the future cash flows	27,876,324	699,587,722	727,464,046	697,329,004	401,274,871	1,198	1,098,605,073	16,624,193	22,898,394	39,522,587	1,865,591,706
Risk adjustment for non-financial risk	5,736,862	51,927,778	57,664,640	10,393,700	9,020,721	0	19,414,421	991,675	2,846,913	3,838,588	80,917,649
Contractual service margin	16,204,601	0	16,204,601	51,635,678	69,885,534	0	121,521,212	93,318	0	93,318	137,819,131
Total net insurance contract liabilities	49,817,786	744,539,621	794,357,407	753,200,367	480,177,296	1,198	1,233,378,861	17,709,186	25,745,307	43,454,493	2,071,190,761
Net liabilities from expected future cash flows	27,876,324	692,485,448	720,361,772	635,909,623	401,236,185	1,198	1,037,147,006	16,624,193	22,898,394	39,522,587	1,797,031,365
Net liabilities from risk adjustment for non-financial risk	5,736,862	52,054,173	57,791,035	17,062,150	9,036,338	0	26,098,488	991,675	2,846,913	3,838,588	87,728,111
Net liabilities from contractual service margin	16,204,601	0	16,204,601	100,228,594	69,904,773	0	170,133,367	93,318	0	93,318	186,431,286

Insurance contract assets and liabilities of Zavarovalnica Triglav

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2023	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance contract assets	0	763,841	763,841	10,194,985	0	10,194,985	10,958,826
Assets for remaining coverage	0	1,646,202	1,646,202	17,409,858	0	17,409,858	19,056,059
Assets for incurred claims	0	-882,361	-882,361	-7,214,873	0	-7,214,873	-8,097,234
Insurance contract liabilities	46,899,751	641,681,473	688,581,223	665,247,135	531,845,434	1,197,092,569	1,885,673,792
Liabilities for remaining coverage	46,930,431	122,949,760	169,880,191	651,205,674	521,653,352	1,172,859,026	1,342,739,217
Liabilities for incurred claims	-30,680	518,731,713	518,701,033	14,041,461	10,192,082	24,233,543	542,934,576
Total net insurance contract liabilities	46,899,751	640,917,632	687,817,382	655,052,150	531,845,434	1,186,897,584	1,874,714,966
Net liabilities for remaining coverage	46,930,431	121,303,558	168,233,989	633,795,816	521,653,352	1,155,449,168	1,323,683,158
Net liabilities for incurred claims	-30,680	519,614,074	519,583,394	21,256,334	10,192,082	31,448,416	551,031,810

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2022	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance contract assets	0	1,323,954	1,323,954	6,071,526	0	6,071,526	7,395,480
Assets for remaining coverage	0	6,312,256	6,312,256	11,591,499	0	11,591,499	17,903,755
Assets for incurred claims	0	-4,988,302	-4,988,302	-5,519,973	0	-5,519,973	-10,508,274
Insurance contract liabilities	46,524,097	505,086,597	551,610,694	675,841,966	460,958,607	1,136,800,573	1,688,411,267
Liabilities for remaining coverage	47,674,099	108,370,360	156,044,459	660,752,136	452,122,656	1,112,874,793	1,268,919,252
Liabilities for incurred claims	-1,150,002	396,716,237	395,566,234	15,089,830	8,835,951	23,925,781	419,492,015
Total net insurance contract liabilities	46,524,097	503,762,643	550,286,740	669,770,440	460,958,607	1,130,729,047	1,681,015,787
Net liabilities for remaining coverage	47,674,099	102,058,104	149,732,203	649,160,637	452,122,656	1,101,283,294	1,251,015,497
Net liabilities for incurred claims	-1,150,002	401,704,539	400,554,536	20,609,803	8,835,951	29,445,754	430,000,289

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2023	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance contract assets	0	763,841	763,841	10,194,985	0	10,194,985	10,958,826
Estimates of the present value of the future cash flows	0	775,800	775,800	91,393,420	0	91,393,420	92,169,220
Risk adjustment for non-financial risk	0	-11,959	-11,959	-10,955,818	0	-10,955,818	-10,967,777
Contractual service margin	0	0	0	-70,242,617	0	-70,242,617	-70,242,617
Insurance contract liabilities	46,899,751	641,681,473	688,581,223	665,247,135	531,845,434	1,197,092,569	1,885,673,792
Estimates of the present value of the future cash flows	27,750,727	615,368,010	643,118,737	616,772,681	420,738,303	1,037,510,984	1,680,629,721
Risk adjustment for non-financial risk	3,416,816	26,313,463	29,730,279	7,823,404	12,358,498	20,181,902	49,912,181
Contractual service margin	15,732,207	0	15,732,207	40,651,050	98,748,633	139,399,683	155,131,890
Total net insurance contract liabilities	46,899,751	640,917,632	687,817,382	655,052,150	531,845,434	1,186,897,584	1,874,714,966
Net liabilities from expected future cash flows	27,750,727	614,592,210	642,342,937	525,379,261	420,738,303	946,117,564	1,588,460,501
Net liabilities from risk adjustment for non-financial risk	3,416,816	26,325,422	29,742,238	18,779,222	12,358,498	31,137,720	60,879,958
Net liabilities from contractual service margin	15,732,207	0	15,732,207	110,893,667	98,748,633	209,642,300	225,374,507

in EUR

INSURANCE CONTRACT ASSETS AND LIABILITIES AS AT 31 DECEMBER 2022	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance contract assets	0	1,323,954	1,323,954	6,071,526	0	6,071,526	7,395,480
Estimates of the present value of the future cash flows	0	1,998,015	1,998,015	60,989,285	0	60,989,285	62,987,300
Risk adjustment for non-financial risk	0	-674,061	-674,061	-6,625,874	0	-6,625,874	-7,299,935
Contractual service margin	0	0	0	-48,291,885	0	-48,291,885	-48,291,885
Insurance contract liabilities	46,524,097	505,086,597	551,610,694	675,841,966	460,958,607	1,136,800,573	1,688,411,267
Estimates of the present value of the future cash flows	25,573,799	472,864,224	498,438,023	623,125,921	384,147,781	1,007,273,702	1,505,711,725
Risk adjustment for non-financial risk	5,589,997	32,222,373	37,812,370	9,048,978	8,485,625	17,534,603	55,346,973
Contractual service margin	15,360,300	0	15,360,300	43,667,068	68,325,201	111,992,268	127,352,569
Total net insurance contract liabilities	46,524,097	503,762,643	550,286,740	669,770,440	460,958,607	1,130,729,047	1,681,015,787
Net liabilities from expected future cash flows	25,573,799	470,866,209	496,440,008	562,136,636	384,147,781	946,284,417	1,442,724,425
Net liabilities from risk adjustment for non-financial risk	5,589,997	32,896,434	38,486,431	15,674,852	8,485,625	24,160,477	62,646,908
Net liabilities from contractual service margin	15,360,300	0	15,360,300	91,958,953	68,325,201	160,284,153	175,644,454

3.1.3 Insurance revenue and insurance service expenses recognised in profit or loss and other comprehensive income

Insurance revenue and insurance service expenses of the Triglav Group

in EUR

BREAKDOWN OF INSURANCE REVENUE AND INSURANCE SERVICE EXPENSES FOR 2023	NON-LIFE			LIFE				HEALTH			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)	Total	
Insurance revenue recognised in profit or loss											
Amounts relating to changes in liabilities for the remaining coverage	27,508,215	0	27,508,215	42,647,161	19,715,979	0	62,363,140	2,319,006	0	2,319,006	92,190,361
Expected cash flows from claims and other insurance services	14,390,842	0	14,390,842	21,837,544	7,076,811	0	28,914,355	1,859,896	0	1,859,896	45,165,093
Contractual service margin recognised in profit or loss to reflect the transfer of services	10,299,188	0	10,299,188	18,676,371	10,753,517	0	29,429,888	65,279	0	65,279	39,794,355
Release of the risk adjustment for non-financial risk for the risk expired	2,818,185	0	2,818,185	2,075,356	1,328,144	0	3,403,500	393,831	0	393,831	6,615,516
Other	0	0	0	57,890	557,507	0	615,397	0	0	0	615,397
Premium income relating to the recovery of insurance acquisition cash flows	6,634,435	0	6,634,435	13,555,252	9,448,127	0	23,003,379	296,626	0	296,626	29,934,440
Income recognised under the PAA approach	0	1,022,018,270	1,022,018,270	0	0	1,349	1,349	0	207,042,244	207,042,244	1,229,061,863
Total insurance revenue recognised in profit or loss	34,142,652	1,022,018,270	1,056,160,922	56,202,414	29,164,106	1,349	85,367,869	2,615,631	207,042,244	209,657,875	1,351,186,666
Insurance service expenses recognised in profit and loss											
Incurred claims and other insurance service expenses	-6,766,534	-778,783,519	-785,550,053	-22,472,543	-5,546,346	0	-28,018,889	-2,300,092	-226,228,354	-228,528,446	-1,042,097,388
Insurance service operating expenses	-9,458,717	-233,942,240	-243,400,957	-18,986,252	-12,771,349	-811	-31,758,412	14,500,751	-20,500,534	-5,999,783	-281,159,152
Acquisition costs	-6,634,435	-165,715,773	-172,350,208	-13,555,252	-9,448,127	-642	-23,004,021	-296,626	-4,533,743	-4,830,369	-200,184,598
Losses/reversal of losses on onerous contracts	-292,825	6,094,076	5,801,251	1,079,123	1,336,310	0	2,415,433	15,106,353	-2,472,905	12,633,448	20,850,132
Administration costs	-2,531,457	-74,320,543	-76,852,000	-6,510,123	-4,659,532	-169	-11,169,824	-308,976	-13,493,886	-13,802,862	-101,824,686
Other insurance service operating expenses	0	0	0	0	0	0	0	0	0	0	0
Total insurance service expenses recognised in profit or loss	-16,225,250	-1,012,725,760	-1,028,951,010	-41,458,794	-18,317,695	-811	-59,777,300	12,200,660	-246,728,888	-234,528,228	-1,323,256,538
Net insurance revenue/insurance service expenses recognised in profit or loss	17,917,402	9,292,510	27,209,912	14,743,620	10,846,411	538	25,590,569	14,816,291	-39,686,644	-24,870,353	27,930,128
Insurance finance income/expenses											
Effect of changes in interest rates and other financial assumptions	-1,500,669	-19,268,945	-20,769,614	-21,911,860	0	0	-21,911,860	-261,984	-20,434	-282,418	-42,963,892
Interest accreted using current financial assumptions	0	0	0	-3,638,454	0	0	-3,638,454	0	0	0	-3,638,454
Interest accreted at the locked-in interest rate	-98,685	-4,810,544	-4,909,229	-16,284,719	-137,177	0	-16,421,896	-25,744	-94,497	-120,241	-21,451,366
Changes in the fair value of the portfolio of insurance contracts with direct participation features	0	0	0	0	-50,356,979	0	-50,356,979	0	0	0	-50,356,979
Total net insurance finance income/expenses	-1,599,354	-24,079,489	-25,678,843	-41,835,033	-50,494,156	0	-92,329,189	-287,728	-114,931	-402,659	-118,410,691
Net insurance finance income/expenses											
Net insurance finance income/expenses recognised in profit or loss	-98,686	-4,810,544	-4,909,230	-14,219,827	-50,494,156	0	-64,713,983	-25,744	-94,497	-120,241	-69,743,454
Net insurance finance income/expenses recognised in other comprehensive income	-1,500,670	-19,268,943	-20,769,613	-27,615,206	0	0	-27,615,206	-261,983	-20,431	-282,414	-48,667,233
Total net insurance finance income/expenses	-1,599,354	-24,079,489	-25,678,843	-41,835,033	-50,494,156	0	-92,329,189	-287,728	-114,931	-402,659	-118,410,691

in EUR

BREAKDOWN OF INSURANCE REVENUE AND INSURANCE SERVICE EXPENSES FOR 2022	NON-LIFE			LIFE				HEALTH			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Premium allocation approach (PAA)	Total	General model (BBA)	Premium allocation approach (PAA)	Total	
Insurance revenue recognised in profit or loss											
Amounts relating to changes in liabilities for the remaining coverage	24,635,253	0	24,635,253	39,551,414	16,308,259	0	55,859,673	2,193,264	0	2,193,264	82,688,190
Expected cash flows from claims and other insurance services	14,229,385	0	14,229,385	221,522	638,274	0	28,497,946	1,764,227	0	1,764,227	44,491,558
Contractual service margin recognised in profit or loss to reflect the transfer of services	7,732,466	0	7,732,466	16,502,653	8,379,024	0	24,881,677	25,207	0	25,207	32,639,350
Release of the risk adjustment for non-financial risk for the risk expired	2,673,402	0	2,673,402	2,142,785	1,353,792	0	3,496,577	403,830	0	403,830	6,573,809
Other	0	0	0	-1,209,246	192,719	0	-1,016,527	0	0	0	-1,016,527
Premium income relating to the recovery of insurance acquisition cash flows	5,295,818	0	5,295,818	12,560,819	9,664,794	0	22,225,613	251,992	0	251,992	27,773,423
Income recognised under the PAA approach	0	893,600,158	893,600,158	0	0	1,479	1,479	0	202,539,614	202,539,614	1,096,141,251
Total insurance revenue recognised in profit or loss	29,931,070	893,600,158	923,531,228	52,112,234	25,973,053	1,479	78,086,766	2,445,256	202,539,614	204,984,870	1,206,602,864
Insurance service expenses recognised in profit and loss											
Incurred claims and other insurance service expenses	-2,137,964	-545,106,200	-547,244,164	-22,046,261	-4,309,951	-28,482	-26,384,694	-2,172,715	-192,347,283	-194,519,998	-768,148,856
Insurance service operating expenses	-8,353,107	-210,448,355	-218,801,462	-21,820,206	-15,495,737	-17,536	-37,333,479	8,358,454	-16,380,710	-8,022,256	-264,157,197
Acquisition costs	-5,295,818	-145,905,233	-151,201,051	-12,560,819	-9,664,794	-4,154	-22,229,767	-251,992	-4,768,963	-5,020,955	-178,451,773
Losses/reversal of losses on onerous contracts	-714,684	-4,389,211	-5,103,895	-2,667,007	-1,999,728	0	-4,666,735	8,887,274	1,276,807	10,164,081	393,451
Administration costs	-2,342,605	-60,153,911	-62,496,516	-6,592,380	-3,831,215	-13,382	-10,436,977	-276,828	-12,888,554	-13,165,382	-86,098,875
Other insurance service operating expenses	0	0	0	0	0	0	0	0	0	0	0
Total insurance service expenses recognised in profit or loss	-10,491,071	-755,554,558	-766,045,629	-43,866,465	-19,805,688	-46,018	-63,718,171	6,185,738	-208,727,994	-202,542,256	-1,032,306,056
Net insurance revenue/insurance service expenses recognised in profit or loss	19,439,999	138,045,600	157,485,599	8,245,769	6,167,365	-44,539	14,368,595	8,630,994	-6,188,380	2,442,614	174,296,808
Insurance finance income/expenses											
Effect of changes in interest rates and other financial assumptions	2,899,267	48,776,243	51,675,510	87,603,230	1	0	87,603,231	417,597	15,683	433,280	139,712,021
Interest accreted using current financial assumptions	0	0	0	12,065,846	0	0	12,065,846	0	0	0	12,065,846
Interest accreted at the locked-in interest rate	-55,573	195,852	140,279	31,366,819	122,808	0	31,489,627	23,654	15,885	39,539	31,669,445
Changes in the fair value of the portfolio of insurance contracts with direct participation features	0	0	0	0	78,627,342	0	78,627,342	0	0	0	78,627,342
Total net insurance finance income/expenses	2,843,694	48,972,095	51,815,789	131,035,895	78,750,151	0	209,786,046	441,251	31,568	472,819	262,074,654
Net insurance finance income/expenses											
Net insurance finance income/expenses recognised in profit or loss	-55,573	195,852	140,279	4,306,387	78,750,151	0	83,056,538	23,654	15,885	39,539	83,236,356
Net insurance finance income/expenses recognised in other comprehensive income	2,899,280	48,776,230	51,675,510	126,729,508	0	0	126,729,508	417,597	15,681	433,278	178,838,296
Total net insurance finance income/expenses	2,843,694	48,972,095	51,815,789	131,035,895	78,750,151	0	209,786,046	441,251	31,568	472,819	262,074,654

Insurance revenue and insurance service expenses of Zavarovalnica Triglav

in EUR

BREAKDOWN OF INSURANCE REVENUE AND INSURANCE SERVICE EXPENSES FOR 2023	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance revenue recognised in profit or loss							
Amounts relating to changes in liabilities for the remaining coverage	26,785,407	0	26,785,407	30,424,967	18,988,199	49,413,166	76,198,573
Expected cash flows from claims and other insurance services	14,000,618	0	14,000,618	12,761,768	6,667,170	19,428,938	33,429,557
Contractual service margin recognised in profit or loss to reflect the transfer of services	9,993,499	0	9,993,499	15,410,353	10,602,928	26,013,281	36,006,780
Release of the risk adjustment for non-financial risk for the risk expired	2,791,290	0	2,791,290	1,782,110	1,253,659	3,035,769	5,827,059
Other	0	0	0	470,735	464,442	935,177	935,177
Premium income relating to the recovery of insurance acquisition cash flows	5,544,132	0	5,544,132	7,967,872	9,061,975	17,029,847	22,573,979
Income recognised under the PAA approach	0	676,864,819	676,864,819	0	0	0	676,864,819
Total insurance revenue recognised in profit or loss	32,329,539	676,864,819	709,194,358	38,392,839	28,050,173	66,443,013	775,637,370
Insurance service expenses recognised in profit and loss							
Incurring claims and other insurance service expenses	-6,496,589	-539,291,899	-545,788,488	-13,754,753	-5,217,847	-18,972,600	-564,761,089
Insurance service operating expenses	-8,096,330	-157,631,453	-165,727,783	-10,835,244	-12,666,859	-23,502,103	-189,229,885
Acquisition costs	-5,544,132	-108,668,783	-114,212,914	-7,967,872	-9,061,975	-17,029,847	-131,242,761
Losses/reversal of losses on onerous contracts	-151,260	8,546,662	8,395,402	1,441,836	771,338	2,213,174	10,608,576
Administration costs	-2,400,938	-57,509,332	-59,910,271	-4,309,208	-4,376,222	-8,685,430	-68,595,700
Other insurance service operating expenses	0	0	0	0	0	0	0
Total insurance service expenses recognised in profit or loss	-14,592,919	-696,923,352	-711,516,271	-24,589,997	-17,884,706	-42,474,703	-753,990,974
Net insurance revenue/insurance service expenses recognised in profit or loss	17,736,620	-20,058,533	-2,321,913	13,802,842	10,165,467	23,968,310	21,646,396
Insurance finance income/expenses							
Effect of changes in interest rates and other financial assumptions	-1,370,610	-12,507,040	-13,877,650	-18,207,027	0	-18,207,027	-32,084,678
Interest accreted using current financial assumptions	0	0	0	-3,638,454	0	-3,638,454	-3,638,454
Interest accreted at the locked-in interest rate	-84,698	-2,930,574	-3,015,273	-14,652,674	-134,223	-14,786,897	-17,802,170
Changes in the fair value of the portfolio of insurance contracts with direct participation features	0	0	0	0	-46,417,854	-46,417,854	-46,417,854
Total net insurance finance income/expenses	-1,455,308	-15,437,615	-16,892,923	-36,498,155	-46,552,077	-83,050,233	-99,943,156
Net insurance finance income/expenses							
Net insurance finance income/expenses recognised in profit or loss	-84,698	-2,930,574	-3,015,273	-13,326,601	-46,552,077	-59,878,679	-62,893,952
Net insurance finance income/expenses recognised in other comprehensive income	-1,370,610	-12,507,040	-13,877,650	-23,171,554	0	-23,171,554	-37,049,204
Total net insurance finance income/expenses	-1,455,308	-15,437,615	-16,892,923	-36,498,155	-46,552,077	-83,050,233	-99,943,156

in EUR

BREAKDOWN OF INSURANCE REVENUE AND INSURANCE SERVICE EXPENSES FOR 2022	NON-LIFE			LIFE			TOTAL
	General model (BBA)	Premium allocation approach (PAA)	Total	General model (BBA)	Variable fee approach (VFA)	Total	
Insurance revenue recognised in profit or loss							
Amounts relating to changes in liabilities for the remaining coverage	23,536,971	0	23,536,971	28,841,325	15,641,636	44,482,961	68,019,932
Expected cash flows from claims and other insurance services	13,426,263	0	13,426,263	129,522,364	601,430,968	18,966,544	32,392,807
Contractual service margin recognised in profit or loss to reflect the transfer of services	7,480,577	0	7,480,577	13,903,253	8,179,049	22,082,302	29,562,880
Release of the risk adjustment for non-financial risk for the risk expired	2,630,131	0	2,630,131	1,823,682	1,256,012	3,079,694	5,709,825
Other	0	0	0	162,153	192,267	354,420	354,420
Premium income relating to the recovery of insurance acquisition cash flows	4,267,610	0	4,267,610	8,237,724	9,278,116	17,515,840	21,783,450
Income recognised under the PAA approach	0	600,400,841	600,400,841	0	0	0	600,400,841
Total insurance revenue recognised in profit or loss	27,804,581	600,400,841	628,205,422	37,079,049	24,919,752	61,998,801	690,204,222
Insurance service expenses recognised in profit and loss							
Incurred claims and other insurance service expenses	-1,678,365	-378,878,691	-380,557,056	-13,202,458	-4,319,271	-17,521,729	-398,078,786
Insurance service operating expenses	-7,074,942	-144,041,412	-151,116,354	-15,278,140	-14,061,103	-29,339,243	-180,455,597
Acquisition costs	-4,267,610	-96,468,571	-100,736,181	-8,237,724	-9,278,116	-17,515,840	-118,252,021
Losses/reversal of losses on onerous contracts	-714,693	-3,532,781	-4,247,474	-2,439,338	-1,268,270	-3,707,608	-7,955,082
Administration costs	-2,092,640	-44,040,059	-46,132,699	-4,601,079	-3,514,717	-8,115,795	-54,248,494
Other insurance service operating expenses	0	0	0	0	0	0	0
Total insurance service expenses recognised in profit or loss	-8,753,307	-522,920,103	-531,673,410	-28,480,598	-18,380,374	-46,860,972	-578,534,383
Net insurance revenue/insurance service expenses recognised in profit or loss	19,051,274	77,480,738	96,532,012	8,598,450	6,539,378	15,137,828	111,669,840
Insurance finance income/expenses							
Effect of changes in interest rates and other financial assumptions	2,663,138	37,464,219	40,127,356	74,877,516	0	74,877,516	115,004,872
Interest accreted using current financial assumptions	0	0	0	12,065,846	0	12,065,846	12,065,846
Interest accreted at the locked-in interest rate	-61,961	13,387	-48,574	27,982,371	116,843	28,099,214	28,050,640
Changes in the fair value of the portfolio of insurance contracts with direct participation features	0	0	0	0	73,820,870	73,820,870	73,820,870
Total net insurance finance income/expenses	2,601,177	37,477,605	40,078,782	114,925,733	73,937,714	188,863,446	228,942,229
Net insurance finance income/expenses							
Net insurance finance income/expenses recognised in profit or loss	-61,960	13,387	-48,574	3,950,577	73,937,714	77,888,291	77,839,717
Net insurance finance income/expenses recognised in other comprehensive income	2,663,138	37,464,219	40,127,356	110,975,156	0	110,975,156	151,102,512
Total net insurance finance income/expenses	2,601,177	37,477,605	40,078,782	114,925,733	73,937,714	188,863,446	228,942,229

3.1.4 Assets and liabilities for remaining coverage and assets and liabilities for incurred claims

Assets and liabilities for remaining coverage and assets and liabilities for incurred claims of the Triglav Group

in EUR

General model (BBA)	NON-LIFE			TOTAL
	Remaining coverage Excluding the loss component	Loss component	Incurred claims	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-48,942,758	-1,981,216	1,106,188	-49,817,786
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-48,942,758	-1,981,216	1,106,188	-49,817,786
Changes in profit or loss and/or other comprehensive income	25,765,927	-339,047	-9,108,835	16,318,045
Insurance revenue				
Contracts under the modified retrospective approach	949,044	0	0	949,044
Contracts under the fair value approach	0	0	0	0
Other contracts	33,193,608	0	0	33,193,608
Total insurance revenue	34,142,652	0	0	34,142,652
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>1,205,188</i>	<i>-9,297,990</i>	<i>-8,092,802</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	1,205,188	-15,576,559	-14,371,371
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	6,278,569	6,278,569
<i>Insurance service operating expenses</i>	<i>-6,634,435</i>	<i>-1,498,013</i>	<i>0</i>	<i>-8,132,448</i>
Amortisation of insurance acquisition cash flows	-6,634,435	0	0	-6,634,435
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,498,013	0	-1,498,013
Total insurance service expenses	-6,634,435	-292,825	-9,297,990	-16,225,250
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	27,508,217	-292,825	-9,297,990	17,917,402
Net insurance finance income/expenses	-1,742,290	-46,222	189,158	-1,599,354
Effect of exchange rate differences	0	0	-3	-3
Cash flows	-24,249,240	0	8,017,588	-16,231,652
Premiums received for insurance contracts issued	-30,795,207	0	0	-30,795,207
Claims and other insurance service expenses paid, including investment components	0	0	8,017,588	8,017,588
Insurance acquisition cash flows	6,545,967	0	0	6,545,967
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-47,426,071	-2,320,263	14,941	-49,731,393
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-47,426,071	-2,320,263	14,941	-49,731,395

in EUR

General model (BBA)	NON-LIFE			
	Remaining coverage		Incurred claims	TOTAL
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-48,802,136	-1,254,416	-1,134,197	-51,190,749
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-48,802,136	-1,254,416	-1,134,197	-51,190,749
Changes in profit or loss and/or other comprehensive income	27,851,834	-726,800	-4,832,875	22,292,159
Insurance revenue				
Contracts under the modified retrospective approach	1,348,112	0	0	1,348,112
Contracts under the fair value approach	0	0	0	0
Other contracts	28,582,958	0	0	28,582,958
Total insurance revenue	29,931,070	0	0	29,931,070
Insurance service expenses				
<u>Incurred claims</u>	<u>0</u>	<u>813,065</u>	<u>-4,480,569</u>	<u>-3,667,504</u>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	813,065	-12,862,511	-12,049,446
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	8,381,942	8,381,942
<u>Insurance service operating expenses</u>	<u>-5,295,818</u>	<u>-1,527,749</u>	<u>0</u>	<u>-6,823,567</u>
Amortisation of insurance acquisition cash flows	-5,295,818	0	0	-5,295,818
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,527,749	0	-1,527,749
Total insurance service expenses	-5,295,818	-714,684	-4,480,569	-10,491,071
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	24,635,252	-714,684	-4,480,569	19,439,999
Net insurance finance income/expenses	3,208,325	-12,116	-352,515	2,843,694
Effect of exchange rate differences	8,257	0	209	8,466
Cash flows	-27,992,456	0	7,073,260	-20,919,196
Premiums received for insurance contracts issued	-35,129,867	0	0	-35,129,867
Claims and other insurance service expenses paid, including investment components	0	0	7,073,260	7,073,260
Insurance acquisition cash flows	7,137,411	0	0	7,137,411
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-48,942,758	-1,981,216	1,106,188	-49,817,786
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-48,942,758	-1,981,216	1,106,188	-49,817,786

in EUR

General model (BBA)	LIFE			TOTAL
	Remaining coverage Excluding the loss component	Loss component	Incurred claims	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-701,327,835	-28,845,103	-23,027,430	-753,200,368
Insurance contract assets	11,814,766	-43,334	-5,613,417	6,158,015
Insurance contract liabilities	-713,142,601	-28,801,769	-17,414,013	-759,358,383
Changes in profit or loss and/or other comprehensive income	104,164,810	811,293	-132,084,166	-27,108,063
Insurance revenue				
Contracts under the modified retrospective approach	10,741,743	0	0	10,741,743
Contracts under the fair value approach	5,408,533	0	0	5,408,533
Other contracts	40,052,138	0	0	40,052,138
Total insurance revenue	56,202,414	0	0	56,202,414
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>2,782,389</i>	<i>-28,982,664</i>	<i>-26,200,275</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	2,782,389	-28,899,078	-26,116,689
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	-83,586	-83,586
<i>Insurance service operating expenses</i>	<i>-13,555,253</i>	<i>-1,703,266</i>	<i>0</i>	<i>-15,258,519</i>
Amortisation of insurance acquisition cash flows	-13,555,253	0	0	-13,555,253
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,703,266	0	-1,703,266
Total insurance service expenses	-13,555,253	1,079,123	-28,982,664	-41,458,794
Investment components excluded from insurance revenue and insurance service expenses	102,846,524	0	-102,846,526	-2
Insurance service result	145,493,685	1,079,123	-131,829,190	14,743,618
Net insurance finance income/expenses	-41,310,062	-269,807	-255,164	-41,835,033
Effect of exchange rate differences	10,090	1,977	188	12,255
Cash flows	-100,399,871	0	131,135,040	30,735,169
Premiums received for insurance contracts issued	-118,856,139	0	0	-118,856,139
Claims and other insurance service expenses paid, including investment components	0	0	131,135,040	131,135,040
Insurance acquisition cash flows	18,456,268	0	0	18,456,268
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-697,562,891	-28,033,810	-23,976,556	-749,573,257
Insurance contract assets	17,629,498	-173,171	-7,222,167	10,234,160
Insurance contract liabilities	-715,192,389	-27,860,639	-16,754,389	-759,807,417

in EUR

General model (BBA)	LIFE			TOTAL
	Remaining coverage		Incurred claims	
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-859,575,880	-26,047,523	-23,314,653	-908,938,056
Insurance contract assets	19,255,526	-23,041	-4,667,362	14,565,123
Insurance contract liabilities	-878,831,406	-26,024,482	-18,647,291	-923,503,179
Changes in profit or loss and/or other comprehensive income	260,300,173	-2,797,580	-118,089,148	139,413,445
Insurance revenue				
Contracts under the modified retrospective approach	12,641,785	0	0	12,641,785
Contracts under the fair value approach	5,014,135	0	0	5,014,135
Other contracts	34,456,314	0	0	34,456,314
Total insurance revenue	52,112,234	0	0	52,112,234
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>2,504,568</i>	<i>-28,638,640</i>	<i>-26,134,072</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	2,504,568	-29,130,689	-26,626,121
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	492,049	492,049
<i>Insurance service operating expenses</i>	<i>-12,560,819</i>	<i>-5,171,574</i>	<i>0</i>	<i>-17,732,393</i>
Amortisation of insurance acquisition cash flows	-12,560,819	0	0	-12,560,819
Changes that relate to future service (i.e. losses on onerous contracts)	0	-5,171,574	0	-5,171,574
Total insurance service expenses	-12,560,819	-2,667,006	-28,638,640	-43,866,465
Investment components excluded from insurance revenue and insurance service expenses	90,009,641	0	-90,009,642	-1
Insurance service result	129,561,056	-2,667,006	-118,648,282	8,245,768
Net insurance finance income/expenses	130,607,938	-129,019	556,976	131,035,895
Effect of exchange rate differences	133,818	-1,555	2,158	134,421
Cash flows	-102,052,130	0	118,376,371	16,324,241
Premiums received for insurance contracts issued	-119,344,294	0	0	-119,344,294
Claims and other insurance service expenses paid, including investment components	0	0	118,376,371	118,376,371
Insurance acquisition cash flows	17,292,164	0	0	17,292,164
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-701,327,834	-28,845,103	-23,027,430	-753,200,367
Insurance contract assets	11,814,766	-43,334	-5,613,417	6,158,015
Insurance contract liabilities	-713,142,600	-28,801,769	-17,414,013	-759,358,382

in EUR

General model (BBA) HEALTH	HEALTH			TOTAL
	Remaining coverage		Incurred claims	
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	336,806	-17,711,764	-334,228	-17,709,186
Insurance contract assets	0	0	0	0
Insurance contract liabilities	336,806	-17,711,764	-334,228	-17,709,186
Changes in profit or loss and/or other comprehensive income	2,051,826	15,085,140	-2,608,403	14,528,563
Insurance revenue				
Contracts under the modified retrospective approach	0	0	0	0
Contracts under the fair value approach	0	0	0	0
Other contracts	2,615,631	0	0	2,615,631
Total insurance revenue	2,615,631	0	0	2,615,631
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>15,847,762</i>	<i>-2,609,067</i>	<i>13,238,695</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	15,847,762	-2,625,665	13,222,097
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	16,598	16,598
<i>Insurance service operating expenses</i>	<i>-296,626</i>	<i>-741,409</i>	<i>0</i>	<i>-1,038,035</i>
Amortisation of insurance acquisition cash flows	-296,626	0	0	-296,626
Changes that relate to future service (i.e. losses on onerous contracts)	0	-741,409	0	-741,409
Total insurance service expenses	-296,626	15,106,353	-2,609,067	12,200,660
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	2,319,005	15,106,353	-2,609,067	14,816,291
Net insurance finance income/expenses	-267,180	-21,212	664	-287,728
Effect of exchange rate differences	1	-1	0	0
Cash flows	-2,644,213	0	2,392,930	-251,283
Premiums received for insurance contracts issued	-2,846,690	0	0	-2,846,690
Claims and other insurance service expenses paid, including investment components	0	0	2,392,930	2,392,930
Insurance acquisition cash flows	202,477	0	0	202,477
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-255,581	-2,626,624	-549,701	-3,431,906
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-255,581	-2,626,624	-549,701	-3,431,906

