



**CROATIA<sup>®</sup>  
OSIGURANJE**

CROATIA osiguranje d.d.  
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**UNCONSOLIDATED UNAUDITED  
QUARTERLY REPORT,  
FOR THE PERIOD 1 January 2021 – 31 March 2021**

Zagreb, April 2021

## CONTENT

<b>I. UNAUDITED FINANCIAL STATEMENTS.....</b>	<b>3</b>
STATEMENT OF COMPREHENSIVE INCOME .....	4
STATEMENT OF FINANCIAL POSITION (BALANCE SHEET).....	6
STATEMENT OF CHANGES IN EQUITY .....	8
STATEMENT OF CASH FLOWS – indirect method.....	9
<b>II. QUARTERLY MANAGEMENT REPORT .....</b>	<b>10</b>
<b>III. NOTES TO THE UNAUDITED FINANCIAL STATEMENTS FOR THE PERIOD I-III 2021 .....</b>	<b>14</b>
<b>MANAGEMENT BOARD STATEMENT.....</b>	<b>24</b>

# I. UNAUDITED FINANCIAL STATEMENTS

Annex 1		
ISSUER'S GENERAL DATA		
Reporting period:	1.1.2021	to 31.3.2021
Year:	2021	
Quarter:	1	
Quarterly financial statements		
Registration number (MB):	03276147	Issuer's home Member State code: HR
Entity's registration number (MBS):	080051022	
Personal identification number (OIB):	26187994862	LEI: 74780000M0GHQ1VXJU20
Institution code:	199	
Name of the issuer: Croatia osiguranje d.d.		
Postcode and town:	10000	ZAGREB
Street and house number: Vatroslava Jagića 33		
E-mail address: info@crosig.hr		
Web address: www.crosig.hr		
Number of employees (end of the reporting period):	2265	
Consolidated report:	KN	(KN-not consolidated/KD-consolidated)
Audited:	RN	(RN-not audited/RD-audited)
Names of subsidiaries (according to IFRS):	Registered office:	MB:
Bookkeeping firm:	No	(Yes/No) _____ (name of the bookkeeping firm)
Contact person:	Jelena Matijević	(only name and surname of the contact person)
Telephone:	072 00 1884	
E-mail address:	izdavatelj@crosig.hr	
Audit firm:		(name of the audit firm)
Certified auditor:		(name and surname)

**STATEMENT OF COMPREHENSIVE INCOME**  
**(STATEMENT OF PROFIT OR LOSS)**  
**For the period: 1.1.2021 - 31.3.2021**

in HRK

Item	ADP code	Same period of the previous year			Current year		
		Life	Non-life	Total	Life	Non-life	Total
1	2	3	4	5(3+4)	6	7	8(6+7)
<b>I Earned premiums (ADP 119 to 123)</b>	<b>118</b>	<b>115.581.841</b>	<b>482.185.597</b>	<b>597.767.438</b>	<b>116.721.074</b>	<b>509.160.580</b>	<b>625.881.654</b>
1 Gross written premium	119	115.662.398	741.664.476	857.326.874	116.693.301	750.160.755	866.854.056
2 Value adjustment and charged premium value adjustment	120	0	8.388.275	8.388.275	0	2.628.479	2.628.479
3 Outward reinsurance premiums (-)	121	-49.417	-102.172.040	-102.221.457	-44.310	-123.384.926	-123.429.236
4 Change of gross provisions for unearned premiums (+/-)	122	-40.114	-219.987.535	-220.027.649	61.472	-196.234.504	-196.173.032
5 Change of provisions for unearned premiums, reinsurers' share (+/-)	123	8.974	54.292.421	54.301.395	10.611	75.990.776	76.001.387
<b>II Income from investments (ADP 125 to 131)</b>	<b>124</b>	<b>94.508.609</b>	<b>114.180.656</b>	<b>208.689.265</b>	<b>36.347.166</b>	<b>81.612.060</b>	<b>117.959.226</b>
1 Income from branches, associates and joint ventures.	125	235.441	715.907	951.348	445.052	10.988.002	11.433.054
2 Income from investment in land and buildings	126	0	5.742.982	5.742.982	0	9.541.056	9.541.056
3 Interest income	127	24.421.581	25.165.645	49.587.226	21.447.203	22.373.849	43.821.052
4 Unrealised gains on investments	128	39.283	98.207	137.490	197.119	4.347.245	4.544.364
5 Realised gains on investments	129	12.127.774	43.469.114	55.596.888	1.863.165	17.390.025	19.253.190
6 Net positive exchange rate differences	130	57.678.441	28.320.583	85.999.024	12.394.148	9.705.318	22.099.466
7 Other income from investments	131	6.089	10.668.218	10.674.307	479	7.266.565	7.267.044
<b>III Income from commissions and fees</b>	<b>132</b>	<b>536.349</b>	<b>7.903.161</b>	<b>8.439.510</b>	<b>477.546</b>	<b>2.411.392</b>	<b>2.888.938</b>
<b>IV Other insurance-technical income, net amount from reinsurance</b>	<b>133</b>	<b>178.469</b>	<b>5.118.537</b>	<b>5.297.006</b>	<b>46.551</b>	<b>4.174.315</b>	<b>4.220.866</b>
<b>V Other income</b>	<b>134</b>	<b>846</b>	<b>1.485.697</b>	<b>1.486.543</b>	<b>1</b>	<b>2.488.658</b>	<b>2.488.659</b>
<b>VI Claims incurred, net (ADP 136 + 139)</b>	<b>135</b>	<b>-194.807.924</b>	<b>-282.262.001</b>	<b>-477.069.925</b>	<b>-107.117.898</b>	<b>-217.211.819</b>	<b>-324.329.717</b>
1 Claims settled (ADP 137+138)	136	-167.681.727	-274.666.747	-442.348.474	-111.199.269	-317.021.273	-428.220.542
1.1 Gross amount (-)	137	-167.681.727	-289.461.846	-457.143.573	-111.199.269	-347.718.972	-458.918.241
1.2 Reinsurers' share (+)	138	0	14.795.099	14.795.099	0	30.697.699	30.697.699
2 Change in the provision for claims (+/-) (ADP 140+141)	139	-27.126.197	-7.595.254	-34.721.451	4.081.371	99.809.454	103.890.825
2.1 Gross amount	140	-27.126.197	-30.873.092	-57.999.289	4.081.371	92.245.466	96.326.837
2.3 Reinsurers' share	141	0	23.277.838	23.277.838	0	7.563.988	7.563.988
<b>VII Change in mathematical provision and other technical provisions, net of reinsurance (ADP 143+146)</b>	<b>142</b>	<b>24.799.065</b>	<b>19.783.198</b>	<b>44.582.263</b>	<b>-29.182.111</b>	<b>-9.619.985</b>	<b>-38.802.096</b>
1 Change in mathematical provisions (+/-) (ADP 144+145)	143	24.799.065	2.028.911	26.827.976	-29.182.111	1.330.679	-27.851.432
1.1 Gross amount (-)	144	24.804.703	2.028.911	26.833.614	-29.186.933	1.330.679	-27.856.254
1.2 Reinsurers' share (+)	145	-5.638	0	-5.638	4.822	0	4.822
2 Change in other technical provisions, net of reinsurance (+/-) (ADP 147+148)	146	0	17.754.287	17.754.287	0	-10.950.664	-10.950.664
2.1 Gross amount (-)	147	0	17.754.287	17.754.287	0	-10.950.664	-10.950.664
2.2 Reinsurers' share (+)	148	0	0	0	0	0	0
<b>VIII Change of special provision for life assurance where policyholders bear the investment risk, net of reinsurance (+/-) (ADP 150+151)</b>	<b>149</b>	<b>8.383.434</b>	<b>0</b>	<b>8.383.434</b>	<b>4.749.889</b>	<b>0</b>	<b>4.749.889</b>
1 Gross amount (-)	150	8.383.434	0	8.383.434	4.749.889	0	4.749.889
3 Reinsurers' share (+)	151	0	0	0	0	0	0
<b>IX Cash payments for bonuses and rebates, net of reinsurance (ADP 153+154)</b>	<b>152</b>	<b>0</b>	<b>-2.192.655</b>	<b>-2.192.655</b>	<b>0</b>	<b>-2.767.377</b>	<b>-2.767.377</b>
1 Performance-dependent (bonuses)	153	0	-2.192.655	-2.192.655	0	-2.767.377	-2.767.377
2 Performance-independent (rebates)	154	0	0	0	0	0	0

