ADMIRAL GROUP plc

2009 Full Year Results

2 March 2010



Questions, questions, questions...

What is the reasoning behind giving a 25% stake in Rastreator to Mapfre? Do you expect an uptick in sales as a result? Might you do the same in other countries?

How long do you expect internet and price comparison sales to continue growing and where do you see growth coming from thereafter?

When will we see the maturing of the aggregator product cycle for motor, as average discounts fall will customers stay with existing providers and how will confused react?

James Quin Citi

Paul Goodhind Redburn Partners

At this moment in time, due

to market conditions, the increases in

premiums etc. is it worthwhile increasing

the retention of underwriting?

Based on E&Y's ultimate loss ratios, how much reserve release and profit commission has yet to flow into earnings?

Peter Eliot

Jelena Bjelanovic. **Greig Paterson, KBW BoA ML**

Can you compare and contrast the marketing strategy of your overseas operations with the UK strategy 5 years ago?

Andrew Crean, Autonomous

James Shuck, Jefferies

How is price comparison affecting the industry and what impact is it having on your competitive advantage?

Confused margins have fallen

steeply, when will they become

untenable?

increase for Admiral?

Rakshit Ranjan, **Execution Noble**

pricing information available in the US, will Admiral reach profitability here more quickly?

Dhruy Gahlaut. HSBC

How have ancillary revenues at the international operations developed?

The AA suggest that rates hardened significantly in 09. What has been the corresponding

Given the greater

To what extent is your ancillary income at risk from the proposals in Lord Jackson's review of civil litigation costs?

Jonathan Hekster. **Bernstein Research**

What is Admiral's split between standard and nonstandard risks and how much of your loss ratio advantage is due to this mix?

Paul Lloyd, Credit Suisse

How do you optimise the profitability of the business given the tension between underwriting and ancillaries?

Fahad Changazi, UBS

Have you been affected by the recent rise in personal injury claims that appears to have led competitors to raise their premium rates?

Hamish Chalmers, Macquarie

Tom Dorner, Oriel

Andy Broadfield, Morgan Stanley



Questions, questions, questions.... we will try to provide some answers

Kevin Chidwick, Finance Director

Highlights

Results summary

Price comparison

David Stevens, Chief Operating Officer

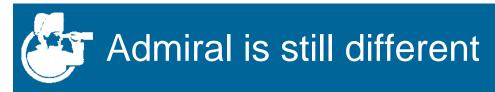
UK Car insurance market

- □ What's happening now?
- □ What might happen in the future?

Henry Engelhardt, Chief Executive Officer

International

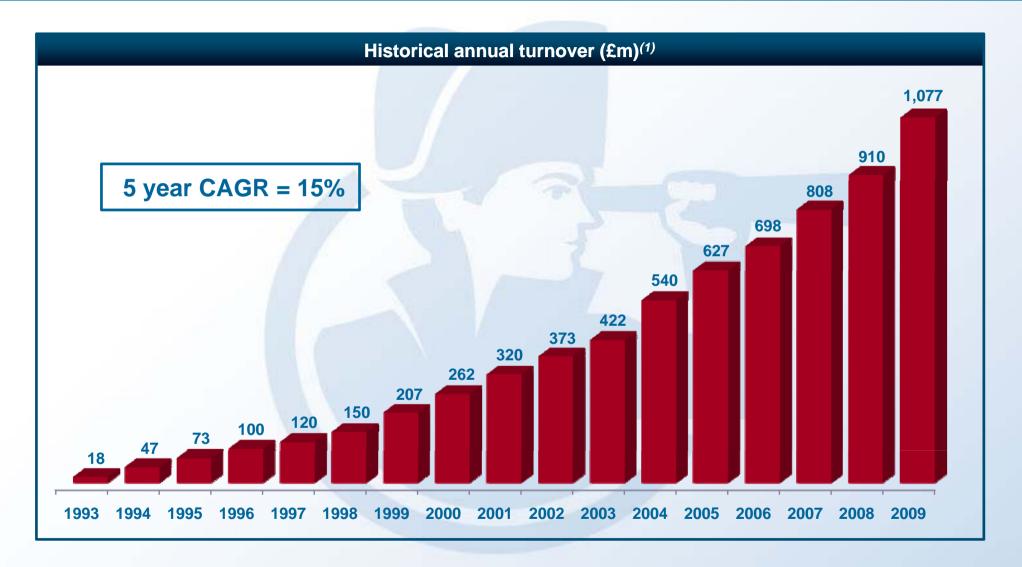
Summary



	2004	2005	2006	2007	2008	2009
Highly profitable	1	1	✓	1	1	
Fast growing		1	1	✓	√	
Low risk profits		√	√	√	√	
Strongly cash generative		√	1	✓	√	✓

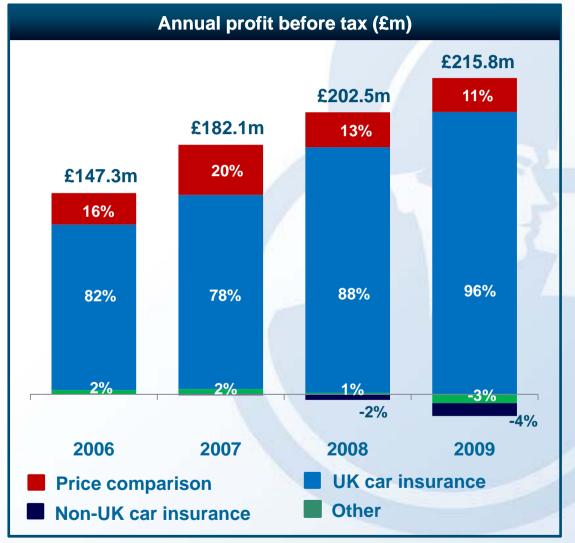
Highlights

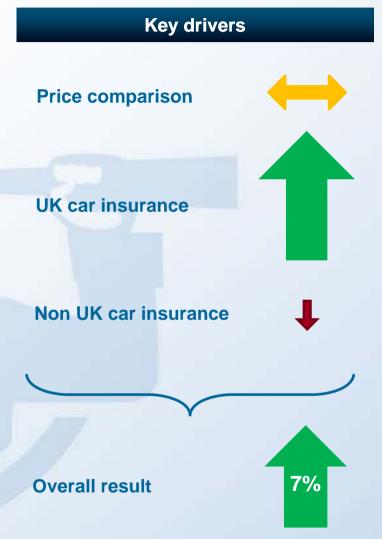
- □ Profit before tax up 7% at £216 million (2008: £203 million)
- □ Turnover up 18% at £1.08 billion (2008: £0.91 billion)
- □ Vehicle count up 19% to 2.08 million (2008: 1.75 million)
- □ Profit from UK car insurance up 15% to £207m (2008: £180m)
- □ UK ancillary income steady at £72 per vehicle
- □ Confused.com profit £26 million (2008: £26 million) revenue increased 21%
- New and extended reinsurance deals
- Second interim dividend per share of 29.8p full 2009 dividend 57.5p