General model (BBA)	HEALTH			
	Remaining coverage		Incurred claims	TOTAL
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-192,222	-26,669,634	-3,671,872	-30,533,728
Insurance contract assets	99,798	-3	-14,956	84,839
Insurance contract liabilities	-292,020	-26,669,631	-3,656,916	-30,618,567
Changes in profit or loss and/or other comprehensive income	2,539,467	8,957,870	-2,425,093	9,072,244
Insurance revenue				
Contracts under the modified retrospective approach	0	0	0	0
Contracts under the fair value approach	0	0	0	0
Other contracts	2,445,256	0	0	2,445,256
Total insurance revenue	2,445,256	0	0	2,445,256
Insurance service expenses				
<u>Incurred claims</u>	<u>0</u>	<u>23,245,696</u>	<u>-2,449,544</u>	<u>20,796,152</u>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	23,245,696	-5,812,109	17,433,587
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	3,362,565	3,362,565
<u>Insurance service operating expenses</u>	<u>-251,992</u>	<u>-14,358,422</u>	<u>0</u>	<u>-14,610,414</u>
Amortisation of insurance acquisition cash flows	-251,992	0	0	-251,992
Changes that relate to future service (i.e. losses on onerous contracts)	0	-14,358,422	0	-14,358,422
Total insurance service expenses	-251,992	8,887,274	-2,449,544	6,185,738
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	2,193,264	8,887,274	-2,449,544	8,630,994
Net insurance finance income/expenses	346,205	70,595	24,451	441,251
Effect of exchange rate differences	-2	1	0	-1
Cash flows	-2,010,439	0	5,762,737	3,752,298
Premiums received for insurance contracts issued	-2,281,496	0	0	-2,281,496
Claims and other insurance service expenses paid, including investment components	0	0	5,762,737	5,762,737
Insurance acquisition cash flows	271,057	0	0	271,057
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	336,806	-17,711,764	-334,228	-17,709,186
Insurance contract assets	0	0	0	0
Insurance contract liabilities	336,806	-17,711,764	-334,228	-17,709,186

in EUR

PREMIUM ALLOCATION APPROACH (PAA)	NON-LIFE				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-115,907,607	-11,282,398	-565,295,441	-52,054,173	-744,539,619
Insurance contract assets	9,069,865	-16,373	-1,951,167	-126,445	6,975,880
Insurance contract liabilities	-124,977,472	-11,266,025	-563,344,274	-51,927,728	-751,515,499
Changes in profit or loss and/or other comprehensive income	859,503,948	6,094,285	-885,385,920	5,061,191	-14,726,496
Insurance revenue	1,022,018,270	0	0	0	1,022,018,270
Insurance service expenses					
<i>Incurring claims</i>	0	0	-860,276,387	7,172,324	-853,104,063
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	0	-849,240,206	-23,754,219	-872,994,425
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	-11,036,181	30,926,543	19,890,362
<i>Insurance service operating expenses</i>	<u>-165,715,772</u>	<u>6,094,075</u>	<u>0</u>	<u>0</u>	<u>-159,621,697</u>
Amortisation of insurance acquisition cash flows	-165,715,772	0	0	0	-165,715,772
Changes that relate to future service (i.e. losses on onerous contracts)	0	6,094,075	0	0	6,094,075
Total insurance service expenses	-165,715,772	6,094,075	-860,276,387	7,172,324	-1,012,725,760
Investment components excluded from insurance revenue and insurance service expenses	3,183,018	0	-3,183,018	0	0
Insurance service result	856,302,498	6,094,075	-860,276,387	7,172,324	9,292,510
Net insurance finance income/expenses	0	0	-21,966,527	-2,112,962	-24,079,489
Effect of exchange rate differences	3,201,450	210	-3,143,006	1,829	60,483
Cash flows	-871,138,760	0	701,410,372	0	-169,728,388
Premiums received for insurance contracts issued	-1,044,184,874	0	0	0	-1,044,184,874
Claims and other insurance service expenses paid, including investment components	0	0	701,410,372	0	701,410,372
Insurance acquisition cash flows	173,046,114	0	0	0	173,046,114
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-127,542,419	-5,188,113	-749,270,991	-46,992,982	-928,994,505
Insurance contract assets	3,628,359	6,861	-1,696,902	-79,500	1,858,818
Insurance contract liabilities	-131,170,778	-5,194,974	-747,574,089	-46,913,482	-930,853,323

in EUR

PREMIUM ALLOCATION APPROACH (PAA)	NON-LIFE				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-102,857,115	-6,894,658	-527,836,219	-46,826,925	-684,414,917
Insurance contract assets	2,663,887	-2,713	-334,569	-2,814	2,323,791
Insurance contract liabilities	-105,521,002	-6,891,945	-527,501,650	-46,824,111	-686,738,708
Changes in profit or loss and/or other comprehensive income	750,636,293	-4,387,740	-553,863,169	-5,227,248	187,158,136
Insurance revenue	893,600,158	0	0	0	893,600,158
Insurance service expenses					
<i>Incurring claims</i>	0	0	-597,000,015	-8,260,099	-605,260,114
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	0	-569,776,068	-23,451,591	-593,227,659
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	-27,223,947	15,191,492	-12,032,455
<i>Insurance service operating expenses</i>	<i>-145,905,236</i>	<i>-4,389,208</i>	<i>0</i>	<i>0</i>	<i>-150,294,444</i>
Amortisation of insurance acquisition cash flows	-145,905,236	0	0	0	-145,905,236
Changes that relate to future service (i.e. losses on onerous contracts)	0	-4,389,208	0	0	-4,389,208
Total insurance service expenses	-145,905,236	-4,389,208	-597,000,015	-8,260,099	-755,554,558
Investment components excluded from insurance revenue and insurance service expenses	2,918,597	0	-2,918,597	0	0
Insurance service result	747,694,922	-4,389,208	-597,000,015	-8,260,099	138,045,600
Net insurance finance income/expenses	0	0	45,956,805	3,015,290	48,972,095
Effect of exchange rate differences	2,941,371	1,468	-2,819,959	17,561	140,441
Cash flows	-763,686,787	0	516,403,919	0	-247,282,868
Premiums received for insurance contracts issued	-915,119,086	0	0	0	-915,119,086
Claims and other insurance service expenses paid, including investment components	0	0	516,403,919	0	516,403,919
Insurance acquisition cash flows	151,432,299	0	0	0	151,432,299
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-115,907,609	-11,282,398	-565,295,441	-52,054,173	-744,539,621
Insurance contract assets	9,069,864	-16,373	-1,951,217	-126,395	6,975,879
Insurance contract liabilities	-124,977,473	-11,266,025	-563,344,224	-51,927,778	-751,515,500

in EUR

PREMIUM ALLOCATION APPROACH (PAA)	HEALTH				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	1,062,050	-185,164	-23,775,280	-2,846,913	-25,745,307
Insurance contract assets	0	0	0	0	0
Insurance contract liabilities	1,062,050	-185,164	-23,775,280	-2,846,913	-25,745,307
Changes in profit or loss and/or other comprehensive income	202,508,503	-2,472,904	-238,339,811	-1,497,362	-39,801,574
Insurance revenue	207,042,244	0	0	0	207,042,244
Insurance service expenses					
<i>Inurred claims</i>	<u>0</u>	<u>0</u>	<u>-238,236,180</u>	<u>-1,486,060</u>	<u>-239,722,240</u>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	0	-238,593,199	-4,324,870	-242,918,069
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	357,019	2,838,810	3,195,829
<i>Insurance service operating expenses</i>	<u>-4,533,743</u>	<u>-2,472,905</u>	<u>0</u>	<u>0</u>	<u>-7,006,648</u>
Amortisation of insurance acquisition cash flows	-4,533,743	0	0	0	-4,533,743
Changes that relate to future service (i.e. losses on onerous contracts)	0	-2,472,905	0	0	-2,472,905
Total insurance service expenses	-4,533,743	-2,472,905	-238,236,180	-1,486,060	-246,728,888
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0	0
Insurance service result	202,508,501	-2,472,905	-238,236,180	-1,486,060	-39,686,644
Net insurance finance income/expenses	0	0	-103,630	-11,301	-114,931
Effect of exchange rate differences	2	1	-1	-1	1
Cash flows	-202,047,226	0	236,904,370	0	34,857,144
Premiums received for insurance contracts issued	-206,339,951	0	0	0	-206,339,951
Claims and other insurance service expenses paid, including investment components	0	0	236,904,370	0	236,904,370
Insurance acquisition cash flows	4,292,725	0	0	0	4,292,725
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	1,523,327	-2,658,068	-25,210,719	-4,344,275	-30,689,735
Insurance contract assets	1,894	0	-630	-364	900
Insurance contract liabilities	1,521,433	-2,658,068	-25,210,089	-4,343,911	-30,690,635

in EUR

PREMIUM ALLOCATION APPROACH (PAA)	HEALTH				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	1,898,193	-1,461,971	-18,453,543	-2,489,256	-20,506,577
Insurance contract assets	4,497	0	-2,631	-132	1,734
Insurance contract liabilities	1,893,696	-1,461,971	-18,450,912	-2,489,124	-20,508,311
Changes in profit or loss and/or other comprehensive income	197,770,650	1,276,807	-204,846,610	-357,657	-6,156,810
Insurance revenue	202,539,614	0	0	0	202,539,614
Insurance service expenses					
<i>Incurring claims</i>	<u>0</u>	<u>0</u>	<u>-204,874,462</u>	<u>-361,376</u>	<u>-205,235,838</u>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	0	-205,872,701	-2,647,695	-208,520,396
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	998,239	2,286,319	3,284,558
<i>Insurance service operating expenses</i>	<u>-4,768,963</u>	<u>1,276,807</u>	<u>0</u>	<u>0</u>	<u>-3,492,156</u>
Amortisation of insurance acquisition cash flows	-4,768,963	0	0	0	-4,768,963
Changes that relate to future service (i.e. losses on onerous contracts)	0	1,276,807	0	0	1,276,807
Total insurance service expenses	-4,768,963	1,276,807	-204,874,462	-361,376	-208,727,994
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0	0
Insurance service result	197,770,651	1,276,807	-204,874,462	-361,376	-6,188,380
Net insurance finance income/expenses	0	0	27,851	3,717	31,568
Effect of exchange rate differences	-1	0	1	2	2
Cash flows	-198,606,793	0	199,524,874	0	918,081
Premiums received for insurance contracts issued	-203,100,498	0	0	0	-203,100,498
Claims and other insurance service expenses paid, including investment components	0	0	199,524,874	0	199,524,874
Insurance acquisition cash flows	4,493,705	0	0	0	4,493,705
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	1,062,050	-185,164	-23,775,280	-2,846,913	-25,745,307
Insurance contract assets	0	0	0	0	0
Insurance contract liabilities	1,062,050	-185,164	-23,775,280	-2,846,913	-25,745,307

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE			TOTAL
	Remaining coverage Excluding the loss component	Loss component	Incurred claims	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-468,769,964	-2,297,618	-9,109,713	-480,177,295
Insurance contract assets	17,472	-13,642	0	3,830
Insurance contract liabilities	-468,787,436	-2,283,976	-9,109,713	-480,181,125
Changes in profit or loss and/or other comprehensive income	28,772,418	1,336,321	-69,753,824	-39,645,085
Insurance revenue				
Contracts under the modified retrospective approach	8,395,738	0	0	8,395,738
Contracts under the fair value approach	1,196,176	0	0	1,196,176
Other contracts	19,572,192	0	0	19,572,192
Total insurance revenue	29,164,106	0	0	29,164,106
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>163,452</i>	<i>-10,205,879</i>	<i>-10,042,427</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	163,452	-10,873,854	-10,710,402
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	667,975	667,975
<i>Insurance service operating expenses</i>	<i>-9,448,127</i>	<i>1,172,859</i>	<i>0</i>	<i>-8,275,268</i>
Amortisation of insurance acquisition cash flows	-9,448,127	0	0	-9,448,127
Changes that relate to future service (i.e. losses on onerous contracts)	0	1,172,859	0	1,172,859
Total insurance service expenses	-9,448,127	1,336,311	-10,205,879	-18,317,695
Investment components excluded from insurance revenue and insurance service expenses	59,410,768	0	-59,410,768	0
Insurance service result	79,126,747	1,336,311	-69,616,647	10,846,411
Net insurance finance income/expenses	-50,356,979	0	-137,177	-50,494,156
Effect of exchange rate differences	2,650	10	2	2,662
Cash flows	-104,668,950	0	68,359,496	-36,309,454
Premiums received for insurance contracts issued	-119,628,972	0	0	-119,628,972
Claims and other insurance service expenses paid, including investment components	0	0	68,359,496	68,359,496
Insurance acquisition cash flows	14,960,022	0	0	14,960,022
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-544,666,496	-961,297	-10,504,041	-556,131,834
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-544,666,496	-961,297	-10,504,041	-556,131,834

in EUR

VARIABLE FEE APPROACH (VFA)	Remaining coverage		Incurred claims	TOTAL
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-522,549,932	-297,865	-9,363,656	-532,211,453
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-522,549,932	-297,865	-9,363,656	-532,211,453
Changes in profit or loss and/or other comprehensive income	146,623,580	-1,999,754	-59,649,137	84,974,689
Insurance revenue				
Contracts under the modified retrospective approach	9,049,671	0	0	9,049,671
Contracts under the fair value approach	786,497	0	0	786,497
Other contracts	16,136,885	0	0	16,136,885
Total insurance revenue	25,973,053	0	0	25,973,053
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>378,007</i>	<i>-8,141,166</i>	<i>-7,763,159</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	378,007	-9,208,120	-8,830,113
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	1,066,954	1,066,954
<i>Insurance service operating expenses</i>	<i>-9,664,794</i>	<i>-2,377,735</i>	<i>0</i>	<i>-12,042,529</i>
Amortisation of insurance acquisition cash flows	-9,664,794	0	0	-9,664,794
Changes that relate to future service (i.e. losses on onerous contracts)	0	-2,377,735	0	-2,377,735
Total insurance service expenses	-9,664,794	-1,999,728	-8,141,166	-19,805,688
Investment components excluded from insurance revenue and insurance service expenses	51,631,979	0	-51,631,979	0
Insurance service result	67,940,238	-1,999,728	-59,773,145	6,167,365
Net insurance finance income/expenses	78,627,342	0	122,809	78,750,151
Effect of exchange rate differences	56,000	-26	1,198	57,172
Cash flows	-92,843,613	0	59,903,081	-32,940,532
Premiums received for insurance contracts issued	-106,892,379	0	0	-106,892,379
Claims and other insurance service expenses paid, including investment components	0	0	59,903,081	59,903,081
Insurance acquisition cash flows	14,048,766	0	0	14,048,766
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-468,769,965	-2,297,619	-9,109,712	-480,177,296
Insurance contract assets	17,472	-13,642	0	3,830
Insurance contract liabilities	-468,787,437	-2,283,977	-9,109,712	-480,181,126

Assets and liabilities for remaining coverage and assets and liabilities for incurred claims of Zavarovalnica Triglav

in EUR

General model (BBA)	NON-LIFE			TOTAL
	Remaining coverage Excluding the loss component	Loss component	Incurred claims	
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-45,692,874	-1,981,225	1,150,002	-46,524,097
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-45,692,874	-1,981,225	1,150,002	-46,524,097
Changes in profit or loss and/or other comprehensive income	25,186,880	-197,482	-8,708,087	16,281,311
Insurance revenue				
Contracts under the modified retrospective approach	949,050	0	0	949,050
Contracts under the fair value approach	0	0	0	0
Other contracts	31,380,488	0	0	31,380,488
Total insurance revenue	32,329,539	0	0	32,329,539
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>1,101,210</i>	<i>-8,897,528</i>	<i>-7,796,317</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	1,101,210	-15,208,167	-14,106,956
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	6,310,639	6,310,639
<i>Insurance service operating expenses</i>	<i>-5,544,132</i>	<i>-1,252,470</i>	<i>0</i>	<i>-6,796,602</i>
Amortisation of insurance acquisition cash flows	-5,544,132	0	0	-5,544,132
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,252,470	0	-1,252,470
Total insurance service expenses	-5,544,132	-151,260	-8,897,528	-14,592,919
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	26,785,407	-151,260	-8,897,528	17,736,620
Net insurance finance income/expenses	-1,598,527	-46,222	189,441	-1,455,308
Cash flows	-24,245,730	0	7,588,765	-16,656,965
Premiums received for insurance contracts issued	-30,104,974	0	0	-30,104,974
Claims and other insurance service expenses paid, including investment components	0	0	7,588,765	7,588,765
Insurance acquisition cash flows	5,859,244	0	0	5,859,244
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-44,751,725	-2,178,707	30,680	-46,899,751
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-44,751,725	-2,178,707	30,680	-46,899,751

in EUR

General model (BBA)	NON-LIFE			TOTAL
	Remaining coverage		Incurred claims	
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-45,511,981	-1,254,416	-1,051,896	-47,818,293
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-45,511,981	-1,254,416	-1,051,896	-47,818,293
Changes in profit or loss and/or other comprehensive income	26,503,318	-726,809	-4,124,059	21,652,451
Insurance revenue				
Contracts under the modified retrospective approach	1,348,121	0	0	1,348,121
Contracts under the fair value approach	0	0	0	0
Other contracts	26,456,460	0	0	26,456,460
Total insurance revenue	27,804,581	0	0	27,804,581
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>813,056</i>	<i>-3,771,005</i>	<i>-2,957,949</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	813,056	-12,161,268	-11,348,213
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	8,390,264	8,390,264
<i>Insurance service operating expenses</i>	<i>-4,267,610</i>	<i>-1,527,749</i>	<i>0</i>	<i>-5,795,358</i>
Amortisation of insurance acquisition cash flows	-4,267,610	0	0	-4,267,610
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,527,749	0	-1,527,749
Total insurance service expenses	-4,267,610	-714,693	-3,771,005	-8,753,307
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0
Insurance service result	23,536,971	-714,693	-3,771,005	19,051,274
Net insurance finance income/expenses	2,966,347	-12,116	-353,054	2,601,177
Cash flows	-26,684,212	0	6,325,957	-20,358,255
Premiums received for insurance contracts issued	-32,211,346	0	0	-32,211,346
Claims and other insurance service expenses paid, including investment components	0	0	6,325,957	6,325,957
Insurance acquisition cash flows	5,527,134	0	0	5,527,134
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-45,692,874	-1,981,225	1,150,002	-46,524,097
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-45,692,874	-1,981,225	1,150,002	-46,524,097

in EUR

General model (BBA)	LIFE		Incurred claims	TOTAL
	Remaining coverage			
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-626,216,861	-22,943,777	-20,609,803	-669,770,440
Insurance contract assets	11,611,742	-20,243	-5,519,973	6,071,526
Insurance contract liabilities	-637,828,602	-22,923,534	-15,089,830	-675,841,966
Changes in profit or loss and/or other comprehensive income	86,702,093	1,246,356	-110,643,762	-22,695,313
Insurance revenue				
Contracts under the modified retrospective approach	10,741,743	0	0	10,741,743
Contracts under the fair value approach	4,352,602	0	0	4,352,602
Other contracts	23,298,495	0	0	23,298,495
Total insurance revenue	38,392,839	0	0	38,392,839
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>965,172</i>	<i>-18,063,961</i>	<i>-17,098,789</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	965,172	-19,431,700	-18,466,528
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	1,367,740	1,367,740
<i>Insurance service operating expenses</i>	<i>-7,967,872</i>	<i>476,664</i>	<i>0</i>	<i>-7,491,208</i>
Amortisation of insurance acquisition cash flows	-7,967,872	0	0	-7,967,872
Changes that relate to future service (i.e. losses on onerous contracts)	0	476,664	0	476,664
Total insurance service expenses	-7,967,872	1,441,836	-18,063,961	-24,589,997
Investment components excluded from insurance revenue and insurance service expenses	92,331,494	0	-92,331,494	0
Insurance service result	122,756,460	1,441,836	-110,395,454	13,802,842
Net insurance finance income/expenses	-36,054,367	-195,480	-248,308	-36,498,155
Cash flows	-72,583,628	0	109,997,231	37,413,603
Premiums received for insurance contracts issued	-83,173,821	0	0	-83,173,821
Claims and other insurance service expenses paid, including investment components	0	0	109,997,231	109,997,231
Insurance acquisition cash flows	10,590,192	0	0	10,590,192
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-612,098,395	-21,697,421	-21,256,334	-655,052,150
Insurance contract assets	17,580,116	-170,258	-7,214,873	10,194,985
Insurance contract liabilities	-629,678,511	-21,527,162	-14,041,461	-665,247,135

in EUR

General model (BBA)	LIFE		Incurred claims	TOTAL
	Remaining coverage			
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-776,898,225	-20,376,116	-21,020,082	-818,294,423
Insurance contract assets	18,938,073	-23,019	-4,639,654	14,275,401
Insurance contract liabilities	-795,836,298	-20,353,097	-16,380,429	-832,569,824
Changes in profit or loss and/or other comprehensive income	225,003,379	-2,567,661	-98,911,535	123,524,183
Insurance revenue				
Contracts under the modified retrospective approach	12,641,784	0	0	12,641,784
Contracts under the fair value approach	3,909,170	0	0	3,909,170
Other contracts	20,528,094	0	0	20,528,094
Total insurance revenue	37,079,049	0	0	37,079,049
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>932,710</i>	<i>-17,803,537</i>	<i>-16,870,827</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	932,710	-19,558,471	-18,625,761
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	1,754,934	1,754,934
<i>Insurance service operating expenses</i>	<i>-8,237,724</i>	<i>-3,372,048</i>	<i>0</i>	<i>-11,609,771</i>
Amortisation of insurance acquisition cash flows	-8,237,724	0	0	-8,237,724
Changes that relate to future service (i.e. losses on onerous contracts)	0	-3,372,048	0	-3,372,048
Total insurance service expenses	-8,237,724	-2,439,338	-17,803,537	-28,480,598
Investment components excluded from insurance revenue and insurance service expenses	81,628,347	0	-81,628,347	0
Insurance service result	110,469,671	-2,439,338	-99,431,883	8,598,450
Net insurance finance income/expenses	114,533,708	-128,323	520,348	114,925,733
Cash flows	-74,322,015	0	99,321,815	24,999,799
Premiums received for insurance contracts issued	-84,344,028	0	0	-84,344,028
Claims and other insurance service expenses paid, including investment components	0	0	99,321,815	99,321,815
Insurance acquisition cash flows	10,022,013	0	0	10,022,013
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-626,216,861	-22,943,777	-20,609,803	-669,770,440
Insurance contract assets	11,611,742	-20,243	-5,519,973	6,071,526
Insurance contract liabilities	-637,828,602	-22,923,534	-15,089,830	-675,841,966

in EUR

	NON-LIFE				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
PREMIUM ALLOCATION APPROACH (PAA)					
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-91,118,923	-10,939,181	-368,808,105	-32,896,433	-503,762,643
Insurance contract assets	6,323,803	-11,548	-4,314,241	-674,061	1,323,954
Insurance contract liabilities	-97,442,727	-10,927,634	-364,493,864	-32,222,373	-505,086,597
Changes in profit or loss and/or other comprehensive income	568,196,036	8,546,662	-618,809,858	6,571,011	-35,496,148
Insurance revenue	676,864,819	0	0	0	676,864,819
Insurance service expenses					
<i>Incurring claims</i>	<u>0</u>	<u>0</u>	<u>-604,707,530</u>	<u>7,906,299</u>	<u>-596,801,231</u>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	0	-612,219,939	-13,791,413	-626,011,352
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	7,512,408	21,697,712	29,210,120
<i>Insurance service operating expenses</i>	<u>-108,668,783</u>	<u>8,546,662</u>	<u>0</u>	<u>0</u>	<u>-100,122,121</u>
Amortisation of insurance acquisition cash flows	-108,668,783	0	0	0	-108,668,783
Changes that relate to future service (i.e. losses on onerous contracts)	0	8,546,662	0	0	8,546,662
Total insurance service expenses	-108,668,783	8,546,662	-604,707,530	7,906,299	-696,923,352
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0	0
Insurance service result	568,196,036	8,546,662	-604,707,530	7,906,299	-20,058,533
Net insurance finance income/expenses	0	0	-14,102,328	-1,335,287	-15,437,615
Cash flows	-595,988,152	0	494,329,311	0	-101,658,841
Premiums received for insurance contracts issued	-710,326,057	0	0	0	-710,326,057
Claims and other insurance service expenses paid, including investment components	0	0	494,329,311	0	494,329,311
Insurance acquisition cash flows	114,337,905	0	0	0	114,337,905
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-118,911,039	-2,392,519	-493,288,652	-26,325,422	-640,917,632
Insurance contract assets	1,648,566	-2,364	-870,401	-11,959	763,841
Insurance contract liabilities	-120,559,605	-2,390,155	-492,418,251	-26,313,463	-641,681,473

in EUR

PREMIUM ALLOCATION APPROACH (PAA)	NON-LIFE				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-83,543,232	-7,406,400	-322,224,333	-26,728,761	-439,902,725
Insurance contract assets	1,462,074	-12,767	-561,859	23,501	910,948
Insurance contract liabilities	-85,005,305	-7,393,632	-321,662,474	-26,752,262	-440,813,673
Changes in profit or loss and/or other comprehensive income	503,932,270	-3,532,781	-379,273,472	-6,167,673	114,958,343
Insurance revenue	600,400,841	0	0	0	600,400,841
Insurance service expenses					
<i>Incurring claims</i>	<u>0</u>	<u>0</u>	<u>-414,835,979</u>	<u>-8,082,772</u>	<u>-422,918,750</u>
Incurring claims (excluding investment components) and other incurred insurance service expenses	0	0	-394,061,465	-15,613,765	-409,675,230
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	-20,774,513	7,530,993	-13,243,521
<i>Insurance service operating expenses</i>	<u>-96,468,571</u>	<u>-3,532,781</u>	<u>0</u>	<u>0</u>	<u>-100,001,353</u>
Amortisation of insurance acquisition cash flows	-96,468,571	0	0	0	-96,468,571
Changes that relate to future service (i.e. losses on onerous contracts)	0	-3,532,781	0	0	-3,532,781
Total insurance service expenses	-96,468,571	-3,532,781	-414,835,979	-8,082,772	-522,920,103
Investment components excluded from insurance revenue and insurance service expenses	0	0	0	0	0
Insurance service result	503,932,270	-3,532,781	-414,835,979	-8,082,772	77,480,738
Net insurance finance income/expenses	0	0	35,562,506	1,915,099	37,477,605
Cash flows	-511,507,962	0	332,689,701	0	-178,818,261
Premiums received for insurance contracts issued	-609,741,350	0	0	0	-609,741,350
Claims and other insurance service expenses paid, including investment components	0	0	332,689,701	0	332,689,701
Insurance acquisition cash flows	98,233,389	0	0	0	98,233,389
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-91,118,923	-10,939,181	-368,808,105	-32,896,433	-503,762,643
Insurance contract assets	6,323,803	-11,548	-4,314,241	-674,061	1,323,954
Insurance contract liabilities	-97,442,727	-10,927,634	-364,493,864	-32,222,373	-505,086,597

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE		Incurred claims	TOTAL
	Remaining coverage			
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-450,557,148	-1,565,508	-8,835,951	-460,958,607
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-450,557,148	-1,565,508	-8,835,951	-460,958,607
Changes in profit or loss and/or other comprehensive income	30,189,615	771,338	-67,347,564	-36,386,610
Insurance revenue				
Contracts under the modified retrospective approach	8,395,737	0	0	8,395,737
Contracts under the fair value approach	976,232	0	0	976,232
Other contracts	18,678,204	0	0	18,678,204
Total insurance revenue	28,050,173	0	0	28,050,173
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>139,146</i>	<i>-9,594,070</i>	<i>-9,454,923</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	139,146	-10,197,588	-10,058,442
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	603,519	603,519
<i>Insurance service operating expenses</i>	<i>-9,061,975</i>	<i>632,192</i>	<i>0</i>	<i>-8,429,783</i>
Amortisation of insurance acquisition cash flows	-9,061,975	0	0	-9,061,975
Changes that relate to future service (i.e. losses on onerous contracts)	0	632,192	0	632,192
Total insurance service expenses	-9,061,975	771,338	-9,594,070	-17,884,706
Investment components excluded from insurance revenue and insurance service expenses	57,619,270	0	-57,619,270	0
Insurance service result	76,607,469	771,338	-67,213,340	10,165,467
Net insurance finance income/expenses	-46,417,854	0	-134,223	-46,552,077
Cash flows	-100,491,649	0	65,991,432	-34,500,217
Premiums received for insurance contracts issued	-114,614,716	0	0	-114,614,716
Claims and other insurance service expenses paid, including investment components	0	0	65,991,432	65,991,432
Insurance acquisition cash flows	14,123,067	0	0	14,123,067
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-520,859,182	-794,170	-10,192,082	-531,845,434
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-520,859,182	-794,170	-10,192,082	-531,845,434

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE		Incurred claims	TOTAL
	Remaining coverage			
	Excluding the loss component	Loss component		
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-500,299,268	-297,238	-8,889,611	-509,486,117
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-500,299,268	-297,238	-8,889,611	-509,486,117
Changes in profit or loss and/or other comprehensive income	139,048,207	-1,268,270	-57,302,845	80,477,091
Insurance revenue				
Contracts under the modified retrospective approach	9,049,671	0	0	9,049,671
Contracts under the fair value approach	599,706	0	0	599,706
Other contracts	15,270,374	0	0	15,270,374
Total insurance revenue	24,919,752	0	0	24,919,752
Insurance service expenses				
<i>Incurred claims</i>	<i>0</i>	<i>252,607</i>	<i>-7,833,988</i>	<i>-7,581,381</i>
Incurred claims (excluding investment components) and other incurred insurance service expenses	0	252,607	-8,689,243	-8,436,636
Changes that relate to past service (e.g. changes in fulfilment cash flows relating to the liability for incurred claims)	0	0	855,255	855,255
<i>Insurance service operating expenses</i>	<i>-9,278,116</i>	<i>-1,520,877</i>	<i>0</i>	<i>-10,798,993</i>
Amortisation of insurance acquisition cash flows	-9,278,116	0	0	-9,278,116
Changes that relate to future service (i.e. losses on onerous contracts)	0	-1,520,877	0	-1,520,877
Total insurance service expenses	-9,278,116	-1,268,270	-7,833,988	-18,380,374
Investment components excluded from insurance revenue and insurance service expenses	49,585,701	0	-49,585,701	0
Insurance service result	65,227,337	-1,268,270	-57,419,689	6,539,378
Net insurance finance income/expenses	73,820,870	0	116,843	73,937,714
Cash flows	-89,306,087	0	57,356,506	-31,949,581
Premiums received for insurance contracts issued	-102,655,230	0	0	-102,655,230
Claims and other insurance service expenses paid, including investment components	0	0	57,356,506	57,356,506
Insurance acquisition cash flows	13,349,143	0	0	13,349,143
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-450,557,148	-1,565,508	-8,835,951	-460,958,607
Insurance contract assets	0	0	0	0
Insurance contract liabilities	-450,557,148	-1,565,508	-8,835,951	-460,958,607

3.1.5 The present value of expected cash flows, risk adjustment for non-financial risk and contractual service margin

The present value of expected cash flows, risk adjustment for non-financial risk and contractual service margin of the Triglav Group

in EUR

GENERAL MODEL (BBA)	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	NON-LIFE				TOTAL
			Contractual service margin			Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-27,876,324	-5,736,862	-617,898	0	-15,586,703	-16,204,601	-49,817,787
Insurance contract assets	0	0	0	0	0	0	0
Insurance contract liabilities	-27,876,324	-5,736,862	-617,898	0	-15,586,703	-16,204,601	-49,817,787
Changes in the statement of profit or loss and other comprehensive income	14,602,245	2,208,552	222,734	0	-715,488	-492,754	16,318,043
Changes that relate to future services							
Changes in estimates that adjust the contractual service margin	1,985,952	1,947,494	-86,341	0	-3,880,790	-3,967,131	-33,685
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	-771,225	543,231	0	0	-245,543	-245,543	-473,537
Effects of contracts initially recognised in the period	8,105,901	-2,788,449	0	0	-6,341,064	-6,341,064	-1,023,612
Total changes that relate to future services	9,320,628	-297,724	-86,341	0	-10,467,397	-10,553,738	-1,530,834
Changes that relate to current services							
Contractual service margin recognised in profit or loss for service provided	0	0	318,791	0	9,980,397	10,299,188	10,299,188
Release of the risk adjustment for non-financial risk	0	2,709,028	0	0	0	0	2,709,028
Experience adjustment	161,448	0	0	0	0	0	161,448
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0	0
Total changes that relate to current services	161,448	2,709,028	318,791	0	9,980,397	10,299,188	13,169,664
Changes that relate to past services							
Changes in fulfillment cash flows relating to incurred claims	6,088,639	189,930	0	0	0	0	6,278,569
Total changes that relate to past services	6,088,639	189,930	0	0	0	0	6,278,569
Insurance service result	15,570,715	2,601,234	232,450	0	-487,000	-254,550	17,917,399
Net finance income/expenses from insurance contracts	-968,471	-392,681	-9,715	0	-228,487	-238,202	-1,599,354
Effect of exchange rate differences	1	-1	-1	0	-1	-2	-4
Cash flows	-16,231,652	0	0	0	0	0	-16,231,652
Premiums received	-30,795,207	0	0	0	0	0	-30,795,207
Claims and other insurance service expenses paid, including investment component	8,017,588	0	0	0	0	0	8,017,588
Insurance acquisition cash flows	6,545,967	0	0	0	0	0	6,545,967
Final balance of net insurance contract assets/liabilities as at 31 December 2023	-29,505,731	-3,528,310	-395,164	0	-16,302,191	-16,697,355	-49,731,396
Insurance contract assets	0	0	0	0	0	0	0
Insurance contract liabilities	-29,505,731	-3,528,310	-395,164	0	-16,302,191	-16,697,355	-49,731,396

in EUR

GENERAL MODEL (BBA)	NON-LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
Contracts under the modified retrospective approach			Contracts under the fair value approach	Other contracts				
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-32,270,670	-7,476,676	-786,599	0	-10,656,804	-11,443,403	-51,190,749	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-32,270,670	-7,476,676	-786,599	0	-10,656,804	-11,443,403	-51,190,749	
Changes in the statement of profit or loss and other comprehensive income	25,313,542	1,739,814	168,701	0	-4,929,899	-4,761,198	22,292,158	
Changes that relate to future services								
Changes in estimates that adjust the contractual service margin	4,334,994	-1,040,971	-213,660	0	-3,357,139	-3,570,799	-276,776	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	370,732	92,192	-4,231	0	-1,187,444	-1,191,675	-728,751	
Effects of contracts initially recognised in the period	8,152,636	-954,071	0	0	-7,754,677	-7,754,677	-556,112	
Total changes that relate to future services	12,858,362	-1,902,850	-217,891	0	-12,299,260	-12,517,151	-1,561,639	
Changes that relate to current services								
Contractual service margin recognised in profit or loss for service provided	0	0	397,209	0	7,335,257	7,732,466	7,732,466	
Release of the risk adjustment for non-financial risk	0	2,567,664	0	0	0	0	2,567,664	
Experience adjustment	2,319,566	0	0	0	0	0	2,319,566	
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0	0	
Total changes that relate to current services	2,319,566	2,567,664	397,209	0	7,335,257	7,732,466	12,619,696	
Changes that relate to past services								
Changes in fulfillment cash flows relating to incurred claims	7,813,634	568,308	0	0	0	0	8,381,942	
Total changes that relate to past services	7,813,634	568,308	0	0	0	0	8,381,942	
Insurance service result	22,991,562	1,233,122	179,318	0	-4,964,003	-4,784,685	19,439,999	
Net finance income/expenses from insurance contracts	2,315,708	506,238	-10,617	0	32,365	21,748	2,843,694	
Effect of exchange rate differences	6,272	454	0	0	1,739	1,739	10,204	
Cash flows	-20,919,196	0	0	0	0	0	-20,919,196	
Premiums received	-35,129,867	0	0	0	0	0	-35,129,867	
Claims and other insurance service expenses paid, including investment component	7,073,260	0	0	0	0	0	7,073,260	
Insurance acquisition cash flows	7,137,411	0	0	0	0	0	7,137,411	
Final balance of net insurance contract assets/liabilities as at 31 December 2022	-27,876,324	-5,736,862	-617,898	0	-15,586,703	-16,204,601	-49,817,787	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-27,876,324	-5,736,862	-617,898	0	-15,586,703	-16,204,601	-49,817,787	