**STATEMENT OF COMPREHENSIVE INCOME**  
**(STATEMENT OF PROFIT OR LOSS)**  
For the period: 1.1.2021 - 31.3.2021

in HRK

Item	ADP code	Same period of the previous year			Current year		
		Life	Non-life	Total	Life	Non-life	Total
1	2	3	4	5(3+4)	6	7	8(6+7)
<b>X Operating expenses (business expenditures), net (ADP 156+160)</b>	<b>155</b>	<b>-16.591.017</b>	<b>-168.860.649</b>	<b>-185.451.666</b>	<b>-12.393.406</b>	<b>-202.712.035</b>	<b>-215.105.441</b>
1 Acquisition costs (ADP 157 to 159)	156	-7.361.035	-93.324.500	-100.685.535	-5.878.525	-116.742.524	-122.621.049
1.1 Commission	157	-2.115.778	-70.927.148	-73.042.926	-1.556.314	-74.219.926	-75.776.240
1.2 Other acquisition costs	158	-5.245.257	-33.609.666	-38.854.923	-4.322.211	-50.974.738	-55.296.949
1.3 Change in deferred acquisition costs	159	0	11.212.314	11.212.314	0	8.452.140	8.452.140
2 Administration expenses (administrative costs) (ADP 161 to 163)	160	-9.229.982	-75.536.149	-84.766.131	-6.514.881	-85.969.511	-92.484.392
2.1 Depreciation	161	-790.795	-13.836.966	-14.627.761	-556.162	-12.910.932	-13.467.094
2.2 Salaries, taxes and contributions from/on salaries	162	-3.659.921	-27.501.417	-31.161.338	-2.675.978	-26.534.235	-29.210.213
2.3 Other administration expenses	163	-4.779.266	-34.197.766	-38.977.032	-3.282.741	-46.524.344	-49.807.085
<b>XI Investment expenses (ADP 165 to 171)</b>	<b>164</b>	<b>-16.367.100</b>	<b>-63.505.855</b>	<b>-79.872.955</b>	<b>-2.647.986</b>	<b>-23.010.438</b>	<b>-25.658.424</b>
1 Depreciation of land and buildings not occupied by an undertaking for its own activities	165	0	0	0	0	0	0
2 Interest	166	-341.447	-2.010.342	-2.351.789	-230.196	-1.995.909	-2.226.105
3 Impairment of investments	167	-1.013.854	-2.494.509	-3.508.363	0	-9.816	-9.816
4 Realised loss on investments	168	-5.042.381	-4.632.875	-9.675.256	-705.769	-1.821.570	-2.527.339
5 Unrealised loss on investments	169	-8.476.322	-40.960.009	-49.436.331	-1.148.570	-8.947.056	-10.095.626
6 Net negative exchange rate differences	170	0	0	0	0	0	0
7 Other investment expenses	171	-1.493.096	-13.408.120	-14.901.216	-563.451	-10.236.087	-10.799.538
<b>XII Other technical expenses, net of reinsurance (ADP 173+174)</b>	<b>172</b>	<b>-148.309</b>	<b>-8.635.961</b>	<b>-8.784.270</b>	<b>-883.528</b>	<b>-9.911.963</b>	<b>-10.795.491</b>
1 Expenses of preventive activities	173	0	0	0	0	0	0
2 Other technical expenses of insurance	174	-148.309	-8.635.961	-8.784.270	-883.528	-9.911.963	-10.795.491
<b>XIII Other activities, including value adjustments</b>	<b>175</b>	<b>-3.525</b>	<b>-861.788</b>	<b>-865.313</b>	<b>-3.579</b>	<b>-146.670</b>	<b>-150.249</b>
<b>XIV Profit or loss for the accounting period before tax (+/-) (ADP 118+124+132 to 135+142+149+152+155+164+172+175)</b>	<b>176</b>	<b>16.070.738</b>	<b>104.337.937</b>	<b>120.408.675</b>	<b>6.113.719</b>	<b>134.466.718</b>	<b>140.580.437</b>
<b>XV Profit or loss tax (ADP 178+179)</b>	<b>177</b>	<b>-3.032.847</b>	<b>-19.100.977</b>	<b>-22.133.824</b>	<b>-1.020.360</b>	<b>-22.227.936</b>	<b>-23.248.296</b>
1 Current tax expense	178	-3.032.847	-19.100.977	-22.133.824	-1.020.360	-22.227.936	-23.248.296
2 Deferred tax expense (income)	179	0	0	0	0	0	0
<b>XVI Profit or loss for the accounting period after tax (+/-) (ADP 176+177)</b>	<b>180</b>	<b>13.037.891</b>	<b>85.236.960</b>	<b>98.274.851</b>	<b>5.093.359</b>	<b>112.238.782</b>	<b>117.332.141</b>
1 Attributable to owners of the parent	181	0	0	0	0	0	0
2 Attributable to non-controlling interest	182	0	0	0	0	0	0
<b>XVII TOTAL INCOME (ADP 118+124+132+133+134+179)</b>	<b>183</b>	<b>210.806.114</b>	<b>610.873.648</b>	<b>821.679.762</b>	<b>153.592.338</b>	<b>599.847.005</b>	<b>753.439.343</b>
<b>XVIII TOTAL EXPENSES (ADP 135+142+149+152+155+164+172+175+178)</b>	<b>184</b>	<b>-197.768.223</b>	<b>-525.636.688</b>	<b>-723.404.911</b>	<b>-148.498.979</b>	<b>-487.608.223</b>	<b>-636.107.202</b>
<b>IX Other comprehensive income (ADP 186 to 193)</b>	<b>185</b>	<b>-77.746.915</b>	<b>-151.024.483</b>	<b>-228.771.398</b>	<b>-13.809.587</b>	<b>64.947.477</b>	<b>51.137.890</b>
1 Gains/losses arising from translation of financial statements relating to foreign operations	186	0	-204.670	-204.670	0	-71.281	-71.281
2 Gains/losses arising from the revaluation of financial assets available for sale	187	-94.813.311	-183.926.601	-278.739.912	-16.840.960	79.291.168	62.450.208
3 Gains/losses arising from the revaluation of land and buildings occupied by an undertaking for its own activities	188	0	0	0	0	0	0
4 Gains/losses arising from the revaluation of other tangible (other than land and property) and intangible assets	189	0	0	0	0	0	0
5 Effects of cash flow hedging instruments	190	0	0	0	0	0	0
6 Actuarial gains/losses on pension plans with defined pensions	191	0	0	0	0	0	0
7 Share in other comprehensive income of associates	192	0	0	0	0	0	0
8 Income tax on other comprehensive income	193	17.066.396	33.106.788	50.173.184	3.031.373	-14.272.410	-11.241.037
<b>XX Total comprehensive income (ADP 180 +185)</b>	<b>194</b>	<b>-64.709.024</b>	<b>-65.787.523</b>	<b>-130.496.547</b>	<b>-8.716.228</b>	<b>177.186.259</b>	<b>168.470.031</b>
1 Attributable to owners of the parent	195	0	0	0	0	0	0
2 Attributable to non-controlling interests	196	0	0	0	0	0	0
<b>XXI Reclassification adjustments</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# STATEMENT OF FINANCIAL POSITION (BALANCE SHEET)