⁽¹⁾ Turnover comprises total premiums written + other revenue

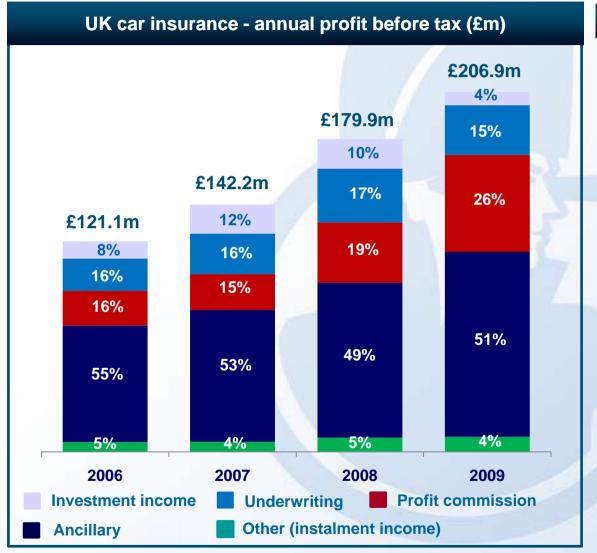
Admiral Group profits

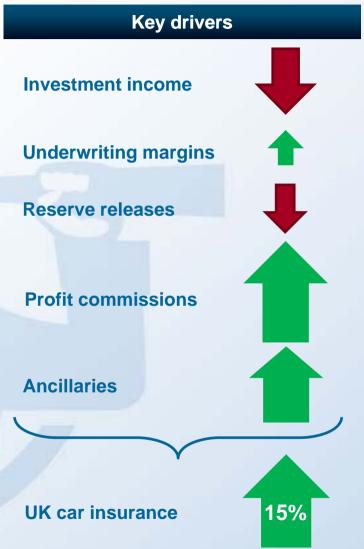






UK car insurance profit

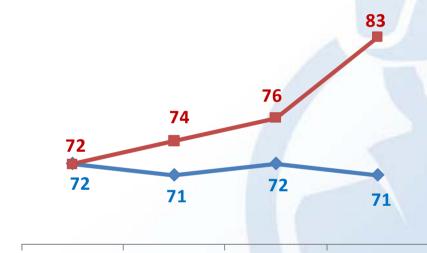






UK Car insurance – how will reserves & profit commissions flow through into earnings?





→ E&Y projected accident year ultimate loss ratios (Dec 09)

2008

2009

Admiral booked accident year loss ratios (Dec 09)

2007

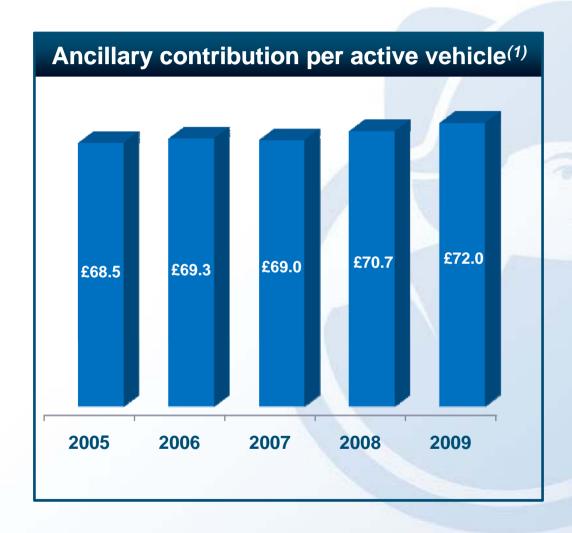
2006

Increasing profit commissions

	2007	2008	2009
Reserve release	£29.5m	£38.0m	£31.3m
Profit commission	£20.4m	£34.7m	£54.2m
PC as % of release	69%	91%	173%



UK Car insurance – ancillary contribution up 18% to £126 million

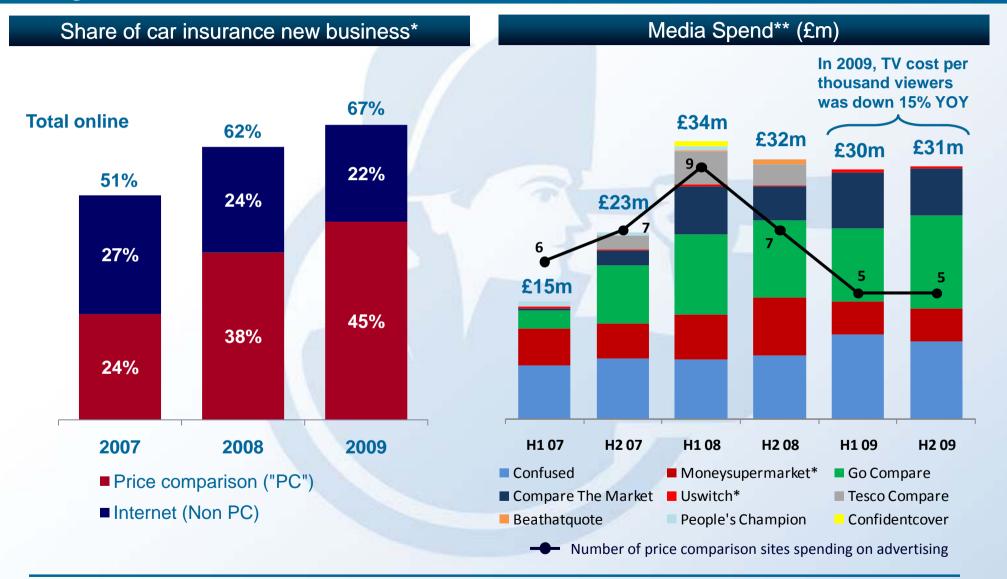


Sources of UK ancillary income

- 1. Compulsory: legal cover
- **2.Optional products**: breakdown, car hire, & personal injury
- **3. Other Fees**: Admin fees, wasted leads, BI & car hire referrals
- Portfolio of income sources
- Grows in line with vehicle base
- Contribution per vehicle stable



UK price comparison market – high media spend & growth continue



^{*} Source: Management estimate

^{**} Source: Nielson, 50% of Moneysupermaket and Uswitch allocated to car insurance

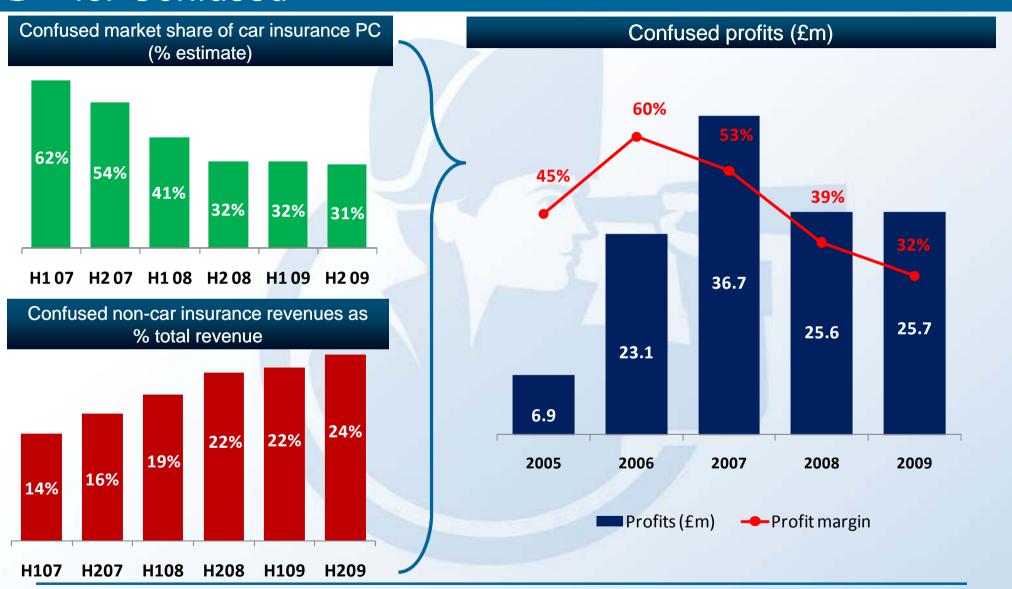


UK price comparison market... still slogging it out!