in EUR

GENERAL MODEL (BBA)	LIFE						TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin			Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-635,909,625	-17,062,150	-25,301,114	-9,104,491	-65,822,988	-100,228,593	-753,200,368
Insurance contract assets	61,419,381	-6,668,450	-9,866,325	-9,167	-38,717,424	-48,592,916	6,158,015
Insurance contract liabilities	-697,329,006	-10,393,700	-15,434,789	-9,095,324	-27,105,564	-51,635,677	-759,358,383
Changes in the statement of profit or loss and other comprehensive income	-2,286,322	-3,310,375	2,471,751	-972,615	-23,010,497	-21,511,361	-27,108,058
Changes that relate to future services							
Changes in estimates that adjust the contractual service margin	22,025,206	-2,295,806	-2,334,936	-1,697,111	-20,023,893	-24,055,940	-4,326,540
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	6,309,605	958,980	0	-174,565	-257,357	-431,922	6,836,663
Effects of contracts initially recognised in the period	17,585,430	-2,712,814	0	0	-18,169,464	-18,169,464	-3,296,848
Total changes that relate to future services	45,920,241	-4,049,640	-2,334,936	-1,871,676	-38,450,714	-42,657,326	-786,725
Changes that relate to current services							
Contractual service margin recognised in profit or loss for service provided	0	0	5,041,790	1,769,097	11,865,485	18,676,372	18,676,372
Release of the risk adjustment for non-financial risk	0	329,328	0	0	0	0	329,328
Experience adjustment	-3,391,765	0	0	0	0	0	-3,391,765
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0	0
Total changes that relate to current services	-3,391,765	329,328	5,041,790	1,769,097	11,865,485	18,676,372	15,613,935
Changes that relate to past services							
Changes in fulfillment cash flows relating to incurred claims	-1,748,118	1,664,532	0	0	0	0	-83,586
Total changes that relate to past services	-1,748,118	1,664,532	0	0	0	0	-83,586
Insurance service result	40,780,358	-2,055,780	2,706,854	-102,579	-26,585,229	-23,980,954	14,743,624
Net finance income/expenses from insurance contracts	-43,076,771	-1,255,125	-235,103	-870,190	3,573,251	2,467,958	-41,863,938
Effect of exchange rate differences	10,091	530	0	154	1,481	1,635	13,891
Cash flows	30,735,169	0	0	0	0	0	30,735,169
Premiums received	-118,856,139	0	0	0	0	0	-118,856,139
Claims and other insurance service expenses paid, including investment component	131,135,040	0	0	0	0	0	131,135,040
Insurance acquisition cash flows	18,456,268	0	0	0	0	0	18,456,268
Final balance of net insurance contract assets/liabilities as at 31 December 2023	-607,460,778	-20,372,525	-22,829,363	-10,077,106	-88,833,485	-121,739,954	-749,573,257
Insurance contract assets	91,500,121	-10,966,798	-10,278,596	-394	-60,020,173	-70,299,163	10,234,160
Insurance contract liabilities	-698,960,899	-9,405,727	-12,550,767	-10,076,712	-28,813,312	-51,440,791	-759,807,417

in EUR

GENERAL MODEL (BBA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-810,299,870	-20,397,408	-28,535,478	0	-49,705,300	-78,240,778	-908,938,056	
Insurance contract assets	56,823,682	-6,551,755	-9,657,790	0	-26,049,014	-35,706,804	14,565,123	
Insurance contract liabilities	-867,123,552	-13,845,653	-18,877,688	0	-23,656,286	-42,533,974	-923,503,179	
Changes in the statement of profit or loss and other comprehensive income	158,066,006	3,335,258	3,234,364	-9,104,492	-16,117,688	-21,987,816	139,413,448	
Changes that relate to future services								
Changes in estimates that adjust the contractual service margin	-795,068	112,265	548,033	3,448,360	651,110	4,647,503	3,964,700	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	1,016,447	55,637	-15,220	-2,350,611	-75,582	-2,441,413	-1,369,329	
Effects of contracts initially recognised in the period	11,016,917	-2,286,656	0	0	-13,132,786	-13,132,786	-4,402,525	
Total changes that relate to future services	11,238,296	-2,118,754	532,813	1,097,749	-12,557,258	-10,926,696	-1,807,154	
Changes that relate to current services								
Contractual service margin recognised in profit or loss for service provided	0	0	5,837,544	902,679	9,762,430	16,502,653	16,502,653	
Release of the risk adjustment for non-financial risk	0	545,527	0	0	0	0	545,527	
Experience adjustment	-7,487,308	0	0	0	0	0	-7,487,308	
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0	0	
Total changes that relate to current services	-7,487,308	545,527	5,837,544	902,679	9,762,430	16,502,653	9,560,872	
Changes that relate to past services								
Changes in fulfillment cash flows relating to incurred claims	-1,198,404	1,690,453	0	0	0	0	492,049	
Total changes that relate to past services	-1,198,404	1,690,453	0	0	0	0	492,049	
Insurance service result	2,552,584	117,226	6,370,357	2,000,428	-2,794,828	5,575,957	8,245,767	
Net finance income/expenses from insurance contracts	155,399,666	3,216,450	-3,135,993	-11,104,873	-13,341,996	-27,582,862	131,033,254	
Effect of exchange rate differences	113,756	1,582	0	-47	19,136	19,089	153,516	
Cash flows	16,324,241	0	0	0	0	0	16,324,241	
Premiums received	-119,344,294	0	0	0	0	0	-119,344,294	
Claims and other insurance service expenses paid, including investment component	118,376,371	0	0	0	0	0	118,376,371	
Insurance acquisition cash flows	17,292,164	0	0	0	0	0	17,292,164	
Final balance of net insurance contract assets/liabilities as at 31 December 2022	-635,909,623	-17,062,150	-25,301,114	-9,104,492	-65,822,988	-100,228,594	-753,200,367	
Insurance contract assets	61,419,381	-6,668,450	-9,866,325	-9,167	-38,717,424	-48,592,916	6,158,015	
Insurance contract liabilities	-697,329,004	-10,393,700	-15,434,789	-9,095,325	-27,105,564	-51,635,678	-759,358,382	

in EUR

GENERAL MODEL (BBA)	HEALTH							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin			Total Contractual service margin		
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-16,624,193	-991,675	0	0	-93,318	-93,318	-17,709,186	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-16,624,193	-991,675	0	0	-93,318	-93,318	-17,709,186	
Changes in the statement of profit or loss and other comprehensive income	14,747,650	-219,744	0	0	657	657	14,528,563	
Changes that relate to future services								
Changes in estimates that adjust the contractual service margin	14,326	-19,518	0	0	1,847	1,847	-3,345	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	854,377	-25,620	0	0	-37,073	-37,073	791,684	
Effects of contracts initially recognised in the period	-1,008,039	-492,702	0	0	-29,007	-29,007	-1,529,748	
Total changes that relate to future services	-139,336	-537,840	0	0	-64,233	-64,233	-741,409	
Changes that relate to current services								
Contractual service margin recognised in profit or loss for service provided	0	0	0	0	65,279	65,279	65,279	
Release of the risk adjustment for non-financial risk	0	320,957	0	0	0	0	320,957	
Experience adjustment	15,154,867	0	0	0	0	0	15,154,867	
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0	0	
Total changes that relate to current services	15,154,867	320,957	0	0	65,279	65,279	15,541,103	
Changes that relate to past services								
Changes in fulfillment cash flows relating to incurred claims	-28,644	45,242	0	0	0	0	16,598	
Total changes that relate to past services	-28,644	45,242	0	0	0	0	16,598	
Insurance service result	14,986,887	-171,641	0	0	1,046	1,046	14,816,292	
Net finance income/expenses from insurance contracts	-239,236	-48,103	0	0	-389	-389	-287,728	
Effect of exchange rate differences	-1	0	0	0	0	0	-1	
Cash flows	-251,283	0	0	0	0	0	-251,283	
Premiums received	-2,846,690	0	0	0	0	0	-2,846,690	
Claims and other insurance service expenses paid, including investment component	2,392,930	0	0	0	0	0	2,392,930	
Insurance acquisition cash flows	202,477	0	0	0	0	0	202,477	
Final balance of net insurance contract assets/liabilities as at 31 December 2023	-2,127,826	-1,211,419	0	0	-92,661	-92,661	-3,431,906	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-2,127,826	-1,211,419	0	0	-92,661	-92,661	-3,431,906	

in EUR

GENERAL MODEL (BBA)	HEALTH							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin			Total Contractual service margin		
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-29,069,542	-1,115,348	0	0	-348,838	-348,838		-30,533,728
Insurance contract assets	439,690	-20,169	0	0	-334,682	-334,682		84,839
Insurance contract liabilities	-29,509,232	-1,095,179	0	0	-14,156	-14,156		-30,618,567
Changes in the statement of profit or loss and other comprehensive income	8,693,051	123,673	0	0	255,520	255,520		9,072,244
Changes that relate to future services								
Changes in estimates that adjust the contractual service margin	-312,858	-26,327	0	0	337,028	337,028		-2,157
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	-12,167,483	276,506	0	0	-42,121	-42,121		-11,933,098
Effects of contracts initially recognised in the period	-1,786,001	-570,361	0	0	-66,805	-66,805		-2,423,167
Total changes that relate to future services	-14,266,342	-320,182	0	0	228,102	228,102		-14,358,422
Changes that relate to current services								
Contractual service margin recognised in profit or loss for service provided	0	0	0	0	25,207	25,207		25,207
Release of the risk adjustment for non-financial risk	0	374,089	0	0	0	0		374,089
Experience adjustment	19,227,555	0	0	0	0	0		19,227,555
Revenue recognised for incurred policyholder tax expenses	0	0	0	0	0	0		0
Total changes that relate to current services	19,227,555	374,089	0	0	25,207	25,207		19,626,851
Changes that relate to past services								
Changes in fulfillment cash flows relating to incurred claims	3,334,630	27,935	0	0	0	0		3,362,565
Total changes that relate to past services	3,334,630	27,935	0	0	0	0		3,362,565
Insurance service result	8,295,843	81,842	0	0	253,309	253,309		8,630,994
Net finance income/expenses from insurance contracts	397,208	41,831	0	0	2,212	2,212		441,251
Effect of exchange rate differences	0	0	0	0	-1	-1		-2
Cash flows	3,752,298	0	0	0	0	0		3,752,298
Premiums received	-2,281,496	0	0	0	0	0		-2,281,496
Claims and other insurance service expenses paid, including investment component	5,762,737	0	0	0	0	0		5,762,737
Insurance acquisition cash flows	271,057	0	0	0	0	0		271,057
Final balance of net insurance contract assets/liabilities as at 31 December 2022	-16,624,193	-991,675	0	0	-93,318	-93,318		-17,709,186
Insurance contract assets	0	0	0	0	0	0		0
Insurance contract liabilities	-16,624,193	-991,675	0	0	-93,318	-93,318		-17,709,186

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE						TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin			Total Contractual service margin	
Contracts under the modified retrospective approach			Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-401,236,184	-9,036,338	-19,001,306	-1,416	-50,902,051	-69,904,773	-480,177,295
Insurance contract assets	38,686	-15,617	0	0	-19,239	-19,239	3,830
Insurance contract liabilities	-401,274,870	-9,020,721	-19,001,306	-1,416	-50,882,812	-69,885,534	-480,181,125
Changes in profit or loss and/or other comprehensive income	-5,754,011	-3,878,930	-3,526,094	-905,944	-25,580,104	-30,012,142	-39,645,083
Changes that relate to future service							
Changes in estimates that adjust the contractual service margin	28,270,122	-3,192,115	-7,051,402	-1,112,844	-14,790,655	-22,954,901	2,123,106
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	2,604,505	-111,006	0	-1,798	-2,885	-4,683	2,488,816
Effects of contracts initially recognised in the period	19,517,184	-1,833,446	0	0	-17,806,253	-17,806,253	-122,515
Total changes that relate to future service	50,391,811	-5,136,567	-7,051,402	-1,114,642	-32,599,793	-40,765,837	4,489,407
Changes that relate to current service							
Contractual service margin recognised in profit or loss to reflect the transfer of services service provided	0	0	3,525,308	208,700	7,019,509	10,753,517	10,753,517
Release of the risk adjustment for non-financial risk	0	543,145	0	0	0	0	543,145
Experience adjustment	-5,607,635	0	0	0	0	0	-5,607,635
Income related to policyholder tax expense	0	0	0	0	0	0	0
Total changes that relate to current service	-5,607,635	543,145	3,525,308	208,700	7,019,509	10,753,517	5,689,027
Changes that relate to past service							
Changes in fulfillment cash flows that relate to incurred claims	-70,058	738,033	0	0	0	0	667,975
Total changes that relate to past service	-70,058	738,033	0	0	0	0	667,975
Insurance service result	44,714,118	-3,855,389	-3,526,094	-905,942	-25,580,284	-30,012,320	10,846,409
Net insurance finance income/expenses	-50,470,665	-23,491	0	0	0	0	-50,494,156
Effect of exchange rate differences	2,536	-50	0	-2	180	178	2,842
Cash flows	-36,309,454	0	0	0	0	0	-36,309,454
Premiums received for insurance contracts issued	-119,628,972	0	0	0	0	0	-119,628,972
Claims and other insurance service expenses paid, including investment components	68,359,496	0	0	0	0	0	68,359,496
Insurance acquisition cash flows	14,960,022	0	0	0	0	0	14,960,022
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-443,299,649	-12,915,268	-22,527,400	-907,360	-76,482,155	-99,916,915	-556,131,832
Insurance contract assets	0	0	0	0	0	0	0
Insurance contract liabilities	-443,299,649	-12,915,268	-22,527,400	-907,360	-76,482,155	-99,916,915	-556,131,832

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
Contracts under the modified retrospective approach			Contracts under the fair value approach	Other contracts				
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-454,336,754	-9,901,958	-22,042,764	0	-45,929,977	-67,972,741	-532,211,453	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-454,336,754	-9,901,958	-22,042,764	0	-45,929,977	-67,972,741	-532,211,453	
Changes in profit or loss and/or other comprehensive income	86,041,101	865,620	3,041,458	-1,416	-4,972,074	-1,932,032	84,974,689	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	-21,413,990	1,618,940	-265,957	2,486,337	6,770,679	8,991,059	-10,803,991	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	1,154,086	2,610	0	-2,488,005	-56,128	-2,544,133	-1,387,437	
Effects of contracts initially recognised in the period	18,805,811	-2,070,555	0	0	-16,762,179	-16,762,179	-26,923	
Total changes that relate to future service	-1,454,093	-449,005	-265,957	-1,668	-10,047,628	-10,315,253	-12,218,351	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services service provided	0	0	3,307,415	252	5,071,358	8,379,025	8,379,025	
Release of the risk adjustment for non-financial risk	0	708,556	0	0	0	0	708,556	
Experience adjustment	8,231,183	0	0	0	0	0	8,231,183	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	8,231,183	708,556	3,307,415	252	5,071,358	8,379,025	17,318,764	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	479,116	587,838	0	0	0	0	1,066,954	
Total changes that relate to past service	479,116	587,838	0	0	0	0	1,066,954	
Insurance service result	7,256,206	847,389	3,041,458	-1,416	-4,976,270	-1,936,228	6,167,367	
Net insurance finance income/expenses	78,734,221	15,930	0	0	0	0	78,750,151	
Effect of exchange rate differences	50,674	2,301	0	0	4,196	4,196	61,367	
Cash flows	-32,940,532	0	0	0	0	0	-32,940,532	
Premiums received for insurance contracts issued	-106,892,379	0	0	0	0	0	-106,892,379	
Claims and other insurance service expenses paid, including investment components	59,903,081	0	0	0	0	0	59,903,081	
Insurance acquisition cash flows	14,048,766	0	0	0	0	0	14,048,766	
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-401,236,185	-9,036,338	-19,001,306	-1,416	-50,902,051	-69,904,773	-480,177,296	
Insurance contract assets	38,686	-15,617	0	0	-19,239	-19,239	3,830	
Insurance contract liabilities	-401,274,871	-9,020,721	-19,001,306	-1,416	-50,882,812	-69,885,534	-480,181,126	

The present value of expected cash flows, risk adjustment for non-financial risk and contractual service margin of Zavarovalnica Triglav

in EUR

GENERAL MODEL (BBA)	NON-LIFE						TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin			Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts		
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-25,573,799	-5,589,997	-617,898	0	-14,742,403	-15,360,300	-46,524,097
Insurance contract assets	0	0	0	0	0	0	0
Insurance contract liabilities	-25,573,799	-5,589,997	-617,898	0	-14,742,403	-15,360,300	-46,524,097
Changes in profit or loss and/or other comprehensive income	14,480,037	2,173,181	222,734	0	-594,641	-371,907	16,281,311
Changes that relate to future service							
Changes in estimates that adjust the contractual service margin	2,016,886	1,915,250	-86,341	0	-3,846,660	-3,933,002	-866
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	-771,225	543,231	0	0	0	0	-227,993
Effects of contracts initially recognised in the period	7,947,327	-2,772,427	0	0	-6,198,511	-6,198,511	-1,023,611
Total changes that relate to future service	9,192,988	-313,946	-86,341	0	-10,045,171	-10,131,512	-1,252,470
Changes that relate to current service							
Contractual service margin recognised in profit or loss to reflect the transfer of services	0	0	318,791	0	9,674,708	9,993,499	9,993,499
Release of the risk adjustment for non-financial risk	0	2,680,374	0	0	0	0	2,680,374
Experience adjustment	4,578	0	0	0	0	0	4,578
Income related to policyholder tax expense	0	0	0	0	0	0	0
Total changes that relate to current service	4,578	2,680,374	318,791	0	9,674,708	9,993,499	12,678,451
Changes that relate to past service							
Changes in fulfillment cash flows that relate to incurred claims	6,119,880	190,759	0	0	0	0	6,310,639
Total changes that relate to past service	6,119,880	190,759	0	0	0	0	6,310,639
Insurance service result	15,317,446	2,557,187	232,449	0	-370,463	-138,014	17,736,620
Net insurance finance income/expenses	-837,409	-384,006	-9,715	0	-224,178	-233,893	-1,455,308
Cash flows	-16,656,965	0	0	0	0	0	-16,656,965
Premiums received for insurance contracts issued	-30,104,974	0	0	0	0	0	-30,104,974
Claims and other insurance service expenses paid, including investment components	7,588,765	0	0	0	0	0	7,588,765
Insurance acquisition cash flows	5,859,244	0	0	0	0	0	5,859,244
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-27,750,727	-3,416,816	-395,164	0	-15,337,044	-15,732,207	-46,899,751
Insurance contract assets	0	0	0	0	0	0	0
Insurance contract liabilities	-27,750,727	-3,416,816	-395,164	0	-15,337,044	-15,732,207	-46,899,751

in EUR

GENERAL MODEL (BBA)	NON-LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-29,774,545	-7,297,079	-786,599	0	-9,960,070	-10,746,669	-47,818,293	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-29,774,545	-7,297,079	-786,599	0	-9,960,070	-10,746,669	-47,818,293	
Changes in profit or loss and/or other comprehensive income	24,559,000	1,707,082	168,701	0	-4,782,332	-4,613,631	21,652,451	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	4,330,873	-1,090,267	-213,660	0	-3,269,833	-3,483,493	-242,886	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	370,733	92,192	-4,231	0	-1,187,444	-1,191,675	-728,751	
Effects of contracts initially recognised in the period	7,764,853	-880,737	0	0	-7,440,228	-7,440,228	-556,112	
Total changes that relate to future service	12,466,459	-1,878,811	-217,891	0	-11,897,505	-12,115,396	-1,527,749	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services	0	0	397,209	0	7,083,368	7,480,577	7,480,577	
Release of the risk adjustment for non-financial risk	0	2,526,702	0	0	0	0	2,526,702	
Experience adjustment	2,181,479	0	0	0	0	0	2,181,479	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	2,181,479	2,526,702	397,209	0	7,083,368	7,480,577	12,188,759	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	7,823,049	567,214	0	0	0	0	8,390,264	
Total changes that relate to past service	7,823,049	567,214	0	0	0	0	8,390,264	
Insurance service result	22,470,987	1,215,105	179,318	0	-4,814,137	-4,634,819	19,051,274	
Net insurance finance income/expenses	2,088,013	491,977	-10,617	0	31,804	21,187	2,601,177	
Cash flows	-20,358,255	0	0	0	0	0	-20,358,255	
Premiums received for insurance contracts issued	-32,211,346	0	0	0	0	0	-32,211,346	
Claims and other insurance service expenses paid, including investment components	6,325,957	0	0	0	0	0	6,325,957	
Insurance acquisition cash flows	5,527,134	0	0	0	0	0	5,527,134	
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-25,573,799	-5,589,997	-617,898	0	-14,742,403	-15,360,300	-46,524,097	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-25,573,799	-5,589,997	-617,898	0	-14,742,403	-15,360,300	-46,524,097	

in EUR

GENERAL MODEL (BBA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-562,136,636	-15,674,852	-25,301,114	-8,746,590	-57,911,248	-91,958,952	-669,770,440	
Insurance contract assets	60,989,285	-6,625,874	-9,866,325	-35	-38,425,524	-48,291,885	6,071,526	
Insurance contract liabilities	-623,125,921	-9,048,978	-15,434,789	-8,746,555	-19,485,723	-43,667,068	-675,841,966	
Changes in profit or loss and/or other comprehensive income	-656,228	-3,104,370	2,471,751	-162,967	-21,243,498	-18,934,714	-22,695,313	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	23,674,314	-2,325,600	-2,334,936	-795,779	-21,352,858	-24,483,574	-3,134,860	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	5,266,670	1,083,676	0	-126,913	-16,882	-143,795	6,206,551	
Effects of contracts initially recognised in the period	13,314,290	-2,332,430	0	0	-11,940,747	-11,940,747	-958,888	
Total changes that relate to future service	42,255,273	-3,574,354	-2,334,936	-922,692	-33,310,487	-36,568,116	2,112,803	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services	0	0	5,041,790	1,454,041	8,914,523	15,410,353	15,410,353	
Release of the risk adjustment for non-financial risk	0	72,889	0	0	0	0	72,889	
Experience adjustment	-5,160,943	0	0	0	0	0	-5,160,943	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	-5,160,943	72,889	5,041,790	1,454,041	8,914,523	15,410,353	10,322,299	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	-209,559	1,577,299	0	0	0	0	1,367,740	
Total changes that relate to past service	-209,559	1,577,299	0	0	0	0	1,367,740	
Insurance service result	36,884,771	-1,924,166	2,706,854	531,348	-24,395,965	-21,157,763	13,802,842	
Net insurance finance income/expenses	-37,540,999	-1,180,205	-235,102	-694,315	3,152,466	2,223,048	-36,498,155	
Cash flows	37,413,603	0	0	0	0	0	37,413,603	
Premiums received for insurance contracts issued	-83,173,821	0	0	0	0	0	-83,173,821	
Claims and other insurance service expenses paid, including investment components	109,997,231	0	0	0	0	0	109,997,231	
Insurance acquisition cash flows	10,590,192	0	0	0	0	0	10,590,192	
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-525,379,261	-18,779,222	-22,829,363	-8,909,557	-79,154,746	-110,893,667	-655,052,150	
Insurance contract assets	91,393,420	-10,955,818	-10,278,596	-22	-59,963,999	-70,242,617	10,194,985	
Insurance contract liabilities	-616,772,681	-7,823,404	-12,550,767	-8,909,536	-19,190,747	-40,651,050	-665,247,135	

in EUR

GENERAL MODEL (BBA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-727,020,031	-18,577,725	-28,535,478	0	-44,161,189	-72,696,667	-818,294,423	
Insurance contract assets	56,133,081	-6,505,990	-9,657,790	0	-25,693,900	-35,351,690	14,275,401	
Insurance contract liabilities	-783,153,112	-12,071,735	-18,877,688	0	-18,467,289	-37,344,977	-832,569,824	
Changes in profit or loss and/or other comprehensive income	139,883,596	2,902,873	3,234,364	-8,746,590	-13,750,059	-19,262,285	123,524,183	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	-348,722	124,195	548,033	3,000,861	718,436	4,267,330	4,042,803	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	-664,453	-64,772	-15,220	-2,157,268	-34,892	-2,207,380	-2,936,605	
Effects of contracts initially recognised in the period	10,286,053	-1,982,457	0	0	-9,575,743	-9,575,743	-1,272,147	
Total changes that relate to future service	9,272,878	-1,923,034	532,813	843,593	-8,892,199	-7,515,793	-165,949	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services	0	0	5,837,544	760,544	7,305,165	13,903,253	13,903,253	
Release of the risk adjustment for non-financial risk	0	265,837	0	0	0	0	265,837	
Experience adjustment	-7,159,625	0	0	0	0	0	-7,159,625	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	-7,159,625	265,837	5,837,544	760,544	7,305,165	13,903,253	7,009,466	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	239,815	1,515,118	0	0	0	0	1,754,934	
Total changes that relate to past service	239,815	1,515,118	0	0	0	0	1,754,934	
Insurance service result	2,353,068	-142,078	6,370,356	1,604,137	-1,587,033	6,387,461	8,598,451	
Net insurance finance income/expenses	137,530,528	3,044,951	-3,135,992	-10,350,728	-12,163,026	-25,649,746	114,925,733	
Cash flows	24,999,799	0	0	0	0	0	24,999,799	
Premiums received for insurance contracts issued	-84,344,028	0	0	0	0	0	-84,344,028	
Claims and other insurance service expenses paid, including investment components	99,321,815	0	0	0	0	0	99,321,815	
Insurance acquisition cash flows	10,022,013	0	0	0	0	0	10,022,013	
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-562,136,636	-15,674,852	-25,301,114	-8,746,590	-57,911,248	-91,958,952	-669,770,440	
Insurance contract assets	60,989,285	-6,625,874	-9,866,325	-35	-38,425,524	-48,291,885	6,071,526	
Insurance contract liabilities	-623,125,921	-9,048,978	-15,434,789	-8,746,555	-19,485,723	-43,667,068	-675,841,966	

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2023	-384,147,781	-8,485,625	-19,001,306	-144	-49,323,751	-68,325,201	-460,958,607	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-384,147,781	-8,485,625	-19,001,306	-144	-49,323,751	-68,325,201	-460,958,607	
Changes in profit or loss and/or other comprehensive income	-2,090,305	-3,872,873	-3,526,094	-831,308	-26,066,030	-30,423,432	-36,386,610	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	31,820,827	-3,197,271	-7,051,402	-1,027,817	-18,428,240	-26,507,459	2,116,096	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	2,210,337	-152,587	0	0	-82	-82	2,057,668	
Effects of contracts initially recognised in the period	16,052,480	-1,695,312	0	0	-14,518,820	-14,518,820	-161,652	
Total changes that relate to future service	50,083,643	-5,045,170	-7,051,402	-1,027,817	-32,947,141	-41,026,360	4,012,113	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services service provided	0	0	3,525,308	196,509	6,881,111	10,602,928	10,602,928	
Release of the risk adjustment for non-financial risk	0	475,820	0	0	0	0	475,820	
Experience adjustment	-5,528,913	0	0	0	0	0	-5,528,913	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	-5,528,913	475,820	3,525,308	196,509	6,881,111	10,602,928	5,549,835	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	-115,939	719,457	0	0	0	0	603,519	
Total changes that relate to past service	-115,939	719,457	0	0	0	0	603,519	
Insurance service result	44,438,791	-3,849,892	-3,526,094	-831,308	-26,066,030	-30,423,432	10,165,467	
Net insurance finance income/expenses	-46,529,096	-22,981	0	0	0	0	-46,552,077	
Cash flows	-34,500,217	0	0	0	0	0	-34,500,217	
Premiums received for insurance contracts issued	-114,614,716	0	0	0	0	0	-114,614,716	
Claims and other insurance service expenses paid, including investment components	65,991,432	0	0	0	0	0	65,991,432	
Insurance acquisition cash flows	14,123,067	0	0	0	0	0	14,123,067	
Closing balance of net insurance contract assets/liabilities as at 31 December 2023	-420,738,303	-12,358,498	-22,527,400	-831,453	-75,389,780	-98,748,633	-531,845,434	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-420,738,303	-12,358,498	-22,527,400	-831,453	-75,389,780	-98,748,633	-531,845,434	

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE							TOTAL
	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	Contractual service margin				Total Contractual service margin	
			Contracts under the modified retrospective approach	Contracts under the fair value approach	Other contracts			
Opening balance of net insurance contract assets/liabilities as at 1 January 2022	-434,183,072	-9,001,844	-22,042,764	0	-44,258,437	-66,301,201	-509,486,117	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-434,183,072	-9,001,844	-22,042,764	0	-44,258,437	-66,301,201	-509,486,117	
Changes in profit or loss and/or other comprehensive income	81,984,872	516,218	3,041,458	-144	-5,065,313	-2,023,999	80,477,091	
Changes that relate to future service								
Changes in estimates that adjust the contractual service margin	-19,358,813	1,180,246	-265,957	1,644,769	6,430,395	7,809,206	-10,369,361	
Changes in estimates that do not adjust the contractual service margin, i.e. losses on groups of onerous contracts and reversals of such losses	1,155,950	-489	0	-1,644,967	-42,466	-1,687,433	-531,972	
Effects of contracts initially recognised in the period	18,108,418	-1,809,620	0	0	-16,324,822	-16,324,822	-26,024	
Total changes that relate to future service	-94,446	-629,863	-265,957	-198	-9,936,893	-10,203,049	-10,927,357	
Changes that relate to current service								
Contractual service margin recognised in profit or loss to reflect the transfer of services service provided	0	0	3,307,415	54	4,871,580	8,179,049	8,179,049	
Release of the risk adjustment for non-financial risk	0	603,644	0	0	0	0	603,644	
Experience adjustment	7,828,786	0	0	0	0	0	7,828,786	
Income related to policyholder tax expense	0	0	0	0	0	0	0	
Total changes that relate to current service	7,828,786	603,644	3,307,415	54	4,871,580	8,179,049	16,611,479	
Changes that relate to past service								
Changes in fulfillment cash flows that relate to incurred claims	327,077	528,178	0	0	0	0	855,255	
Total changes that relate to past service	327,077	528,178	0	0	0	0	855,255	
Insurance service result	8,061,417	501,960	3,041,458	-144	-5,065,313	-2,023,999	6,539,378	
Net insurance finance income/expenses	73,923,455	14,259	0	0	0	0	73,937,714	
Cash flows	-31,949,581	0	0	0	0	0	-31,949,581	
Premiums received for insurance contracts issued	-102,655,230	0	0	0	0	0	-102,655,230	
Claims and other insurance service expenses paid, including investment components	57,356,506	0	0	0	0	0	57,356,506	
Insurance acquisition cash flows	13,349,143	0	0	0	0	0	13,349,143	
Closing balance of net insurance contract assets/liabilities as at 31 December 2022	-384,147,781	-8,485,625	-19,001,306	-144	-49,323,751	-68,325,201	-460,958,607	
Insurance contract assets	0	0	0	0	0	0	0	
Insurance contract liabilities	-384,147,781	-8,485,625	-19,001,306	-144	-49,323,751	-68,325,201	-460,958,607	

3.1.6 The effects of insurance contracts for which initial recognition was carried out in the period and which are not measured according to the premium allocation approach (PAA)

The effects of the Triglav Group's insurance contracts for which initial recognition was carried out in 2023 and which are not measured according to the premium allocation approach

in EUR

GENERAL MODEL (BBA)	NON-LIFE			LIFE			HEALTH			TOTAL		
	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total
	Profitable	Onerous		Profitable	Onerous		Profitable	Onerous		Profitable	Onerous	
Estimates of the present value of future cash outflows	12,415,023	6,092,958	18,507,981	58,741,939	17,438,460	76,180,399	218,904	3,845,819	4,064,723	71,375,866	27,377,237	98,753,103
Incurred claims and other incurred insurance service expenses	9,655,666	4,022,620	13,678,286	43,009,886	14,295,150	57,305,036	217,032	3,172,069	3,389,101	52,882,584	21,489,839	74,372,423
Insurance acquisition cash flows	2,759,357	2,070,338	4,829,695	15,732,053	3,143,310	18,875,363	1,872	673,750	675,622	18,493,282	5,887,398	24,380,680
Estimates of the present value of future cash inflows	-20,702,785	-5,911,099	-26,613,884	-79,352,392	-14,407,609	-93,760,001	-277,275	-2,779,408	-3,056,683	-100,332,452	-23,098,116	-123,430,568
Risk adjustment for non-financial risk	1,946,698	841,751	2,788,449	2,446,831	265,823	2,712,654	29,364	463,338	492,702	4,422,893	1,570,912	5,993,805
Contractual service margin	6,341,064	0	6,341,064	18,163,622	0	18,163,622	29,007	0	29,007	24,533,693	0	24,533,693
Total liability on initial recognition	0	1,023,610	1,023,610	0	3,296,674	3,296,674	0	1,529,749	1,529,749	0	5,850,033	5,850,033

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE		
	Profitable	Onerous	Total
Estimates of the present value of future cash outflows	101,873,430	13,484,604	115,358,034
Incurred claims and other incurred insurance service expenses	89,260,554	11,536,083	100,796,637
Insurance acquisition cash flows	12,612,876	1,948,521	14,561,397
Estimates of the present value of future cash inflows	-121,440,141	-13,429,648	-134,869,789
Risk adjustment for non-financial risk	1,765,745	67,626	1,833,371
Contractual service margin	17,800,965	0	17,800,965
Total liability on initial recognition	-1	122,582	122,581

The effects of the Triglav Group's insurance contracts for which initial recognition was carried out in 2022 and which are not measured according to the premium allocation approach

in EUR

GENERAL MODEL (BBA)	NON-LIFE			LIFE			HEALTH			TOTAL		
	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total
	Profitable	Onerous		Profitable	Onerous		Profitable	Onerous		Profitable	Onerous	
Estimates of the present value of future cash outflows	39,764,905	0	39,764,905	39,405,445	6,679,369	46,084,814	166,964	4,723,523	4,890,486	79,337,313	11,402,892	90,740,205
Incurred claims and other incurred insurance service expenses	25,190,501	0	25,190,501	28,926,216	6,422,523	35,348,738	117,137	4,089,343	4,206,480	54,233,854	10,511,866	64,745,720
Insurance acquisition cash flows	14,574,404	0	14,574,404	10,479,229	256,847	10,736,076	49,827	634,179	684,006	25,103,460	891,026	25,994,486
Estimates of the present value of future cash inflows	-51,007,776	556,112	-50,451,664	-51,014,621	-5,568,466	-56,583,087	-244,498	-2,859,988	-3,104,486	-102,266,896	-7,872,342	-110,139,238
Risk adjustment for non-financial risk	1,433,299	0	1,433,299	1,849,306	161,244	2,010,550	10,729	559,632	570,361	3,293,334	720,876	4,014,210
Contractual service margin	9,809,573	0	9,809,573	9,759,870	0	9,759,870	66,805	0	66,805	19,636,249	0	19,636,249
Total liability on initial recognition	0	556,112	556,112	0	1,272,147	1,272,147	0	2,423,167	2,423,167	0	4,251,426	4,251,426

in EUR

VARIABLE FEE APPROACH (VFA)	LIFE		Total
	Profitable	Onerous	
Estimates of the present value of future cash outflows	119,169,078	3,968,547	123,137,625
Incurred claims and other incurred insurance service expenses	105,955,787	3,405,563	109,361,350
Insurance acquisition cash flows	13,213,291	562,984	13,776,276
Estimates of the present value of future cash inflows	-137,284,326	-3,961,717	-141,246,043
Risk adjustment for non-financial risk	1,790,426	19,193	1,809,620
Contractual service margin	16,324,822	0	16,324,822
Total liability on initial recognition	0	26,024	26,024