As at: 31.3.2021

in HRK

Item	ADP code	Last day of the preceding business year			At the reporting date of the current period		
		Life	Non-life	Total	Life	Non-life	Total
1	2	3	4	5(3+4)	6	7	8(6+7)
<b>ASSETS</b>							
<b>A) INTANGIBLE ASSETS (ADP 002+003)</b>	<b>001</b>	<b>0</b>	<b>96.858.015</b>	<b>96.858.015</b>	<b>0</b>	<b>117.215.805</b>	<b>117.215.805</b>
1 Goodwill	002	0	0	0	0	0	0
2 Other intangible assets	003	0	96.858.015	96.858.015	0	117.215.805	117.215.805
<b>B) TANGIBLE ASSETS (ADP 005 to 007)</b>	<b>004</b>	<b>14.133</b>	<b>553.220.673</b>	<b>553.234.806</b>	<b>14.133</b>	<b>479.652.500</b>	<b>479.666.633</b>
1 Land and buildings occupied by an undertaking for its own activities	005	0	264.388.018	264.388.018	0	197.777.891	197.777.891
2 Equipment	006	14.051	26.833.703	26.847.754	14.051	25.081.598	25.095.649
3 Other tangible assets and inventories	007	82	261.998.952	261.999.034	82	256.793.011	256.793.093
<b>C) INVESTMENTS (ADP 009+010+014+033)</b>	<b>008</b>	<b>3.114.967.354</b>	<b>5.376.935.614</b>	<b>8.491.902.968</b>	<b>3.185.397.191</b>	<b>5.721.651.474</b>	<b>8.907.048.665</b>
<b>I Investments in land and buildings not occupied by an undertaking for its own activities</b>	<b>009</b>	<b>0</b>	<b>456.652.567</b>	<b>456.652.567</b>	<b>0</b>	<b>518.147.126</b>	<b>518.147.126</b>
<b>II Investments in branches, associates and joint ventures (ADP 011 to 013)</b>	<b>010</b>	<b>0</b>	<b>376.515.932</b>	<b>376.515.932</b>	<b>0</b>	<b>382.212.742</b>	<b>382.212.742</b>
1 Shares and holdings in branches	011	0	342.827.639	342.827.639	0	354.212.742	354.212.742
2 Shares and holdings in associates	012	0	5.688.293	5.688.293	0	0	0
3 Shares and holdings in joint ventures	013	0	28.000.000	28.000.000	0	28.000.000	28.000.000
<b>III Financial assets (ADP 015+018+023+029)</b>	<b>014</b>	<b>3.114.967.354</b>	<b>4.543.767.115</b>	<b>7.658.734.469</b>	<b>3.185.397.191</b>	<b>4.821.291.606</b>	<b>8.006.688.797</b>
<b>1 Financial assets held to maturity (ADP 016+017)</b>	<b>015</b>	<b>1.083.787.700</b>	<b>998.546.873</b>	<b>2.082.334.573</b>	<b>1.129.912.357</b>	<b>994.085.102</b>	<b>2.123.997.459</b>
1.1 Debt financial instruments	016	1.083.787.700	998.546.873	2.082.334.573	1.129.912.357	994.085.102	2.123.997.459
1.2 Other	017	0	0	0	0	0	0
<b>2 Financial assets available for sale (ADP 019 to 022)</b>	<b>018</b>	<b>1.804.243.754</b>	<b>2.731.918.505</b>	<b>4.536.162.259</b>	<b>1.827.149.354</b>	<b>3.113.894.253</b>	<b>4.941.043.617</b>
2.1 Equity financial instruments	019	29.250.178	506.883.860	536.134.038	33.728.056	597.678.008	631.406.064
2.2 Debt financial instruments	020	1.718.133.233	2.089.621.103	3.807.954.336	1.727.374.226	2.291.434.340	4.018.808.566
2.3 Units in investment funds	021	56.860.343	135.213.542	192.073.885	56.047.072	224.781.915	290.828.987
2.4 Other	022	0	0	0	0	0	0
<b>3 Financial assets at fair value through statement of profit or loss (ADP 024 to 028)</b>	<b>023</b>	<b>318.108</b>	<b>20.984.620</b>	<b>21.302.728</b>	<b>0</b>	<b>21.112.567</b>	<b>21.112.567</b>
3.1 Equity financial instruments	024	0	17.187.511	17.187.511	0	20.678.213	20.678.213
3.2 Debt financial instruments	025	0	0	0	0	0	0
3.3 Derivative financial instruments	026	318.108	3.797.109	4.115.217	0	434.354	434.354
3.4 Units in investment funds	027	0	0	0	0	0	0
3.5 Other	028	0	0	0	0	0	0
<b>4 Loans and receivables (ADP 030 to 032)</b>	<b>029</b>	<b>226.617.792</b>	<b>792.317.117</b>	<b>1.018.934.909</b>	<b>228.335.480</b>	<b>692.199.674</b>	<b>920.535.154</b>
4.1 Deposits with credit institutions	030	175.737.297	317.322.719	493.060.016	176.408.669	228.452.759	404.861.448
4.2 Loans	031	47.414.600	301.235.373	348.649.973	48.460.896	292.990.480	341.451.376
4.3 Other	032	3.465.895	173.759.025	177.224.920	3.465.895	170.756.435	174.222.330
<b>IV Deposits with cedants</b>	<b>033</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D) INVESTMENTS FOR THE ACCOUNT OF LIFE ASSURANCE POLICYHOLDERS WHO BEAR THE INVESTMENT RISK</b>	<b>034</b>	<b>400.250.132</b>	<b>0</b>	<b>400.250.132</b>	<b>398.799.443</b>	<b>0</b>	<b>398.799.443</b>
<b>E) REINSURANCE AMOUNT IN TECHNICAL PROVISIONS (ADP 036 to 042)</b>	<b>035</b>	<b>12.263</b>	<b>474.856.240</b>	<b>474.868.503</b>	<b>27.696</b>	<b>558.411.003</b>	<b>558.438.699</b>
1 Provisions for unearned premiums, reinsurance amount	036	0	58.599.359	58.699.359	10.611	134.690.135	134.700.746
2 Mathematical provision, reinsurance amount	037	12.263	0	12.263	17.065	0	17.065
3 Claims outstanding, reinsurance amount	038	0	416.156.881	416.156.881	0	423.720.868	423.720.868
4 Provisions for bonuses and rebates, reinsurance amount	039	0	0	0	0	0	0
5 Equalization provision, reinsurance amount	040	0	0	0	0	0	0
6 Other technical provisions, reinsurance amount	041	0	0	0	0	0	0
7 Special provisions for life assurance where policyholders bear the investment risk, reinsurance amount	042	0	0	0	0	0	0
<b>F) DEFERRED AND CURRENT TAX ASSETS (ADP 044 +045)</b>	<b>043</b>	<b>1.777.335</b>	<b>65.691.032</b>	<b>67.468.367</b>	<b>1.777.335</b>	<b>76.685.081</b>	<b>78.462.416</b>
1 Deferred tax assets	044	1.777.335	65.691.032	67.468.367	1,777.335	65.691.032	67.468.367
2 Current tax assets	045	0	0	0	0	10.994.049	10.994.049
<b>G) RECEIVABLES (ADP 047+050+051)</b>	<b>046</b>	<b>622.575</b>	<b>741.344.470</b>	<b>741.967.045</b>	<b>1.197.144</b>	<b>980.149.448</b>	<b>981.346.592</b>
<b>1 Receivables arising from insurance business (ADP 048+049)</b>	<b>047</b>	<b>234.219</b>	<b>485.139.967</b>	<b>486.374.186</b>	<b>235.799</b>	<b>653.297.393</b>	<b>653.533.192</b>
1.1 From policyholders	048	0	485.689.766	485.689.766	0	652.759.915	652.759.915
1.2 From insurance agents or insurance brokers	049	234.219	450.201	684.420	235.799	537.478	773.277
<b>2 Receivables arising from reinsurance business</b>	<b>050</b>	<b>415</b>	<b>59.037.982</b>	<b>59.038.397</b>	<b>884</b>	<b>105.564.676</b>	<b>105.565.560</b>
<b>3 Other receivables (ADP 052 to 054)</b>	<b>051</b>	<b>387.941</b>	<b>196.166.521</b>	<b>196.554.462</b>	<b>960.461</b>	<b>221.287.379</b>	<b>222.247.840</b>
3.1 Receivables arising from other insurance operations	052	0	164.158.334	164.158.334	0	156.451.103	156.451.103
3.2 Receivables for investment income	053	277.389	756.947	1.034.336	331.195	368.768	699.963
3.3 Other receivables	054	110.552	31.251.240	31.361.792	629.266	64.467.508	65.096.774
<b>H) OTHER ASSETS (ADP 056+060+061)</b>	<b>055</b>	<b>62.420.478</b>	<b>450.515.970</b>	<b>512.936.448</b>	<b>71.811.736</b>	<b>274.244.110</b>	<b>346.055.845</b>
<b>1 Cash at bank and in hand (ADP 057 to 059)</b>	<b>056</b>	<b>62.420.478</b>	<b>450.515.458</b>	<b>512.935.936</b>	<b>71.811.736</b>	<b>274.243.598</b>	<b>346.055.334</b>
1.1 Funds in the business account	057	0	450.515.458	450.515.458	0	274.243.598	274.243.598
1.2 Funds in the account of assets covering mathematical provisions	058	62.420.478	0	62.420.478	71.811.736	0	71.811.736
1.3 Cash in hand	059	0	0	0	0	0	0
<b>2 Fixed assets held for sale and termination of business operations</b>	<b>060</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>3 Other</b>	<b>061</b>	<b>0</b>	<b>512</b>	<b>512</b>	<b>0</b>	<b>512</b>	<b>512</b>
<b>I) PREPAYMENTS AND ACCRUED INCOME (ADP 063 to 065)</b>	<b>062</b>	<b>0</b>	<b>260.751.069</b>	<b>260.751.069</b>	<b>0</b>	<b>234.379.449</b>	<b>234.379.449</b>
1 Deferred interest and rent	063	0	10.000	10.000	0	0	0
2 Deferred acquisition costs	064	0	208.349.670	208.349.670	0	216.801.810	216.801.810
3 Other prepayments and accrued income	065	0	52.391.399	52.391.399	0	17.577.639	17.577.639
<b>J) TOTAL ASSETS (ADP 001+004+008+034+035+043+046+055+062)</b>	<b>066</b>	<b>3.580.064.270</b>	<b>6.020.173.083</b>	<b>11.600.237.353</b>	<b>3.659.024.678</b>	<b>8.442.388.870</b>	<b>12.101.413.548</b>
<b>K) OFF-BALANCE SHEET ITEMS</b>	<b>067</b>	<b>388.537.309</b>	<b>2.681.501.745</b>	<b>3.050.039.054</b>	<b>389.253.551</b>	<b>3.055.939.781</b>	<b>3.445.193.332</b>