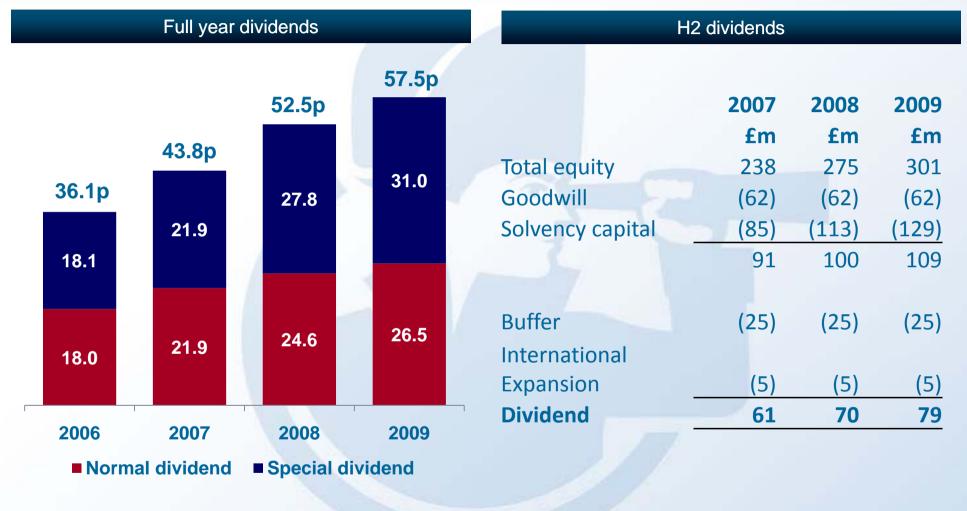




UK price comparison, 2009 was better than expected for Confused







H2 2009 - 29.8p per share

Ex-dividend – 10 March 2009, Record date – 12 March 2009, Payment date – 1 April 2009

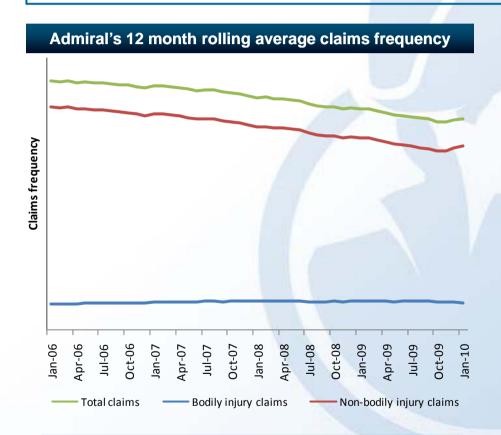
UK car insurance market

What's happening now?

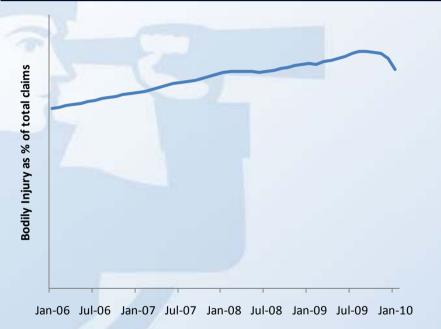
- Claims
- Premiums
- Market profitability

What might happen in the future?

"To what extent have you been affected by the recent rise in bodily injury claims announced by several of your competitors?"



Admiral's bodily injury claims as % of total claims (on12 month rolling average basis)



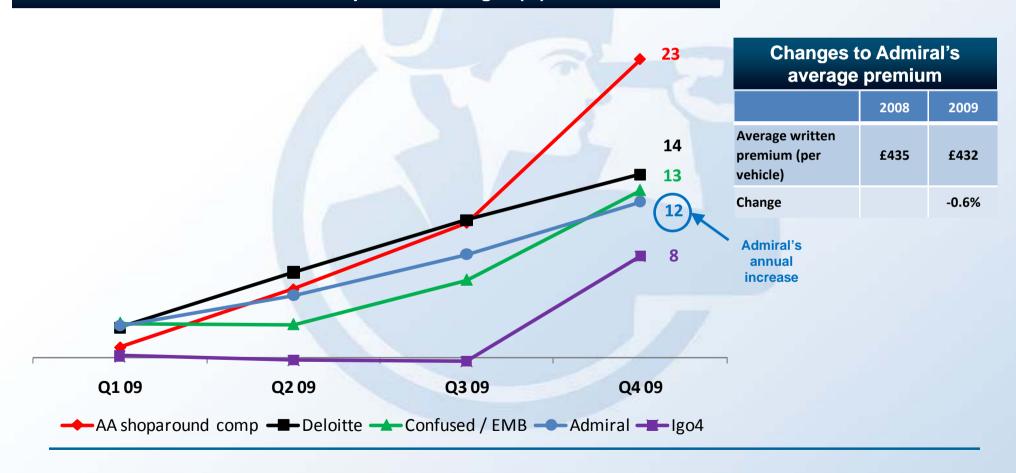
"What was the impact of snow on claims?"



What's happening now? Premiums

"AA's survey suggest that rates have hardened significantly in 2009. What was Admiral's experience?"

2009 – Cumulative premium changes (%)





Admiral portfolio progressively more standard

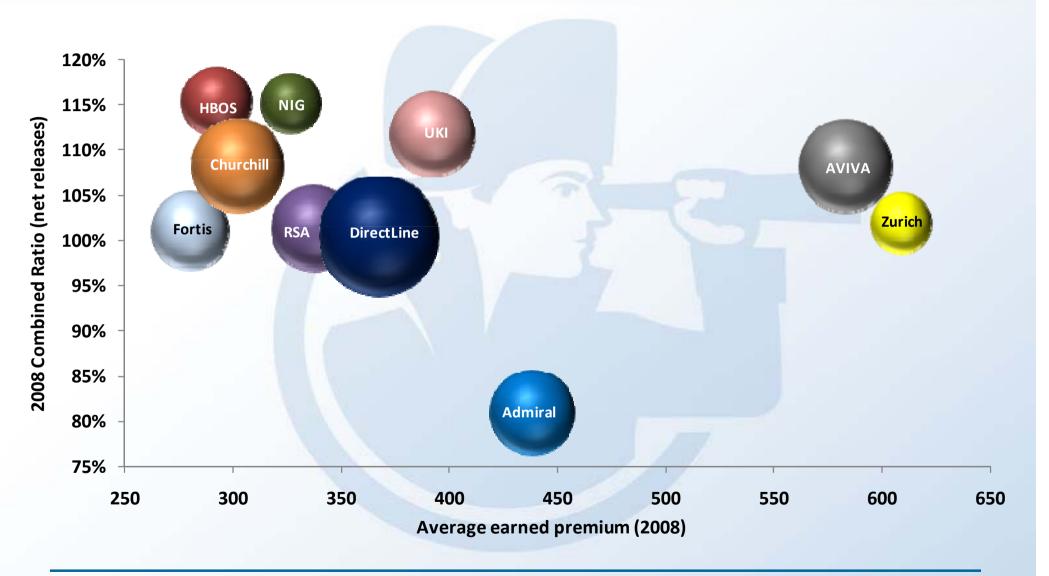
"What is Admiral's split between standard and non-standard risks and how much of your loss ratio advantage is due to this mix?"