The effects of Zavarovalnica Triglav's insurance contracts for which initial recognition was carried out in 2023 and which are not measured according to the premium allocation approach

in EUR

CONTRACTS MEASURED UNDER THE GENERAL MODEL (BBA)	NON-LIFE			LIFE			TOTAL		
	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total
	Profitable	Onerous		Profitable	Onerous		Profitable	Onerous	
Estimates of the present value of future cash outflows	11,888,945	6,092,959	17,981,904	39,894,992	6,515,898	46,410,890	51,783,937	12,608,857	64,392,794
Incurred claims and other incurred insurance service expenses	9,394,234	4,022,620	13,416,855	28,763,909	6,325,862	35,089,771	38,158,143	10,348,482	48,506,625
Insurance acquisition cash flows	2,494,711	2,070,338	4,565,049	11,131,083	190,036	11,321,119	13,625,794	2,260,374	15,886,168
Estimates of the present value of future cash inflows	-20,018,132	-5,911,099	-25,929,230	-54,012,004	-5,713,175	-59,725,179	-74,030,136	-11,624,274	-85,654,410
Risk adjustment for non-financial risk	1,930,676	841,751	2,772,427	2,176,265	156,165	2,332,430	4,106,941	997,916	5,104,857
Contractual service margin	6,198,511	0	6,198,511	11,940,747	0	11,940,747	18,139,258	0	18,139,258
Total liability on initial recognition	0	1,023,611	1,023,611	0	958,888	958,888	0	1,982,499	1,982,499

in EUR

CONTRACTS MEASURED UNDER THE VARIABLE FEE APPROACH (VFA)	LIFE		
	Contracts issued		Total
	Profitable	Onerous	
Estimates of the present value of future cash outflows	100,629,028	13,402,262	114,031,290
Incurred claims and other incurred insurance service expenses	88,751,160	11,459,653	100,210,813
Insurance acquisition cash flows	11,877,868	1,942,609	13,820,477
Estimates of the present value of future cash inflows	-116,775,973	-13,307,797	-130,083,770
Risk adjustment for non-financial risk	1,628,126	67,186	1,695,312
Contractual service margin	14,518,820	0	14,518,820
Total liability on initial recognition	0	161,652	161,652

The effects of Zavarovalnica Triglav's insurance contracts for which initial recognition was carried out in 2022 and which are not measured according to the premium allocation approach

in EUR

CONTRACTS MEASURED UNDER THE GENERAL MODEL (BBA)	NON-LIFE			LIFE			TOTAL		
	Contracts issued		Total	Contracts issued		Total	Contracts issued		Total
	Profitable	Onerous		Profitable	Onerous		Profitable	Onerous	
Estimates of the present value of future cash outflows	21,334,906	0	21,334,906	36,504,330	6,679,369	43,183,699	57,839,236	6,679,369	64,518,605
Incurred claims and other incurred insurance service expenses	15,990,325	0	15,990,325	26,224,557	6,422,523	32,647,079	42,214,882	6,422,523	48,637,404
Insurance acquisition cash flows	5,344,581	0	5,344,581	10,279,773	256,847	10,536,620	15,624,354	256,847	15,881,201
Estimates of the present value of future cash inflows	-29,655,871	556,112	-29,099,759	-47,901,286	-5,568,466	-53,469,752	-77,557,156	-5,012,354	-82,569,511
Risk adjustment for non-financial risk	880,737	0	880,737	1,821,213	161,244	1,982,457	2,701,950	161,244	2,863,194
Contractual service margin	7,440,228	0	7,440,228	9,575,743	0	9,575,743	17,015,971	0	17,015,971
Total liability on initial recognition	0	556,112	556,112	0	1,272,147	1,272,147	0	1,828,259	1,828,259

in EUR

CONTRACTS MEASURED UNDER THE VARIABLE FEE APPROACH (VFA)	LIFE		
	Contracts issued		Total
	Profitable	Onerous	
Estimates of the present value of future cash outflows	119,169,078	3,968,547	123,137,625
Incurred claims and other incurred insurance service expenses	105,955,787	3,405,563	109,361,350
Insurance acquisition cash flows	13,213,291	562,984	13,776,276
Estimates of the present value of future cash inflows	-137,284,326	-3,961,717	-141,246,043
Risk adjustment for non-financial risk	1,790,426	19,193	1,809,620
Contractual service margin	16,324,822	0	16,324,822
Total liability on initial recognition	0	26,024	26,024

3.1.7 Presentation of the expected release of the contractual service margin

Presentation of the expected release of the contractual service margin of the Triglav Group

								in EUR
NET INSURANCE CONTRACT ASSETS AS AT 31 DECEMBER 2023	< 1 year	1–2 years	2–3 years	3–4 years	4–5 years	5–10 years	> 10 years	TOTAL
Non-life insurance contracts								
General model (BBA)	7,602,267	3,976,282	1,742,570	1,123,522	714,900	1,260,773	277,040	16,697,354
Life insurance contracts								
General model (BBA)	16,280,532	13,841,152	11,914,103	10,247,785	8,819,200	30,148,660	30,488,520	121,739,952
Variable fee approach (VFA)	11,083,623	10,419,020	9,732,445	8,975,336	8,204,325	29,952,660	21,549,506	99,916,915
Total life insurance contracts	27,364,155	24,260,172	21,646,548	19,223,121	17,023,525	60,101,320	52,038,026	221,656,867
Health insurance contracts								
General model (BBA)	51,492	22,618	12,460	6,091	0	0	0	92,661
Total	35,017,914	28,259,072	23,401,578	20,352,734	17,738,425	61,362,093	52,315,066	238,446,882

								in EUR
NET INSURANCE CONTRACT ASSETS AS AT 31 DECEMBER 2022	< 1 year	1–2 years	2–3 years	3–4 years	4–5 years	5–10 years	> 10 years	TOTAL
Non-life insurance contracts								
General model (BBA)	6,194,778	4,304,898	2,818,303	964,662	616,156	1,071,887	233,915	16,204,600
Life insurance contracts								
General model (BBA)	14,308,931	11,967,124	10,157,758	8,690,075	7,393,800	24,298,760	23,412,149	100,228,597
Variable fee approach (VFA)	8,352,679	7,601,365	6,904,715	6,277,524	5,663,997	20,332,383	14,772,110	69,904,773
Total life insurance contracts	22,661,610	19,568,489	17,062,473	14,967,599	13,057,797	44,631,143	38,184,259	170,133,370
Health insurance contracts								
General model (BBA)	39,525	39,651	12,565	1,577	0	0	0	93,318
Total	28,895,913	23,913,039	19,893,341	15,933,838	13,673,953	45,703,030	38,418,175	186,431,288

Presentation of the expected release of the contractual service margin of Zavarovalnica Triglav

	in EUR							
NET INSURANCE CONTRACT ASSETS AS AT 31 DECEMBER 2023	< 1 year	1–2 years	2–3 years	3–4 years	4–5 years	5–10 years	> 10 years	TOTAL
Life insurance								
General model (BBA)	13,760,903	12,064,696	10,504,904	9,136,112	7,963,361	28,129,189	29,334,501	110,893,667
Variable fee approach (VFA)	10,944,029	10,301,626	9,627,865	8,881,794	8,120,187	29,640,817	21,232,314	98,748,633
Total life insurance	24,704,932	22,366,323	20,132,769	18,017,906	16,083,549	57,770,006	50,566,815	209,642,300
Non-life insurance								
General model (BBA)	7,344,341	3,760,276	1,568,947	991,442	624,208	1,165,997	276,996	15,732,207
Total non-life insurance	7,344,341	3,760,276	1,568,947	991,442	624,208	1,165,997	276,996	15,732,207

	in EUR							
NET INSURANCE CONTRACT ASSETS AS AT 31 DECEMBER 2022	< 1 year	1–2 years	2–3 years	3–4 years	4–5 years	5–10 years	> 10 years	TOTAL
Life insurance								
General model (BBA)	12,504,848	10,707,845	9,146,523	7,879,247	6,753,906	22,597,699	22,368,883	91,958,952
Variable fee approach (VFA)	8,152,039	7,429,061	6,754,817	6,147,267	5,550,286	19,941,370	14,350,361	68,325,201
Total life insurance	20,656,887	18,136,906	15,901,340	14,026,514	12,304,192	42,539,069	36,719,244	160,284,153
Non-life insurance								
General model (BBA)	5,991,040	4,129,793	2,672,527	848,424	528,677	956,159	233,680	15,360,300
Total non-life insurance	5,991,040	4,129,793	2,672,527	848,424	528,677	956,159	233,680	15,360,300

3.1.8 Claims development

Non-life claims development of the Triglav Group

	Year of occurrence										in EUR
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	TOTAL
Cumulative estimate of gross claims											
– at the end of year of occurrence	-567,556	-58,455,843	-35,833,868	-43,927,705	-44,507,608	-172,198,265	-141,468,543	-635,574,407	-839,297,231	-1,162,941,276	
– 1 year after year of occurrence	-540,971	-53,589,151	-37,924,601	-44,534,436	-45,004,584	-166,087,534	-259,698,565	-671,548,403	-849,541,692	0	
– 2 years after year of occurrence	-538,139	-52,327,914	-37,415,490	-44,981,097	-45,409,491	-220,440,577	-245,066,199	-648,530,014	0	0	
– 3 years after year of occurrence	-530,139	-52,095,752	-37,811,797	-45,365,942	-75,319,185	-211,718,805	-242,226,611	0	0	0	
– 4 years after year of occurrence	-526,981	-51,893,842	-38,477,763	-65,606,209	-71,974,859	-211,496,491	0	0	0	0	
– 5 years after year of occurrence	-502,324	-53,332,768	-145,359,562	-64,155,918	-63,593,179	0	0	0	0	0	
– 6 years after year of occurrence	-499,274	-54,055,766	-136,898,686	-67,116,491	0	0	0	0	0	0	
– 7 years after year of occurrence	-7,688,002	-52,550,683	-129,421,917	0	0	0	0	0	0	0	
– 8 years after year of occurrence	-8,360,100	-52,244,719	0	0	0	0	0	0	0	0	
– 9 years after year of occurrence	-8,134,689	0	0	0	0	0	0	0	0	0	
Cumulative payments up to the balance sheet date	-4,179,423	-47,298,780	-45,445,782	-49,976,745	-51,832,069	-167,607,021	-189,275,188	-556,193,296	-723,303,046	-695,470,155	
Gross liabilities	-3,955,266	-4,945,939	-83,976,135	-17,139,746	-11,761,110	-43,889,470	-52,951,423	-92,336,718	-126,238,646	-467,471,121	-904,665,574
Gross liabilities of previous years											28,486
Discounting effect											78,283,362
Gross liabilities for incurred claims included in the financial statements											-826,353,726

in EUR

	Year of occurrence										TOTAL
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	
Cumulative estimate of net claims											
– at the end of year of occurrence	-567,556	-58,455,843	-34,981,866	-43,664,638	-44,332,108	-157,657,108	-117,142,326	-556,863,069	-756,284,366	-903,896,788	
– 1 year after year of occurrence	-540,971	-52,156,273	-35,674,949	-44,147,550	-44,851,030	-150,925,899	-197,287,681	-557,947,644	-744,288,118	0	
– 2 years after year of occurrence	-538,139	-50,992,064	-35,023,721	-44,633,667	-45,257,590	-192,669,080	-186,602,429	-546,086,949	0	0	
– 3 years after year of occurrence	-530,139	-50,043,400	-35,419,021	-44,978,043	-68,537,483	-184,331,444	-175,097,058	0	0	0	
– 4 years after year of occurrence	-526,981	-49,856,975	-36,084,311	-61,539,251	-65,122,709	-182,569,681	0	0	0	0	
– 5 years after year of occurrence	-502,324	-51,281,385	-140,010,238	-60,808,755	-57,187,891	0	0	0	0	0	
– 6 years after year of occurrence	-499,274	-48,970,334	-132,897,016	-63,554,911	0	0	0	0	0	0	
– 7 years after year of occurrence	11,488,752	-48,203,099	-124,839,722	0	0	0	0	0	0	0	
– 8 years after year of occurrence	4,826,953	-48,177,698	0	0	0	0	0	0	0	0	
– 9 years after year of occurrence	6,180,706	0	0	0	0	0	0	0	0	0	
Cumulative payments up to the balance sheet date	1,110,053	-44,673,602	-41,486,164	-48,060,465	-47,370,693	-147,864,669	-145,037,999	-500,218,607	-662,131,618	-628,713,850	
Net liabilities	5,070,653	-3,504,096	-83,353,558	-15,494,446	-9,817,198	-34,705,012	-30,059,059	-45,868,342	-82,156,500	-275,182,938	-575,070,496
Net liabilities of previous years											28,486
Discounting effect											67,209,626
Net liabilities for incurred claims included in the financial statements											-507,832,384

Life claims development of the Triglav Group

	Year of occurrence										in EUR
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	TOTAL
Cumulative estimate of gross claims											
– at the end of year of occurrence	-13,258,710	-14,386,984	-21,735,265	-53,276,639	-36,435,931	-44,875,116	-58,246,631	-99,980,619	-180,350,217	-202,425,113	
– 1 year after year of occurrence	-13,258,710	-13,678,534	-20,280,430	-52,247,037	-34,960,623	-42,676,670	-86,120,578	-99,024,624	-179,373,218	0	
– 2 years after year of occurrence	-13,346,636	-13,599,658	-20,064,387	-51,805,207	-34,452,877	-76,096,393	-85,543,861	-98,642,222	0	0	
– 3 years after year of occurrence	-13,390,813	-13,615,224	-19,898,607	-51,736,461	-66,986,906	-75,896,050	-85,733,013	0	0	0	
– 4 years after year of occurrence	-13,424,985	-13,608,409	-19,918,903	-97,127,331	-66,999,207	-76,125,268	0	0	0	0	
– 5 years after year of occurrence	-13,456,782	-13,637,568	-37,502,281	-97,111,029	-67,173,465	0	0	0	0	0	
– 6 years after year of occurrence	-13,487,784	-30,173,319	-37,528,413	-97,158,868	0	0	0	0	0	0	
– 7 years after year of occurrence	-29,812,645	-30,173,020	-37,581,335	0	0	0	0	0	0	0	
– 8 years after year of occurrence	-29,821,100	-30,205,274	0	0	0	0	0	0	0	0	
– 9 years after year of occurrence	-29,836,495	0	0	0	0	0	0	0	0	0	
Cumulative payments up to the balance sheet date	-29,674,351	-30,020,909	-37,197,300	-96,722,022	-66,706,027	-75,413,736	-84,607,815	-96,442,842	-174,461,382	-177,939,429	
Gross liabilities	-162,144	-184,365	-384,035	-436,846	-467,438	-711,532	-1,125,198	-2,199,380	-4,911,836	-24,485,684	-35,068,458
Gross liabilities of previous years											-236,849
Discounting effect											824,713
Gross liabilities for incurred claims included in the financial statements											-34,480,594

in EUR

	Year of occurrence										TOTAL	
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023		
Cumulative estimate of net claims												
– at the end of year of occurrence	-13,258,710	-14,386,984	-21,735,265	-53,276,639	-36,435,931	-44,717,234	-57,790,696	-98,731,174	-179,558,644	-201,333,933		
– 1 year after year of occurrence	-13,258,710	-13,678,534	-20,280,430	-52,247,037	-34,960,623	-42,676,670	-85,871,846	-98,240,416	-178,417,868	0		
– 2 years after year of occurrence	-13,346,636	-13,599,658	-20,064,387	-51,805,207	-34,452,877	-76,096,393	-85,285,704	-97,845,237	0	0		
– 3 years after year of occurrence	-13,390,813	-13,615,224	-19,898,607	-51,736,461	-66,986,906	-75,896,050	-85,459,365	0	0	0		
– 4 years after year of occurrence	-13,424,985	-13,608,409	-19,918,903	-97,127,331	-66,999,207	-76,125,268	0	0	0	0		
– 5 years after year of occurrence	-13,456,782	-13,637,568	-37,502,281	-97,111,029	-67,173,465	0	0	0	0	0		
– 6 years after year of occurrence	-13,487,784	-30,173,319	-37,528,413	-97,158,868	0	0	0	0	0	0		
– 7 years after year of occurrence	-29,812,645	-30,173,020	-37,581,335	0	0	0	0	0	0	0		
– 8 years after year of occurrence	-29,821,100	-30,205,274	0	0	0	0	0	0	0	0		
– 9 years after year of occurrence	-29,836,495	0	0	0	0	0	0	0	0	0		
Cumulative payments up to the balance sheet date	-29,674,351	-30,020,909	-37,197,300	-96,722,022	-66,706,027	-75,413,736	-84,344,664	-95,645,857	-173,523,799	-177,211,306		
Net liabilities	-162,144	-184,365	-384,035	-436,846	-467,438	-711,532	-1,114,701	-2,199,380	-4,894,069	-24,122,627		-34,677,137
Net liabilities of previous years												-236,849
Discounting effect												820,401
Net liabilities for incurred claims included in the financial statements												-34,093,585

Non-life claims development of Zavarovalnica Triglav

	Year of occurrence										in EUR
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	TOTAL
Cumulative estimate of gross claims											
– at the end of year of occurrence	-567,556	-1,854,864	-2,733,651	-3,151,844	-3,609,490	-4,005,585	-4,285,339	-263,906,230	-429,712,110	-654,217,821	
– 1 year after year of occurrence	-540,971	-2,002,500	-3,024,020	-4,079,514	-5,211,302	-5,887,283	-68,708,618	-287,303,682	-430,243,107	0	
– 2 years after year of occurrence	-538,139	-1,978,188	-2,920,846	-3,844,517	-4,983,052	-37,469,492	-66,265,750	-269,913,712	0	0	
– 3 years after year of occurrence	-530,139	-1,902,410	-2,819,719	-3,705,027	-24,004,466	-33,716,329	-59,814,815	0	0	0	
– 4 years after year of occurrence	-526,981	-1,869,136	-2,761,587	-20,517,526	-22,131,127	-34,588,301	0	0	0	0	
– 5 years after year of occurrence	-502,324	-1,838,694	-107,573,196	-20,054,018	-14,755,413	0	0	0	0	0	
– 6 years after year of occurrence	-499,274	-1,823,988	-99,164,171	-22,685,995	0	0	0	0	0	0	
– 7 years after year of occurrence	-480,230	-1,669,520	-92,161,467	0	0	0	0	0	0	0	
– 8 years after year of occurrence	-773,718	-1,548,348	0	0	0	0	0	0	0	0	
– 9 years after year of occurrence	-592,370	0	0	0	0	0	0	0	0	0	
Cumulative payments up to the balance sheet date	-601,513	-1,554,546	-10,127,110	-8,251,839	-8,138,407	-16,467,586	-38,563,719	-206,483,470	-341,404,359	-368,210,522	
Gross liabilities	9,143	6,198	-82,034,357	-14,434,156	-6,617,006	-18,120,715	-21,251,096	-63,430,242	-88,838,748	-286,007,299	-580,718,279
Gross liabilities of previous years											28,486
Discounting effect											61,106,400
Gross liabilities for incurred claims included in the financial statements											-519,583,393

in EUR

	Year of occurrence										TOTAL	
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023		
Cumulative estimate of net claims												
– at the end of year of occurrence	-567,556	-1,854,864	-2,733,651	-3,151,844	-3,609,490	-4,005,585	-4,285,339	-197,181,096	-365,706,832	-422,076,418		
– 1 year after year of occurrence	-540,971	-2,002,500	-3,024,020	-4,079,514	-5,211,302	-5,887,283	-34,653,393	-184,315,448	-343,481,883	0		
– 2 years after year of occurrence	-538,139	-1,978,188	-2,920,846	-3,844,517	-4,983,052	-24,139,739	-28,227,465	-177,896,911	0	0		
– 3 years after year of occurrence	-530,139	-1,902,410	-2,819,719	-3,705,027	-13,913,150	-19,689,445	-23,973,843	0	0	0		
– 4 years after year of occurrence	-526,981	-1,869,136	-2,761,587	-17,617,102	-12,563,539	-20,529,873	0	0	0	0		
– 5 years after year of occurrence	-502,324	-1,838,694	-104,754,063	-16,853,935	-6,380,933	0	0	0	0	0		
– 6 years after year of occurrence	-499,274	243,576	-97,325,340	-20,803,393	0	0	0	0	0	0		
– 7 years after year of occurrence	-281,234	-321,480	-90,600,484	0	0	0	0	0	0	0		
– 8 years after year of occurrence	-442,156	-695,651	0	0	0	0	0	0	0	0		
– 9 years after year of occurrence	796,055	0	0	0	0	0	0	0	0	0		
Cumulative payments up to the balance sheet date	-453,030	-1,150,741	-5,681,031	-6,803,850	-2,204,198	-3,888,698	-13,447,749	-162,321,780	-305,266,602	-305,813,692		
Net liabilities	1,249,086	455,090	-84,919,452	-13,999,543	-4,176,735	-16,641,175	-10,526,094	-15,575,132	-38,215,281	-116,262,726	-298,611,963	
Net liabilities of previous years											8,726,131	
Discounting effect											50,733,006	
Net liabilities for incurred claims included in the financial statements											-239,152,826	

Life claims development of Zavarovalnica Triglav

	Year of occurrence										in EUR
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	TOTAL
Cumulative estimate of net claims											
– at the end of year of occurrence	-13,258,710	-14,386,984	-21,647,714	-52,592,395	-33,459,027	-39,599,423	-49,550,045	-87,637,062	-159,785,854	-179,972,130	
– 1 year after year of occurrence	-13,258,710	-13,678,534	-20,232,266	-51,586,961	-32,203,398	-37,415,710	-76,465,375	-85,847,606	-157,764,063	0	
– 2 years after year of occurrence	-13,346,636	-13,599,658	-20,022,748	-51,163,571	-31,737,178	-70,858,274	-75,807,034	-85,243,559	0	0	
– 3 years after year of occurrence	-13,390,813	-13,615,224	-19,859,824	-51,096,161	-64,199,193	-70,646,080	-75,858,750	0	0	0	
– 4 years after year of occurrence	-13,424,985	-13,608,409	-19,880,634	-96,446,139	-64,211,232	-70,830,437	0	0	0	0	
– 5 years after year of occurrence	-13,456,782	-13,637,568	-37,427,115	-96,397,582	-64,392,599	0	0	0	0	0	
– 6 years after year of occurrence	-13,487,784	-30,139,837	-37,425,558	-96,460,959	0	0	0	0	0	0	
– 7 years after year of occurrence	-29,796,316	-30,125,684	-37,481,286	0	0	0	0	0	0	0	
– 8 years after year of occurrence	-29,811,982	-30,169,037	0	0	0	0	0	0	0	0	
– 9 years after year of occurrence	-29,828,766	0	0	0	0	0	0	0	0	0	
Cumulative payments up to the balance sheet date	-29,675,429	-30,017,834	-37,144,076	-96,058,612	-63,958,612	-70,173,594	-74,806,382	-83,192,232	-153,164,749	-157,750,360	
Net liabilities	-153,337	-151,203	-337,210	-402,347	-433,987	-656,843	-1,052,367	-2,051,327	-4,599,314	-22,221,770	-32,059,706
Net liabilities of previous years											-173,630
Discounting effect											784,920
Net liabilities for incurred claims included in the financial statements											-31,448,416

3.2 Reinsurance business

3.2.1 Assumptions and accounting estimates used in the valuation of reinsurance contracts

The Group's reinsurance contracts are included in the non-life, life and health insurance segments. The Company's reinsurance contracts are included only in the non-life insurance segment. The premium allocation approach (PAA) is used for all Group's and Company's reinsurance contracts.

The key assumptions in the valuation of reinsurance contracts are described in [Section 3.1.1.](#)

3.2.2 Reinsurance contract assets and liabilities

Reinsurance contract assets and liabilities of the Triglav Group

in EUR				
31 December 2023				
Premium allocation approach (PAA)	NON-LIFE	LIFE	HEALTH	TOTAL
Reinsurance contract assets	327,345,399	387,756	0	327,733,155
Assets for remaining coverage	8,580,960	2,213	0	8,583,173
Assets for incurred claims	318,764,439	385,543	0	319,149,982
Reinsurance contract liabilities	6,425,493	3,246	31,861	6,460,600
Liabilities for remaining coverage	6,182,395	4,712	31,861	6,218,968
Liabilities for incurred claims	243,098	-1,466	0	241,632
Total net reinsurance contract assets	320,919,906	384,510	-31,861	321,272,555
Net assets for remaining coverage	2,398,565	-2,499	-31,861	2,364,205
Net assets for incurred claims	318,521,341	387,009	0	318,908,350

in EUR				
31 December 2022				
Premium allocation approach (PAA)	NON-LIFE	LIFE	HEALTH	TOTAL
Reinsurance contract assets	181,443,548	7,890,550	0	189,334,098
Assets for remaining coverage	18,053,955	7,579,711	0	25,633,666
Assets for incurred claims	163,389,593	310,839	0	163,700,432
Reinsurance contract liabilities	9,465,063	0	0	9,465,063
Liabilities for remaining coverage	16,169,915	0	0	16,169,915
Liabilities for incurred claims	-6,704,852	0	0	-6,704,852
Total net reinsurance contract assets	171,978,485	7,890,550	0	179,869,035
Net assets for remaining coverage	1,884,040	7,579,711	0	9,463,751
Net assets for incurred claims	170,094,445	310,839	0	170,405,284

Reinsurance contract assets and liabilities of Zavarovalnica Triglav

in EUR		
Premium allocation approach (PAA)	31 December 2023	31 December 2022
Reinsurance contract assets	305,976,870	167,888,159
Assets for remaining coverage	25,546,303	22,122,618
Assets for incurred claims	280,430,568	145,765,541
Reinsurance contract liabilities	0	4,052,384
Liabilities for remaining coverage	0	12,546,021
Liabilities for incurred claims	0	-8,493,637
Total net reinsurance contract assets	305,976,870	163,835,775
Net assets for remaining coverage	25,546,303	9,576,597
Net assets for incurred claims	280,430,568	154,259,178

3.2.3 Reinsurance income and reinsurance service expenses recognised in profit or loss and other comprehensive income

Reinsurance income and reinsurance service expenses of the Triglav Group

in EUR

Premium allocation approach (PAA)	2023				2022			
	NON-LIFE	LIFE	HEALTH	TOTAL	NON-LIFE	LIFE	HEALTH	TOTAL
Reinsurance income recognised in profit or loss								
Reinsurers' shares in claims and other insurance service expenses	253,508,820	1,086,198	0	254,595,018	81,511,046	781,404	0	82,292,450
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	21,228,667	193,618	0	21,422,285	22,718,424	-453,858	0	22,264,566
Changes in reinsurers' shares that relate to underlying onerous contracts	34,663	0	-31,861	2,802	-11,122	0	0	-11,122
Total reinsurance income recognised in profit or loss	274,772,148	1,279,817	-31,861	276,020,104	104,218,346	327,546	0	104,545,892
Reinsurance service expenses recognised in profit or loss								
Expected reinsurers' share in insurance income	-244,752,913	339,376	0	-244,413,537	-209,401,834	401,998	0	-208,999,836
Total reinsurance service expenses recognised in profit or loss	-244,752,915	339,376	0	-244,413,539	-209,401,834	401,998	0	-208,999,836
Net income/expenses from reinsurance contracts	30,019,233	1,619,193	-31,861	31,606,565	-105,183,488	729,544	0	-104,453,944
Finance income/expenses from reinsurance contracts								
Financial effects from non-performance risk	-606,316	-968	0	-607,284	-1,068,939	-162	0	-1,069,101
Interest accreted	664,423	8,378	0	672,801	59,491	-4,742	0	54,749
Other – effect on other comprehensive income before tax	3,590,303	1,351	0	3,591,654	-6,789,905	-1,426	0	-6,791,331
Total finance income/expenses from reinsurance contracts	3,648,410	8,761	0	3,657,171	-7,799,353	-6,330	0	-7,805,683

in EUR

Premium allocation approach (PAA)	2023				2022			
	NON-LIFE	LIFE	HEALTH	TOTAL	NON-LIFE	LIFE	HEALTH	TOTAL
Finance income/expenses from reinsurance contracts								
Finance income/expenses recognised in profit or loss	58,108	7,410	0	65,518	-1,009,445	-4,904	0	-1,014,349
Finance income/expenses recognised in other comprehensive income	3,590,307	1,351	0	3,591,658	-6,789,908	-1,426	0	-6,791,334
Total finance income/expenses from reinsurance contracts	3,648,410	8,761	0	3,657,171	-7,799,353	-6,330	0	-7,805,683

Reinsurance income and reinsurance service expenses of Zavarovalnica Triglav

	in EUR	
Premium allocation approach (PAA)	2023	2022
Reinsurance income recognised in profit or loss		
Reinsurers' shares in claims and other insurance service expenses	219,885,118	58,109,413
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	6,114,790	36,189,481
Changes in reinsurers' shares that relate to underlying onerous contracts	43,662	3,260
Total reinsurance income recognised in profit or loss	226,043,570	94,302,153
Reinsurance service expenses recognised in profit or loss		
Expected reinsurers' share in insurance income	-186,595,924	-169,673,411
Total reinsurance service expenses recognised in profit or loss	-186,595,924	-169,673,411
Net income/expenses from reinsurance contracts	39,447,646	-75,371,258
Finance income/expenses from reinsurance contracts		
Financial effects from non-performance risk	-410,334	-1,086,297
Interest accreted	520,188	255,875
Other – effect on other comprehensive income before tax	4,090,372	-10,002,491
Total finance income/expenses from reinsurance contracts	4,200,226	-10,832,913

	in EUR	
Premium allocation approach (PAA)	2023	2022
Finance income/expenses from reinsurance contracts		
Finance income/expenses recognised in profit or loss	109,854	-830,422
Finance income/expenses recognised in other comprehensive income before taxes	4,090,372	-10,002,491
Total finance income/expenses from reinsurance contracts	4,200,226	-10,832,913

3.2.4 Assets and liabilities for remaining coverage and assets and liabilities for incurred claims

Assets and liabilities for remaining coverage and assets and liabilities for incurred claims of the Triglav Group

Premium allocation approach (PAA)	NON-LIFE				in EUR
	Remaining coverage		Incurred claims		TOTAL
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2023	1,882,869	1,172	154,897,985	15,196,460	171,978,486
Reinsurance contract assets	18,052,787	1,168	149,247,690	14,141,903	181,443,548
Reinsurance contract liabilities	-16,169,918	4	5,650,295	1,054,557	-9,465,062
Changes in profit or loss and/or other comprehensive income	-244,750,523	34,667	273,038,314	5,293,611	33,616,069
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	242,806,688	10,702,131	253,508,819
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	27,095,509	-5,866,843	21,228,666
Changes in reinsurers' shares that relate to underlying onerous contracts	0	34,663	0	0	34,663
Total reinsurance income – amounts recoverable from reinsurers	0	34,663	269,902,197	4,835,288	274,772,148
Reinsurance service expenses – premium income ceded to reinsurers	-244,752,915	0	0	0	-244,752,915
Reinsurance investment components	0	0	0	0	0
Finance income/expenses from reinsurance contracts	0	3	3,795,834	458,894	4,254,731
Financial effects from non-performance risk	0	0	-606,321	0	-606,321
Effect of exchange rate differences	2,392	1	-53,396	-571	-51,574
Cash flows	245,230,380	0	-129,905,029	0	115,325,351
Premiums paid	245,230,380	0	0	0	245,230,380
Reinsurance service expenses recovered for insurance contracts issued	0	0	-129,905,029	0	-129,905,029
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2023	2,362,726	35,839	298,031,270	20,490,071	320,919,906
Reinsurance contract assets	8,545,118	35,842	298,210,415	20,554,024	327,345,399
Reinsurance contract liabilities	-6,182,392	-3	-179,145	-63,953	-6,425,493

Premium allocation approach (PAA)	NON-LIFE				in EUR
	Remaining coverage		Incurred claims		TOTAL
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2022	15,156,782	12,294	127,725,885	12,631,115	155,526,076
Reinsurance contract assets	19,393,064	12,063	125,772,290	12,498,679	157,676,096
Reinsurance contract liabilities	-4,236,282	231	1,953,595	132,436	-2,150,020
Changes in profit or loss and/or other comprehensive income	-209,407,064	-11,122	93,833,240	2,565,345	-113,019,601
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	75,886,717	5,624,327	81,511,044
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	25,110,269	-2,391,845	22,718,424
Changes in reinsurers' shares that relate to underlying onerous contracts	0	-11,122	0	0	-11,122
Total reinsurance income – amounts recoverable from reinsurers	0	-11,122	100,996,986	3,232,482	104,218,346
Reinsurance service expenses – premium income ceded to reinsurers	-209,401,834	0	0	0	-209,401,834
Reinsurance investment components	0	0	0	0	0
Finance income/expenses from reinsurance contracts	0	1	-6,064,076	-666,339	-6,730,414
Financial effects from non-performance risk	0	0	-1,068,939	0	-1,068,939
Effect of exchange rate differences	-5,230	-1	-30,731	-798	-36,760
Cash flows	196,133,150	0	-66,661,140	0	129,472,010
Premiums paid	196,133,150	0	0	0	196,133,150
Reinsurance service expenses recovered for insurance contracts issued	0	0	-66,661,140	0	-66,661,140
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2022	1,882,868	1,172	154,897,985	15,196,460	171,978,485
Reinsurance contract assets	18,052,787	1,168	149,247,690	14,141,903	181,443,548
Reinsurance contract liabilities	-16,169,919	4	5,650,295	1,054,557	-9,465,063

Premium allocation approach (PAA)	LIFE				in EUR
	Remaining coverage		Incurred claims		TOTAL
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2023	7,579,711	0	293,345	17,494	7,890,550
Reinsurance contract assets	7,579,711	0	293,345	17,494	7,890,550
Reinsurance contract liabilities	0	0	0	0	0
Changes in profit or loss and/or other comprehensive income	339,376	0	1,284,213	4,362	1,627,951
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	1,065,930	20,268	1,086,198
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	210,073	-16,454	193,619
Changes in reinsurers' shares that relate to underlying onerous contracts	0	0	0	0	0
Total reinsurance income – amounts recoverable from reinsurers	0	0	1,276,003	3,814	1,279,817
Reinsurance service expenses – premium income ceded to reinsurers	339,376	0	0	0	339,376
Reinsurance investment components	0	0	0	0	0
Finance income/expenses from reinsurance contracts	0	0	9,179	549	9,728
Financial effects from non-performance risk	0	0	-968	0	-968
Effect of exchange rate differences	0	0	-1	-1	-2
Cash flows	-7,921,586	0	-1,212,435	0	-9,134,021
Premiums paid	-7,921,586	0	0	0	-7,921,586
Reinsurance service expenses recovered for insurance contracts issued	0	0	-1,212,435	0	-1,212,435
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2023	-2,499	0	365,153	21,856	384,510
Reinsurance contract assets	2,213	0	363,770	21,773	387,756
Reinsurance contract liabilities	-4,712	0	1,383	83	-3,246