# STATEMENT OF FINANCIAL POSITION (BALANCE SHEET)

As at: 31.3.2021

in HRK

Item	ADP code	Last day of the preceding business year			At the reporting date of the current period		
		Life	Non-life	Total	Life	Non-life	Total
1	2	3	4	5(3+4)	6	7	8(6+7)
<b>LIABILITIES</b>							
<b>A) CAPITAL AND RESERVES (ADP 069+072+073+077+081+084)</b>	<b>068</b>	<b>453.763.909</b>	<b>3.080.075.801</b>	<b>3.533.839.710</b>	<b>445.047.680</b>	<b>3.257.287.193</b>	<b>3.702.334.873</b>
<b>1 Subscribed capital (ADP 070 to 071)</b>	<b>069</b>	<b>44.288.720</b>	<b>545.037.080</b>	<b>589.325.800</b>	<b>44.288.720</b>	<b>545.037.080</b>	<b>589.325.800</b>
1.1 Paid in capital - ordinary shares	070	44.288.720	545.037.080	589.325.800	44.288.720	545.037.080	589.325.800
1.2 Paid in capital - preference shares	071	0	0	0	0	0	0
<b>2 Premium on shares issued (capital reserves)</b>	<b>072</b>	<b>0</b>	<b>681.482.525</b>	<b>681.482.525</b>	<b>0</b>	<b>681.482.525</b>	<b>681.482.525</b>
<b>3 Revaluation reserves (ADP 074 to 076)</b>	<b>073</b>	<b>144.192.801</b>	<b>326.931.603</b>	<b>471.124.404</b>	<b>130.383.214</b>	<b>391.764.578</b>	<b>522.147.792</b>
3.1 Land and buildings	074	0	49.173.638	49.173.638	0	49.059.137	49.059.137
3.2 Financial assets available for sale	075	144.192.801	277.757.965	421.950.766	130.383.214	342.705.441	473.088.655
3.3 Other revaluation reserves	076	0	0	0	0	0	0
<b>4 Reserves (ADP 078 to 080)</b>	<b>077</b>	<b>85.295.937</b>	<b>316.742.639</b>	<b>402.038.576</b>	<b>85.295.937</b>	<b>316.742.639</b>	<b>402.038.576</b>
4.1 Legal reserves	078	2.214.436	27.864.354	30.078.790	2.214.436	27.864.354	30.078.790
4.2 Statutory reserve	079	7.581.501	139.638.995	147.220.496	7.581.501	139.638.995	147.220.496
4.3 Other reserves	080	75.500.000	149.239.290	224.739.290	75.500.000	149.239.290	224.739.290
<b>5 Retained profit or loss brought forward (ADP 082 + 083)</b>	<b>081</b>	<b>157.219.337</b>	<b>1.003.059.796</b>	<b>1.160.279.133</b>	<b>179.986.450</b>	<b>1.210.021.589</b>	<b>1.390.008.039</b>
5.1 Retained profit	082	157.219.337	1.003.059.796	1.160.279.133	179.986.450	1.210.021.589	1.390.008.039
5.2 Loss brought forward (-)	083	0	0	0	0	0	0
<b>6 Profit or loss for the current accounting period (ADP 085+086)</b>	<b>084</b>	<b>22.767.114</b>	<b>206.822.158</b>	<b>229.589.272</b>	<b>5.093.359</b>	<b>112.238.782</b>	<b>117.332.141</b>
6.1 Profit for the current accounting period	085	22.767.114	206.822.158	229.589.272	5.093.359	112.238.782	117.332.141
6.2 Loss for the current accounting period(-)	086	0	0	0	0	0	0
<b>B) SUBORDINATE LIABILITIES</b>	<b>087</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>C) MINORITY INTEREST</b>	<b>088</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>D) TECHNICAL PROVISIONS (ADP 090 to 095)</b>	<b>089</b>	<b>2.654.028.927</b>	<b>3.980.977.359</b>	<b>6.635.006.286</b>	<b>2.679.073.019</b>	<b>4.094.586.382</b>	<b>6.773.659.401</b>
1 Provisions for unearned premiums, gross amount	090	5.022.484	1.143.856.246	1.148.878.730	4.961.012	1.340.090.750	1.345.051.762
2 Mathematical provisions, gross amount	091	2.554.176.172	11.308.894	2.565.485.066	2.583.363.106	9.978.215	2.593.341.321
3 Claims outstanding, gross amount	092	94.830.271	2.810.611.741	2.905.442.012	90.748.901	2.718.366.275	2.809.115.176
4 Provisions for bonuses and rebates, gross amount	093	0	7.213.900	7.213.900	0	15.970.753	15.970.753
5 Equalization provision, gross amount	094	0	7.055.533	7.055.533	0	7.055.533	7.055.533
6 Other technical provisions, gross amount	095	0	931.045	931.045	0	3.124.856	3.124.856
<b>E) SPECIAL PROVISIONS FOR LIFE ASSURANCE WHERE POLICYHOLDERS BEAR THE INVESTMENT RISK, gross amount</b>	<b>096</b>	<b>400.250.132</b>	<b>0</b>	<b>400.250.132</b>	<b>398.799.443</b>	<b>0</b>	<b>398.799.443</b>
<b>F) OTHER PROVISIONS (ADP 098 + 099)</b>	<b>097</b>	<b>2.570.940</b>	<b>87.002.391</b>	<b>89.573.331</b>	<b>3.165.929</b>	<b>77.267.643</b>	<b>80.433.572</b>
1 Provisions for pensions and similar obligations	098	2.570.940	83.967.933	86.538.873	2.481.005	74.666.785	77.147.790
2 Other provisions	099	0	3.034.458	3.034.458	684.924	2.600.858	3.285.782
<b>G) DEFERRED AND CURRENT TAX LIABILITIES (ADP 101 + 102)</b>	<b>100</b>	<b>31.652.078</b>	<b>76.140.059</b>	<b>107.792.137</b>	<b>29.641.066</b>	<b>112.615.271</b>	<b>142.256.337</b>
1 Deferred tax liability	101	31.652.078	71.795.993	103.448.071	28.620.706	86.043.269	114.663.975
2 Current tax liability	102	0	4.344.066	4.344.066	1.020.360	26.572.002	27.592.362
<b>H) DEPOSITS HELD UNDER BUSINESS CEDED</b>	<b>103</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>I) FINANCIAL LIABILITIES (ADP 105 to 107)</b>	<b>104</b>	<b>1.528.948</b>	<b>282.748.677</b>	<b>284.277.625</b>	<b>47.714.506</b>	<b>323.085.345</b>	<b>370.799.851</b>
1 Loan liabilities	105	0	0	0	0	0	0
2 Liabilities for issued financial instruments	106	0	0	0	0	0	0
3 Other financial liabilities	107	1.528.948	282.748.677	284.277.625	47.714.506	323.085.345	370.799.851
<b>J) OTHER LIABILITIES (ADP 109 to 112)</b>	<b>108</b>	<b>9.389.826</b>	<b>253.603.410</b>	<b>262.993.236</b>	<b>27.909.238</b>	<b>291.638.321</b>	<b>319.547.559</b>
1 Liabilities from direct insurance business	109	3.266.164	76.576.333	79.842.497	2.353.112	88.133.945	90.487.057
2 Liabilities from coinsurance and reinsurance business	110	10.330	90.279.328	90.289.658	22.105	130.142.430	130.164.535
3 Liabilities for disposal and discontinued operations	111	0	0	0	0	0	0
4 Other liabilities	112	6.113.332	86.747.749	92.861.081	25.534.021	73.361.946	98.895.967
<b>K) ACCRUALS AND DEFERRED INCOME (ADP 114+115)</b>	<b>113</b>	<b>26.879.510</b>	<b>259.625.386</b>	<b>286.504.896</b>	<b>27.673.797</b>	<b>285.908.715</b>	<b>313.582.512</b>
1 Deferred reinsurance commission	114	0	0	0	0	11.206.473	11.206.473
2 Other accruals and deferred income	115	26.879.510	259.625.386	286.504.896	27.673.797	274.702.242	302.376.039
<b>J) TOTAL LIABILITIES (ADP 068+087+088+089+096+097+100+103+104+108+113)</b>	<b>116</b>	<b>3.580.064.270</b>	<b>8.020.173.083</b>	<b>11.600.237.353</b>	<b>3.659.024.678</b>	<b>8.442.388.870</b>	<b>12.101.413.548</b>
<b>M) OFF-BALANCE SHEET ITEMS</b>	<b>117</b>	<b>368.537.309</b>	<b>2.681.501.745</b>	<b>3.050.039.054</b>	<b>389.253.551</b>	<b>3.055.939.781</b>	<b>3.445.193.332</b>