^{*}Source of market data: EMB analysis of FSA returns



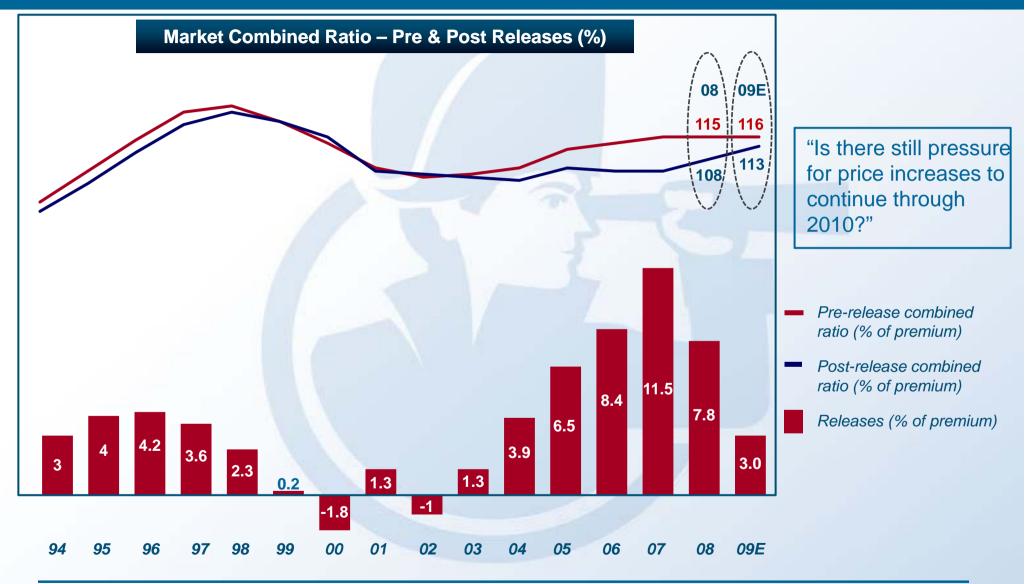
Admiral has lower premiums than some big players



^{*} Peers - sourced from EMB analysis of FSA returns, 2008. Bubble size denotes 2008 market share by vehicle numbers.



What's happening now? Pressure on market profitability



What's happening now? Pressure on market profitability

"We know that rates are going up but how does this compare to claims inflation?"

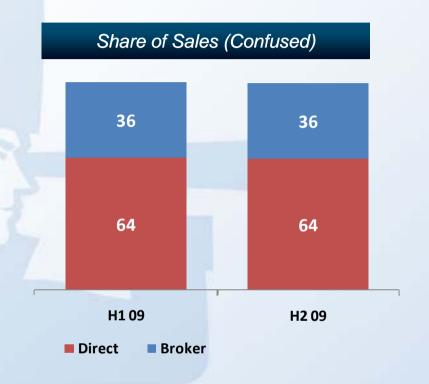
	2008	Claims		Increase in earned	Lower	Lower investment	2009
	2008	Severity	Frequency	premium	releases	return	2003
Expense ratio	30%						30%
Loss ratio	85%	7%	-2%	4%			86%
Pre-release CoR	115%						116%
Release	7%				-4%		3%
Post-release CoR	108%						113%

Caveats on price momentum - Aviva

Brokers are still writing a lot of business via price comparison....

Broker insurers	2008 Combined (Net)* (All channels)
Allianz (1.5%)**	135%
HSBC (1.2%)	126%
MMA (1.2%)	126%
Highway (1.8%)	125%
NIG (3.4%)	115%
Fortis (6.3%)	101%





Aviva fourth quarter sales announcement:

- □ "In our general insurance business we continue to write business for profit not for volume"
- □ "Returning to top-line growth is a priority in our UK general insurance business."

^{*} Source EMB analysis of FSA returns

^{**} Market Share (units), based on average policies in force in 2008, source EMB analysis of FSA returns

^{***} Aviva sells both direct and via broker



Caveats on price momentum – aggressive directs

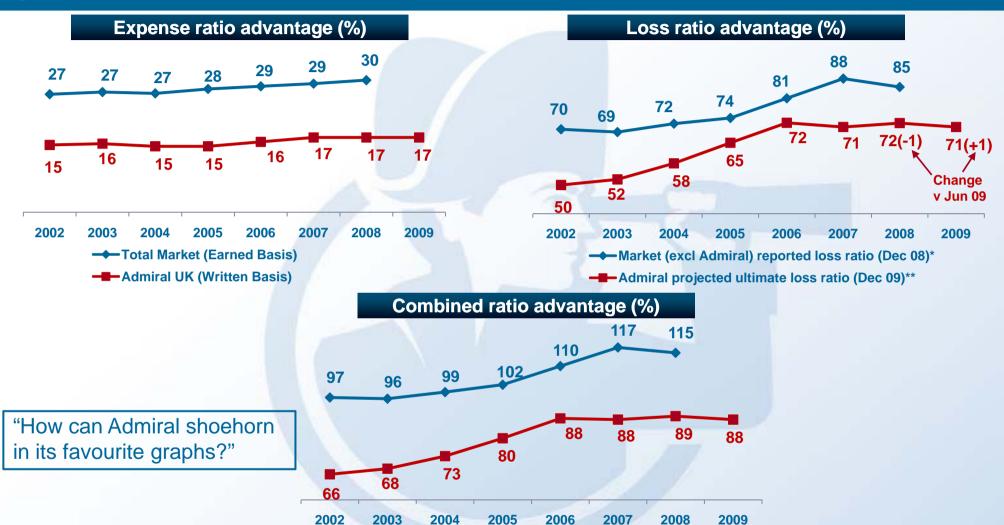
	December 2008			December 2009		
	Share of Admiral new customers from competitors	lapses to	of customers to	Share of Admiral new customers from competitors	lapses to	Net Gain or Loss of customers to ompetitor
RBSI*	11.5%	16.2%	-4.7%	16.9%	12.8%	4.1%
Esure**	5.6%	10.5%	-4.9%	7.7%	4.8%	2.9%
Swiftcover	1.3%	4.9%	-3.6%	3.1%	5.7%	-2.6%

^{*} Includes Direct Line, Churchill, and Privilege

^{**} Includes Sheila's Wheels



What's happening now? Admiral versus the market



→ Market (excl Admiral) loss ratio plus expense ratio

Admiral projected ultimate loss ratio plus expense ratio

^{*} Reported accident year loss ratio with reserve releases allocated back to relevant accident year, source: EMB Analysis of FSA returns

^{**} Ernst & Young projected ultimate loss ratios



What might happen in the future?