Premium allocation approach (PAA)	LIFE				TOTAL
	Remaining coverage		Incurred claims		
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2022	4,041,339	0	816,519	48,874	4,906,732
Reinsurance contract assets	4,041,339	0	816,519	48,874	4,906,732
Reinsurance contract liabilities	0	0	0	0	0
Changes in profit or loss and/or other comprehensive income	401,999	0	352,596	-31,380	723,215
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	764,470	16,934	781,404
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	-405,892	-47,966	-453,858
Changes in reinsurers' shares that relate to underlying onerous contracts	0	0	0	0	0
Total reinsurance income – amounts recoverable from reinsurers	0	0	358,578	-31,032	327,546
Reinsurance service expenses – premium income ceded to reinsurers	401,998	0	0	0	401,998
Reinsurance investment components	0	0	0	0	0
Finance income/expenses from reinsurance contracts	0	0	-5,820	-348	-6,168
Financial effects from non-performance risk	0	0	-162	0	-162
Effect of exchange rate differences	1	0	0	0	1
Cash flows	3,136,373	0	-875,770	0	2,260,603
Premiums paid	3,136,373	0	0	0	3,136,373
Reinsurance service expenses recovered for insurance contracts issued	0	0	-875,770	0	-875,770
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2022	7,579,711	0	293,345	17,494	7,890,550
Reinsurance contract assets	7,579,711	0	293,345	17,494	7,890,550
Reinsurance contract liabilities	0	0	0	0	0

in EUR

Assets and liabilities for remaining coverage and assets and liabilities for incurred claims of Zavarovalnica Triglav

in EUR

Premium allocation approach (PAA)	Remaining coverage		Incurred claims		TOTAL
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2023	9,573,141	3,456	139,002,526	15,256,651	163,835,775
Reinsurance contract assets	22,119,162	3,456	131,892,269	13,873,271	167,888,159
Reinsurance contract liabilities	-12,546,021	0	7,110,257	1,383,380	-4,052,384
Changes in profit or loss and/or other comprehensive income	-190,034,413	43,675	230,877,291	2,761,319	43,647,872
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	209,365,580	10,519,538	219,885,118
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	14,457,853	-8,343,063	6,114,790
Changes in reinsurers' shares that relate to underlying onerous contracts	0	43,662	0	0	43,662
Total reinsurance income – amounts recoverable from reinsurers	0	43,662	223,823,432	2,176,476	226,043,570
Reinsurance service expenses – premium income ceded to reinsurers	-186,595,924	0	0	0	-186,595,924
Reinsurance investment components	-3,438,489	0	3,438,489	0	0
Finance income/expenses from reinsurance contracts	0	14	4,025,703	584,843	4,610,560
Financial effects from non-performance risk	0	0	-410,334	0	-410,334
Cash flows	205,960,443	0	-107,467,219	0	98,493,223
Premiums paid	205,960,443	0	0	0	205,960,443
Reinsurance service expenses recovered for insurance contracts issued	0	0	-107,467,219	0	-107,467,219
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2023	25,499,171	47,132	262,412,597	18,017,970	305,976,870
Reinsurance contract assets	25,499,171	47,132	262,412,597	18,017,970	305,976,870
Reinsurance contract liabilities	0	0	0	0	0

in EUR

Premium allocation approach (PAA)	Remaining coverage		Incurred claims		TOTAL
	Excluding the loss component	Loss component	Estimates of the present value of the future cash flows	Risk adjustment for non-financial risk	
Opening balance of net reinsurance contract assets/liabilities as at 1 January 2022	23,116,787	196	101,549,805	11,882,321	136,549,108
Reinsurance contract assets	23,159,395	196	101,509,643	11,881,705	136,550,939
Reinsurance contract liabilities	-42,608	0	40,162	616	-1,830
Changes in profit or loss and/or other comprehensive income	-172,303,612	3,261	82,721,849	3,374,331	-86,204,171
Reinsurance income – amounts recoverable from reinsurers					
Reinsurers' shares in claims	0	0	52,538,861	5,570,551	58,109,413
Reinsurers' shares in other insurance service expenses	0	0	0	0	0
Changes in reinsurers' shares that relate to changes in liabilities for incurred claims	0	0	37,247,985	-1,058,505	36,189,481
Changes in reinsurers' shares that relate to underlying onerous contracts	0	3,260	0	0	3,260
Total reinsurance income – amounts recoverable from reinsurers	0	3,260	89,786,847	4,512,046	94,302,153
Reinsurance service expenses – premium income ceded to reinsurers	-169,673,411	0	0	0	-169,673,411
Reinsurance investment components	-2,630,201	0	2,630,201	0	0
Finance income/expenses from reinsurance contracts	0	1	-8,608,902	-1,137,716	-9,746,617
Financial effects from non-performance risk	0	0	-1,086,297	0	-1,086,297
Cash flows	158,759,966	0	-45,269,128	0	113,490,838
Premiums paid	158,759,966	0	0	0	158,759,966
Reinsurance service expenses recovered for insurance contracts issued	0	0	-45,269,128	0	-45,269,128
Reinsurance acquisition cash flows	0	0	0	0	0
Closing balance of net reinsurance contract assets/liabilities as at 31 December 2022	9,573,141	3,456	139,002,526	15,256,651	163,835,775
Reinsurance contract assets	22,119,162	3,456	131,892,269	13,873,271	167,888,159
Reinsurance contract liabilities	-12,546,021	0	7,110,257	1,383,380	-4,052,384

3.3 Investments in subsidiaries, associates and joint ventures

Zavarovalnica Triglav's interests in subsidiaries

Company name	PARTICIPATING INTEREST, SHARE OF VOTING RIGHTS (%)		CARRYING AMOUNT (in EUR)	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Pozavarovalnica Triglav Re, d.d.	100.00	100.00	9,750,752	9,750,752
Triglav, Zdravstvena zavarovalnica, d.d.	100.00	100.00	26,235,909	3,735,886
Triglav INT, d.o.o.	100.00	100.00	100,270,730	89,770,730
Triglav, pokojninska družba, d.d.	100.00	100.00	52,070,000	52,070,000
Triglav, Upravljanje nepremičnin, d.o.o.	100.00	100.00	24,493,300	24,493,300
Triglav Skladi, d.o.o.	100.00	100.00	2,076,723	2,076,723
Triglav Avtoservis, d.o.o.	100.00	100.00	194,217	194,216
Triglav Svetovanje, d.o.o.	100.00	100.00	279,736	279,736
Zavod Vse bo v redu	100.00	100.00	100,000	100,000
Triglav penzisko društvo, a.d., Skopje	100.00	100.00	3,889,000	2,889,000
TOTAL			219,360,367	185,360,343

Triglav Group's interests in associates and joint ventures

Company name	PARTICIPATING INTEREST, SHARE OF VOTING RIGHTS (%)		CARRYING AMOUNT (in EUR)	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Nama, d.d.	39.15	39.15	4,648,981	4,496,424
Triglavko, d.o.o.	38.47	38.47	18,509	18,562
TRIGAL, upravljanje naložb in svetovanje, d.o.o.	49.90	49.90	10,925,240	10,925,240
Diagnostični center Bled d.o.o.	50.00	50.00	21,560,001	21,856,109
Alifenet, d.o.o.	23.58	23.58	66,110	73,202
Društvo za upravljanje EDPF, a.d.	34.00	34.00	489,221	440,647
TOTAL			37,708,062	37,810,184

Zavarovalnica Triglav's interests in associates and joint ventures

Company name	PARTICIPATING INTEREST, SHARE OF VOTING RIGHTS (%)		CARRYING AMOUNT (in EUR)	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Nama, d.d.	39.07	39.07	4,648,981	4,496,424
Triglavko, d.o.o.	38.47	38.47	18,509	18,562
TRIGAL, upravljanje naložb in svetovanje, d.o.o.	49.90	49.90	10,925,240	10,925,240
Diagnostični center Bled d.o.o.	50.00	50.00	21,560,001	21,856,109
Alifenet, d.o.o.	23.58	23.58	66,110	73,202
TOTAL			37,218,841	37,369,536

Zavarovalnica Triglav's investments in subsidiaries, associates and joint ventures

Zavarovalnica Triglav	Investments in subsidiaries		Investments in associates and joint ventures	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
As at 1 January 2022		131,924,683		35,591,377
Capital increase of companies		57,355,448		0
Revaluation under the equity method		0		1,778,159
Impairment		-3,919,788		0
As at 31 December 2022 = 1 January 2023		185,360,343		37,369,536
Capital increase of companies		34,000,024		0
Revaluation under the equity method		0		2,131,016
Impairment		0		-2,281,711
As at 31 December 2023		219,360,367		37,218,841

in EUR

Impairment of Zavarovalnica Triglav's investments in subsidiaries, associates and joint ventures

In 2023, the Company assessed signs of impairment of investments in associates. Where signs were identified, the recoverable amount of the investment was calculated and impairment was made for the difference to its carrying amount.

Impairment of investments in associates was recognised in the Company's separate financial statements under impairment expenses for non-financial assets, as follows:

- in the amount of EUR 2,274,620, which relates to the impairment of investment in Diagnostični center Bled d.o.o.;
- in the amount of EUR 7,091, which relates to the impairment of investment in Alifenet d.o.o.

The following assumptions were taken into account to determine the recoverable amount of investment in the associate Diagnostični center Bled d.o.o.:

- expected cash flows based on the companies' business plans for 2024–2036,
- the discount rate of 10.23% based on weighted average cost of capital (WACC);
- the expected long-term growth rate of 2.5%.

The following assumptions were taken into account to determine the recoverable amount of investment in the associate Alifenet d.o.o.:

- impairment for negative net earnings in 2021–2022.

3.4 Financial investments and their return

3.4.1 Types of financial investments

Types of financial investments of the Triglav Group

in EUR

TYPES OF INVESTMENTS OF THE TRIGLAV NA GROUP AS AT 31 Dec 2023	FVOCI	AC	FVTPL	TOTAL
Debt securities and other fixed-income securities	1,668,940,444	156,334,533	34,769,923	1,860,044,900
Equity securities	4,026,488	0	705,544,188	709,570,676
Bank deposits	0	65,794,876	0	65,794,876
Loans given	0	6,557,904	0	6,557,904
Other financial instruments	0	872,414	0	872,414
TOTAL	1,672,966,932	229,559,727	740,314,111	2,642,840,770

in EUR

TYPES OF INVESTMENTS OF THE TRIGLAV NA GROUP AS AT 31 Dec 2022	FVOCI	AC	FVTPL	TOTAL
Debt securities and other fixed-income securities	1,616,828,258	154,827,769	30,000,146	1,801,656,173
Equity securities	17,325,257	0	652,024,326	669,349,583
Bank deposits	0	79,458,018	0	79,458,018
Loans given	0	5,784,491	0	5,784,491
Other financial instruments	0	934,751	0	934,751
TOTAL	1,634,153,515	241,005,029	682,024,472	2,557,183,016

In the Group's total financial instruments as at 31 December 2023, equity securities measured at fair value through profit or loss in the amount of EUR 540,890,478 refer to unit-linked insurance assets. As at 31 December 2022, these investments amounted to EUR 469,528,905.

As at 31 December 2023 and as at 31 December 2022, the Group's portfolio included neither received securities as collateral for loans given, nor any securities pledged as collateral for its liabilities. The proportion of the Group's financial investments classified as subordinated investments by the issuer was 1.69% as at the reporting date (31 December 2022: 1.92%).

Types of financial investments of Zavarovalnica Triglav

in EUR

TYPES OF INVESTMENTS OF ZAVAROVALNICA TRIGLAV AS AT 31 Dec 2023	FVOCI	AC	FVTPL	TOTAL
Debt securities and other fixed-income securities	1,091,531,303	131,083,304	22,481,910	1,245,096,517
Equity securities	2,641,391	0	628,946,586	631,587,976
Bank deposits	0	7,212,364	0	7,212,364
Loans given	0	4,547,639	0	4,547,639
TOTAL	1,094,172,694	142,843,306	651,428,496	1,888,444,496

in EUR

TYPES OF INVESTMENTS OF ZAVAROVALNICA TRIGLAV AS AT 31 Dec 2022	FVOCI	AC	FVTPL	TOTAL
Debt securities and other fixed-income securities	1,127,394,658	127,868,471	23,043,218	1,278,306,347
Equity securities	15,938,294	0	564,456,297	580,394,591
Bank deposits	0	19,489,668	0	19,489,668
Loans given	0	4,409,207	0	4,409,207
TOTAL	1,143,332,952	151,767,345	587,499,515	1,882,599,813

The Company's total financial investments include equity securities measured at fair value through profit or loss, of which unit-linked insurance assets accounted for EUR 512,824,007 as at 31 December 2023. As at 31 December 2022, these investments amounted to EUR 446,142,033.

As at 31 December 2023 and as at 31 December 2022, the Company's portfolio included neither received securities as collateral for loans given, nor any securities pledged as collateral for its liabilities. The proportion of the Company's financial investments classified as subordinated investments by the issuer was 2.17% as at the reporting date (31 December 2022: 2.43%).

Equity securities of the Triglav Group measured at fair value through other comprehensive income

in EUR

EQUITY SECURITIES AT FVOCI	Carrying amount 31 December 2023	Dividends in 2023	Carrying amount 31 December 2022	Dividends in 2022
ELEKTRO PRIMORSKA	2,641,391	0	3,102,229	134,880
KRKG SV	0	813,173	11,335,136	2,164,707
LKPG SV	0	0	0	129,468
PETG SV	0	0	0	704,880
POSR SV	0	38,773	1,085,616	89,285
TLSG SV	0	0	415,313	43,011
SAVR SV	78,671	0	78,671	0
BSRSRK1 BT	1,197,139	98,048	1,162,005	86,858
REGISTAR VRIJ.PAPIRA BiH	9,286	0	9,286	0
ZAVODVSEBO	100,000	0	100,000	0
TOTAL	4,026,487	949,994	17,288,257	3,353,087

in EUR

DISPOSAL OF EQUITY SECURITIES AT FVOCI	2023		2022	
	Carrying amount at disposal	Realised gains/losses	Carrying amount at disposal	Realised gains/losses
KRKG SV	13,311,813	11,525,418	24,363,857	20,191,205
LKPG SV	0	0	2,893,378	1,226,669
PETG SV	0	0	9,487,182	6,324,946
POSR SV	575,389	352,750	264,021	77,849
TLSG SV	421,634	-247,523	36,103	-55,411
TOTAL	14,308,836	11,630,646	37,044,541	27,765,259

Equity securities of Zavarovalnica Triglav Group measured at fair value through other comprehensive income

in EUR

EQUITY SECURITIES AT FVOCI	Carrying amount 31 December 2023	Dividends in 2023	Carrying amount 31 December 2022	Dividends in 2022
ELEKTRO PRIMORSKA	2,641,391	0	3,102,229	134,880
KRKG SV	0	813,173	11,335,136	2,073,191
LKPG SV	0	0	0	129,468
PETG SV	0	0	0	704,880
POSR SV	0	38,773	1,085,616	89,285
TLSG SV	0	0	415,313	43,011
ZAVODVSEBO	100,000	0	100,000	0
TOTAL	2,741,391	851,946	16,038,294	3,174,714

In 2023 and 2022, the Group and the Company sold part of the equity investments disclosed through other comprehensive income in order to manage market risks, primarily to reduce equity exposure in local markets. An overview of the securities sold is provided in the table below.

in EUR

DISPOSAL OF EQUITY SECURITIES AT FVOCI	2023		2022	
	Carrying amount at disposal	Realised gains/losses	Carrying amount at disposal	Realised gains/losses
KRKG SV	13,311,813	11,525,418	22,546,409	18,966,758
LKPG SV	0	0	2,893,378	1,226,669
PETG SV	0	0	9,487,182	6,324,946
POSR SV	575,389	352,750	264,021	77,849
TLSG SV	421,634	-247,523	36,103	-55,411
TOTAL	14,308,836	11,630,646	35,227,093	26,540,812

3.4.2 Movement in financial investments

Movement in financial investments of the Triglav Group

	in EUR			
	FVOCI	AC	FVTPL	TOTAL
As at 1 January 2022	1,959,630,084	222,389,210	735,138,240	2,917,157,534
Acquisitions	578,933,527	65,007,666	200,396,929	844,338,122
Disposals	-512,655,315	-1,129,300	-154,579,767	-668,364,382
Maturities	-160,165,910	-53,136,924	-10,965,486	-224,268,320
Measurement of financial investments through profit or loss	0	0	-83,412,618	-83,412,618
Measurement of financial investments at FVOCI	-245,827,537	0	0	-245,827,537
Impairment/reversal of impairment	-7,663,347	117,583	0	-7,545,764
Premiums and discounts	-5,242,850	4,944,575	0	-298,275
Interest income	23,302,325	2,873,774	798,072	26,974,171
Realised gains/losses in profit or loss	-23,907,163	1,689	-5,552,775	-29,458,249
Realised gains/losses in retained earnings	27,765,259	0	0	27,765,259
Exchange rate differences	-15,558	-63,244	201,877	123,075
As at 31 December 2022 = 1 January 2023	1,634,153,515	241,005,029	682,024,472	2,557,183,016
Acquisitions	458,642,311	31,112,335	240,631,709	730,386,355
Disposals	-262,526,538	-30,730	-232,167,933	-494,725,201
Maturities	-255,221,278	-51,314,418	-6,952,198	-313,487,894
Measurement of financial investments through profit or loss	0	0	47,832,182	47,832,182
Measurement of financial investments at FVOCI	70,866,543	0	0	70,866,543
Impairment/reversal of impairment	1,926,962	364,796	0	2,291,758
Premiums and discounts	-1,174,762	5,162,258	0	3,987,496
Interest income	26,691,815	3,278,149	1,140,837	31,110,801
Realised gains/losses in profit or loss	-9,304,015	464	7,877,436	-1,426,115
Realised gains/losses in retained earnings	11,630,647	0	0	11,630,647
Exchange rate differences	-2,718,268	-18,156	-72,394	-2,808,818
As at 31 December 2023	1,672,966,932	229,559,727	740,314,111	2,642,840,770

Movement in financial investments of Zavarovalnica Triglav

	in EUR			
	FVOCI	AC	FVTPL	TOTAL
As at 1 January 2022	1,458,144,469	165,556,736	637,133,037	2,260,834,241
Acquisitions	415,387,078	5,330,799	157,891,908	578,609,785
Disposals	-443,295,715	0	-125,333,317	-568,629,032
Maturities	-101,502,367	-25,845,420	-6,260,732	-133,608,519
Measurement of financial investments through profit or loss	0	0	-71,224,522	-71,224,522
Measurement of financial investments at FVOCI	-194,455,646	0	0	-194,455,646
Impairment/reversal of impairment	-5,127,329	-4,215	0	-5,131,544
Premiums and discounts	-4,705,038	4,944,575	0	239,537
Interest income	14,326,328	1,824,352	688,700	16,839,380
Realised gains/losses in profit or loss	-21,945,661	0	-5,383,494	-27,329,155
Realised gains/losses in retained earnings	26,540,812	0	0	26,540,812
Exchange rate differences	-33,978	-39,482	-12,065	-85,525
As at 31 December 2022 = 1 January 2023	1,143,332,953	151,767,345	587,499,515	1,882,599,813
Acquisitions	214,544,134	2,224,287	182,513,415	399,281,836
Disposals	-199,922,053	0	-167,749,103	-367,671,156
Maturities	-137,732,523	-17,986,681	-1,454,890	-157,174,094
Measurement of financial investments through profit or loss	0	0	42,461,437	42,461,437
Measurement of financial investments at FVOCI	52,165,217	0	0	52,165,217
Impairment/reversal of impairment	1,199,169	96,281	0	1,295,450
Premiums and discounts	-1,032,438	5,162,258	0	4,129,820
Interest income	15,132,004	1,576,047	773,339	17,481,390
Realised gains/losses in profit or loss	-5,145,593	0	7,398,937	2,253,344
Realised gains/losses in retained earnings	11,630,646	0	0	11,630,646
Exchange rate differences	1,178	3,769	-14,154	-9,207
As at 31 December 2023	1,094,172,694	142,843,306	651,428,496	1,888,444,496

3.4.3 Return on financial investments

Return on financial investments of the Triglav Group

	in EUR	
	2023	2022
Interest income calculated using the effective interest method	35,098,297	26,675,896
Dividend income	2,705,064	4,686,546
Net gains/losses on financial investments at FVTPL	55,709,619	-88,965,394
Realised gains	8,493,234	721,582
Realised losses	-615,797	-6,274,358
Unrealised gains	52,042,824	8,806,754
Unrealised losses	-4,210,642	-92,219,372
Net gains/losses on financial investments at AC	464	1,689
Realised gains	464	1,689
Net gains/losses on financial investments at FVOCI	-9,304,016	-23,907,162
Realised gains	407,630	6,460,356
Realised losses	-9,711,646	-30,367,518
Net impairment/reversal of impairment	2,291,758	-7,545,764
Impairment expenses	-1,890,420	-11,258,590
Income from reversal of impairment	4,182,178	3,712,826
Other income and expenses from investing activities	-2,669,999	430,688
Income from positive exchange rate differences	39,119	2,051,813
Expenses from negative exchange rate differences	-2,847,937	-1,928,738
Other income from financial investments	771,502	839,727
Other expenses from financial investments	-632,683	-532,114
TOTAL	83,831,187	-88,623,501

The total return on the Triglav Group's financial investments in 2023 comprises the return on unit-linked insurance contract assets of EUR 49,559,643, of which net unrealised gains accounted for EUR 44,423,988. Last year, the return on unit-linked insurance contract assets was negative at EUR -88,397,473, of which net unrealised losses accounted for EUR 77,616,840.

Return on financial investments of Zavarovalnica Triglav

	in EUR	
	2023	2022
Interest income calculated using the effective interest method	21,611,210	17,078,917
Dividend income	2,441,534	4,410,224
Net gains/losses on financial investments at FVTPL	49,860,374	-76,608,015
Realised gains	7,627,745	634,099
Realised losses	-228,807	-6,017,592
Unrealised gains	46,132,539	8,716,933
Unrealised losses	-3,671,102	-79,941,455
Net gains/losses on financial investments at FVOCI	-5,145,594	-21,945,662
Realised gains	331,465	5,467,159
Realised losses	-5,477,059	-27,412,821
Net impairment/reversal of impairment	1,295,450	-5,131,544
Impairment expenses	-964,705	-6,882,234
Income from reversal of impairment	2,260,155	1,750,690
Other income and expenses from investing activities	71,751	544,125
Income from positive exchange rate differences	30,871	102,098
Expenses from negative exchange rate differences	-40,078	-187,623
Other income from financial investments	616,855	905,968
Other expenses from financial investment	-535,896	-276,319
TOTAL	70,134,725	-81,651,955

The total return on Zavarovalnica Triglav's financial investments in 2023 comprises the return on unit-linked insurance contract assets of EUR 46,224,967, of which net unrealised gains accounted for EUR 41,194,359. Last year, the return on unit-linked insurance contract assets was negative at EUR -77,040,940, of which net unrealised losses accounted for EUR 73,331,397.

3.4.4 Impairment of financial investments

Movement in ECL impairment of the Triglav Group

in EUR

	31 Dec 2023			31 Dec 2022		
	Gross carrying amount	ECL adjustment	Amortised cost	Gross carrying amount	ECL adjustment	Amortised cost
Debt securities at FVOCI	1,797,038,900	-6,712,145	1,790,326,755	1,827,909,430	-8,637,987	1,819,271,443
Debt securities at AC	156,437,923	-103,390	156,334,533	154,984,088	-156,319	154,827,769
Loans and deposits at AC	73,330,169	-977,389	72,352,780	86,542,236	-1,299,727	85,242,509
TOTAL	2,026,806,992	-7,792,924	2,019,014,068	2,069,435,754	-10,094,033	2,059,341,721

in EUR

Debt securities at FVOCI	Level 1	Level 2	Level 3	TOTAL
Gross carrying amount as at 1 January 2022	1,877,521,684	5,233,895	0	1,882,755,579
Acquisitions	565,425,871	726,088	0	566,151,959
Disposals, maturities	-633,485,798	-1,740,241	-192,625	-635,418,664
Interest	16,249,218	167,220	166,006	16,582,444
Transfer to Level 1	-10,977,899	6,095,922	4,881,977	0
Transfer to Level 2	2,368,382	-2,368,382	0	0
Transfer to Level 3	-3,127,396	0	3,127,396	0
Other changes	-2,163,900	2,012	0	-2,161,888
Gross carrying amount as at 31 December 2022 = 1 January 2023	1,811,810,162	8,116,514	7,982,754	1,827,909,430
Acquisitions	457,853,313	50,249	0	457,903,562
Disposals, maturities	25,081,913	305,629	98,306	25,485,848
Interest	-513,595,848	-236,502	-192,623	-514,024,973
Transfer to Level 1	-1,380,039	1,380,039	0	0
Transfer to Level 2	774,724	-774,724	0	0
Other changes	-234,375	-592	0	-234,967
Gross carrying amount as at 31 December 2023	1,780,309,850	8,840,613	7,888,437	1,797,038,900

in EUR

Debt securities at FVOCI	Level 1	Level 2	Level 3	TOTAL
ECL adjustment as at 1 January 2022	-503,816	-164,244	0	-668,060
Acquisitions	-948,022	-3,800	0	-951,822
Disposals, maturities	549,903	597	0	550,500
Change in ECL adjustment	-3,456,600	-284,320	-3,774,159	-7,515,079
Transfer to Level 2	57,518	-57,518	0	0
Transfer to Level 3	3,852	0	-3,852	0
Other changes	-53,546	20	0	-53,526
ECL adjustment as at 31 December 2022 = 1 January 2023	-4,350,711	-509,265	-3,778,011	-8,637,987
Acquisitions	-206,194	0	0	-206,194
Disposals, maturities	295,172	0	0	295,172
Change in ECL adjustment	1,495,581	92,377	248,490	1,836,448
Transfer to Level 1	434	-434	0	0
Transfer to Level 2	-182,339	182,339	0	0
Other changes	446	-30	0	416
ECL adjustment as at 31 December 2023	-2,947,611	-235,013	-3,529,521	-6,712,145

in EUR

Debt securities at AC	Level 1	Level 2	TOTAL
Gross carrying amount as at 1 January 2022	146,648,433	0	146,648,433
Acquisitions	25,439,767	0	25,439,767
Disposals, maturities	-23,938,628	0	-23,938,628
Interest	6,834,518	0	6,834,518
Transfer to Level 2	-495,350	495,350	0
Gross carrying amount as at 31 December 2022 = 1 January 2023	154,488,740	495,350	154,984,090
Disposals, maturities	-5,026,247	0	-5,026,247
Interest	6,470,425	2,901	6,473,326
Transfer to Level 1	498,251	-498,251	0
Other changes	6,756	0	6,756
Gross carrying amount as at 31 December 2023	156,437,925	0	156,437,925

in EUR

Debt securities at AC	Level 1	Level 2	TOTAL
ECL adjustment as at 1 January 2022	-15,102	0	-15,102
Acquisitions	-746	0	-746
Disposals, maturities	348	0	348
Change in ECL adjustment	-140,614	-204	-140,818
Transfer to Level 2	260	-260	0
ECL adjustment as at 31 December 2022 = 1 January 2023	-155,854	-464	-156,318
Disposals, maturities	267	0	267
Change in ECL adjustment	52,662	0	52,662
Transfer to Level 1	-464	464	0
ECL adjustment as at 31 December 2023	-103,389	0	-103,389

in EUR

Loans and deposits at AC	Level 1	Level 3	TOTAL
Gross carrying amount as at 1 January 2022	75,218,802	1,137,595	76,356,397
Acquisitions	39,567,899	0	39,567,899
Disposals, maturities	-30,134,688	-191,219	-30,325,907
Interest	983,831	0	983,831
Other changes	-39,974	-10	-39,984
Gross carrying amount as at 31 December 2022 = 1 January 2023	85,595,870	946,366	86,542,236
Acquisitions	31,112,335	0	31,112,335
Disposals, maturities	-46,265,895	-52,542	-46,318,437
Interest	1,967,081	0	1,967,081
Other changes	26,953	0	26,953
Gross carrying amount as at 31 December 2023	72,436,344	893,824	73,330,168

in EUR

Loans and deposits at AC	Level 1	Level 3	TOTAL
ECL adjustment as at 1 January 2022	-453,037	-1,154,209	-1,607,246
Acquisitions	-189,616	0	-189,616
Disposals, maturities	80,259	189,716	269,975
Change in ECL adjustment	226,844	0	226,844
Other changes	306	10	316
ECL adjustment as at 31 December 2022 = 1 January 2023	-335,244	-964,483	-1,299,727
Acquisitions	-88,097	0	-88,097
Disposals, maturities	24,320	48,908	73,228
Change in ECL adjustment	337,587	0	337,587
Other changes	-380	0	-380
ECL adjustment as at 31 December 2023	-61,814	-915,575	-977,389

Movement in ECL impairment of Zavarovalnica Triglav

in EUR

	31 December 2023			31 December 2022		
	Gross carrying amount	ECL adjustment	Amortised cost	Gross carrying amount	ECL adjustment	Amortised cost
Debt securities at FVOCI	1,197,292,484	-4,216,660	1,193,075,824	1,296,546,271	-5,415,829	1,291,130,443
Debt securities at AC	131,171,044	-87,740	131,083,304	128,009,473	-141,002	127,868,471
Loans and deposits at AC	11,764,380	-4,378	11,760,003	23,946,271	-47,397	23,898,875
TOTAL	1,340,227,907	-4,308,778	1,335,919,130	1,448,502,015	-5,604,227	1,442,897,788

in EUR

Debt securities at FVOCI	Level 1	Level 2	Level 3	TOTAL
Gross carrying amount as at 1 January 2022	1,383,286,851	2,308,995	0	1,385,595,847
Acquisitions	415,387,077	0	0	415,387,077
Disposals, maturities	-512,298,298	-1,699,338	-106,375	-514,104,011
Interest	9,484,075	84,942	92,911	9,661,928
Transfer to Level 1	-10,825,309	5,943,332	4,881,977	0
Transfer to Level 2	3,888,621	-3,888,621	0	0
Other changes	5,430	0	0	5,430
Gross carrying amount as at 31 December 2022 = 1 January 2023	1,288,928,447	2,749,311	4,868,513	1,296,546,271
Acquisitions	214,544,134	0	0	214,544,134
Disposals, maturities	-327,687,415	-104,875	-106,375	-327,898,665
Interest	13,940,746	106,342	52,477	14,099,565
Transfer to Level 1	-1,579,655	1,579,655	0	0
Transfer to Level 2	1,994,910	-1,994,910	0	0
Other changes	1,178	0	0	1,178
Gross carrying amount as at 31 December 2023	1,190,142,345	2,335,524	4,814,615	1,197,292,484

				in EUR
Debt securities at FVOCI	Level 1	Level 2	Level 3	TOTAL
ECL adjustment as at 1 January 2022	-266,530	-23,399	0	-289,929
Acquisitions	-743,860	-3,800	0	-747,660
Disposals, maturities	486,281	597	0	486,878
Change in ECL adjustment	-2,282,581	-202,520	-2,380,019	-4,865,120
Transfer to Level 2	57,518	-57,518	0	0
Transfer to Level 3	2,135	0	-2,135	0
Other changes	2	0	0	2
ECL adjustment as at 31 December 2022 = 1 January 2023	-2,747,036	-286,640	-2,382,153	-5,415,829
Disposals, maturities	145,457	0	0	145,457
Change in ECL adjustment	770,737	54,754	228,221	1,053,712
Transfer to Level 1	2,549	-2,549	0	0
Transfer to Level 2	-203,451	203,451	0	0
Other changes	-1	0	0	-1
ECL adjustment as at 31 December 2023	-2,031,744	-30,984	-2,153,932	-4,216,660

All debt securities and deposits measured at amortised cost are classified into Level 1. The movements in gross carrying amount and ECL adjustment are shown in the tables below.

		in EUR
Debt securities at AC		TOTAL
Gross carrying amount as at 1 January 2022		140,945,748
Disposals, maturities		-19,279,372
Interest		6,343,097
Gross carrying amount as at 31 December 2022 = 1 January 2023		128,009,473
Disposals, maturities		-2,803,000
Interest		5,964,571
Gross carrying amount as at 31 December 2023		131,171,044

		in EUR
Debt securities at AC		TOTAL
ECL adjustment as at 1 January 2022		-5,881
Disposals, maturities		348
Change in ECL adjustment		-135,469
ECL adjustment as at 31 December 2022 = 1 January 2023		-141,002
Disposals, maturities		107
Change in ECL adjustment		53,155
ECL adjustment as at 31 December 2023		-87,740

		in EUR
Loans and deposits at AC		TOTAL
Gross carrying amount as at 1 January 2022		24,795,172
Acquisitions		5,330,799
Disposals, maturities		-6,566,047
Interest		425,830
Other changes		-39,482
Gross carrying amount as at 31 December 2022 = 1 January 2023		23,946,271
Acquisitions		2,224,287
Disposals, maturities		-15,183,681
Interest		773,735
Other changes		3,768
Gross carrying amount as at 31 December 2023		11,764,380

		in EUR
Loans and deposits at AC		TOTAL
ECL adjustment as at 1 January 2022		-178,303
Acquisitions		-7,882
Disposals, maturities		46,728
Change in ECL adjustment		91,797
Other changes		264
ECL adjustment as at 31 December 2022 = 1 January 2023		-47,397
Disposals, maturities		3,454
Change in ECL adjustment		39,828
Other changes		-263
ECL adjustment as at 31 December 2023		-4,378

3.5 Financial contract assets and liabilities

Financial contract assets and liabilities of the Triglav Group

	in EUR	
	31 Dec 2023	31 Dec 2022
Financial investments from financial contracts	650,042,171	589,033,089
Receivables from financial contracts	123,066	1,147,412
Cash from financial contracts	23,949,908	23,638,145
Total financial contract assets	674,115,145	613,818,646
Liabilities to pension fund members	671,920,610	611,705,642
Other liabilities to pension funds	2,194,535	2,113,004
Total financial contract liabilities	674,115,145	613,818,646

Financial contract assets and liabilities of Zavarovalnica Triglav

	in EUR	
	31 Dec 2023	31 Dec 2022
Financial investments from financial contracts	255,841,271	230,801,335
Receivables from financial contracts	83,130	398,787
Cash from financial contracts	3,699,640	3,768,392
Total financial contract assets	259,624,041	234,968,514
Liabilities to pension fund members	258,978,506	234,454,625
Other liabilities to pension funds	645,535	513,889
Total financial contract liabilities	259,624,041	234,968,514

3.5.1 Types of investments from financial contracts

Types of investments from financial contracts of the Triglav Group

	in EUR	
	31 Dec 2023	31 Dec 2022
Financial investments from financial contracts		
<i>Financial investments at AC</i>	<u>283,215,425</u>	<u>321,859,990</u>
Debt securities and other fixed-income securities	283,215,425	301,388,805
Deposits with banks	0	20,471,185
<i>Financial investments at FVTPL</i>	<u>366,826,746</u>	<u>267,173,099</u>
Debt securities and other fixed-income securities	214,934,774	152,569,812
Equity securities	151,891,972	114,603,287
TOTAL	650,042,171	589,033,089

Types of investment from financial contracts of Zavarovalnica Triglav

	in EUR	
	31 Dec 2023	31 Dec 2022
Financial investments from financial contracts		
<i>Financial investments at AC</i>	<u>86,215,285</u>	<u>99,398,021</u>
Debt securities and other fixed-income securities	86,215,285	99,398,021
<i>Financial investments at FVTPL</i>	<u>169,625,986</u>	<u>131,403,313</u>
Debt securities and other fixed-income securities	96,181,144	74,475,133
Equity securities	73,444,843	56,928,180
TOTAL	255,841,271	230,801,335