# STATEMENT OF CHANGES IN EQUITY

## For the period: 1.1.2021 - 31.3.2021

in HRK

Item	ADP code	Attributable to owners of the parent							Total capital and reserves (3 to 8)	Attributable to non-controlling interest	Total capital and reserves (9+10)
		Paid in capital (ordinary and preference shares)	Premium on shares issued	Revaluation reserves	Reserves (legal, statutory, other)	Retained profit or loss brought forward	Profit/loss for the year				
1	2	3	4	5	6	7	8	9	10	11	
<b>I Balance on the first day of the previous business year</b>	<b>1</b>	589.325.800	681.482.525	516.655.694	402.038.576	865.830.400	293.130.713	3.348.463.708	0	3.348.463.708	
Change in accounting policies	2	0	0	0	0	0	0	0	0	0	
Correction of errors from prior periods	3	0	0	0	0	0	0	0	0	0	
<b>II Balance on the first day of the previous business year (restated)</b>	<b>4</b>	589.325.800	681.482.525	516.655.694	402.038.576	865.830.400	293.130.713	3.348.463.708	0	3.348.463.708	
<b>III Comprehensive income or loss for the same period of the previous year (ADP 006 + ADP 007)</b>	<b>5</b>	0	0	-44.450.514	0	0	229.589.272	185.138.758	0	185.138.758	
Profit or loss for the period	6	0	0	0	0	0	229.589.272	229.589.272	0	229.589.272	
2 Other comprehensive income or loss for the same period of the previous year (ADP 008 to ADP 11)	7	0	0	-44.450.514	0	0	0	-44.450.514	0	-44.450.514	
Unrealised gains or losses on tangible assets (land and buildings)	8	0	0	-216.511	0	0	0	-216.511	0	-216.511	
Unrealised gains or losses on financial assets available for sale	9	0	0	7.374.940	0	0	0	7.374.940	0	7.374.940	
Realised gains or losses on financial assets available for sale	10	0	0	-51.501.622	0	0	0	-51.501.622	0	-51.501.622	
Other changes in equity unrelated to owners	11	0	0	-107.321	0	0	0	-107.321	0	-107.321	
<b>IV Transactions with owners (previous period)</b>	<b>12</b>	0	0	-1.080.776	0	294.448.733	-293.130.713	237.244	0	237.244	
Increase/decrease in subscribed capital	13	0	0	0	0	0	0	0	0	0	
Other contributions by owners	14	0	0	0	0	0	0	0	0	0	
Payment of share in profit/dividend	15	0	0	0	0	0	0	0	0	0	
Other distribution to owners	16	0	0	-1.080.776	0	294.448.733	-293.130.713	237.244	0	237.244	
<b>V Balance on the last day of the previous business year reporting period</b>	<b>17</b>	589.325.800	681.482.525	471.124.404	402.038.576	1.160.279.133	229.589.272	3.533.839.710	0	3.533.839.710	
<b>VI Balance on the first day of the current business year</b>	<b>18</b>	589.325.800	681.482.525	471.124.404	402.038.576	1.160.279.133	229.589.272	3.533.839.710	0	3.533.839.710	
Change in accounting policies	19	0	0	0	0	0	0	0	0	0	
Correction of errors from prior periods	20	0	0	0	0	0	0	0	0	0	
<b>VII Balance on the first day of the current business year (restated)</b>	<b>21</b>	589.325.800	681.482.525	471.124.404	402.038.576	1.160.279.133	229.589.272	3.533.839.710	0	3.533.839.710	
<b>VIII Comprehensive income or loss for the year</b>	<b>22</b>	0	0	51.137.890	0	0	117.332.141	168.470.031	0	168.470.031	
Profit or loss for the period	23	0	0	0	0	0	117.332.141	117.332.141	0	117.332.141	
Other comprehensive income or loss for the year	24	0	0	51.137.890	0	0	0	51.137.890	0	51.137.890	
Unrealised gains or losses on tangible assets (land and buildings)	25	0	0	0	0	0	0	0	0	0	
Unrealised gains or losses on financial assets available for sale	26	0	0	65.306.102	0	0	0	65.306.102	0	65.306.102	
Realised gains or losses on financial assets available for sale	27	0	0	-14.096.931	0	0	0	-14.096.931	0	-14.096.931	
Other changes in equity unrelated to owners	28	0	0	-71.281	0	0	0	-71.281	0	-71.281	
<b>Transactions with owners (current period)</b>	<b>29</b>	0	0	-114.502	0	229.728.906	-229.589.272	25.132	0	25.132	
Increase/decrease in subscribed capital	30	0	0	0	0	0	0	0	0	0	
Other contributions by owners	31	0	0	0	0	0	0	0	0	0	
Payment of share in profit/dividend	32	0	0	0	0	0	0	0	0	0	
Other transactions with owners	33	0	0	-114.502	0	229.728.906	-229.589.272	25.132	0	25.132	
<b>Balance on the last day of the current year reporting period</b>	<b>34</b>	589.325.800	681.482.525	522.147.792	402.038.576	1.390.008.039	117.332.141	3.702.334.873	0	3.702.334.873	



# STATEMENT OF CASH FLOWS – indirect method

## For the period: 1.1.2021 - 31.3.2021

in HRK

Item	ADP code	Same period of the previous year	Current business period
1	2	3	4
<b>I Cash flow from operating activities (ADP 002+013+031)</b>	<b>001</b>	563.234.302	-114.894.953
<b>1 Cash flow before changes in operating assets and liabilities (ADP 003+004)</b>	<b>002</b>	140.341.111	110.661.050
1.1 Profit/loss before tax	003	120.408.675	140.580.437
1.2 Adjustments: (ADP 005 to 012)	004	19.932.436	-29.919.387
1.2.1 Depreciation of property and equipment	005	9.929.604	7.953.346
1.2.2 Amortization of intangible assets	006	4.698.157	5.513.748
1.2.3 Impairment and gains/losses on fair valuation	007	50.746.725	-543.920
1.2.4 Interest expenses	008	2.351.789	2.226.105
1.2.5 Interest income	009	-49.587.226	-43.821.052
1.2.6 Share in profit of associates	010	0	0
1.2.7 Profit/loss from the sale of tangible assets (including land and buildings)	011	553.461	-136.647
1.2.8 Other adjustments	012	1.239.926	-1.110.967
<b>2 Increase/decrease in operating assets and liabilities (ADP 014 to 030)</b>	<b>013</b>	432.412.435	-214.561.954
2.1 Increase/decrease in financial assets available for sale	014	127.296.925	-309.067.540
2.2 Increase/decrease in financial assets at fair value through statement of profit or loss	015	-14.586.326	-5.294.905
2.3 Increase/decrease in loans and receivables	016	-9.033.859	93.210.683
2.4 Increase/decrease in deposits with cedants	017	0	0
2.5 Increase/decrease in investments for the account of life assurance policyholders who bear the investment risk	018	8.718.374	1.450.689
2.6 Increase/decrease in reinsurance amount in technical provisions	019	-77.573.596	-83.570.196
2.7 Increase/decrease in tax assets	020	-9.519.244	-10.994.049
2.8 Increase/decrease in receivables	021	-167.806.522	-238.276.051
2.9 Increase/decrease in other assets	022	0	0
2.10 Increase/decrease in prepayments and accrued income	023	-14.315.789	26.371.619
2.11 Increase/decrease in technical provisions	024	233.439.036	138.653.115
2.12 Increase/decrease in special provisions for life assurance where policyholders bear the investment risk	025	-8.718.374	-1.450.689
2.13 Increase/decrease in tax liabilities	026	9.519.244	10.994.049
2.14 Increase/decrease in deposits held under reinsurance business ceded	027	0	0
2.15 Increase/decrease in financial liabilities	028	326.276.381	88.919.104
2.16 Increase/decrease in other liabilities	029	30.073.262	47.414.602
2.17 Increase/decrease in accruals and deferred income	030	-1.357.077	27.077.615
<b>3 Income tax paid</b>	<b>031</b>	-9.519.244	-10.994.049
<b>II CASH FLOW FROM INVESTING ACTIVITIES (ADP 033 to 046)</b>	<b>032</b>	107.166.140	-24.921.717
1 Cash receipts from the sale of tangible assets	033	27.495	17.220
2 Cash payments for the purchase of tangible assets	034	-17.138.717	-2.177.820
3 Cash receipts from the sale of intangible assets	035	0	0
4 Cash payments for the purchase of intangible assets	036	-13.716.270	-22.344.183
5 Cash receipts from the sale of land and buildings not occupied by an undertaking for its own	037	300.068	3.288.270
6 Cash payments for the purchase of land and buildings not occupied by an undertaking for its own	038	-353.008	-158.115
7 Increase/decrease of investments in branches, associates and joint ventures.	039	-88.029.427	-5.696.810
8 Cash receipts from financial assets held to maturity	040	334.881.932	35.193.367
9 Cash payments for financial assets held to maturity	041	-102.751.198	-52.602.801
10 Cash receipts from the sale of financial instruments	042	0	0
11 Cash payments for investments in financial instruments	043	0	0
12 Cash receipts from dividends and share in profit	044	951.348	1.531.448
13 Cash receipts from repayments of short-term and long-term loans given	045	18.079.620	25.868.549
14 Cash payments for short-term and long-term loans	046	-25.085.703	-7.840.842
<b>III CASH FLOW FROM FINANCING ACTIVITIES (ADP 048 to 052)</b>	<b>047</b>	-4.730.658	-4.964.466
1 Cash receipts resulting from the increase of initial capital	048	0	0
2 Cash receipts from short-term and long-term loans received	049	0	0
3 Cash payments for the repayment of short-term and long-term loans received	050	-4.730.658	-4.964.466
4 Cash payments for the redemption of treasury shares	051	0	0
5 Cash payments of share in profit (dividend)	052	0	0
<b>NET CASH FLOW (ADP 001 + 032 + 047)</b>	<b>053</b>	665.669.784	-144.781.136
<b>IV EFFECT OF EXCHANGE RATE FLUCTUATIONS ON CASH AND CASH EQUIVALENTS</b>	<b>054</b>	-85.999.024	-22.099.466
<b>V NET INCREASE/DECREASE IN CASH AND CASH EQUIVALENTS (053+054)</b>	<b>055</b>	579.670.760	-166.880.602
Cash and cash equivalents at the beginning of period	056	125.320.335	512.936.448
Cash and cash equivalents at the end of period (ADP 055 + 056)	057	704.991.095	346.055.846

## II. QUARTERLY MANAGEMENT REPORT

CROATIA osiguranje d.d. is still the leading company on the market of the Republic of CROATIA with a total market share of 27.5 percent.