Scenario 1: Grow with PC market

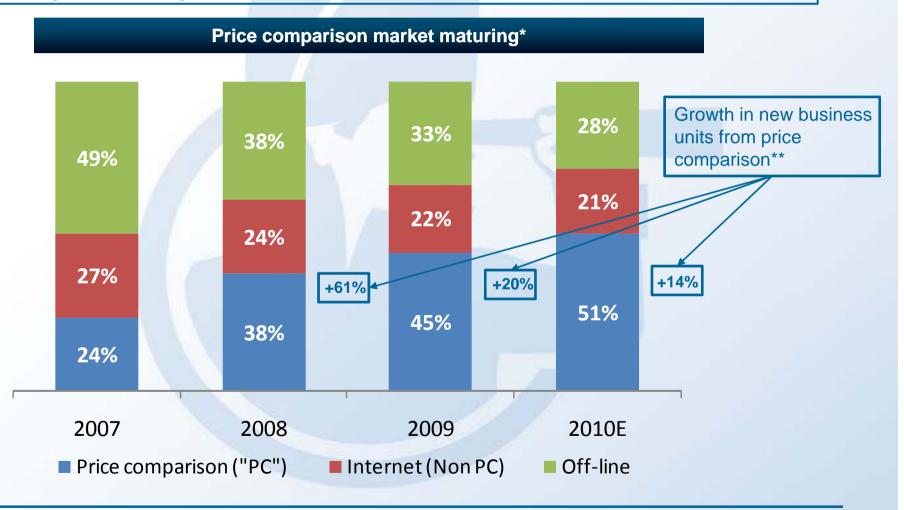
Scenario 2: Grow from lower rate increases

Scenario 3: Cake & eat it



What might happen in future? Price comparison market maturing

"How long do you expect internet and price comparison sales to continue growing and where do you see growth coming from thereafter?"

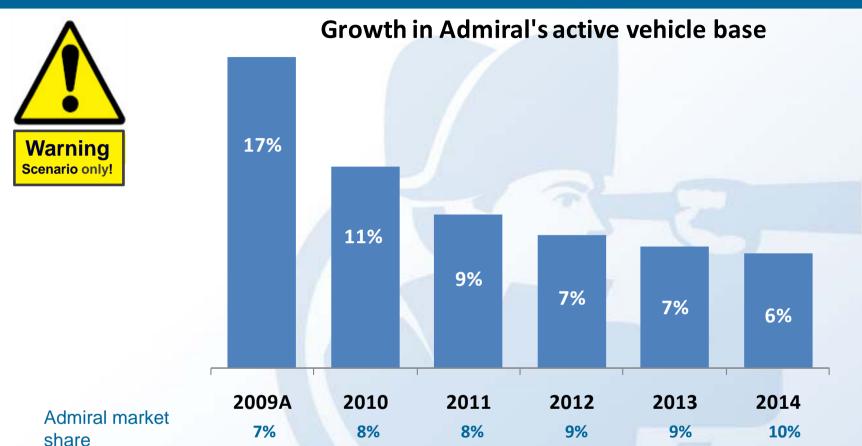


^{*}Source: management estimates

^{**}Estimate based on PC market share and assuming total new business volumes increase 1% year on year.



What might happen in future? Scenario 1, grow with PC market

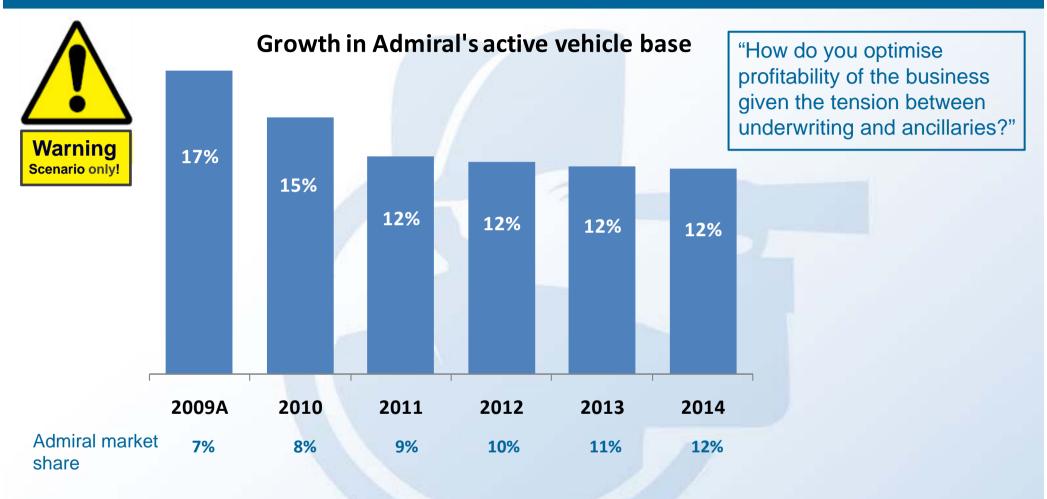


Scenario assumptions:

- □ PC grows at 14% in 2010 and at 5% per annum thereafter (PC has 62% market share in 2014)
- □ Admiral has a flat ~15% share of PC new business
- □ Admiral's price increases are in line with the market



What might happen in future? Scenario 2, growth accelerated by lower rate increases than market

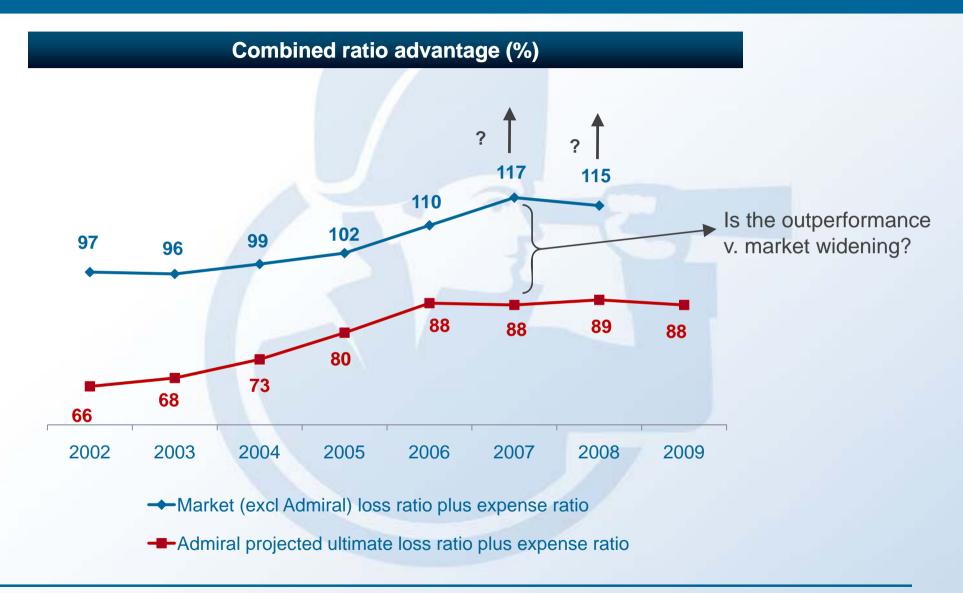


Scenario assumptions:

As for scenario 1, except Admiral annual price increases are 1% lower than the market.