3.5.2 Movement in investments from financial contracts

Movement in investments from financial contracts of the Triglav Group

	in EUR		
	AC	FVTPL	TOTAL
As at 1 January 2022	11,225,305	612,415,548	623,640,853
Acquisitions	317,924,741	142,339,358	460,264,099
Disposals	0	-385,475,745	-385,475,745
Maturities	-10,512,390	-47,550,729	-58,063,119
Measurement of investments through profit or loss	0	-48,671,982	-48,671,982
Impairment/reversal of impairment	-594,460	0	-594,460
Premiums and discounts	526,146	0	526,146
Interest income	3,290,648	3,853,281	7,143,929
Realised gains/losses in profit or loss	0	-12,641,017	-12,641,017
Exchange rate differences	0	2,904,385	2,904,385
As at 31 December 2022 = 1 January 2023	321,859,990	267,173,099	589,033,089
Acquisitions	4,996,330	191,669,217	196,665,547
Disposals	-12,551,545	-71,848,617	-84,400,162
Maturities	-36,951,090	-50,717,595	-87,668,685
Measurement of investments through profit or loss	0	27,758,208	27,758,208
Impairment/reversal of impairment	309,953	0	309,953
Premiums and discounts	953,197	0	953,197
Interest income	5,326,428	3,571,662	8,898,090
Realised gains/losses in profit or loss	-727,838	1,099,542	371,704
Exchange rate differences	0	-1,878,770	-1,878,770
As at 31 December 2023	283,215,425	366,826,746	650,042,171

Movement in investments from financial contracts of Zavarovalnica Triglav

	in EUR		
	AC	FVTPL	TOTAL
As at 1 January 2022	0	245,306,210	245,306,210
Acquisitions	98,905,203	81,064,263	179,969,466
Disposals	0	-158,979,319	-158,979,319
Maturities	-464,870	-11,030,063	-11,494,933
Measurement of investments through profit or loss	0	-14,535,473	-14,535,473
Impairment/reversal of impairment	-249,082	0	-249,082
Premiums and discounts	526,147	0	526,147
Interest income	680,624	1,281,121	1,961,745
Realised gains/losses in profit or loss	0	-12,656,126	-12,656,126
Exchange rate differences	0	952,700	952,700
As at 31 December 2022 = 1 January 2023	99,398,022	131,403,313	230,801,335
Acquisitions	991,330	78,805,001	79,796,331
Disposals	-11,537,681	-41,126,379	-52,664,060
Maturities	-4,228,490	-15,117,881	-19,346,371
Measurement of investments through profit or loss	0	14,115,103	14,115,103
Impairment/reversal of impairment	105,066	0	105,066
Premiums and discounts	953,197	0	953,197
Interest income	1,261,878	1,291,257	2,553,135
Realised gains/losses in profit or loss	-728,037	1,245,601	517,564
Exchange rate differences	0	-990,029	-990,029
As at 31 December 2023	86,215,285	169,625,986	255,841,271

3.5.3 Return on investments from financial contracts

Return on investments from financial contracts of the Triglav Group

	in EUR	
	2023	2022
Interest	9,851,287	7,670,075
Dividends	1,700,237	1,465,191
Realised gains/losses	371,704	-12,641,017
Unrealised gains/losses	27,758,208	-48,671,982
Impairment/reversal of impairment	309,953	-594,460
Exchange rate differences	-1,878,770	2,904,385
Other investment income/expenses	519,399	587,740
TOTAL	38,632,018	-49,280,068

Return on investments from financial contracts of Zavarovalnica Triglav

	in EUR	
	2023	2022
Interest	3,506,332	2,487,891
Dividends	920,242	684,423
Realised gains/losses	517,564	-12,656,126
Unrealised gains/losses	14,115,103	-14,535,473
Impairment/reversal of impairment	105,066	-249,082
Exchange rate differences	-990,029	952,700
Other investment income/expenses	-371,983	233,219
TOTAL	17,802,295	-23,082,449

3.5.4 Impairment of investments from financial contracts

Movement in ECL impairment of investments from financial contracts of the Triglav Group

	31 December 2023			31 December 2022		
	Gross	ECL adjustment	Carrying amount	Gross	ECL adjustment	Carrying amount
Debt securities at AC	283,524,818	-309,392	283,215,426	302,008,147	-619,341	301,388,806
Deposits at AC	0	0	0	20,471,189	-4	20,471,185
Total	283,524,818	-309,392	283,215,426	322,479,336	-619,345	321,859,991

All financial investments from financial contracts are classified in Level 1. The movements in gross carrying amount and ECL adjustments are shown in the tables below.

	in EUR
Debt securities at AC	TOTAL
Gross carrying amount as at 1 January 2022	8,249,330
Acquisitions	292,470,041
Disposals, maturities	-2,507,609
Interest	3,796,385
Gross carrying amount as at 31 December 2022 = 1 January 2023	302,008,147
Acquisitions	991,330
Disposals, maturities	-25,705,942
Interest	6,231,084
Other changes	199
Gross carrying amount as at 31 December 2023	283,524,818

	in EUR
Debt securities at AC	TOTAL
ECL adjustment as at 1 January 2022	-24,876
Change in ECL adjustment	-594,465
ECL adjustment as at 31 December 2022 = 1 January 2023	-619,341
Acquisitions	-1,472
Disposals, maturities	6,917
Change in ECL adjustment	304,504
ECL adjustment as at 31 December 2023	-309,392

	in EUR
Deposits at AC	TOTAL
Gross carrying amount as at 1 January 2022	3,000,860
Acquisitions	25,454,700
Disposals, maturities	-8,004,781
Interest	20,410
Gross carrying amount as at 31 December 2022 = 1 January 2023	20,471,189
Acquisitions	4,005,000
Disposals, maturities	-24,524,730
Interest	48,541
Gross carrying amount as at 31 December 2023	0

The effects of ECL impairments of deposits measured at amortised cost are insignificant and are therefore not disclosed.

Movement in ECL impairment of investments from financial contracts of Zavarovalnica Triglav

	31 December 2023			31 December 2022		
	Gross	ECL adjustment	Carrying amount	Gross	ECL adjustment	Carrying amount
Debt securities at AC	86,359,301	-144,016	86,215,285	99,647,104	-249,082	99,398,021
TOTAL	86,359,301	-144,016	86,215,285	99,647,104	-249,082	99,398,021

All financial investments from financial contracts are classified in Level 1. The movements in gross carrying amount and ECL adjustments are shown in the tables below.

	in EUR
Debt securities at AC	TOTAL
Gross carrying amount as at 1 January 2022	0
Acquisitions	98,905,203
Disposals, maturities	-464,870
Interest	1,206,771
Gross carrying amount as at 31 December 2022 = 1 January 2023	99,647,104
Acquisitions	991,330
Disposals, maturities	-16,494,208
Interest	2,215,075
Gross carrying amount as at 31 December 2023	86,359,301

	in EUR
Debt securities at AC	TOTAL
ECL adjustment as at 1 January 2022	0
Change in ECL adjustment	-249,082
ECL adjustment as at 31 December 2022 = 1 January 2023	-249,082
Acquisitions	-1,472
Disposals, maturities	6,917
Change in ECL adjustment	99,621
ECL adjustment as at 31 December 2023	-144,016

3.5.5 Financial contract liabilities

in EUR

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Liabilities to PDPZ Zajamčeni fund members	520,589,186	503,435,563	193,561,131	188,171,802
Liabilities to PDPZ Zmerni, Mešani fund members	74,253,819	57,046,617	31,243,232	23,385,516
Liabilities to PDPZ Drzni, Delniški fund members	77,077,607	51,223,462	34,174,144	22,897,307
Other financial contract liabilities	2,194,534	2,113,004	645,535	513,889
TOTAL	674,115,146	613,818,646	259,624,041	234,968,514

The guaranteed amount of the Triglav Group's liabilities to PDPZ Zajamčeni fund members as at 31 December 2023 was EUR 510,158,978 (31 December 2022: EUR 503,333,819), and the guaranteed amount of Zavarovalnica Triglav's liabilities to PDPZ Zajamčeni fund members as at 31 December 2023 was EUR 185,011,650 (31 December 2022: EUR 183,701,150).

Financial contract liabilities of the Triglav Group

in EUR

	PDPZ Zajamčeni	PDPZ Zmerni, Mešani	PDPZ Drzni, Delniški	TOTAL
As at 1 January 2022	545,602,448	50,954,764	44,907,848	641,465,060
Fund inflows	34,718,546	8,837,699	13,365,881	56,922,126
Fund outflows	-29,343,928	-623,822	-223,846	-30,191,596
Investment return of funds	-38,913,645	-5,783,973	-4,566,184	-49,263,802
Expenses for fund fees	-5,676,837	-640,850	-616,660	-6,934,347
Other fund expenses and costs	-203,938	-43,212	-44,649	-291,799
Transfers between funds	-2,747,083	4,346,011	-1,598,928	0
As at 31 December 2022 = 1 January 2023	503,435,563	57,046,617	51,223,462	611,705,642
Fund inflows	34,177,292	9,235,540	16,394,378	59,807,210
Fund outflows	-29,790,950	-618,053	-331,450	-30,740,453
Investment return of funds	19,083,765	8,933,738	10,618,870	38,636,373
Expenses for fund fees	-5,670,128	-758,553	-822,686	-7,251,367
Other fund expenses and costs	-144,836	-40,207	-51,750	-236,793
Transfers between funds	-501,520	454,737	46,783	0
As at 31 December 2023	520,589,186	74,253,819	77,077,607	671,920,612

Financial contract liabilities of Zavarovalnica Triglav

in EUR

	PDPZ Zajamčeni	PDPZ Zmerni	PDPZ Drzni	TOTAL
As at 1 January 2022	208,763,416	20,031,760	20,421,665	249,216,841
Fund inflows	12,434,151	3,671,848	5,415,010	21,521,009
Fund outflows	-10,145,071	-197,020	-108,990	-10,451,081
Investment return of funds	-17,952,606	-2,793,439	-2,320,136	-23,066,181
Expenses for fund fees	-2,187,226	-269,261	-278,695	-2,735,182
Other fund expenses and costs	0	-16,464	-14,319	-30,783
Transfers between funds	-2,740,863	2,958,093	-217,230	0
As at 31 December 2022 = 1 January 2023	188,171,802	23,385,516	22,897,307	234,454,625
Fund inflows	11,969,656	3,460,000	6,123,518	21,553,173
Fund outflows	-11,628,350	-188,425	-127,595	-11,944,370
Investment return of funds	7,756,092	4,473,268	5,573,304	17,802,664
Expenses for fund fees	-2,162,042	-321,998	-370,686	-2,854,726
Other fund expenses and costs	0	-16,348	-16,511	-32,859
Transfers between funds	-546,026	451,219	94,807	0
As at 31 December 2023	193,561,131	31,243,232	34,174,144	258,978,507

Maturity of liabilities to pension fund members of the Triglav Group

The undiscounted expected future cash flows from financial contract liabilities are equal to the carrying amount of the Group's liabilities. Their expected maturity at 31 December 2023 and 31 December 2022 is shown below.

in EUR

31 December 2023	< 1 year	1-5 years	5-10 years	> 10 years	TOTAL
Liabilities to PDPZ Zajamčeni fund members	9,044,911	44,983,103	75,927,029	390,634,143	520,589,186
Liabilities to PDPZ Zmerni, Mešani fund members	899,250	5,784,258	11,131,209	56,439,102	74,253,819
Liabilities to PDPZ Drzni, Delniški fund members	2,350,752	12,880,950	20,744,707	41,101,198	77,077,607
TOTAL	12,294,913	63,648,311	107,802,945	488,174,443	671,920,612

in EUR

31 December 2022	< 1 year	1-5 years	5-10 years	> 10 years	TOTAL
Liabilities to PDPZ Zajamčeni fund members	7,607,220	38,927,965	68,024,966	388,875,412	503,435,563
Liabilities to PDPZ Zmerni, Mešani fund members	520,338	3,527,258	7,720,385	45,278,636	57,046,617
Liabilities to PDPZ Drzni, Delniški fund members	1,311,961	7,834,169	13,220,342	28,856,990	51,223,462
TOTAL	9,439,519	50,289,392	88,965,693	463,011,038	611,705,642

Maturity of liabilities to pension fund members of Zavarovalnica Triglav

The undiscounted expected future cash flows from financial contract liabilities are equal to the carrying amount of the Company's liabilities. Their expected maturity at 31 December 2023 and 31 December 2022 is shown below.

in EUR

31 December 2023	< 1 year	1-5 year	5-10 year	> 10 year	TOTAL
Liabilities to PDPZ Zajamčeni fund members	3,834,771	18,606,355	29,568,623	141,551,382	193,561,131
Liabilities to PDPZ Zmerni fund members	420,828	2,659,441	4,842,199	23,320,763	31,243,232
Liabilities to PDPZ Drzni fund members	1,095,068	6,030,153	9,278,992	17,769,931	34,174,144
TOTAL	5,350,667	27,295,949	43,689,814	182,642,076	258,978,506

in EUR

31 December 2022	< 1 year	1-5 year	5-10 year	> 10 year	TOTAL
Liabilities to PDPZ Zajamčeni fund members	2,961,201	14,834,680	24,863,751	145,512,170	188,171,802
Liabilities to PDPZ Zmerni fund members	226,322	1,474,912	2,987,874	18,696,408	23,385,516
Liabilities to PDPZ Drzni fund members	640,013	3,785,376	5,706,943	12,764,975	22,897,307
TOTAL	3,827,536	20,094,968	33,558,568	176,973,553	234,454,625

3.6 Operating expenses

Operating expenses of the Triglav Group

in EUR

2023	Attributable acquisition costs	Attributable claim handling expenses	Attributable administrative costs	Non-attributable expenses of insurance companies	Expenses of non-insurance companies	TOTAL
OPERATING EXPENSES	214,668,318	29,992,668	83,801,833	58,998,876	46,643,578	434,105,273
Acquisition costs	92,612,498	864	0	193,092	0	92,806,454
Depreciation/amortisation costs	2,303,426	381,862	1,357,867	19,332,257	2,916,254	26,291,666
Depreciation/amortisation costs of leased assets	1,736,408	268,129	775,675	2,928,709	990,091	6,699,012
Depreciation/amortisation costs of other operating assets	567,018	113,733	582,192	16,403,548	1,926,163	19,592,654
Labour costs	90,886,243	23,014,544	54,812,664	11,138,406	18,095,743	197,947,600
Wages and salaries	65,040,590	15,777,470	35,874,972	7,351,519	12,735,298	136,779,849
Social and pension insurance costs	13,312,820	3,473,736	7,967,360	1,603,891	3,421,962	29,779,769
Other labour costs	12,532,833	3,763,338	10,970,332	2,182,996	1,938,483	31,387,982
Costs of services	28,866,151	6,595,398	27,631,302	28,335,121	25,696,867	117,124,839
Costs of entertainment, advertising and trade shows	8,133,825	19,067	172,839	13,704,398	1,580,349	23,610,478
Maintenance costs	4,463,095	1,204,444	9,006,364	554,278	1,494,336	16,722,517
Costs of materials and energy	4,381,093	1,000,413	1,656,737	435,945	2,572,997	10,047,185
Costs of payment transactions and banking services	675,772	10,958	1,585,406	65,732	212,409	2,550,277
Insurance premium costs	178,942	16,150	240,475	1,372,629	305,541	2,113,737
Costs of intellectual services	289,576	606,173	1,017,448	5,326,307	2,164,090	9,403,594
Training costs	363,077	136,539	545,787	298,342	215,575	1,559,320
Expenses for short-term leases, low-value leases and other leases	1,656,454	717,901	4,476,567	470,315	955,534	8,276,771
Costs of transport and communications services	2,784,319	536,092	2,566,509	141,165	431,209	6,459,294
Reimbursement of labour-related costs	3,049,244	150,510	734,771	533,683	1,128,333	5,596,541
Costs of services provided by natural persons other than sole proprietors	316,582	554,606	491,375	189,478	518,767	2,070,808
Other costs of services	2,574,172	1,642,545	5,137,024	5,242,849	14,117,727	28,714,317
Cost of goods sold	0	0	0	0	-65,286	-65,286
OTHER ATTRIBUTABLE INSURANCE SERVICE EXPENSES	213,309	3,844,303	19,534,686	203,396	0	23,795,694
CHANGE IN DEFERRED ACQUISITION COSTS	-13,616,542	0	0	0	0	-13,616,542
TOTAL	201,265,085	33,836,971	103,336,519	59,202,272	46,643,578	444,284,425
Elimination of intercompany transactions	-1,080,487	0	-1,511,832	-11,137,602	-1,539,779	-15,269,700
TOTAL	200,184,598	33,836,971	101,824,687	48,064,670	45,103,799	429,014,725

in EUR

2022	Attributable acquisition costs	Attributable claim handling expenses	Attributable administrative costs	Non-attributable expenses of insurance companies	Expenses of non-insurance companies	TOTAL
OPERATING EXPENSES	191,558,019	27,599,961	72,302,752	57,323,799	41,654,690	390,439,221
Acquisition costs	80,806,697	18	27,409	191,958	0	81,026,082
Depreciation/amortisation costs	2,302,938	369,329	1,185,886	19,259,537	3,048,989	26,166,679
Depreciation/amortisation costs of leased assets	1,731,253	237,393	724,504	2,928,188	939,009	6,560,347
Depreciation/amortisation costs of other operating assets	571,685	131,936	461,382	16,331,349	2,109,980	19,606,332
Labour costs	80,182,993	21,154,385	47,956,724	10,341,284	15,874,205	175,509,591
Wages and salaries	57,314,811	14,515,885	32,213,933	6,730,945	11,222,000	121,997,574
Social and pension insurance costs	11,608,508	3,223,360	7,352,045	1,330,317	2,964,370	26,478,600
Other labour costs	11,259,674	3,415,140	8,390,746	2,280,022	1,687,835	27,033,417
Costs of services	28,265,391	6,076,229	23,132,733	27,531,020	22,738,219	107,743,592
Costs of entertainment, advertising and trade shows	8,007,423	18,296	136,088	12,867,286	1,886,001	22,915,094
Maintenance costs	3,802,074	1,058,936	8,018,574	536,111	1,236,031	14,651,726
Costs of materials and energy	4,624,221	1,217,539	1,975,868	693,327	2,253,006	10,763,961
Costs of payment transactions and banking services	584,131	1,391	1,513,638	96,179	284,935	2,480,274
Insurance premium costs	134,873	19,732	229,815	716,962	266,152	1,367,534
Costs of intellectual services	319,245	507,271	655,512	6,078,489	1,022,113	8,582,630
Training costs	418,429	135,351	536,331	280,275	139,503	1,509,889
Expenses for short-term leases, low-value leases and other leases	1,913,623	617,415	2,308,859	332,931	802,403	5,975,231
Costs of transport and communications services	2,743,534	500,208	2,184,056	138,316	405,998	5,972,112
Reimbursement of labour-related costs	2,814,939	143,563	632,075	496,579	1,161,318	5,248,474
Costs of services provided by natural persons other than sole proprietors	419,418	446,661	411,230	167,391	364,540	1,809,240
Other costs of services	2,483,481	1,409,866	4,530,687	5,127,174	12,916,219	26,467,427
Cost of goods sold	0	0	0	0	-6,723	-6,723
OTHER ATTRIBUTABLE INSURANCE SERVICE EXPENSES	0	2,193,833	15,232,730	1,699,977	0	19,126,540
CHANGE IN DEFERRED ACQUISITION COSTS	-11,985,247	0	0	0	0	-11,985,247
TOTAL	179,572,772	29,793,794	87,535,482	59,023,776	41,654,690	397,580,514
Elimination of intercompany transactions	-1,120,999	0	-1,436,608	-9,873,812	-1,169,241	-13,600,659
TOTAL	178,451,773	29,793,794	86,098,874	49,149,964	40,485,449	383,979,855

Among other service costs, the Group mainly discloses expenses for fund fees, which amounted to EUR 9,984,023 in 2023 (2022: EUR 9,626,729), costs of computer services, which amounted to EUR 3,211,758 in 2023 (2022: EUR 2,710,022), and costs of property protection services, which amounted to EUR 1,675,798 in 2023 (2022: EUR 1,532,837).

Operating expenses of Zavarovalnica Triglav

in EUR

2023	Attributable acquisition costs	Attributable claim handling expenses	Attributable administrative costs	Non-attributable expenses	TOTAL
OPERATING EXPENSES	141,263,233	21,678,451	49,762,875	39,242,595	251,947,155
Acquisition costs	55,547,516	0	0	24,716	55,572,232
Depreciation/amortisation costs	690,797	134,450	301,196	15,038,079	16,164,522
Depreciation/amortisation costs of leased assets	690,797	134,450	301,196	94,428	1,220,871
Depreciation/amortisation costs of other operating assets	0	0	0	14,943,651	14,943,651
Labour costs	69,150,906	17,529,520	34,354,245	7,583,373	128,618,044
Wages and salaries	49,828,505	12,079,662	22,311,787	5,242,419	89,462,373
Social and pension insurance costs	8,422,285	2,051,485	3,748,859	917,505	15,140,134
Other labour costs	10,900,116	3,398,373	8,293,599	1,423,449	24,015,536
Costs of services	15,874,014	4,014,481	15,107,435	16,596,427	51,592,357
Costs of entertainment, advertising and trade shows	2,718,924	231	15,143	7,343,335	10,077,634
Maintenance costs	3,192,233	982,663	4,180,405	536,341	8,891,642
Costs of materials and energy	2,148,122	721,766	909,006	335,252	4,114,147
Costs of payment transactions and banking services	471,252	7,775	936,673	19,901	1,435,601
Insurance premium costs	0	0	0	1,005,722	1,005,722
Costs of intellectual services	94,565	43,103	330,587	3,302,260	3,770,515
Training costs	310,496	126,841	393,200	185,745	1,016,282
Expenses for short-term leases, low-value leases and other leases	1,148,723	642,121	4,222,146	453,438	6,466,428
Costs of transport and communications services	1,863,142	419,488	558,056	132,496	2,973,181
Reimbursement of labour-related costs	2,584,457	91,388	390,285	284,920	3,351,050
Costs of services provided by natural persons other than sole proprietors	71,709	384,590	219,122	18,624	694,045
Other costs of services	1,270,391	594,516	2,952,812	2,978,392	7,796,111
OTHER ATTRIBUTABLE INSURANCE SERVICE EXPENSES	0	1,591,019	18,832,824	6,164	20,430,008
CHANGE IN DEFERRED ACQUISITION COSTS	-10,020,473	0	0	0	-10,020,473
TOTAL	131,242,760	23,269,470	68,595,699	39,248,760	262,356,690

in EUR

2022	Attributable acquisition costs	Attributable claim handling expenses	Attributable administrative costs	Non-attributable expenses	TOTAL
OPERATING EXPENSES	122,785,821	19,930,061	39,943,674	38,715,422	221,374,979
Acquisition costs	45,233,097	0	27,204	34,409	45,294,710
Depreciation/amortisation costs	722,081	123,990	232,637	14,872,023	15,950,731
Depreciation/amortisation costs of leased assets	722,081	123,990	232,637	91,905	1,170,612
Depreciation/amortisation costs of other operating assets	0	0	0	14,780,118	14,780,118
Labour costs	60,988,095	16,036,119	28,658,677	7,265,733	112,948,623
Wages and salaries	43,778,391	11,051,467	19,234,017	5,015,883	79,079,757
Social and pension insurance costs	7,414,163	1,885,760	3,218,030	880,402	13,398,354
Other labour costs	9,795,542	3,098,891	6,206,631	1,369,448	20,470,512
Costs of services	15,842,549	3,769,953	11,025,156	16,543,257	47,180,915
Costs of entertainment, advertising and trade shows	2,895,924	49	1,088	6,791,642	9,688,702
Maintenance costs	2,663,955	826,715	3,165,553	515,731	7,171,955
Costs of materials and energy	2,495,082	964,166	1,192,927	570,854	5,223,029
Costs of payment transactions and banking services	412,489	350	884,254	33,886	1,330,980
Insurance premium costs	0	0	0	452,582	452,582
Costs of intellectual services	143,015	24,603	69,319	4,205,733	4,442,670
Training costs	360,709	118,219	405,379	182,025	1,066,331
Expenses for short-term leases, low-value leases and other leases	1,393,515	543,820	2,059,098	323,598	4,320,031
Costs of transport and communications services	1,797,872	390,911	464,836	129,455	2,783,075
Reimbursement of labour-related costs	2,414,333	87,802	290,377	267,958	3,060,470
Costs of services provided by natural persons other than sole proprietors	51,656	284,475	160,482	17,186	513,799
Other costs of services	1,213,999	528,843	2,331,843	3,052,606	7,127,291
OTHER ATTRIBUTABLE INSURANCE SERVICE EXPENSES	0	1,039,966	14,304,820	1,189,329	16,534,115
CHANGE IN DEFERRED ACQUISITION COSTS	-4,533,800	0	0	0	-4,533,800
TOTAL	118,252,021	20,970,027	54,248,494	39,904,751	233,375,294

In addition to costs of salaries, the Company set aside provisions for employee bonuses. In addition to employees' salaries, contributions charged to the employer are taken into account when creating provisions. Total provisions created for 2023 amounted to EUR 5,000,000 (2022: EUR 18,922,432).

3.7 Notes to other significant items in the financial statements

3.7.1 Property, plant and equipment

Movement in property, plant and equipment of the Triglav Group

	in EUR				
	Land	Buildings	Equipment	PPE in acquisition	TOTAL
COST					
As at 1 January 2022	11,480,626	128,546,856	67,993,004	542,651	208,563,137
Transfer in use	0	546,941	1,110,761	-1,657,702	0
Acquisitions	0	535,297	8,148,282	1,437,590	10,121,169
Disposals	-33,621	-796,202	0	0	-829,823
Write-offs	0	0	-7,313,981	0	-7,313,981
Other changes	-11,096	-3,083,319	51,800	304,578	-2,738,037
As at 31 December 2022 = 1 January 2023	11,435,909	125,749,573	69,989,866	627,117	207,802,465
Transfer to use	0	503,021	1,521,192	-2,024,213	0
Acquisitions	10,506	272,660	4,142,852	3,049,180	7,475,198
Disposals	0	-1,311,669	-1,108,292	0	-2,419,961
Write-offs	0	-562	-3,346,490	0	-3,347,052
Other changes	94,383	-1,057,416	-55,158	-299,208	-1,317,399
As at 31 December 2023	11,540,798	124,155,607	71,143,970	1,352,876	208,193,251
ACCUMULATED DEPRECIATION					
As at 1 January 2022	0	-44,779,835	-53,652,258	0	-98,432,093
Depreciation	0	-2,538,175	-5,940,073	0	-8,478,248
Disposals	0	277,580	0	0	277,580
Write-offs	0	0	7,042,755	0	7,042,755
Other changes	0	1,423,511	229,866	0	1,653,377
As at 31 December 2022 = 1 January 2023	0	-45,616,919	-52,319,710	0	-97,936,629
Depreciation	0	-2,449,618	-5,911,868	0	-8,361,486
Disposals	0	265,803	851,584	0	1,117,387
Write-offs	0	0	3,266,280	0	3,266,280
Other changes	0	424,040	125,966	0	550,006
As at 31 December 2023	0	-47,376,694	-53,987,748	0	-101,364,442
CARRYING AMOUNT					
As at 1 January 2022	11,480,626	83,767,021	14,340,746	542,651	110,131,044
As at 31 December 2022 = 1 January 2023	11,435,909	80,132,654	17,670,156	627,117	109,865,836
As at 31 December 2023	11,540,798	76,778,913	17,156,222	1,352,876	106,828,809

The Group has no property, plant and equipment pledged as collateral for liabilities. It also has no financial liabilities related to the purchase of property, plant and equipment.

The depreciation rates used for buildings range between 1.5% and 5%, the depreciation rate for computer equipment was 50% and for other equipment it ranged between 6.7% and 25%. Amortisation rates did not change in 2023 compared to the previous year.

Cost of fully depreciated assets still in use represents 18.12% of total cost of all assets used (31 December 2022: 16.62%).

In 2023, the Group assessed the existence of possible signs of impairment of land, buildings and equipment. Signs of impairment were identified in several real properties, which were subsequently impaired. The impairment of EUR 215,524 is shown under "Other changes" in movement in property, plant and equipment.

Movement in property, plant and equipment of Zavarovalnica Triglav

	in EUR				
	Land	Buildings	Equipment	PPE in acquisition	TOTAL
COST					
As at 1 January 2022	5,875,544	83,254,488	42,319,282	231,002	131,680,316
Transfer to use	0	381,851	177,896	-559,747	0
Acquisitions	0	51,230	6,260,448	544,688	6,856,366
Disposals	0	-392,118	0	0	-392,118
Write-offs	0	0	-5,639,803	0	-5,639,803
Other changes	0	810,984	214,900	0	1,025,884
As at 31 December 2022 = 1 January 2023	5,875,544	84,106,435	43,332,723	215,943	133,530,645
Transfer to use	0	503,021	838,567	-1,341,588	0
Acquisitions	10,506	194,514	2,698,009	2,121,992	5,025,021
Disposals	0	-777,960	0	0	-777,960
Write-offs	0	0	-2,192,611	0	-2,192,611
Other changes	0	-53,719	0	0	-53,719
As at 31 December 2023	5,886,050	83,972,291	44,676,688	996,347	135,531,376
ACCUMULATED DEPRECIATION					
As at 1 January 2022	0	-30,201,335	-34,719,681	0	-64,921,016
Depreciation	0	-1,417,798	-3,472,525	0	-4,890,323
Disposals	0	116,625	0	0	116,625
Write-offs	0	0	5,600,473	0	5,600,473
Other changes	0	-320,507	0	0	-320,507
As at 31 December 2022 = 1 January 2023	0	-31,823,015	-32,591,733	0	-64,414,748
Depreciation	0	-1,434,355	-3,510,237	0	-4,944,592
Disposals	0	213,411	0	0	213,411
Write-offs	0	0	2,162,703	0	2,162,703
Other changes	0	61,328	0	0	61,328
As at 31 December 2023	0	-32,982,631	-33,939,267	0	-66,921,898
CARRYING AMOUNT					
As at 1 January 2022	5,875,544	53,053,153	7,599,601	231,002	66,759,300
As at 31 December 2022 = 1 January 2023	5,875,544	52,283,420	10,740,990	215,943	69,115,897
As at 31 December 2023	5,886,050	50,989,660	10,737,421	996,347	68,609,478

The Company has no property, plant and equipment pledged as collateral for liabilities. It also has no financial liabilities related to the purchase of property, plant and equipment.

The depreciation rates used for buildings range between 1.5% and 5%, the depreciation rate for computer equipment was 50% and for other equipment it ranged between 6.7% and 25%. Amortisation rates did not change in 2023 compared to the previous year.

Cost of fully depreciated assets still in use represents 19.98% of total cost of all assets used (31 December 2022: 19.95%).

In 2023, the Company assessed the existence of possible signs of impairment of land, buildings and equipment. Signs of impairment were identified in several real properties, which were subsequently impaired. The impairment of EUR 215,524 is shown under "Other changes" in movement in property, plant and equipment.

Determining the fair value of the Group's and the Company's real property

The fair value of real property was determined based on valuations performed as at 30 September 2023 by an external certified real estate valuer in accordance with the guidelines described in [Section 2.5.10](#).

When preparing the financial statements as at 31 December 2023, the management performed a re-assessment and concluded that there were no changes between the valuation date and the reporting date that would significantly affect the fair value of real property. For the purposes of real property valuation, the suitability of using all valuation methods provided by the International Valuation Standards was checked. Considering the results of the real property market analysis as well as taking into consideration the purpose of valuation and the characteristics of specific valued real property, the following were used in valuation:

- the market approach (the comparable transaction method),
- the income approach (the income capitalisation approach) and
- the land residual method.

In the comparable transaction method, fair value was estimated based on market data derived from comparable transactions with similar real property.

When using the income capitalisation method, the fair value of Slovenian real property was estimated using a discount rate ranging between 7.50% and 9.50% for commercial buildings. The rate was determined using the market analysis method and further verified using the build-up method. Residential buildings were valued using the comparable sales method due to sufficient market evidence in local markets. The following assumptions were taken into account in the calculation of the capitalisation rate:

- the 0.68% risk-free rate of return in real terms, taking into account the yield on a 10-year Slovenian government bond of 3.70% and the annual price growth rate of 3%;
- the real estate risk premium of 5.0–7.0%;
- the capital retention premium of 1.36% (according to Hoskold) (in the case of an estimated age of office property of 60 years).

When using the income capitalisation method, the fair value of real property abroad was estimated using a discount rate ranging between 7.5% and 15.0%, and was also calculated using the market analysis method. The rate was verified using a build-up method (a three-part model), in which the following assumptions were used:

- the real risk-free rate of return of 0.58–6.02%, taking into account the yield on a 10-year German government bond (2.84%), the country risk premium (2.89–9.86%) and the current and projected inflation rate for the country in which real property is located;
- the real estate risk premium of 6.3%;
- the capital retention premium of 1.67% (in the case of an estimated age of office property of 60 years).

The fair values of the Group's and the Company's real property exceed their carrying amounts.

3.7.2 Investment property

Movement in investment property of the Triglav Group

	in EUR			
	Land	Buildings	Property in acquisition	TOTAL
COST				
As at 1 January 2022	14,838,567	62,858,021	13,888,435	91,585,023
Transfer to use	0	3,347,280	-3,347,280	0
Acquisitions	0	1,016,944	1,569,684	2,586,628
Disposals	-6,900,991	-1,179,333	-110,568	-8,190,892
Other changes	1,358	-42,785	0	-41,427
As at 31 December 2022 = 1 January 2023	7,938,934	66,000,127	12,000,271	85,939,332
Transfer to use	0	1,687,420	-1,687,420	0
Acquisitions	0	183,744	1,731,816	1,915,560
Disposals	-102,108	-1,146,824	-37,049	-1,285,981
Other changes	-185	-247,132	0	-247,317
As at 31 December 2023	7,836,641	66,477,335	12,007,618	86,321,594
ACCUMULATED DEPRECIATION				
As at 1 January 2022	0	-16,525,432	0	-16,525,432
Depreciation	0	-1,430,563	0	-1,430,563
Disposals	0	378,702	0	378,702
Other changes	0	-36,552	0	-36,552
As at 31 December 2022 = 1 January 2023	0	-17,613,845	0	-17,613,845
Depreciation	0	-1,434,129	0	-1,434,129
Disposals	0	667,231	0	667,231
Other changes	0	12,922	0	12,922
As at 31 December 2023	0	-18,367,821	0	-18,367,821
CARRYING AMOUNT				
As at 1 January 2022	14,838,567	46,332,589	13,888,435	75,059,591
As at 31 December 2022 = 1 January 2023	7,938,934	48,386,282	12,000,271	68,325,487
As at 31 December 2023	7,836,641	48,109,514	12,007,618	67,953,773

The Group has no investment property pledged as collateral for liabilities. It also has no financial liabilities related to the purchase of investment property. Investment property owned by the Group was not obtained with state support.

The amortisation rates used for investment property range between 1.5% and 5%. Amortisation rates did not change in 2023 compared to the previous year.