In the period observed, CROATIA osiguranje d.d. reported profit before tax in the amount of HRK 140.6m and profit after tax in the amount of HRK 117.3m which represents an increase of 16.8 percent and 19.4 percent, respectively, compared to the same period of the previous year.

Earned premium, which represents 83.1 percent of total revenues, amounted to HRK 625.9m and increased by 4.7 percent compared to the same period of the previous year. Total gross written premium increased by 1.1 percent and amounted to HRK 866.9m. Gross written premium of non-life insurance amounted to HRK 750.2m and increased by 1.1 percent compared to the same period of the previous year. Gross written premium of the life insurance amounted to HRK 116.7m representing an increase of 0.9 percent.

Investments recorded income in the amount of HRK 118m, representing a decrease of 43.5 percent compared to the same period of the previous year. Income from investments represents 15.7 percent of total revenues. Expenses from investments amounted to HRK 25.7m, representing a decrease of 67.9 percent compared to the same period of the previous year. Expenses from investments represent 4.2 percent of total expenses.

Net claims incurred represent 52.9 percent of total expenses and amounted to HRK 324.3m, representing a decrease of 32 percent compared to the same period of the previous year primarily due to the absence of claims arising from earthquake insurance risks that were recorded in the comparable period.

Acquisition and administration expenses amounted to HRK 215.1m, increasing by 16 percent compared to the same period of the previous year.

Total assets of the Company as at 31 March 2021 amounted to HRK 12.1 billion, which represents an increase of 4.3 percent compared to 31 December 2020.

Technical reserves as at 31 March 2021 amounted to HRK 6.8 billion, representing an increase of 2.1 percent compared to 31 December 2020.

The quarterly report contains the following key indicators that the Company monitors as alternative performance measures and, together with other measures defined by International Financial Reporting Standards, provides useful information regarding the Company's operational performance.

Key performance indicators	31 March 2020	31 March 2021	Change in percentage points (p.p.)
Claims ratio (non-life) *	54.0%	45.7%	-8.3%
Cost ratio (non-life) **	35.0%	39.8%	4.8%
Combined ratio (non-life)	89.0%	85.5%	-3.5%

*\* Claims ratio = (Income from commissions and fees + Other insurance-technical income + Net Claims incurred + Change in mathematical provisions and other technical provisions, net of reinsurance + Change in technical life insurance provisions where the policy holder bears the investment risk, net of reinsurance + Cost for premium returns (bonuses and rebates), net of reinsurance + Other technical expenses, net of reinsurance) / Net Earned premiums*

*\*\* Cost ratio = Operating expenses (business expenditures) / Net Earned premiums*

The combined ratio represents the sum of the claims ratio and the cost ratio and is the most important indicator of operational success in the non-life insurance segment. It is usually expressed as a percentage and a ratio below 100% means that the insurance result is profitable, and above 100% that it is not profitable. The combined ratio amounted to 85.5 percent for the observed period, which is an improvement of 3.5 percentage points compared to the same period of 2020.

Unaudited unconsolidated financial statements for the first quarter of the 2021 will be available on the web sites of CROATIA osiguranje d.d., Zagreb Stock Exchange and Officially appointed mechanism for the central storage of regulated information.

### Significant business events in the reporting period

There were no significant business events in the reporting period. Regarding the impact of COVID-19 on operations, due to the further course of the COVID-19 pandemic, the Company continues to closely monitor the situation and possible impacts on operations, with no significant negative impacts on the Company's operations, as evidenced by the high of the Company's solvency ratio of 268% as of 31 December 2020.

The longer-term financial difficulties caused by the COVID-19 pandemic could be reflected in the deteriorating credit quality of non-financial companies and households through weakened repayment capacity of existing loans, which could have negative effects on banking institutions and the wider economy. The results for the financial year 2020 mainly show increased provisions of banks for credit risks and declining revenues.

The effects of the pandemic in this regard can be expected in 2021, where the ability of companies and households to repay existing loans and the ability of banks to absorb emerging risks will be demonstrated.

Therefore, in the coming period, the Company will place special emphasis on monitoring the financial results and public announcements of companies to which it has identified credit exposure.

### **Significant events after the end of the reporting date**

No events occurring after the reporting date were material to the financial statements for the reporting period.

### **Company branch**

As at 31 March 2021 the Company has one registered branch (Branch Ljubljana). In its legal transactions, the branch operates as CROATIA osiguranje d.d. branch Ljubljana, in the Croatian language, and as CROATIA ZAVAROVANJE d.d. branch Ljubljana, in the Slovenian language.

### **Purchase of treasury shares**

The Company does not own treasury shares, and the General Assembly did not authorise the Company to acquire treasury shares.

### **Expected development in the future**

Economic growth for 2021 will strongly depend on the speed of COVID-19 pandemic suppression in the country (speed of population vaccination) and abroad (speed of border opening and abolition of measures, especially in EU countries) as well as the moment of abolition of all measures. If the tourist season is at the level of expectations, then the insurance market will recover, otherwise a further decline in the market and intensification of competition is expected.

In accordance with the above, the company will in the coming period improve and refine digital communication channels:

- development of a new company website
- new functionalities of the mobile application Moja Croatia
- remote damage reporting
- additional emphasis on digital communication (delivery of IDD documentation by e-mail, digital signatures, delivery of invoices by e-mail, „pay-by-link“...)

Furthermore, the earthquakes in city of Zagreb and Banija county left long-term consequences on people's lives and property, but also opened the door to raising awareness of the need to insure property. In the coming period, the company will try to raise awareness of the need for insurance through various campaigns and will simplify the conditions for accepting certain insurance conditions.

In the forthcoming period, the goal is to continue the best practice of transferring operational excellence from the parent to subsidiaries in the region. New sources of growth in the future are combinations of organic and acquisition activities. New acquisitions are aimed at strengthening the insurance business and further development of healthcare offering in addition to using the synergies arising from the insurance offer.

## Research and development activities

Customer focus and continuous innovations are the values of the Group that underlie research activities and new product development. The aim is to provide fast and quality service and increasing client satisfaction.

In the first quarter of 2021, strong support for the introduction of Laqo insurance continued, both in marketing and functional terms. The LaqoPrevent program is part of the offer of Croatia's LAQO insurance, the first fully digital insurance solution in this area. LaqoPrevent promotes safe driving and responsible traffic behavior by using an advanced telematics technology solution, available as part of the LAQO application.

In cooperation with Swiss RE, one of the largest reinsurers in the world, Croatia osiguranje also launched the first parametric crop insurance product against lack of soil moisture (drought). This technologically highly sophisticated product is the most modern product of its kind on the market that uses advanced satellite soil moisture measurement technology, which provides accurate data for secured agricultural land and represents another step in the digitalization of the insurance industry to meet future challenges.

A specialist postgraduate study *Products, Digital Innovations and Technologies in Insurance (Insurtech)* was developed and launched with the Faculty of Electrical Engineering and Computing in Zagreb. The aim of the study is to further improve the insurance profession through the education of experts who will handle the development of industry in Croatia and the region.

Education of employees in the field of artificial intelligence has begun. More than 130 employees enrolled in the "Elements of AI" training. The goal is to use new knowledge and ideas to improve various business processes and services to ensure and increase the satisfaction of both customers and employees of the company.

## Description of the most significant risks and uncertainties

In relation to the most significant risks and uncertainties which were described in the audited financial statements for the year 2020, in the period observed there were no significant changes in relation to the risks to which the Company is exposed in the course of its business, except as described in the note *Significant business events in the reporting period*.

Zagreb, 29 April 2021

  
Member of the Management Board  
Luka Babić



  
President of the Management Board  
Davor Tomašković

### III. NOTES TO THE UNAUDITED FINANCIAL STATEMENTS FOR THE PERIOD I-III 2021

#### 1. GENERAL INFORMATION ON THE COMPANY

CROATIA osiguranje d.d., Zagreb, Vatroslava Jagića 33 (the ‘Company’) is registered in the Court Register of the Commercial Court in Zagreb, Republic of Croatia, under the Company’s Court Reg. No. (“MBS”) 080051022 and PIN (“OIB”) 26187994862. The Company's principal activity is non-life and life insurance business and reinsurance business in the non-life insurance group.

The Company also performs the following activities, which are directly or indirectly related to insurance business, as follows:

- Mediation in the sale or sale of items belonging to the Company based on performing insurance business,
- Taking measures to prevent and eliminate hazards that endanger the insured property and persons,
- Assessment of the degree of the risk exposure of insured facility and claim assessment,
- Performing other intellectual and technical services relating to insurance business,
- Credit intermediation operations in accordance with the regulations governing credit intermediaries.

Since 2004, the Company’s shares have been listed at Official Market of the Zagreb Stock Exchange, Zagreb.

The company is majorly owned by ADRIS GRUPE d.d., Rovinj and is included in the consolidated financial statements of ADRIS GRUPE d.d. which are available on the website of ADRIS GROUP d.d.

The average number of employees of the Company during the current period is 2,272.