What might happen in future? Scenario 3, Admiral have cake and eat it



Short view

□ Good prospects of continued rate increases in 2010

Longer term

- □ There is still material growth potential in UK motor
- It may not be impossible that we can both grow rapidly and maintain our combined ratio advantage





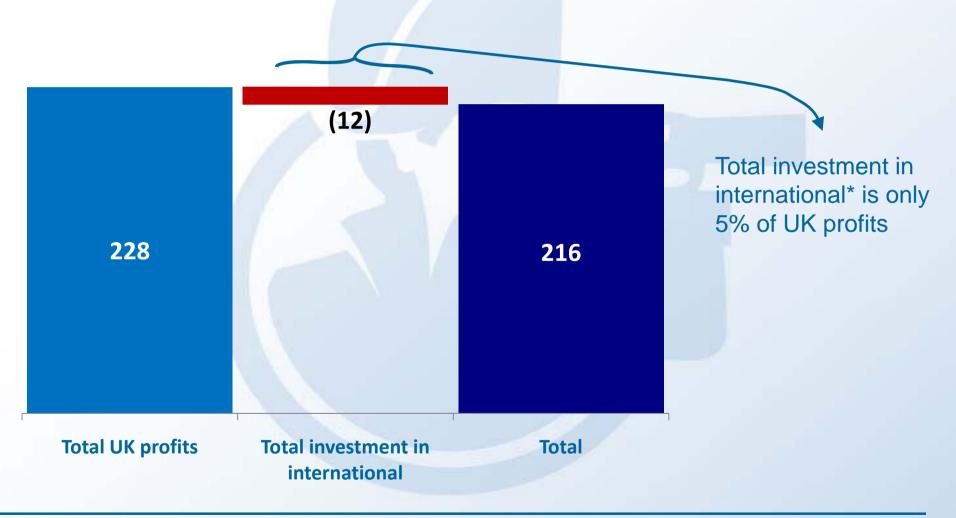
A common question on international

"How long do you give your international operations to break even?"



Modest investment





^{*} Total UK profits includes everything except specific investments in international which total to £12m and include £9.5m Non UK car insurance, £0.8m non UK price comparison and £2.0m pre launch costs.



International portfolio - the school report!







	2008	2009
Active customers at period end	55,400	50,300
Total written premium	€26.2m	€20.1 m
Underwriting year loss ratio (end month 12)	102%	83%
Written expense ratio	44%	65%
Combined Ratio	146%	148%



Admiral result (PBT)	(€1.5m) (€1.4m)
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	(=====================================

Underwriting year loss ratio development					
Month	2007	2008	2009		
6	149%	107%	79%		
12	137%	102%	83%		
18	136%	108%			
24	135%	109%			
30	134%				
36	133%				

Admiral ancillary contribution per vehicle



€73

€72

	2008	2009
Active customers at period end	15,000	35,000
Total written premium	€5.4m	€15.4m
Underwriting year loss ratio (end month 12)	142%	109%
Written expense ratio	175%	113%*
Combined Ratio	317%	222%
Admiral result (before tax)	(€2.9m)	(€5.9m)*
Admiral ancillary contribution per vehicle	€5	€7
Policyholders at 1 st January 2009 / 2010	30,000	35,000



Underwriting year loss ratio development						
Month	2008	2009				
6	118%	124%				
12	142%	109%				
18	134%					
24	128%					

^{*} Includes a one off consultancy €1.0m expense, excluding this expense ratio = 95%, and result = (€4.9m).



Active customers at period end Total written premium

Loss ratio - underwriting year (end month 12)
Written expense ratio
Combined Ratio

Admiral result (PBT)

Admiral ancillary contribution per vehicle

Knowledge transfer, comparison of loss ratio development							
Month	ConTe (May 08)						
MOTILIT	2007 UWY	2009 UWY					
6	149%	59%					
12	137%	98%					
18	136%						
24	135%						
30	134%						
36	133%						

2008 3,400	2009 35,500
	•
€1.1m	€12.5m
	98%
	83%
	181%
(€0.7m)	(€2.7m)
€9	€10







- Why Virginia?
 - □ Use & file regulation
 - □ Good size (6m private cars, over \$4bn premium)
 - Good low cost base
 - □ Changing consumer, GEICO's share of Virginia ~15% compared to their share of USA ~7.7%
 - MD of Elephant Auto lives there!
- What's been happening since launch in October 09?
 - □ Building & training team: 50 staff in Richmond, Virginia
 - □ Testing: friends & family, then media incl. TV from Jan 10
 - □ Long term reinsurance support from Munich Re and Hannover Re



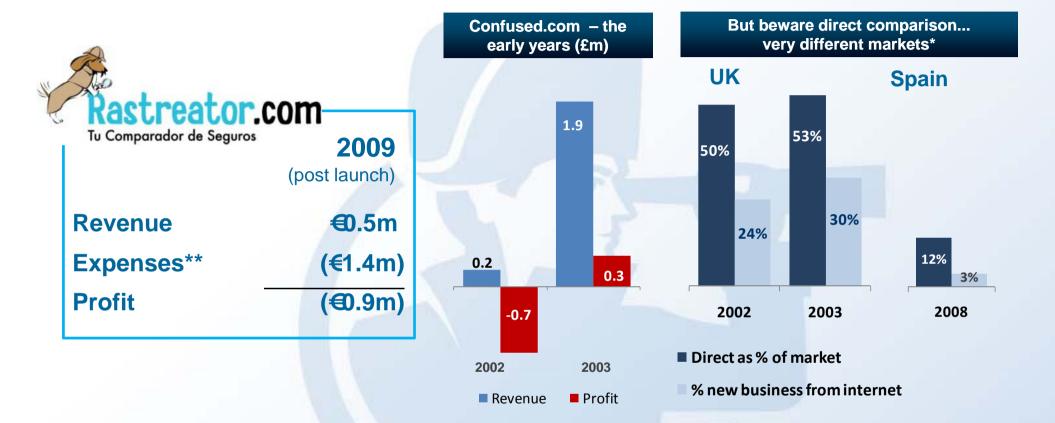
It certainly snows in Virginia!





N

Non-UK price comparison



We have launched price comparison operations in France and Italy:





^{*} Source: management estimates, the Spain figures are for private motor market, research estimates of internet share of new business are varied, we have taken an ICEA estimate but it should be taken as an indicative figure.

^{**} Rastreator expenses exclude pre-launch costs.