In 2023, the Group assessed the existence of possible signs of impairment of investment property. No signs of impairment were identified.

Movement in investment property of Zavarovalnica Triglav

	in EUR			
	Land	Buildings	Property in acquisition	TOTAL
COST				
As at 1 January 2022	3,529,464	40,688,135	10,810,918	55,028,517
Transfer to use	0	0	0	0
Acquisitions	0	33,675	1,118,817	1,152,492
Disposals	-16,237	-202,020	0	-218,257
Other changes	0	-810,985	0	-810,985
As at 31 December 2022 = 1 January 2023	3,513,227	39,708,805	11,929,735	55,151,767
Transfer to use	0	1,405,389	-1,405,389	0
Acquisitions	0	183,744	1,439,138	1,622,882
Disposals	-102,107	-986,853	0	-1,088,960
Other changes	-185	-227,671	0	-227,856
As at 31 December 2023	3,410,935	40,083,414	11,963,484	55,457,833
ACCUMULATED DEPRECIATION				
As at 1 January 2022	0	-11,188,462	0	-11,188,462
Depreciation	0	-966,800	0	-966,800
Disposals	0	60,161	0	60,161
Other changes	0	320,507	0	320,507
As at 31 December 2022 = 1 January 2023	0	-11,774,594	0	-11,774,594
Depreciation	0	-972,822	0	-972,822
Disposals	0	713,890	0	713,890
Other changes	0	2,874	0	2,874
As at 31 December 2023	0	-12,030,652	0	-12,030,652
CARRYING AMOUNT				
As at 1 January 2022	3,529,464	29,499,673	10,810,918	43,840,055
As at 31 December 2022 = 1 January 2023	3,513,227	27,934,211	11,929,735	43,377,173
As at 31 December 2023	3,410,935	28,052,762	11,963,484	43,427,181

The Company has no investment property pledged as collateral for liabilities. It also has no financial liabilities related to the purchase of investment property. Investment property owned by the Company was not obtained with state support.

The amortisation rates used for investment property range between 1.5% and 5% and did not change in 2023 compared to the previous year.

In 2023, the Company assessed the existence of possible signs of impairment of investment property. No signs of impairment were identified.

Determining the fair value of the Group's and the Company's investment property

The fair value of real property was determined based on valuations performed as at 30 September 2023 by an external certified real estate valuer in accordance with the guidelines described in [Section 2.5.10](#).

When preparing the financial statements as at 31 December 2023, the management performed a re-assessment and concluded that there were no changes between the valuation date and the reporting date that would significantly affect the fair value of real property. For the purposes of real property valuation, the suitability of using all valuation methods provided by the International Valuation Standards was checked. Considering the results of the real property market analysis as well as taking into consideration the purpose of valuation and the characteristics of specific valued real property, the following were used in valuation:

- the market approach (the comparable transaction method),
- the income approach (the income capitalisation approach) and
- the land residual method.

In the comparable transaction method, fair value was estimated based on market data derived from comparable transactions with similar real property.

When using the income capitalisation method, the fair value of Slovenian real property was estimated using a discount rate ranging between 7.50% and 9.50% for commercial buildings. The rate was determined using the market analysis method and further verified using the build-up method. Residential buildings were valued using the comparable sales method due to sufficient market evidence in local markets. The following assumptions were taken into account in the calculation of the capitalisation rate:

- the 0.68% risk-free rate of return in real terms, taking into account the yield on a 10-year Slovenian government bond of 3.70% and the annual price growth rate of 3%;
- the real estate risk premium of 5.0–7.0%;
- the capital retention premium of 1.36% (according to Hoskold) (in the case of an estimated age of office property of 60 years).

When using the income capitalisation method, the fair value of real property abroad was estimated using a discount rate ranging between 7.5% and 15.0%, and was also calculated using the market analysis method. The rate was verified using a build-up method (a three-part model), in which the following assumptions were used:

- the real risk-free rate of return of 0.58–6.02%, taking into account the yield on a 10-year German government bond (2.84%), the country risk premium (2.89–9.86%) and the current and projected inflation rate for the country in which real property is located;
- the real estate risk premium of 6.3%;
- the capital retention premium of 1.67% (in the case of an estimated age of office property of 60 years).

The fair values of the Group's and the Company's investment property exceed their carrying amounts.

Investment property income and expenses of the Group and the Company

The Group and the Company lease (operational lease) its investment properties, i.e. individual business premises. All operating leases can be cancelled and are concluded for an initial term of one to ten years or for an indefinite term. Leases do not include contingent rents (variable lease payments).

There were no significant modifications or terminations of lease contracts in 2023. As at 31 December 2023, 74.26% of all investment properties of the Group (31 December 2022: 74.34%) and 72.47% of all investment properties of the Company (31 December 2022: 72.50%) were leased.

All income from investment property relates exclusively to leases and operating expenses attributable to the lessee and is disclosed in profit or loss under the item net other operating income and expenses.

Expenses from investment property relate to amortisation, maintenance costs and other expenses of investment property and are disclosed in profit or loss under the item net other operating income and expenses.

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Lease income	7,441,237	9,106,100	6,195,418	6,116,290
Depreciation of investment property	-1,434,129	-1,430,563	-972,822	-966,800
Maintenance costs and other expenses related to income-generating real property	-2,349,341	-3,242,060	-2,945,673	-3,760,676
Maintenance costs and other expenses related to non-income-generating real property	-81,176	-100,392	-75,372	-99,740

in EUR

Expected undiscounted cash flows from concluded lease contracts

Based on the contractual provisions effective at the balance sheet date, the Group and the Company expect cash flows in the coming years as presented below. Expected cash flows are calculated based on the term of valid lease contracts. Contracts concluded without a term were assumed to last for five years.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Expected lease payments in year 1	5,999,327	6,296,386	3,559,799	4,163,238
Expected lease payments in year 2	4,324,247	5,079,823	3,137,038	3,640,923
Expected lease payments in year 3	3,894,731	3,527,026	2,893,114	3,174,424
Expected lease payments in year 4	858,445	3,199,416	199,854	2,893,336
Expected lease payments in year 5	626,503	432,008	197,574	217,600
Expected lease payments later than 5 years	414,745	320,280	76,375	284,142
TOTAL	16,117,998	18,854,939	10,063,754	14,373,663

in EUR

3.7.3 Right-of-use assets

The Group and the Company lease business premises, vehicles and other equipment used in their operations. Leases for business premises are mostly concluded for an indefinite term, and leases for vehicles and other equipment for one to five years.

The Group and the Company also entered into short-term leases and leases of low-value equipment. Permitted exceptions to recognition apply to these leases.

Movement in right-of-use assets of the Triglav Group

	in EUR			
	Land and buildings	Vehicles	Other equipment	TOTAL
As at 1 January 2022	13,046,236	2,241,318	48,495	15,336,049
New leases	577,030	778,746	1,985	1,357,761
Lease termination	-356,009	-82,440	0	-438,449
Lease modification	1,852,227	0	37,658	1,889,885
Change in estimates of future cash flows	-16,749	-3,183	0	-19,932
Depreciation of right-of-use assets	-2,692,347	-751,400	-29,251	-3,472,998
Exchange rate differences and other changes	-7,643	733	-394	-7,304
As at 31 December 2022 = 1 January 2023	12,402,745	2,183,774	58,493	14,645,012
Elimination of intercompany transactions	-4,452,087	0	0	-4,452,087
TOTAL	7,950,658	2,183,774	58,493	10,192,925
New leases	3,150,111	1,941,607	20,954	5,112,672
Lease termination	-1,110,757	-801,698	-12,016	-1,924,471
Lease modification	2,536,837	662,404	0	3,199,241
Change in estimates of future cash flows	-276,350	20,161	0	-256,189
Depreciation of right-of-use assets	-4,059,700	-1,005,825	-36,190	-5,101,715
Exchange rate differences and other changes	-2,539	-839	-13	-3,391
As at 31 December 2023	12,640,347	2,999,584	31,228	15,671,159
Elimination of intercompany transactions	-4,557,710	0	0	-4,557,710
TOTAL	8,082,637	2,999,584	31,228	11,113,449

Movement in right-of-use assets of Zavarovalnica Triglav

	in EUR			
	Land and buildings	Vehicles	Other equipment	TOTAL
As at 1 January 2022	3,184,922	1,316,422	46,954	4,548,298
New leases	45,082	563,475	1,985	610,542
Lease termination	-427,216	-574,946	0	-1,002,162
Lease modification	423,542	574,437	0	997,979
Depreciation of right-of-use assets	-685,848	-515,855	-12,229	-1,213,932
As at 31 December 2022 = 1 January 2023	2,540,482	1,363,533	36,710	3,940,725
New leases	171,273	1,360,058	0	1,531,331
Lease termination	-362,510	-796,772	0	-1,159,282
Lease modification	644,117	662,404	0	1,306,521
Depreciation of right-of-use assets	-674,905	-575,819	-12,084	-1,262,808
As at 31 December 2023	2,318,457	2,013,404	24,626	4,356,487

Lease liabilities

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Right of use assets	11,113,449	10,192,925	4,356,487	3,940,725
Lease financial liabilities	-11,665,333	-10,593,326	-4,573,011	-4,054,668

To calculate the net present value of future cash flows from leases, discount rates were used that were determined at the level of the interest rate for risk-free government bonds, increased by the credit spread of an individual Group member. When valuing assets and liabilities from contracts concluded for an indefinite term, there were no changes in the estimated term of contracts in 2023.

The table below shows the maturity of expected discounted cash flows by year.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Expected cash flows in less than 1 year	4,539,979	3,985,292	1,155,871	1,052,085
Expected cash flows in 1–2 years	4,431,734	3,656,537	1,189,495	902,108
Expected cash flows in 2–3 years	3,126,865	3,270,835	956,894	830,129
Expected cash flows in 3–4 years	2,277,307	2,572,670	518,289	629,924
Expected cash flows in 4–5 years	859,384	1,021,086	263,377	164,015
Expected cash flows over 5 years	1,153,420	676,036	489,085	476,407
Lease liabilities	16,388,689	15,182,456	4,573,011	4,054,668
Elimination of intercompany transactions	-4,723,356	-4,589,130	0	0
TOTAL	11,665,333	10,593,326	4,573,011	4,054,668

in EUR

The maturity of expected undiscounted cash flows by year is shown below.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Expected cash flows in less than 1 year	5,564,080	5,224,055	1,379,134	1,068,318
Expected cash flows in 1–2 years	5,028,385	4,817,885	1,257,926	1,057,896
Expected cash flows in 2–3 years	3,878,895	4,311,277	990,223	936,109
Expected cash flows in 3–4 years	2,440,864	3,168,977	521,975	668,405
Expected cash flows in 4–5 years	945,515	1,423,056	283,194	200,158
Expected cash flows over 5 years	1,619,749	1,712,302	539,490	555,445
Total expected undiscounted cash flows	19,477,488	20,657,552	4,971,942	4,486,331

in EUR

The Group's and the Company's expenses related to leased assets and payments related to rights-of-use assets

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Expenses related to right-of-use assets				
Depreciation/amortisation costs of leased assets	-5,101,715	-3,472,998	-1,262,808	-1,213,932
Interest expenses from leased assets	-901,232	-489,303	-153,630	-79,806
Other expenses from leased assets	-126,504	-6,951	0	0
Other lease-related costs and expenses				
Expenses for short-term leases	-806,975	-125,836	-42,496	-49,092
Expenses for low-value leases	-525,068	-563,829	-442,246	-426,719
Expenses related to variable lease payments	-150,812	0	0	0
Payments for right-of-use assets in the year	5,878,787	4,227,582	1,317,713	1,245,256

in EUR

3.7.4 Intangible assets and goodwill

Movement in intangible assets of the Triglav Group

	in EUR				
	Goodwill	Licenses and software	Intangible assets in acquisition	Long-term deferred items	TOTAL
COST					
As at 1 January 2022	10,413,312	101,682,341	3,512,789	630,596	116,239,038
Transfer to use	0	2,361,862	-2,361,862	0	0
Acquisitions and other increases	0	6,230,090	6,156,020	0	12,386,110
Disposals	0	-3,076,870	27,181	0	-3,049,689
Other changes	0	-1,386,350	13,766	-386,412	-1,758,996
As at 31 December 2022 = 1 January 2023	10,413,312	105,811,073	7,347,894	244,184	123,816,463
Transfer to use	0	2,147,073	-2,147,073	0	0
Acquisitions and other increases	0	8,210,238	5,710,237	0	13,920,475
Disposals	0	-394,177	0	0	-394,177
Other changes	0	-1,795,702	-8,795	-85,824	-1,890,321
As at 31 December 2023	10,413,312	113,978,505	10,902,263	158,360	135,452,440
ACCUMULATED DEPRECIATION					
As at 1 January 2022	0	-61,990,754	0	0	-61,990,754
Depreciation	0	-12,772,548	0	0	-12,772,548
Disposals	0	3,298,009	0	0	3,298,009
Other changes	0	1,369,089	0	0	1,369,089
As at 31 December 2022 = 1 January 2023	0	-70,096,204	0	0	-70,096,204
Depreciation	0	-11,696,494	0	0	-11,696,494
Disposals	0	367,575	0	0	367,575
Other changes	0	628,989	0	0	628,989
As at 31 December 2023	0	-80,796,134	0	0	-80,796,134
CARRYING AMOUNT					
As at 1 January 2022	10,413,312	39,691,587	3,512,789	630,596	54,248,284
As at 31 December 2022	10,413,312	35,714,869	7,347,894	244,184	53,720,259
As at 31 December 2023	10,413,312	33,182,371	10,902,263	158,360	54,656,306

Goodwill arises from the merger of Alta Skladi d.d., to Triglav Skladi, družba za upravljanje d.o.o. in 2019.

In testing goodwill as at 31 December 2023, the estimated value of the cash-generating unit (CGU) Triglav Skladi d.o.o. as at 30 September 2023 was determined, which was based on an estimated value in use in accordance with IAS 36. The estimated value in use exceeds the estimated carrying amount and the discounted net cash flow method was applied, taking into account the estimated net cash flows for the 2024–2031 period and a 12.12% discount rate (2022: 14.18%). When preparing the financial statements as at 31 December 2023, the management performed a re-assessment and concluded that there were no changes between the value assessment date and the reporting date that would significantly affect the value when using the cash-generating unit, i.e. Triglav Skladi d.o.o.

The calculated recoverable amount of goodwill exceeds its carrying amount, therefore no impairment of goodwill is required.

Under other intangible assets, the Group has no intangible assets pledged as collateral for liabilities. The Group also has no financial liabilities related to the purchase of intangible assets. Intangible assets owned by the Group were not obtained with state support.

The amortisation rate used for software is 20%, and for other material rights it ranges between 1% and 20%. Amortisation rates did not change in 2023.

The Group has no intangible assets that are individually significant for the consolidated financial statements.

In 2023, the Group assessed the existence of possible signs of impairment of other intangible assets. No signs of impairment were identified.

Movement in intangible assets of Zavarovalnica Triglav

	in EUR			
	Licenses and software	Intangible assets in acquisition	Long-term deferred items	TOTAL
COST				
As at 1 January 2022	74,148,609	2,961,525	302,283	77,412,417
Transfer to use	1,434,479	-1,434,479	0	0
Acquisitions and other increases	5,901,323	3,210,534	0	9,111,857
Disposals	-1,855,145	0	0	-1,855,145
Other changes	0	0	-143,861	-143,861
As at 31 December 2022 = 1 January 2023	79,629,266	4,737,580	158,422	84,525,268
Transfer to use	1,412,609	-1,412,609	0	0
Acquisitions and other increases	7,454,834	2,720,717	0	10,175,551
Disposals	-204,190	0	0	-204,190
Other changes	0	0	-86,017	-86,017
As at 31 December 2023	88,292,519	6,045,688	72,405	94,410,612
ACCUMULATED DEPRECIATION				
As at 1 January 2022	-45,436,239	0	0	-45,436,239
Depreciation	-10,026,265	0	0	-10,026,265
Disposals	1,855,146	0	0	1,855,146
As at 31 December 2022 = 1 January 2023	-53,607,358	0	0	-53,607,358
Depreciation	-10,128,295	0	0	-10,128,295
Disposals	204,190	0	0	204,190
As at 31 December 2023	-63,531,463	0	0	-63,531,463
CARRYING AMOUNT				
As at 1 January 2022	28,712,370	2,961,525	302,283	31,976,178
As at 31 December 2022	26,021,908	4,737,580	158,422	30,917,910
As at 31 December 2023	24,761,056	6,045,688	72,405	30,879,149

The Company has no intangible assets pledged as collateral for liabilities. The Company also has no financial liabilities related to the purchase of intangible assets. Intangible assets owned by the Company were not obtained with state support.

The amortisation rate used for software is 20%, and for other material rights it ranges between 1% and 20%. Amortisation rates did not change in 2023.

The Company has no intangible assets that are individually significant for the financial statements.

Cost of fully depreciated property, plant and equipment still in use represents 17.55% of total cost of property, plant and equipment used by the Company (31 December 2022: 19.46%).

In 2023, the Company assessed the existence of possible signs of impairment of other intangible assets. No signs of impairment were identified.

3.7.5 Deferred tax assets and liabilities

Breakdown of deferred tax assets and liabilities of the Triglav Group

	in EUR	
	31 Dec 2023	31 Dec 2022
Deferred tax assets	21,967,548	14,786,228
Deferred assets from determining the fair value of debt instruments at FVOCI	24,989,603	35,742,981
Deferred assets from determining the fair value of equity instruments at FVOCI	926,989	0
Deferred assets from the impairment of financial instruments	4,713,262	5,991,678
Deferred assets from the impairment of receivables	210,901	7,932,320
Deferred assets from impairment of land and buildings	327,683	285,803
Deferred assets from the calculation of employee benefits	1,707,895	1,134,508
Deferred assets from insurance contracts	7,262	299,201
Deferred assets from reinsurance contracts	423,347	1,479,461
Deferred assets from using various amortisation rates	118,289	26,289
Deferred assets from other items	1,132,225	27,794,516
Deferred assets from unused tax losses	6,443,736	475,061
Netting of deferred tax	-19,033,644	-66,375,590
Deferred tax liabilities	1,865,810	2,051,026
Deferred insurance contract liabilities	17,551,404	24,813,442
Deferred liabilities from the transition to the new standard	48	393
Deferred liabilities from determining the fair value of debt instruments at FVOCI	92,512	43,958
Deferred liabilities from determining the fair value of equity instruments at FVOCI	87,886	1,263,149
Deferred liabilities from using various amortisation rates	700,015	686,174
Deferred liabilities from other items	2,467,589	41,619,500
Netting of deferred tax	-19,033,644	-66,375,590
TOTAL	20,101,738	12,735,202

The high amounts of deferred tax assets and liabilities as at 31 December 2022 relate to the transition to new accounting standards and were reversed as at 31 December 2023.

Deferred tax assets and liabilities are calculated at the tax rate expected to apply at the time of their reversal.

Breakdown of deferred tax assets and liabilities of Zavarovalnica Triglav

	in EUR	
	31 Dec 2023	31 Dec 2022
Deferred tax assets	12,798,237	10,921,528
Deferred assets from determining the fair value of debt securities at FVOCI	21,715,470	29,230,648
Deferred assets from determining the fair value of equity securities at FVOCI	926,989	0
Deferred assets from the impairment of financial instruments	3,811,955	5,096,754
Deferred assets from the impairment of receivables	0	7,488,210
Deferred assets from impairment of land and buildings	327,683	285,803
Deferred assets from the calculation of employee benefits	1,379,131	854,092
Deferred assets from reinsurance contracts	179,844	932,490
Deferred assets from other items	0	26,403,325
Netting of deferred tax	-15,542,835	-59,369,795
Deferred tax liabilities	0	0
Deferred liabilities from determining the fair value of equity securities at FVOCI	0	1,104,367
Deferred insurance contract liabilities	15,542,835	20,462,707
Deferred liabilities from other items	0	37,802,721
Netting of deferred tax	-15,542,835	-59,369,795
TOTAL	12,798,237	10,921,528

Deferred tax receivables and liabilities of Zavarovalnica Triglav as of December 31, 2022, were calculated based on the tax rate of 19 percent, whereas as of December 31, 2023, due to changes in legislation, they were calculated based on the tax rate of 22 percent.

Movement in deferred tax assets and liabilities

	in EUR	
	Triglav Group	Zavarovalnica Triglav
Deferred tax assets		
As at 1 January 2022	23,278,057	20,229,797
Creation recognised in profit or loss	31,613,541	30,352,514
Use recognised in profit or loss	-1,007,513	-1,002,718
Release recognised in profit or loss	-1,295,057	-1,183,442
Creation recognised in other comprehensive income	37,224,914	30,163,138
Use recognised in other comprehensive income	0	0
Release recognised in other comprehensive income	-8,651,817	-8,267,966
Exchange rate differences	-307	0
As at 31 December 2022 = 1 January 2023	81,161,818	70,291,323
Creation recognised in profit or loss	8,718,018	1,813,191
Use recognised in profit or loss	-27,533,942	-27,517,711
Release recognised in profit or loss	-10,393,596	-8,904,895
Creation recognised in other comprehensive income	1,000,759	926,989
Use recognised in other comprehensive income	-1,268,943	-1,268,943
Release recognised in other comprehensive income	-10,681,468	-6,998,882
Exchange rate differences	-1,457	0
As at 31 December 2023	41,001,189	28,341,072
Deferred tax liabilities		
As at 1 January 2022	49,559,480	44,026,532
Creation recognised in profit or loss	6,294,498	5,042,756
Use recognised in profit or loss	-531	0
Release recognised in profit or loss	-93,349	0
Creation recognised in other comprehensive income	24,676,737	20,441,511
Use recognised in other comprehensive income	-8,436,748	-8,436,748
Release recognised in other comprehensive income	-3,571,645	-1,704,256
Exchange rate differences	-1,826	0
As at 31 January 2022 = 1 January 2023	68,426,616	59,369,795
Creation recognised in profit or loss	160,318	0
Use recognised in profit or loss	-37,802,721	-37,802,721
Release recognised in profit or loss	-1,542,879	0
Creation recognised in other comprehensive income	67,009	0
Use recognised in other comprehensive income	-1,281,815	-1,104,367
Release recognised in other comprehensive income	-7,126,183	-4,919,871
Exchange rate differences	-889	0
As at 31 December 2023	20,899,456	15,542,836

Offset of deferred tax assets and liabilities

In the Group's and the Company's financial statements, deferred tax assets and liabilities are offset at the level of the tax jurisdiction, as shown below.

	31 December 2023			31 December 2022		
Tax jurisdiction	Deferred tax assets	Deferred tax liabilities	Total deferred tax	Deferred tax assets	Deferred tax liabilities	Total deferred tax
Slovenia	21,175,326	376,288	20,799,038	14,008,968	470,579	13,538,389
Croatia	821,654	0	821,654	321,345	0	321,345
Montenegro	76,460	1,345,139	-1,268,679	5,065	1,152,653	-1,147,588
Bosnia and Herzegovina	0	597,131	-597,131	0	852,578	-852,578
North Macedonia	128,997	0	128,997	127,825	0	127,825
Serbia	217,859	0	217,859	0	50,860	-50,860
TOTAL DEFERRED TAX	22,420,296	2,318,558	20,101,738	14,463,203	2,526,670	11,936,533
Total deferred tax assets			21,967,548			13,987,559
Total deferred tax liabilities			-1,865,810			-2,051,026

3.7.6 Non-current assets held for sale

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Land	223,869	22,815	0	0
Buildings	2,522,482	1,778,648	0	0
Investment property	383,358	383,358	0	0
TOTAL	3,129,709	2,184,821	0	0

3.7.7 Other receivables

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Non-attributable receivables from insurance operations	16,333,461	23,531,256	15,505,994	22,700,850
Other receivables	21,310,542	26,947,081	4,541,031	12,454,760
Trade receivables	8,700,903	8,479,314	0	0
Overpayments and prepayments	3,802,918	3,306,261	2,788,279	2,375,066
Other short-term operating receivables	5,745,201	3,524,567	925,934	1,586,982
Receivables from financing	967,993	8,687,488	176,245	7,866,826
Other	2,093,527	2,949,451	650,573	625,886
TOTAL	37,644,003	50,478,337	20,047,025	35,155,610

Impairment of non-attributable receivables from insurance operations

Non-attributable receivables from insurance operations are receivables that relate to insurance business but are not attributable to individual insurance contracts. These are mainly receivables from points of sale and foreign intermediaries, receivables for card payments, receivables for overpaid benefits and similar. As at 31 December 2023 and 31 December 2022, the Group and the Company tested these receivables for impairment, focusing primarily on significant exposures to foreign intermediaries. No signs of impairment were identified, as the foreign intermediaries to which the Group and the Company are exposed have very good credit ratings and do not default on payments.

Impairment of other receivables

The table below shows the age structure of receivables and the amount of impairment allowance.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Not due	13,984,739	22,495,540	4,223,072	11,643,404
Overdue up to 30 days	1,888,968	3,178,253	190,580	313,622
Overdue from 31 to 90 days	1,194,105	1,587,259	261,425	471,417
Overdue from 91 to 180 days	1,579,377	708,937	9,917	11,392
Overdue over 180 days	8,933,849	4,675,516	344,116	194,545
Total gross receivables	27,581,038	32,645,505	5,029,110	12,634,380
Impairment	-6,270,496	-5,698,424	-488,079	-179,620
Carrying amount	21,310,542	26,947,081	4,541,031	12,454,760

3.7.8 Cash and cash equivalents

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Cash in bank accounts	76,387,728	70,315,328	31,664,807	19,282,511
Call account	7,570,804	5,180,907	0	0
Cash on hand and other cash	462,135	570,044	14,637	14,338
TOTAL	84,420,667	76,066,279	31,679,444	19,296,850

In the statement of financial position under the item "cash and cash equivalents", cash of the fund backing unit-linked insurance is disclosed in the amount of EUR 15,158,808 (2022: EUR 9,078,017) for the Triglav Group and in the amount of EUR 14,286,647 (2022: EUR 7,960,931) for Zavarovalnica Triglav.

3.7.9 Other assets

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Inventories	520,289	505,099	182,835	225,649
Deferred expenses and accrued income	7,712,503	4,273,425	2,462,227	2,029,561
Other assets	99,109	182,405	98,022	212,061
TOTAL	8,331,901	4,960,929	2,743,084	2,467,271

3.7.10 Equity

Zavarovalnica Triglav's share capital

As at 31 December 2023, the Company's share capital amounted to EUR 73,701,392 (31 December 2022: EUR 73,701,392). It was divided into 22,735,148 ordinary registered no-par value shares. Each share represents the same stake and corresponding amount in share capital. The proportion of each no-par value share in the share capital is determined based on the number of no-par value shares issued. All the shares have been paid up in full.

The shares are entered in the KDD register under the ZVTG ticker symbol and are listed on the Ljubljana Stock Exchange Prime Market. Shareholders have the right to participate in the management of the company and the right to participate in profit.

As at 31 December 2023, there were 8,453 subscribers of shares in Zavarovalnica Triglav's share register (31 December 2022: 8,294). The largest subscribers are presented in the table below.

Shareholders of Zavarovalnica Triglav

As at 31 December 2023	Numbers of shares	Share (%)
Zavod za pokojninsko in invalidsko zavarovanje Slovenije, Ljubljana	7,836,628	34.47
SDH, d.d., Ljubljana	6,386,644	28.09
Erste Group Bank PBZ Croatia Osiguranje OMF – fiduciarni račun, Zagreb, Hrvaška	1,526,190	6.71
Unicredit Bank Austria – fiduciarni račun, Dunaj, Avstrija	555,758	2.44
Citibank – fiduciarni račun, London, Velika Britanija	469,075	2.06
Hrvatska poštanska banka – fiduciarni račun, Zagreb, Hrvaška	232,644	1.02
Other shareholders (less than 1%)	5,728,209	25.20
TOTAL	22,735,148	100.00

As at 31 December 2022	Numbers of shares	Share (%)
Zavod za pokojninsko in invalidsko zavarovanje Slovenije, Ljubljana	7,836,628	34.47
SDH, d.d., Ljubljana	6,386,644	28.09
Erste Group Bank PBZ Croatia Osiguranje OMF – fiduciarni račun, Zagreb, Hrvaška	1,526,190	6.71
Unicredit Bank Austria – fiduciarni račun, Dunaj, Avstrija	613,116	2.70
Citibank – fiduciarni račun, London, Velika Britanija	491,165	2.16
Hrvatska poštanska banka – fiduciarni račun, Zagreb, Hrvaška	232,644	1.02
Other shareholders (less than 1%)	5,648,761	24.85
TOTAL	22,735,148	100.00

ZVTG price

	31 December 2023	31 December 2022
Quoted price of the share on the regulated securities market	34.70	34.50
Book value of equity per share	29.44	28.98

The share's book value is calculated taking into account the Company's total equity.

Distribution of accumulated profits of Zavarovalnica Triglav

On 6 June 2023, the General Meeting of Shareholders of Zavarovalnica Triglav d.d. decided on the distribution of accumulated profit, totalling EUR 63,769,278 as at 31 December 2022. A part of the accumulated profit in the amount of EUR 56,837,870 was allocated to dividend payments, amounting to EUR 2.50 gross per share. The dividends were paid on 21 June 2023. The distribution of the remaining part of accumulated profit will be decided on in the coming years.

	2023	2022
Net profit/loss for the year	38,662,426	120,472,072
Net profit brought forward	6,931,409	3,540,333
Change in net retained earnings	11,647,900	-43,128
Increase of other reserves from profit based on the decision by the Management and Supervisory Boards	-19,000,000	-60,200,000
Increase in net retained earnings due to the transition to new standards	49,612,304	0
ACCUMULATED PROFITS	87,854,039	63,769,277
Distribution of accumulated profits		
– to shareholders		56,837,870
– transfer to the following year		6,931,407

Reserves from profit

In addition to legal and treasury share reserves, reserves from profit also comprise other reserves from profit.

In accordance with the ZGD-1, the Management Board may allocate up to one half of the amount of the net profit remaining after the appropriation of the profit for the purposes required by law to create other reserves. In addition to prudent risk management, the creation of these reserves based on, in particular, the anticipated company's strategic needs for capital, taking into account capital sources. When preparing the Annual Report for 2023, the Management Board formed other reserves from profit in the amount of EUR 19,000,000 (2022: EUR 60,200,000).

Treasury shares reserves and treasury shares (as a deductible item)

The treasury shares include the shares of Zavarovalnica Triglav held by other Group companies whose financial statements are included in the Group's consolidated financial statements. As at 31 December 2023, Triglav, Upravljanje nepremičnin d.o.o. held 24,312 ZVTG shares worth EUR 364,680 as at the balance sheet date. The balance of treasury shares is unchanged compared to the preceding year.

In the consolidated financial statements, treasury shares are measured at cost and recognised as a deductible under equity. For these shares, treasury share reserves are created in the same amount from net profit brought forward.

Accumulated other comprehensive income

Accumulated other comprehensive income shows changes in the portion of assets and liabilities arising from insurance contracts that are measured at fair value through other comprehensive income and changes in the fair value of financial investments classified as measured at fair value through other comprehensive income.

The amounts of accumulated other comprehensive income are net of the amount of deferred tax. Changes in accumulated other comprehensive income are shown in more detail in the statement of other comprehensive income.

Translation differences

Translation differences arise from foreign exchange differences in consolidation procedures. In 2023, translation differences amounted to EUR -20,062 (2022: EUR -61,272). Translation differences mainly refer to the change in the exchange rate of Serbian dinar.

Notes to the statement of changes in equity

The following changes are shown in the Group's statement of changes in equity for 2023:

- increase in capital for net profit of the year in the amount of EUR 16,265,195, of which EUR 188,710 is accounted for by non-controlling interest holders;
- reduction of capital for the dividend payment in the amount of EUR 56,777,089, of which EUR 1,135 relates to the dividend payment to non-controlling interests;
- allocation of net profit from 2022 to net profit brought forward in the amount of EUR 67,037,485;
- allocation of net profit from 2023 to reserves from profit in the amount of EUR 23,269,022;
- increase of accumulated other comprehensive income and net profit brought forward in the total amount of EUR 34,671,532, of which EUR 74,181 reduces the capital of non-controlling interest holders. The decrease relates to the re-measurement of the fair value of financial instruments, insurance and reinsurance contracts, and the recalculation of actuarial gains and losses related to employee benefits;
- the effect of repurchases of shares of subsidiaries from non-controlling interests, which reduced the value of non-controlling interests by EUR 43,263, while the positive effect of repurchases in the amount of EUR 17,906 is disclosed as an increase in the Group's share premium.

The following changes are shown in the Company's statement of changes in equity for 2023:

- increase in capital for net profit of the year in the amount of EUR 38,662,426;
- reduction of capital for the payment of dividends in the amount of EUR 56,837,870 based on a general meeting of shareholders' resolution;
- allocation of net profit from 2022 to net profit brought forward in the amount of EUR 51,274,590;
- allocation of net profit from 2023 to reserves from profit in the amount of EUR 19,000,000 based on a management board's decision;
- increase of accumulated other comprehensive income and net profit brought forward in the total amount of EUR 28,447,417, which relate to the re-measurement of the fair value of financial instruments, insurance and reinsurance contracts, and the recalculation of actuarial gains and losses related to employee benefits.

3.7.11 Subordinated liabilities

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Amortised cost	49,994,402	49,941,796	49,994,402	49,941,796
Fair value	53,087,374	41,987,521	53,087,374	41,987,521

in EUR

Subordinated bond with the ISIN code XS1980276858 was issued on 24 April 2019 in the amount of EUR 50 million (500 denominations of EUR 100,000). The final maturity date of said bond is 22 October 2049 and the first call date is 22 October 2029. Until the first call, interest is paid annually at the fixed interest rate of 4.375%. Thereafter, the interest rate is variable, i.e. 3-month Euribor +4.845%, and interest is paid quarterly. The bond is valued at amortised cost in the financial statements. The bond was listed on the Luxembourg Stock Exchange on 30 April 2019 (ISIN code XS1980276858). The bond is subordinated (Tier 2) and issued in line with the Solvency II regulations.

Issued bond is disclosed at amortised cost. When calculating the fair value, the price according to the valuation model is taken into account, as there are very few transactions on the stock exchange. The price of the bond was 105.338% as at 31 December 2023 (vs. 83.118% as at 31 December 2022).

In the event of the Company's bankruptcy or liquidation, liabilities from the above-mentioned bond issues are subordinated to net debt instruments and are paid only when all non-subordinated liabilities to ordinary creditors have been paid. The holders of bonds do not have the right to early redemption before the maturity date set by the amortisation schedule. Bonds are not convertible to equity or any other liability.