#### **Supervisory Board and Management Board**

According to the Company Act, Insurance Act and the Articles of Association of the Company the Company's bodies are the General Assembly, the Supervisory Board and the Management Board. Obligations and responsibilities of the members of these bodies are determined by the mentioned acts.

#### **Members of the Supervisory Board are:**

Roberto Škopac	President
Željko Lovrinčević, PhD	Vice President
Vitomir Palinec	Member
Hrvoje Patajac	Member
Vlasta Pavličević	Member

**Members of the Management Board are:**

Davor Tomašković	President
Robert Vučković	Member
Luka Babić	Member
Vančo Balen	Member

**Basis of preparation of financial statements**

Financial statements are prepared in accordance with the Company's Act (Official Gazette 65/18, 17/20), International Accounting Standard 34 – *Interim Financial Reporting*, the Rules of Zagreb Stock Exchange and the Ordinance on the contents and structure of issuers interim reports and on the form and manner of their submission to the Croatian Financial Services Supervisory Agency, which is issued by the Croatian Financial Services Supervisory Agency.

Quarterly financial statements do not include all the information and disclosures required in the annual financial statements and should be read in conjunction with the Company's annual financial statements as at 31 December 2020. The annual financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) as adopted by the European Union. The Annual Financial Report for 2020, for the purpose of understanding the information published in the notes to the financial statements prepared for the first quarter of 2021, is available on the company's official website, the official website of the Zagreb Stock Exchange and the Croatian Financial Services Supervisory Agency's Official Register.

Financial statements are prepared by using the accrual principle, which is the underlying accounting assumption. Economic events are recognized when they occurred and are reported in financial statements for the period in which they occurred by using the underlying accounting principle of going concern.

Financial statements at the end of the first quarter of the 2021 have not been audited.

**Presentation currency**

Company's financial statements are prepared in the Croatian kuna as the functional and presentation currency.

**Use of estimates and judgements**

Preparation of financial statements in conformity with IFRS requires the Management Board to make judgements, estimates and assumptions that affect the application of accounting policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, and information available at the date of preparation of financial statements, the results of which form the basis of making the judgements about carrying value of assets and liabilities that are

not readily apparent from other sources. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Changes of accounting estimates are recognised from the period in which an estimate is revised and in future periods, if the change also affects them.

#### **Accounting policies**

Accounting policies and measurement methods which are used in the preparation of financial statements for the reporting period are the same as those which are used for preparation of the audited financial statements for the year 2020.

#### **Related party transactions**

There were no unusual related party transactions of goods and services in the current reporting period.

#### **Seasonality of business activities**

Company's operations are not seasonal. However, in the first part of the year, gross written premium and receivables for written premiums are higher than in the rest of the year due to dynamics of conclusion of insurance contracts.

#### **Segment reporting**

The Company's reporting segments comprise the life insurance segment and the non-life insurance segment. The description of segments as well as allocation of costs between segment of life insurance and non-life insurance, capital and reserves and assets described in the annual financial statements for 2020, have not changed. There were no significant intersegmental revenues and expenses in the period observed.



## Fair value

Fair value is the amount that should be received for an asset sold or paid to settle a liability in an arm's length transaction between market participants at the value measurement date. Fair value is based on quoted market prices, where available. If market prices are not available, fair value is estimated by using discounted cash flow models or other appropriate pricing techniques. Changes in assumptions on which the estimates are based, including discount rates and estimated future cash flows, significantly affect the estimates. Therefore, at this point the estimated fair value cannot be certainly achieved from the sale of a financial instrument. The fair value of investments at amortised cost is presented below:

	31 March 2021			31 December 2020		
	Net book value	Fair value	Difference	Net book value	Fair value	Difference
	in HRK	in HRK	in HRK	in HRK	in HRK	in HRK
Debt securities	2,123,997,459	2,376,999,910	253,002,451	2,082,334,573	2,339,164,612	256,830,039
Loans	504,383,495	517,489,171	13,105,676	510,903,668	525,898,879	14,995,211
Deposits	416,151,659	416,933,969	782,310	508,031,241	509,434,854	1,403,613
	<b>3,044,532,613</b>	<b>3,311,423,050</b>	<b>266,890,437</b>	<b>3,101,269,482</b>	<b>3,374,498,345</b>	<b>273,228,863</b>

### *Methods of assessment or assumptions in determining fair value*

For measuring the fair value, the Group takes into account the IFRS fair value hierarchy rules that reflect the significance of inputs used in the assessment process. Each instrument is assessed individually and in detail. The levels of the fair value hierarchy are determined on the basis of the lowest level and the input data that are important for determining the fair value of the instrument.

The table below analyses financial instruments carried at fair value using the valuation method. Different levels have been defined as follows:

- Quoted prices (unadjusted) in active markets for identical assets or liabilities (Level 1).
- Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (that is, as prices or interest rates information) or indirectly (that is, derived from prices or interest rates) (Level 2).
- Inputs for the asset or liability that are not based on observable market data (unobservable inputs) (Level 3).

The Company's assets measured at fair value as at 31 March 2021 are presented as follows:

	Level 1 in HRK	Level 2 in HRK	Level 3 in HRK	Total in HRK
<i>Property for own use</i>	-	-	<b>197,777,891</b>	<b>197,777,891</b>
<i>Investment property</i>	-	-	<b>518,147,126</b>	<b>518,147,126</b>
Equity securities	601,394,175	-	30,011,889	<b>631,406,064</b>
Debt securities	3,520,475,738	496,478,944	1,853,884	<b>4,018,808,566</b>
Investment funds	136,169,699	151,816,018	2,843,270	<b>290,828,987</b>
<b><i>Available-for-sale financial assets</i></b>	<b>4,258,039,612</b>	<b>648,294,962</b>	<b>34,709,043</b>	<b>4,941,043,617</b>
Equity securities	20,678,213	-	-	<b>20,678,213</b>
Debt securities	-	-	-	-
Investment funds	398,799,443	-	-	<b>398,799,443</b>
Foreign currency forward contracts	-	434,354	-	<b>434,354</b>
<b><i>Financial assets at fair value through profit or loss</i></b>	<b>419,477,656</b>	<b>434,354</b>	-	<b>419,912,010</b>
<b>Total assets at fair value</b>	<b>4,677,517,268</b>	<b>648,729,316</b>	<b>750,634,060</b>	<b>6,076,880,644</b>

The Company's assets measured at fair value as at 31 December 2020 are presented as follows:

	Level 1 in HRK	Level 2 in HRK	Level 3 in HRK	Total in HRK
<i>Property for own use</i>	-	-	<b>264,388,018</b>	<b>264,388,018</b>
<i>Investment property</i>	-	-	<b>456,652,567</b>	<b>456,652,567</b>
Equity securities	505,893,358	-	30,240,680	<b>536,134,038</b>
Debt securities	3,028,770,077	777,054,585	2,129,674	<b>3,807,954,336</b>
Investment funds	60,338,215	128,706,694	3,028,976	<b>192,073,885</b>
<b><i>Available-for-sale financial assets</i></b>	<b>3,595,001,650</b>	<b>905,761,279</b>	<b>35,399,330</b>	<b>4,536,162,259</b>
Equity securities	17,187,511	-	-	<b>17,187,511</b>
Debt securities	-	-	-	-
Investment funds	400,250,132	-	-	<b>400,250,132</b>
Foreign currency forward contracts	-	4,115,217	-	<b>4,115,217</b>
<b><i>Financial assets at fair value through profit or loss</i></b>	<b>417,437,643</b>	<b>4,115,217</b>	-	<b>421,552,860</b>
<b>Total assets at fair value</b>	<b>4,012,439,293</b>	<b>909,876,496</b>	<b>756,439,915</b>	<b>5,678,755,704</b>

The Company has adopted IFRS 13, pursuant to which it is required to disclose the fair value hierarchy of financial assets that are not measured at fair value as well as a description of valuation techniques and inputs used.

Financial liabilities are recorded at amortised cost. The Management Board believes that, due to fact that interest rate of these instruments is in line with market rates, the carrying value of these instruments is not significantly different from their fair value.

The fair value of deposits, loans and financial liabilities are estimated on the basis of inputs that are not commercially available rates, and are therefore classified as Level 3, or by using publicly available rates published by the Croatian national bank (for the Company's loans) and would therefore be classified as Level 2 in the fair value hierarchy. Investments with available market prices that are classified in the portfolio of held-to-maturity investments are classified as Level 1.

The fair values of cash and cash equivalents and insurance receivables and other receivables do not differ significantly from their carrying amounts due to the short-term nature of these financial instruments. Fair value is determined based on Level 2 inputs for cash and cash equivalents and based on Level 3 inputs for insurance receivables and other receivable.

The fair value of financial instruments that are not traded in an active market is determined by using valuation techniques. These valuation techniques maximise the use of observable market data where it is available and rely as little as possible on entity-specific estimates. If all significant inputs required to fair value an instrument are observable, the instrument is included in Level 2. The fair value of financial instruments that are classified as Level 3 is determined by using discontinued cash flow techniques or other valuation techniques by using relevant observable market data, information about current business and estimation of issuer's future business. There was no significant increase or decrease in the value of the parameters that would affect the change in the fair value of financial assets classified in Level 3 fair value.