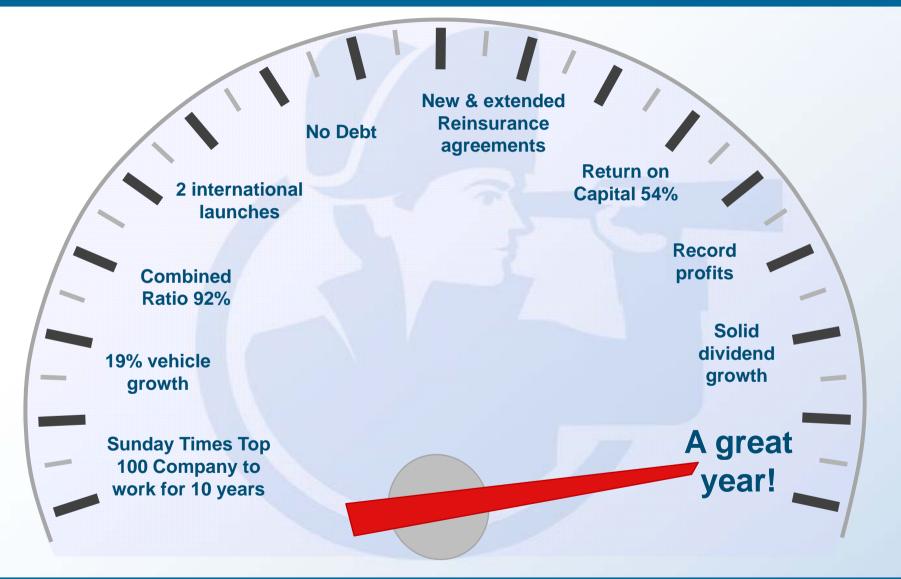
Long term partners help reduce risk

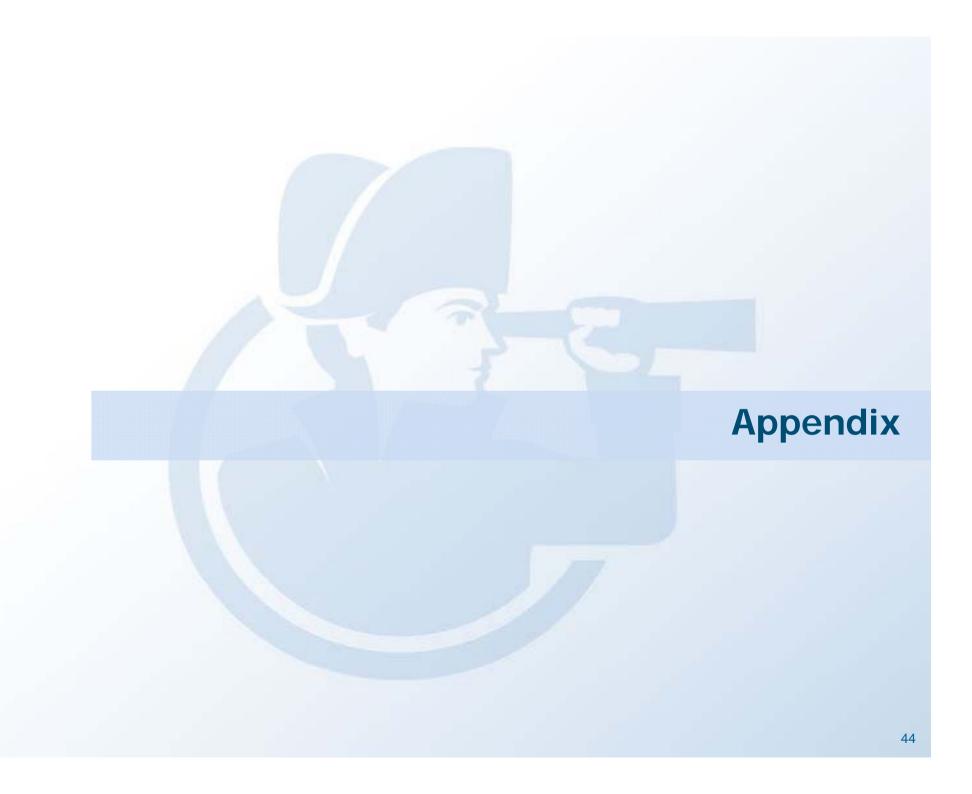
Support Admiral's low risk model:

- □ Takes the volatility out of our business
- □ Return on capital > 50%
- □ Grow whilst generating cash



2009 - another great year





Appendices

- Summary income statement
- □ Balance sheet
- □ Group key performance indicators
- More questions: Admiral Group solvency
- More questions: UK car insurance reserving
- More questions: UK car insurance underwriting
- More questions: Investment portfolio
- UK car insurance coinsurance and reinsurance 2010
- □ Admiral Group's brands
- Disclaimer notice



Summary income statement

	UK ca	r insuranc	æ	Price	comparis	on	Non-UK	car insur	ance		Other		Adn	niral Grou	qı
_	2007	2008	2009	2007	2008	2009	2007	2008	2009	2007	2008	2009	2007	2008	2009
Turnover	715.0	804.8	939.1	69.2	66.1	80.6	16.5	29.7	47.2	7.5	9.5	10.6	808.1	910.1	1077.5
Total premiums written	617.0	690.2	804.7				14.2	26.0	43.0				631.3	716.3	847.7
Gross premiums written	246.7	309.5	402.3				14.2	25.1	37.6				260.9	334.7	439.9
Net premiums written	136.9	185.5	217.7				4.9	8.9	14.8				141.9	194.4	232.5
Net earned premium	140.3	161.9	199.1				2.0	7.9	12.8				142.2	169.8	211.9
Investment															
income	16.7	17.1	7.5				0.1	0.6	0.2				16.8	17.7	7.7
Net insurance claims	(97.0)	(105.1)	(138.7)				(2.8)	(9.5)	(13.0)				(99.8)	(114.6)	(151.7)
Insurance related expenses	(19.9)	(26.0)	(30.3)				(1.8)	(6.2)	(13.0)	4			(21.7)	(32.2)	(43.3)
Underwriting															
result	40.0	47.9	37.6				(2.5)	(7.1)	(13.1)				37.5	40.8	24.5
Profit commission	20.4	34.7	54.2										20.4	34.7	54.2
Gross ancillary revenue	92.0	106.3	125.6				2.2	3.5	3.9				94.2	109.8	129.5
Ancillary costs	(16.2)	(17.3)	(19.3)				(0.4)	(0.6)	(0.7)				(16.6)	(17.9)	(20.0)
Instalment income	5.9	8.2	8.8				0.0	0.2	0.3	2.0	2.0	2.4	6.0	8.4	9.2
Gladiator contribution Price comparison revenue				69.2	66.1	80.6				2.0	2.8	2.4	2.0 69.2	2.8 66.1	2.4 80.6
Price comparison expenses				(32.4)	(40.5)	(55.6)							(32.4)	(40.5)	(55.6)
Interest income				(32.4)	(40.5)	(33.0)				7.8	6.7	1.1	7.8	6.7	1.1
Other (mainly share										7.0	0.7	1.1	7.0	0.7	
scheme)							_			(5.9)	(8.4)	(10.1)	(5.9)	(8.4)	(10.1)
Profit / (loss) before tax	142.2	179.9	206.9	36.7	25.6	24.9	(0.7)	(4.1)	(9.5)	3.9	1.1	(6.6)	182.1	202.5	215.8

	2007	2008	2009
ASSETS	£m	£m	£m
AGGETG			
Property, plant and equipment	7.7	11.0	12.1
Intangible assets	69.1	75.7	77.0
Financial assets	481.8	586.9	630.9
Reinsurance contracts	131.7	170.6	212.9
Deferred income tax	1.6	0.0	0.0
Trade and other receivables	22.6	25.5	32.7
Cash and cash equivalents	<u>155.8</u>	144.3	211.8
Total assets	<u>870.3</u>	<u>1,014.0</u>	1,177.4
EQUITY			
Share capital	0.3	0.3	0.3
Share premium	13.1	13.1	13.1
Retained earnings	223.8	251.8	281.8
Other reserves	0.4	10.3	5.6
Total equity	237.6	275.6	300.8
LIABILITIES			
Insurance contracts	363.1	439.6	532.9
Trade and other payables	239.6	270.1	306.8
Deferred income tax	0.0	10.3	5.7
Corporation tax liabilities	30.0	<u> 18.5</u>	31.2
Total liabilities	632.7	738.4	876.6
Total liabilities and equity	870.3	1,014.0	1,177.4