3.7.12 Provisions

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Employee benefits	19,665,677	17,711,009	14,045,516	12,381,473
Provisions for retirement benefits	11,353,153	10,112,571	7,522,356	6,415,477
Provisions for jubilee payments	2,431,226	2,284,282	1,960,567	1,842,765
Provisions for unused leave	5,881,298	5,314,156	4,562,593	4,123,232
Other provisions and long-term deferred items	10,681,808	15,573,693	277,990	4,653,618
TOTAL	30,347,485	33,284,702	14,323,506	17,035,092

in EUR

Movement in provisions for retirement benefits and jubilee payments

The following estimates and assumptions were taken into account in the calculation of provisions for pensions and retirement benefits as at 31 December 2023:

- The expected mortality based on crude mortality tables for the population of Slovenia from 2019 (Statistical Office of Slovenia), taking into account a 20% lower mortality than given in those tables; in the companies outside of Slovenia, mortality tables from individual countries were taken into account.
- The expected annual employee turnover depending on age which, on average, stands at 2.5% in Slovenia; in the companies outside Slovenia, the expected employee turnover in an individual country was taken into account.
- The expected annual average wage growth in Slovenia was 3.7%; in the subsidiaries outside Slovenia, the expected average wage growth in an individual country was taken into account.
- The yield curve of the Slovenian government debt securities denominated in EUR as at 31 December 2023. The ten-year benchmark is 2.98%. In the companies outside Slovenia, the yield curves of government debt securities of individual countries were taken into account.

	in EUR		
Triglav Group	Provisions for retirement benefits	Provisions for jubilee payments	Total
As at 1 January 2022	10,914,184	2,183,950	13,098,134
Current service cost	614,100	141,356	755,456
Interest cost	39,723	1,286	41,009
Actuarial gains/losses due to:			
- changes in demographic assumptions	-104	0	-104
- changes in financial assumptions	-1,851,889	257,558	-1,594,331
- experience adjustments	885,479	-12,079	873,400
Past service cost	1,097	-528	569
Gains/losses upon payment	-357,843	8,473	-349,370
Payouts during the year	-445,872	-179,984	-625,856
Exchange rate difference	-1,776	-427	-2,203
As at 31 December 2022 = 1 January 2023	9,797,099	2,399,605	12,196,704
Current service cost	551,565	205,703	757,268
Interest cost	241,269	59,567	300,836
Actuarial gains/losses due to:			
- changes in demographic assumptions	-4,176	-3,974	-8,150
- changes in financial assumptions	574,188	71,247	645,435
- experience adjustments	652,501	76,314	728,815
Past service cost	10,427	4,272	14,699
Gains/losses on payout	-162,115	-9,169	-171,284
Payouts during the year	-557,287	-257,223	-814,510
Exchange rate difference	-65,784	207	-65,577
Other changes	315,472	-115,323	200,149
As at 31 December 2023	11,353,159	2,431,226	13,784,385

	in EUR		
Zavarovalnica Triglav	Provisions for retirement benefits	Provisions for jubilee payments	Total
Balance of provisions as at 1 January 2022	7,552,987	1,623,850	9,176,837
Current service cost	395,232	120,280	515,512
Interest cost	19,844	798	20,642
Actuarial gains/losses due to:			
- changes in financial assumptions	-1,775,399	259,093	-1,516,306
- experience adjustments	908,542	-12,645	895,897
Profit/loss upon payment	-378,877	7,647	-371,230
Payouts during the year	-306,852	-156,259	-463,111
Balance of provisions as at 31 December 2022 = 1 January 2023	6,415,477	1,842,764	8,258,241
Current service cost	317,725	135,963	453,688
Interest cost	203,186	57,052	260,238
Actuarial gains/losses due to:			
- changes in financial assumptions	565,919	63,135	629,054
- experience adjustments	715,389	76,791	792,180
Profit/loss upon payment	-208,291	-13,037	-221,328
Payouts during the year	-487,049	-202,101	-689,150
Balance of provisions as at 31 December 2023	7,522,356	1,960,567	9,482,923

Sensitivity analysis of parameter changes

Triglav Group		in EUR	
Parameter	Parameter change	2023	2022
Interest rate	shift in the discount curve by +0.25%	-271,626	238,036
	shift in the discount curve by -0.25%	280,948	740,213
Wage growth	change in annual wage growth by +0.5%	444,173	881,583
	change in annual wage growth by -0.5%	-395,910	130,401
Mortality rate	constant increase in mortality by +20%	-98,727	394,419
	constant increase in mortality by -20%	101,112	576,876
Early employment termination	shift in the expense curve by +20%	-472,652	108,901
	shift in the expense curve by -20%	512,279	898,052
Zavarovalnica Triglav		in EUR	
Parameter	Parameter change	2023	2022
Interest rate	shift in the discount curve by +0.25%	-163,619	-135,334
	shift in the discount curve by -0.25%	169,940	140,435
Wage growth	change in annual wage growth by +0.5%	323,319	258,816
	change in annual wage growth by -0.5%	-288,602	-230,782
Mortality rate	constant increase in mortality by +20%	-71,069	-58,971
	constant increase in mortality by -20%	72,023	59,746
Early employment termination	shift in the expense curve by +20%	-313,179	-261,064
	shift in the expense curve by -20%	333,403	277,580

Movement in provisions for unused annual leave and other provisions and long-term deferred items

Triglav Group		in EUR	
	Provisions for unused leave	Other provisions	
As at 1 January 2022	4,616,739	8,456,496	
Creation	4,740,744	11,569,350	
Use	-367,664	-1,417,250	
Release	-3,703,737	-3,058,506	
Effect of exchange rate differences	28,074	23,603	
As at 31 December 2022 = 1 January 2023	5,314,156	15,573,693	
Creation	5,281,991	5,392,601	
Use	-4,493,778	-1,025,094	
Release	-206,900	-9,298,530	
Effect of exchange rate differences	-14,174	39,140	
As at 31 December 2023	5,881,295	10,681,810	
Zavarovalnica Triglav		in EUR	
	Provisions for unused leave	Other provisions	
As at 1 January 2022	3,665,467	1,977,972	
Creation	4,123,232	3,059,989	
Use	0	-282,497	
Release	-3,665,467	-101,846	
As at 31 December 2022 = 1 January 2023	4,123,232	4,653,618	
Creation	4,562,593	284,564	
Use	-4,123,232	-161,212	
Release	0	-4,498,982	
As at 31 December 2023	4,562,593	277,989	

3.7.13 Other liabilities

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Liabilities for labour costs	31,260,501	34,747,418	26,363,762	29,963,307
Accrued costs and expenses and short-term deferred income	17,009,906	11,720,684	5,507,356	4,595,251
Non-attributable liabilities from insurance operations	21,316,579	16,302,428	10,283,796	10,012,249
Liabilities for overpayments and prepayments	5,720,365	5,828,437	4,865,652	5,088,921
Trade payables	14,014,947	14,051,577	10,204,290	10,190,980
Other current liabilities	12,275,041	10,537,687	4,768,562	3,791,125
TOTAL	101,597,339	93,188,231	61,993,418	63,641,833

As at 31 December 2023, the Company's liabilities related to labour costs include EUR 3,054,636 of provisions for the reorganisation of the work process (31 December 2022: EUR 1,820,200).

3.7.14 Income from asset management and net other operating income and expenses

Income from asset management in 2023 for the Group amounted to EUR 39,685,487 (2022: EUR 37,468,494) and for the Company to EUR 2,854,726 (2022: EUR 2,735,182). It relates to income from management fees.

Net other operating income and expenses are presented in the table below.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Lease income	7,441,237	9,106,100	6,195,418	6,116,290
Non-attributable insurance revenue	8,640,465	5,093,266	7,389,289	3,156,989
Other operating income	11,201,871	16,592,852	1,476,136	1,435,786
Non-attributable insurance service expenses	-13,623,501	-18,242,735	-6,352,077	-11,497,804
Investment property expenses	-4,094,708	-4,924,178	-4,166,588	-5,008,119
Other operating expenses	-8,064,817	-22,180,874	-5,037,208	-18,961,716
TOTAL	1,500,547	-14,555,569	-495,030	-24,758,574

3.7.15 Gains and losses on investments in associates

In 2023, the Triglav Group recognised gains of EUR 2,242,935 (2022: EUR 1,842,183) and losses of EUR 2,281,711 (2022: 0) on investments in associates measured under the equity method.

In 2023, Zavarovalnica Triglav Group recognised gains of EUR 2,194,361 (2022: EUR 1,841,505) and losses of EUR 2,281,711 (2022: 0) on investments in associates measured under the equity method.

3.7.16 Income tax expense

Tax expense in profit or loss

in EUR

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Current tax expense	-14,792,092	-25,148,410	-10,092,384	-20,633,936
Deferred tax expense	9,996,850	28,202,517	3,193,305	28,166,353
TOTAL TAX EXPENSE IN PROFIT OR LOSS	-4,795,242	3,054,107	-6,899,079	7,532,417

Tax expense in other comprehensive income

in EUR

Triglav Group	2023			2022		
	Before tax	Tax	After tax	Before tax	Tax	After tax
Gains or losses arising from changes in the fair value of equity securities	4,536,173	-722,319	3,813,854	-220,547,205	38,871,226	-181,675,979
Gains or losses arising from changes in the fair value of debt securities	81,752,210	-10,636,023	71,116,187	-13,591,543	2,474,542	-11,117,001
Gains or losses on the valuation of insurance contracts	-49,101,049	7,403,718	-41,697,331	178,590,119	-33,359,696	145,230,423
Gains or losses on the valuation of reinsurance contracts	3,668,513	-1,132,642	2,535,871	-6,768,332	2,585,315	-4,183,017
Actuarial gains/losses	-1,521,911	525,039	-996,872	1,451,192	-183,421	1,267,771
Translation differences	0	0	-20,065	0	0	-61,272
Other	0	0	-74,181	0	0	-402,482
TOTAL OTHER COMPREHENSIVE INCOME	39,333,936	-4,562,227	34,677,463	-60,865,769	10,387,966	-50,941,557

in EUR

Zavarovalnica Triglav	2023			2022		
	Before tax	Tax	After tax	Before tax	Tax	After tax
Gains or losses arising from changes in the fair value of equity securities	4,332,776	-696,820	3,635,956	-12,621,095	2,398,008	-10,223,007
Gains or losses arising from changes in the fair value of debt securities	62,191,263	-7,515,178	54,676,086	-172,788,949	30,962,908	-141,826,041
Gains or losses on the valuation of insurance contracts	-37,049,204	4,919,871	-32,129,333	151,102,512	-28,709,477	122,393,034
Gains or losses on the valuation of reinsurance contracts	4,090,372	-752,647	3,337,725	-10,002,491	1,900,473	-8,102,018
Actuarial gains/losses	-1,594,009	520,991	-1,090,273	1,419,041	-173,305	1,245,736
TOTAL OTHER COMPREHENSIVE INCOME	31,971,198	-3,523,783	28,430,161	-42,890,982	6,378,607	-36,512,296

In accordance with the Corporate Income Tax Act (ZDDPO-2), the applicable tax rate in Slovenia was 19% in 2023, the same as in the preceding year. In subsidiaries operating outside Slovenia, tax rates were used as applicable in the country of operation and in compliance with the local legislation.

Reconciliation between accounting profit and tax expense

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Accounting profit before tax		134,540,230		140,357,864
Impact of the transition to new accounting standards		-144,566,771		-138,964,872
Accounting profit before tax after transition		-10,026,541		1,392,992
Tax for 2022:				
Tax expense at domestic rates applied to profits in the relevant countries		-24,762,510		-26,667,994
Tax effect of adjustments in tax returns for non-taxable income and non-deductible expenses		-1,471,277		7,629,420
Tax expense		-26,233,787		-19,038,574
Tax for 2023:				
Accounting profit before tax in 2023	21,060,437		45,561,505	
Tax expense at domestic rates applied to profits in the relevant countries for 2023 (only for the companies that have made a profit and without taking into account consolidation adjustments)	-13,000,659		-8,656,686	
Tax effect of adjustments in tax returns for non-taxable income and non-deductible expenses, including the effects of the transition to new standards	-1,791,433		-1,435,698	
Tax expense	-14,792,092		-10,092,384	
Deferred tax expense	9,996,850		3,193,306	
Total tax expense	-4,795,242		-6,899,078	
Effective tax rate	22.77%		15.14%	

The impact of the transition to new accounting standards, which has affected the level of adjustments in the tax return for 2023 amounted to EUR -14,081,800 for the Group and EUR -18,545,121 for the Company.

The Group's current tax assets and liabilities are netted at the level of each tax jurisdiction. The Group's current tax assets as at 31 December 2023 amounted to EUR 8,491,524 (31 December 2022: EUR 482,983) and the Group's current tax liabilities as at 31 December 2023 amounted to EUR 571,555 (31 December 2022: EUR 7,232,517).

The Company's current tax assets and liabilities are netted. The Company's current tax assets as at 31 December 2023 amounted to EUR 9,302,529 and its current tax liabilities as at 31 December 2023 amounted to EUR 9,697,471.

The Company has no unused tax losses; at the Group level they amounted to EUR 58,940,281 as at 31 December 2023 (compared to EUR 25,026,939 as at 31 December 2022).

4. Other information

4.1 Fair value measurement of assets and liabilities

4.1.1 Fair value hierarchy of assets and liabilities

The following tables show the fair value of assets measured at fair value and those that are not measured at fair value but for which fair value is disclosed. The table excludes cash, receivables and other financial liabilities whose carrying amount is the best indicator of their fair value.

Fair value hierarchy of the Triglav Group's assets and liabilities

in EUR

	31 December 2023					31 December 2022				
	Carrying amount	Level 1	Level 2	Level 3	Total fair value	Carrying amount	Level 1	Level 2	Level 3	Total fair value
ASSETS - MEASURED AT FAIR VALUE										
Financial investments at fair value through other comprehensive income	1,672,966,932	313,309,159	1,355,631,285	4,026,488	1,672,966,932	1,634,153,515	327,402,446	1,302,298,877	4,452,192	1,634,153,515
Debt and other fixed-return securities	1,668,940,444	313,309,159	1,355,631,285	0	1,668,940,444	1,616,828,258	314,529,381	1,302,298,877	0	1,616,828,258
Equity securities	4,026,488	0	0	4,026,488	4,026,488	17,325,257	12,873,065	0	4,452,192	17,325,257
Financial investments at fair value through profit or loss	740,314,111	592,633,465	32,240,449	115,440,197	740,314,111	682,024,472	561,428,628	26,468,788	94,127,056	682,024,472
Debt and other fixed-return securities	34,769,923	3,918,016	30,851,907	0	34,769,923	30,000,146	4,875,563	25,124,583	0	30,000,146
Equity securities	705,544,188	588,715,449	1,388,542	115,440,197	705,544,188	652,024,326	556,553,065	1,344,205	94,127,056	652,024,326
Financial investments from financial contracts at fair value through profit or loss	366,826,746	170,115,240	177,124,372	19,587,134	366,826,746	267,173,099	117,484,032	138,477,907	11,211,160	267,173,099
Debt and other fixed-return securities	214,934,774	37,810,402	177,124,372	0	214,934,774	152,569,812	14,091,905	138,477,907	0	152,569,812
Equity securities	151,891,972	132,304,838	0	19,587,134	151,891,972	114,603,287	103,392,127	0	11,211,160	114,603,287
ASSETS FOR WHICH FAIR VALUE IS DISCLOSED										
Financial investments at amortised cost	229,559,727	25,639,253	210,538,007	0	236,177,260	241,005,029	29,620,273	215,736,128	0	245,356,401
Debt and other fixed-return securities	156,334,533	25,321,845	136,803,226	0	162,125,071	154,827,769	29,620,273	129,721,849	0	159,342,122
Deposits with banks	65,794,876	18,269	65,467,051	0	65,485,320	79,458,018	0	79,176,822	0	79,176,822
Loans given	6,557,904	299,139	7,651,660	0	7,950,799	5,784,491	0	5,902,322	0	5,902,322
Other financial investments	872,414	0	616,070	0	616,070	934,751	0	935,135	0	935,135
Financial investments from financial contracts at amortised cost	283,215,425	56,843,688	216,323,532	0	273,167,220	321,859,990	68,807,828	230,184,931	0	298,992,759
Debt and other fixed-return securities	283,215,425	56,843,688	216,323,532	0	273,167,220	301,388,805	68,807,828	209,713,742	0	278,521,570
Bank deposits	0	0	0	0	0	20,471,185	0	20,471,189	0	20,471,189
Investment property using the cost model	67,953,773	0	0	86,515,708	86,515,708	68,325,487	0	0	85,298,690	85,298,690
Subordinated debt at amortised cost	49,994,402	0	53,087,374	0	53,087,374	49,941,796	0	41,978,521	0	41,978,521

Fair value hierarchy of the Zavarovalnica Triglav's assets and liabilities

in EUR

	31 December 2023					31 December 2022				
	Carrying amount	Level 1	Level 2	Level 3	Total fair value	Carrying amount	Level 1	Level 2	Level 3	Total fair value
ASSETS - MEASURED AT FAIR VALUE										
Financial investments at fair value through other comprehensive income	1,094,172,694	215,494,579	876,036,724	2,641,391	1,094,172,694	1,143,332,952	256,905,327	883,325,397	3,102,229	1,143,332,952
Debt and other fixed-return securities	1,091,531,303	215,494,579	876,036,724	0	1,091,531,303	1,127,394,658	244,069,262	883,325,397	0	1,127,394,658
Equity securities	2,641,391	0	0	2,641,391	2,641,391	15,938,294	12,836,065	0	3,102,229	15,938,294
Financial investments at fair value through profit or loss	651,428,496	516,893,782	20,634,448	113,900,267	651,428,496	587,499,515	475,801,551	19,362,509	92,335,455	587,499,515
Debt and other fixed-return securities	22,481,910	1,847,463	20,634,448	0	22,481,910	23,043,218	3,680,709	19,362,509	0	23,043,218
Equity securities	628,946,586	515,046,319	0	113,900,267	628,946,586	564,456,297	472,120,842	0	92,335,455	564,456,297
Financial investments from financial contracts at fair value through profit or loss	169,625,986	89,298,067	72,480,834	7,847,086	169,625,986	131,403,313	55,370,830	72,422,943	3,609,540	131,403,313
Debt and other fixed-return securities	96,181,144	23,700,309	72,480,834	0	96,181,144	74,475,133	2,052,190	72,422,943	0	74,475,133
Equity securities	73,444,843	65,597,757	0	7,847,086	73,444,843	56,928,180	53,318,640	0	3,609,540	56,928,180
ASSETS FOR WHICH FAIR VALUE IS DISCLOSED										
Financial investments at amortised cost	142,843,306	20,840,645	129,203,850	0	150,044,495	151,767,345	20,127,395	136,311,217	0	156,438,612
Debt and other fixed-return securities	131,083,304	20,840,645	117,765,696	0	138,606,341	127,868,471	20,127,395	112,984,054	0	133,111,449
Deposits with banks	7,212,364	0	7,073,871	0	7,073,871	19,489,668	0	19,116,835	0	19,116,835
Loans given	4,547,639	0	4,364,283	0	4,364,283	4,409,207	0	4,210,329	0	4,210,329
Financial investments from financial contracts at amortised cost	86,215,285	18,046,757	66,982,354	0	85,029,111	99,398,021	21,401,058	72,323,790	0	93,724,848
Debt and other fixed-return securities	86,215,285	18,046,757	66,982,354	0	85,029,111	99,398,021	21,401,058	72,323,790	0	93,724,848
Investment property using the cost model	43,427,181	0	0	59,495,267	59,495,267	43,377,173	0	0	58,524,955	58,524,955
Subordinated debt at amortised cost	49,994,402	0	53,087,374	0	53,087,374	49,941,796	0	41,978,521	0	41,978,521

4.1.2 Movement in financial investments classified in Level 3 of the fair value hierarchy

	Triglav Group		Zavarovalnica Triglav	
	Financial investments	Financial investments from financial contracts	Financial investments	Financial investments from financial contracts
	in EUR			
As at 1 January 2022	85,138,950	8,614,677	82,198,621	2,883,308
Acquisitions	9,740,264	1,328,167	9,667,419	698,623
Disposals	-3,487,156	0	-3,487,156	0
Revaluation of instruments through profit or loss	7,392,972	258,362	7,384,759	27,609
Revaluation of instruments through other comprehensive income	-284,516	0	-325,959	0
Reclassification between levels	78,734	1,009,954	0	0
As at 31 December 2022 = 1 January 2023	98,579,248	11,211,160	95,437,684	3,609,540
Acquisitions	19,047,448	8,094,848	19,064,412	4,269,554
Revaluation of instruments through profit or loss	2,262,044	281,126	2,500,186	-32,008
Revaluation of instruments through other comprehensive income	-422,254	0	-460,838	0
Exchange rate differences	199	0	214	0
As at 31 December 2023	119,466,685	19,587,134	116,541,658	7,847,086

The value of financial investments classified into Level 3 increased in 2023 predominantly due to the payments into alternative investment funds. The increase is reduced by payments received from alternative investment funds, which represent the bulk of the “sales” item. The “revaluation through profit or loss” item, which significantly contributes to the overall increase in financial investments classified into Level 3, is also mainly a result of changes in the value of alternative investment funds. In 2023, there were no disposals of financial investments classified in Level 3 of the fair value hierarchy either in the Group or the Company. In 2022, the disposals of financial investments in the Group and the Company amounted to EUR 3,487,156 in total. The gain on disposal of EUR 63,385 was recognised in the statement of profit or loss.

4.1.3 Sensitivity analysis of non-marketable securities

Sensitivity analysis of financial investments classified in Level 3 is disclosed below. The sensitivity analysis shows how much the fair values of these financial investments would increase or decrease in the case of differently applied assumptions that are not based on observable market data. The sensitivity analysis considered a median scenario of value estimates.

	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
	in EUR			
Non-marketable assets (Level 3)	139,053,819	109,790,408	124,388,744	99,047,224
Estimated value deviation	-33,756,788/14,202,985	-26,121,887/12,748,545	-30,464,312/12,519,336	-23,899,552/10,599,161

With regard to investments valued using model-based valuation techniques, the value deviation is determined in the valuation process with adjustments made to key assumptions (price of invested capital, growth rate). For non-valued investments, $\pm 15\%$ of the change in investment value is taken into account in calculating the deviation and asymmetric -25 and $+10\%$ of the change in investment value for alternative investment funds.

4.1.4 Reclassification of financial investments among levels

Reclassification of financial investments of the Triglav Group among levels

in EUR

	2023			2022		
	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 3	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 3
Financial investments						
Debt and other fixed-return securities	217,059,836	112,772,641	0	238,129,678	163,179,532	0
Equity securities	0	0	0	0	0	78,671
TOTAL	217,059,836	112,772,641	0	238,129,678	163,179,532	78,671

in EUR

	2023			2022		
	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 3	
Financial investments from financial contracts						
Debt and other fixed-return securities	48,325,659	49,016,213	25,581,794	18,009,471	0	
Equity securities	0	0	0	0	1,009,955	
TOTAL	48,325,659	49,016,213	25,581,794	18,009,471	1,009,955	

Reclassification of financial investments of Zavarovalnica Triglav among levels

in EUR

	2023		2022	
	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1
Financial investments				
Debt and other fixed-return securities	174,352,425	102,067,457	182,677,420	154,496,899
TOTAL	174,352,425	102,067,457	182,677,420	154,496,899

in EUR

	2023		2022	
	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1	Reclassification from Level 1 to Level 2	Reclassification from Level 2 to Level 1
Financial investments from financial contracts				
Debt and other fixed-return securities	7,667,349	21,044,425	17,365,606	9,844,640
TOTAL	7,667,349	21,044,425	17,365,606	9,844,640

4.2 Amounts spent on auditors

The audit costs relating to services provided for 2023 are shown in the table below.

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Auditing of the Annual Report	902,024	693,944	323,143	178,395
Other assurance and related services	131,675	122,220	68,808	68,808
TOTAL	1,033,698	816,164	391,951	247,203

in EUR

4.3 Government grants

The following are government grants received by the Company in the form of:

- reimbursements of labour costs by the state;
- government grants received as part of aid measures in response to unfavourable developments in the economy (primarily rising energy prices);
- incentives for the employment of specific categories of workers;
- funds obtained through public tenders, both for co-financing costs and for the purchase of specific assets.

	Triglav Group		Zavarovalnica Triglav	
	2023	2022	2023	2022
Reimbursements of labour costs by the state	2,939,619	2,713,394	2,460,583	2,525,437
Government grants received in the framework of aid measures	0	215,909	0	191,008
Government incentives for the employment of specific categories of workers	231,202	165,222	153,058	158,179
Funds obtained in public tenders for co-financing of costs	163,572	37,007	0	5,337
Funds obtained in public tenders for the acquisition of assets	145,453	0	140,138	0
Other government grants	29,970	6,929	0	0
TOTAL	3,509,816	3,138,461	2,753,779	2,879,961

in EUR

Cost-related grants reduce the costs to which they relate or are recognised as other income. Asset-related grants are recognised as deferred income and transferred to profit or loss on a straight-line basis over the useful life of the asset.

4.4 Related party transactions

Related party transactions are disclosed separately for the Triglav Group and Zavarovalnica Triglav:

- transactions with shareholders and shareholder-related companies;
- transactions with subsidiaries are disclosed only at Company level and include transactions with entities in which the Company has a dominant influence; at Group level, these transactions are eliminated in the consolidation processes;
- transactions with associates in which the Group or the Company have significant influence;
- transactions with the management which is represented by the members of the Management Board and the Supervisory Board.

Transactions with shareholders and shareholder-related companies

The largest shareholders of Zavarovalnica Triglav are Zavod za pokojninsko in invalidsko zavarovanje Slovenije (Pension and Disability Insurance Institute of Slovenia – ZPIZ) and Slovenski državni holding (Slovenian Sovereign Holding – SDH), which hold a 34.47% and a 28.09% participating interest respectively. The only material transaction in 2023 with the two largest shareholders was the dividend payout. Dividends of EUR 19.59 million were paid to Zavod za pokojninsko in invalidsko zavarovanje (the Pension and Disability Insurance Institute of Slovenia) and dividends of EUR 15.97 million to Slovenski državni holding (the Slovenian Sovereign Holding).

The shareholder-related companies are also those in which SDH has a majority participating interest or dominant influence. As at 31 December 2023, there were 62 such companies, with which neither the Company nor the Group have significant transactions.

The related party services are charged at the same prices as those applying to unrelated parties.

Transactions with subsidiaries and associates

Transactions among Group companies, i.e. intra-group transactions, relate mainly to reinsurance, underwriting commissions, asset and real property management, and intercompany leases.

In 2023, written reinsurance premium totalled EUR 191,312,512 (2022: EU 159,130,067), reinsurance claims amounted to EUR 140,669,148 (2022: EUR 57,545,112) and reinsurance commissions equalled EUR 45,966,785 (2022: EUR 41,961,823).

Among Group companies in 2023, underwriting commissions totalled EUR 7,468,853 (2022: EUR 6,690,585), leases equalled EUR 1,444,800 (2022: EUR 1,146,242), real property management income totalled EUR 1,609,941 (2022: EUR 1,517,402) and income from other services amounted to EUR 1,515,113 (2022: EUR 1,616,795).

The related party services among Group members are charged at the same prices as those applying to unrelated parties. Pricing methods include the external or internal comparables method and cost contribution arrangement.

In 2023, the Group and the Company had no significant transactions with associates and jointly controlled entities.

Management and supervisory bodies and their remuneration

In 2023, the Management Board members received the following remuneration:

	in EUR						
First and last name	Fixed remuneration – gross (1)*	Variable remuneration (bonuses) – gross (2)	Total gross (3 = 1 + 2)	Total remuneration – net (4)	Insurance premium – benefits and SVPI (5)**	Other benefits (6)***	Total benefits and SVPI (7 = 5 + 6)
Andrej Slapar	227,850	59,302	287,152	92,889	80,966	6,746	87,712
Uroš Ivanc	216,587	56,336	272,923	91,598	59,080	234	59,314
Tadej Čoroli	216,587	56,336	272,923	90,964	59,079	3,469	62,548
Marica Makoter	216,587	56,336	272,923	89,323	59,083	3,955	63,038
Blaž Jakič****	162,481	0	162,481	45,891	47,722	10,079	57,801
Barbara Smolnikar****	0	28,840	28,840	17,181	0	0	0
David Benedek****	754	29,226	29,980	17,884	82	0	82
TOTAL	1,040,846	286,376	1,327,222	445,730	306,012	24,483	330,495

* Fixed remuneration includes salary, pay for annual leave and jubilee benefits.

** Insurance premiums include premiums for supplemental voluntary pension insurance, accident insurance, liability insurance and other insurance.

*** Other benefits include the use of a company vehicle.

**** The commencement or termination of the function of a Management Board member is described in more detail in [Section 3.2 of the Business Report](#).

The disclosure does not include travel expenses, accommodation costs and daily allowance as, by their nature, they are not considered remuneration of the Management Board.

As at 31 December 2023, Zavarovalnica Triglav had the following liabilities to the Management Board members:

in EUR

First and last name	Deferred variable remuneration (bonuses) – gross (1)	Fixed remuneration (salary) – gross and reimbursement (2)	Total liabilities (3=1+2)
Andrej Slapar	66,473	19,248	85,721
Uroš Ivanc	63,149	18,040	81,189
Tadej Čoroli	63,149	18,040	81,189
Marica Makoter	63,149	18,048	81,197
Blaž Jakič	0	18,016	18,016
Barbara Smolnikar	34,623	0	34,623
David Benedek	38,432	0	38,432
TOTAL	328,975	91,392	420,367

As at 31 December 2023, the Company did not have any significant amounts receivable from Management Board members.

The criteria for the performance assessment of the Management Board members are proposed by the Appointment and Remuneration Committee and approved by the Supervisory Board. The purpose of these criteria is to maximise the objective monitoring of the achievement of annual and medium-term objectives and to periodically assess the performance of the Management Board members. The performance criteria are designed to follow the Company's annual and medium-term business objectives adopted in the Company's annual business plans and strategic documents. The definition of a specific objective includes the following: its description, the expected target value, the assigned weight and the method for measuring or assessing its achievement. The method used to calculate the performance measures deviations from the set objectives by awarding a bonus for overperformance and through pay deduction from the basic salary of a Management Board member for underperformance.

The annual performance bonus is paid in three installments. The first half is paid within 30 days of the Supervisory Board approving the annual report and adopting a resolution on the bonus amount, or, in the event the annual report is approved at the General Meeting of Shareholders, within 30 days of the General Meeting of Shareholders approving the annual report and the Supervisory Board adopting a resolution on the bonus amount. The remaining 40% of the bonus is paid after two years, and 10% after three years; however, all three payments must be proportionate to the period of the office being held in a particular calendar year.

The Management Board members are entitled to severance pay equalling six times the average monthly basic salary they received as board members, if they are dismissed for economic and business reasons and their employment is terminated as a consequence. Severance is paid within one month of dismissal.

In 2023, Zavarovalnica Triglav paid EUR 20,888,743 in remuneration to employees under an individual agreement (2022: EUR 19,352,495), of which EUR 18,626,905 in gross salaries (2022: EUR 17,151,231) and EUR 2,261,838 in other remuneration (2022: EUR 2,201,264). The amounts do not include meal and travel allowances.

Membership in the Supervisory Board and its committees is presented in more detail in Business Report; presented below is the remuneration received by the members of the Supervisory Board and its committees in 2023.

in EUR

First and last name	Flat-rate remuneration – gross (1)	Attendance fees – gross (2)	Total gross (1 + 2)	Total net	Travel expenses – gross	Travel expenses – net
Andrej Andoljšek	30,000	5,027	35,027	25,475	1,306	950
Branko Bračko	9,448	1,595	11,043	8,032	1,131	823
Tomaž Benčina	21,734	5,203	26,937	19,591	1,457	1,060
Monica Cramer Manhem	9,750	1,540	11,290	6,899	3,935	2,405
Peter Kavčič	9,565	2,475	12,040	8,756	1,779	1,294
Igor Stebernak	21,468	4,235	25,703	16,932	1,257	828
Tim Umberger	11,000	1,980	12,980	9,440	0	0
Jure Valjavec	22,500	6,083	28,583	20,788	758	551
Peter Celar	7,824	2,651	10,475	7,618	912	663
Branko Gorjan	7,824	1,595	9,419	6,850	626	455
Igor Zupan	9,345	3,355	12,700	9,237	626	455
Aleš Košiček	8,680	1,540	10,220	7,433	0	0
Janja Strmljan Čevnja	8,347	1,320	9,667	7,031	39	28
Luka Kumer*	7,500	1,925	9,425	6,855	752	547
Mitja Svoljšak*	1,628	1,100	2,728	1,984	0	0
TOTAL	186,613	41,624	228,237	162,921	14,578	10,059

* External members sitting on committees.

All the abovementioned remuneration of the members of the Management Board and the Supervisory Board represents the remuneration received at Zavarovalnica Triglav, d.d. In the other Group companies, these members did not receive any remuneration that would relate to the period of performing their function at Zavarovalnica Triglav.

As at 31 December 2023, the Company did not record any material receivables from or liabilities to Supervisory Board members.

4.5 Contingent assets and liabilities

	in EUR			
	Triglav Group		Zavarovalnica Triglav	
	31 Dec 2023	31 Dec 2022	31 Dec 2023	31 Dec 2022
Contingent assets				
Uncollected subrogation receivables	62,762,435	59,667,216	47,813,033	50,699,241
Alternative investments	106,998,447	29,683,598	105,529,254	28,029,100
Contingent receivables	34,067,804	2,963,368	2,704,509	2,706,002
Assets under management	1,699,308,044	1,389,467,297	0	0
Approved undrawn loans	0	0	1,300,000	1,300,000
Contingent liabilities				
Bonds, guarantees and other sureties issued	168,691,733	18,533,410	156,044,753	218,509,153
Other contingent liabilities	1,636,870	2,282,607	0	0

Contingent liabilities by maturity – Triglav Group

31 Dec 2023	in EUR					Total
	Not defined	Less than 1 year	1-5 years	5-10 years	Over 10 years	
Bonds, guarantees and other sureties issued	513,361	12,133,619	154,194,550	1,850,203	0	168,691,733
Other contingent liabilities	1,366,471	270,399	0	0	0	1,636,870
TOTAL	3,179,832	12,404,018	154,194,550	1,850,203	0	171,628,603

31 Dec 2022	in EUR					Total
	Not defined	Less than 1 year	1-5 years	5-10 years	Over 10 years	
Bonds, guarantees and other sureties issued	513,361	6,241,593	11,778,456	0	0	18,533,410
Other contingent liabilities	2,282,607	0	0	0	0	2,282,607
TOTAL	4,095,968	6,241,593	11,778,456	0	0	22,116,017

Contingent liabilities by maturity – Zavarovalnica Triglav

31 Dec 2023	in EUR					Total
	Not defined	Less than 1 year	1-5 years	5-10 years	Over 10 years	
Bonds, guarantees and other sureties issued	0	88,130,963	66,063,588	1,850,203	0	156,044,753

31 Dec 2022	in EUR					Total
	Not defined	Less than 1 year	1-5 years	5-10 years	Over 10 years	
Bonds, guarantees and other sureties issued	0	134,806,473	62,408,020	21,294,659	0	218,509,153

4.6 Major legal and arbitration disputes

As at 31 December 2023, the Group and the Company were not a party to any legal dispute that would result in material actual or contingent liabilities.

4.7 Events after the reporting period

In the period between the end of the reporting period and the date when the financial statements were authorised for issue, no adjusting events occurred that would affect the compiled consolidated and separate financial statements of Zavarovalnica Triglav for 2023.

On 10 January 2024, the Slovenian Insurance Supervision Agency issued a decision *ex officio*, prohibiting Vinko Letnar from serving as a member of the Supervisory Board due to his failure to comply with statutory requirements. This affirms the Supervisory Board's position that Mr Letnar's appointment by the Works Council was unlawful.