There have been no significant reclassifications from Level 1 and Level 2 to Level 3 and vice versa of financial assets at fair value through profit or loss in statement of financial position.

The fair value of investment property is derived primarily by applying a sales comparison and income approach, and sometimes lacking information on market parameters by applying the cost method, depending on a particular property.

The fair value of the property for own use for was carried out primarily by applying the income method.

The most significant inputs in the valuations were prices or rental income per square meter, generated based on comparable properties in the immediate vicinity and then adjusted by differences in key characteristics.

Information on measurements of the fair value of investment property using significant inputs that are not available on the market (Level 3) is published in the financial statements for 2020.

### **Intangible assets**

In the period observed, intangible assets increased by HRK 20.4m, primarily due to additional investments in the new Core IT system. The Company capitalized the costs of net salaries in the amount of HRK 1.9m, the costs of contributions from salaries in the amount of HRK 0.6m, the costs of taxes and surcharges from salaries in the amount of HRK 0.4m, the costs of contributions to salaries in in the amount of HRK 0.5m and other employee costs in the amount of HRK 0.2m.

### **Investments in land and buildings not occupied by an undertaking for its own activities**

In the period observed Company's investments in land and buildings not occupied by an undertaking for its own activities have increased in the amount of HRK 61.5 m which is mostly due to reclassification of assets from the position of Land and buildings occupied by an undertaking for its own activities to the mentioned position due to a change in the purpose of specific property.

## Financial assets and financial liabilities

The Company's structure of financial assets as at 31 March 2021 and 31 December 2020 was as follows:

	31 March 2021				
	Held-to- maturity investments	Available- for-sale financial assets	Financial assets at fair value through profit or loss - for trading	Loans and receivables	Total
	in HRK	in HRK	in HRK	in HRK	in HRK
<b>Shares</b>					
Shares, listed	-	629,489,573	20,678,213	-	650,167,786
Shares, not listed	-	1,916,491	-	-	1,916,491
	-	<b>631,406,064</b>	<b>20,678,213</b>	-	<b>652,084,277</b>
<b>Debt securities</b>					
Government bonds	2,079,886,277	3,796,203,825	-	-	5,876,090,102
Corporate bonds	44,111,182	222,604,741	-	-	266,715,923
	<b>2,123,997,459</b>	<b>4,018,808,566</b>	-	-	<b>6,142,806,025</b>
<b>Derivative financial instruments</b>					
Foreign currency forward contracts	-	-	434,354	-	434,354
	-	-	<b>434,354</b>	-	<b>434,354</b>
<b>Investment funds</b>					
Open-ended investment funds	-	290,828,987	-	-	290,828,987
Open-ended investment funds - assets for coverage of unit-linked products	-	-	398,799,443	-	398,799,443
	-	<b>290,828,987</b>	<b>398,799,443</b>	-	<b>689,628,430</b>
<b>Loans and receivables</b>					
Deposits with credit institutions	-	-	-	416,151,659	416,151,659
Loans	-	-	-	504,383,495	504,383,495
	-	-	-	<b>920,535,154</b>	<b>920,535,154</b>
	<b>2,123,997,459</b>	<b>4,941,043,617</b>	<b>419,912,010</b>	<b>920,535,154</b>	<b>8,405,488,240</b>

	31 December 2020				
	Held-to- maturity investments	Available- for-sale financial assets	Financial assets at fair value through profit or loss - for trading	Loans and receivables	Total
	in HRK	in HRK	in HRK	in HRK	in HRK
<b>Shares</b>					
Shares, listed	-	534,217,547	17,187,511	-	551,405,058
Shares, not listed	-	1,916,491	-	-	1,916,491
	-	<b>536,134,038</b>	<b>17,187,511</b>	-	<b>553,321,549</b>
<b>Debt securities</b>					
Government bonds	2,038,397,745	3,638,449,387	-	-	5,676,847,132
Corporate bonds	43,936,828	169,504,949	-	-	213,441,777
	<b>2,082,334,573</b>	<b>3,807,954,336</b>	-	-	<b>5,890,288,909</b>
<b>Derivative financial instruments</b>					
Foreign currency forward contracts	-	-	4,115,217	-	4,115,217
	-	-	<b>4,115,217</b>	-	<b>4,115,217</b>
<b>Investment funds</b>					
Open-ended investment funds	-	192,073,885	-	-	192,073,885
Open-ended investment funds - assets for coverage of unit-linked products	-	-	400,250,132	-	400,250,132
	-	<b>192,073,885</b>	<b>400,250,132</b>	-	<b>592,324,017</b>
<b>Loans and receivables</b>					
Deposits with credit institutions	-	-	-	508,031,241	508,031,241
Loans	-	-	-	510,903,668	510,903,668
	-	-	-	<b>1,018,934,909</b>	<b>1,018,934,909</b>
	<b>2,082,334,573</b>	<b>4,536,162,259</b>	<b>421,552,860</b>	<b>1,018,934,909</b>	<b>8,058,984,601</b>

The structure of financial liabilities as at 31 March 2021 and 31 December 2020 was as follows:

	31 March 2021	31 December 2020
	in HRK	in HRK
Lease liabilities	260,447,389	261,999,244
Liabilities for repo transactions	83,268,157	-
Derivative financial instruments	14,433,134	7,425,656
Preference shares	12,250,000	12,250,000
Other financial liabilities	401,171	2,602,725
	<b>370,799,851</b>	<b>284,277,625</b>

## Share capital and shares

The Company's share capital with a nominal value of 601,575,800 as at 31 March 2021 is divided among 429,697 shares with a nominal value of HRK 1,400, The shares are marked as follows:

Number of shares	Nominal amount:
307,598 ordinary shares I, emission with ticker CROS-R-A/CROS	430,637,200
113,349 ordinary shares II, emission with ticker CROS-R-A/CROS	158,688,600
<b>TOTAL OF ORDINARY SHARES</b>	<b>589,325,800</b>
8,750 preference shares I, emission with ticker CROS-P-A/CROS <sup>2</sup>	12,250,000
<b>TOTAL OF PREFERENCE SHARES</b>	<b>12,250,000</b>

Each share, ordinary and preference, provides the right to 1 (one) vote at the Company's General Assembly, Due to the guaranteed dividend payment, preference shares are classified as financial liabilities, All shares are paid in full, issued in dematerialized form, are transferable and are managed at the central depository of the Central Depository & Clearing Company.

## Liabilities

The structure of liabilities as at 31 March 2021 and 31 December 2020 was as follows:

	31 March 2021			
	No later than 1 year	1-5 years	More than 5 years	Total
Other provisions	5,336,414	53,938,197	21,158,961	80,433,572
Financial liabilities	105,444,995	56,222,020	209,132,836	370,799,851
Liabilities arising from insurance contracts, other liabilities and deferred income	588,943,756	29,064,449	15,121,866	633,130,071
<b>Total</b>	<b>699,725,165</b>	<b>139,224,666</b>	<b>245,413,663</b>	<b>1,084,363,494</b>

  

	31 December 2020			
	No later than 1 year	1-5 years	More than 5 years	Total
Other provisions	8,993,146	59,672,549	20,907,636	89,573,331
Financial liabilities	16,398,657	52,902,823	214,976,145	284,277,625
Liabilities arising from insurance contracts, other liabilities and deferred income	507,654,960	29,519,175	12,323,997	549,498,132
<b>Total</b>	<b>533,046,763</b>	<b>142,094,547</b>	<b>248,207,778</b>	<b>923,349,088</b>

## Deferred taxes

The company has recognized deferred tax assets and liabilities as at 31 March 2021. There were no significant changes in deferred tax assets compared to 31 December 2020 while the movement of deferred tax liability is shown in the note below:

	<b>Land and buildings occupied by an undertaking for its own activities</b>	<b>Financial assets available for sale</b>	<b>Total</b>
	in HRK	in HRK	in HRK
<b>1 January 2021</b>	<b>10,794,213</b>	<b>92,653,858</b>	<b>103,448,071</b>
Utilization through retained earnings	(25,133)	-	(25,133)
Change in fair value of available-for-sale investments through other comprehensive income	-	11,241,037	11,241,037
<b>31 March 2021</b>	<b>10,769,080</b>	<b>103,894,895</b>	<b>114,663,975</b>

## Commitments

As at 31 March 2021, the Company's contractual obligations for future investments amount to HRK 151m based on binding bids for investments in venture capital funds.

## MANAGEMENT BOARD STATEMENT

Pursuant to article 20 of the Articles of Association of the Company from 26 February 2020 and article 468 of the Capital Market Law (Official Gazette 65/18, 17/20), the Management Board provides this

### STATEMENT

That to the best of our knowledge:

- the set of quarterly unaudited unconsolidated financial statements of the issuer for the period 1 January – 31 March 2021 prepared by using applicable financial reporting standards, gives a true and fair view of assets and liabilities, the financial position and profit or loss of the issuer,
- the management report presents an objective view of the development and business results and position of the issuer with description of significant risks and uncertainties to which the issuer is exposed.

Zagreb, 29 April 2021

Member of the Management Board

Luka Babić

President of the Management Board

Davor Tomašković