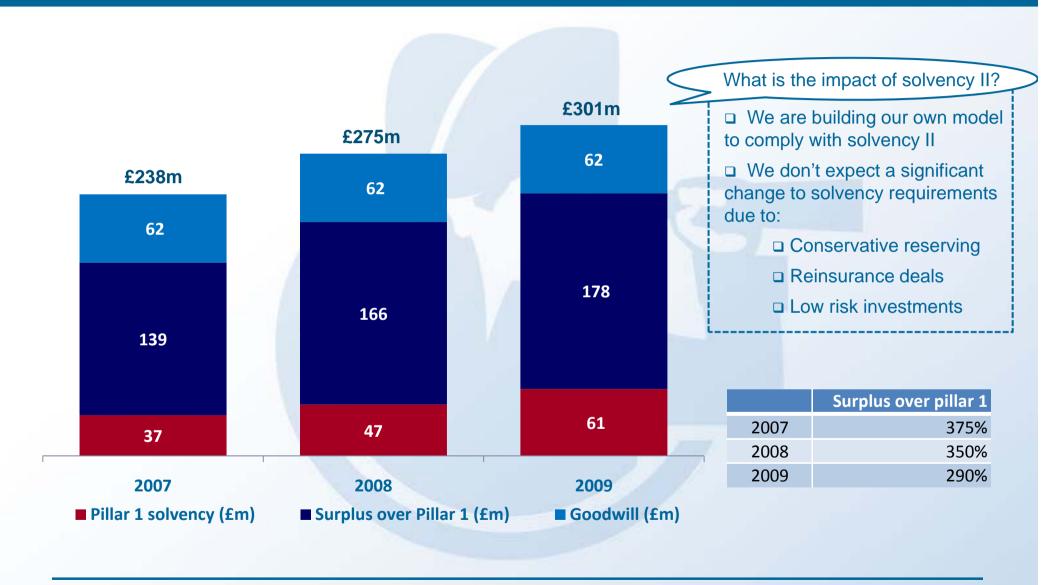


Admiral Group Key Performance Indicators

	КРІ	2004	2005	2006	2007	2008	2009
ਰ	Revenue £m	540	627	698	808	910	1077
ianci	Customers	1,040,700	1,141,000	1,284,700	1,490,800	1,745,800	2,076,000
p Fin	Group pre-tax profit £m	98.1	119.5	147.3	182.1	202.5	215.8
Group Financial	Earnings per share	28.4p	32.7p	39.8p	48.6p	54.9p	59.0p
J	Dividend	9.3p	24.6p	36.1p	43.8p	52.5p	57.5p
	_						
90	Vehicles covered	1,007,600	1,104,500	1,240,200	1,381,700	1,587,200	1,861,800
UK Car Insurance	Total premiums £m	470.4	533.6	566.0	617.0	690.2	804.7
ar Ins	Reported combined ratio	82.0%	84.9%	87.2%	83.4%	81.0%	84.9%
S S	Ancillary contribution per policy £	66.3	68.5	69.3	69.0	70.7	72.0
)	UK car insurance pre-tax profit	94.7	110.0	121.1	142.2	179.9	206.9
son	Total revenue £m	3.2	12.0	38.5	69.2	66.1	80.6
Price Comparison	Operating profit £m	1.3	6.9	23.1	36.7	25.6	24.9
Price	Operating margin - Confused.com only	41%	58%	60%	53%	39%	32%
	Vehicles covered			2,200	46,900	73,700	121,000
Non-UK Car Insurance	Total premiums £m			0.6	14.2	26.0	43.0
n-Uk uran	Reported combined ratio			0	232%	198%	204%
No Ins	Non-UK car insurance result £m			(0.1)	(0.7)	(4.1)	(9.5)



More questions: Admiral Group solvency



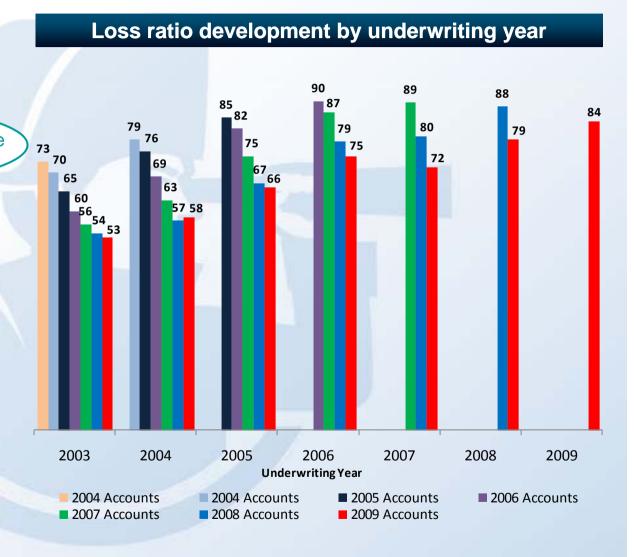


More questions: UK car insurance – reserving

What is the greatest risk to reserve adequacy?

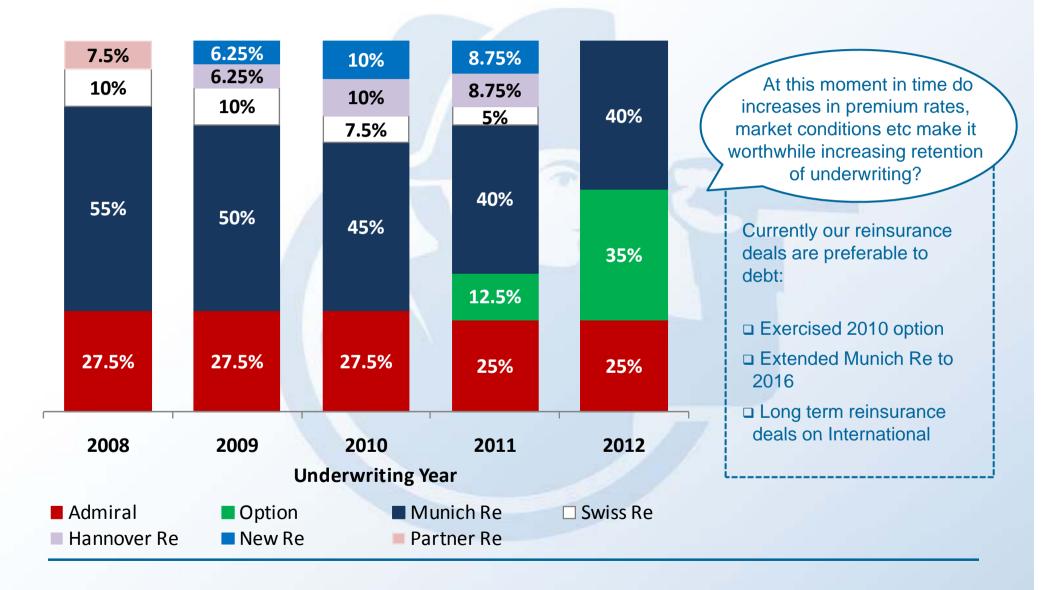
What would be the impact of lowering the discount rate on the Ogden tables by 1%?

- Conservative reserving
- □ Regulatory changes pose a risk but impact the whole market
- □ Reserves include allowance for a lower discount rate



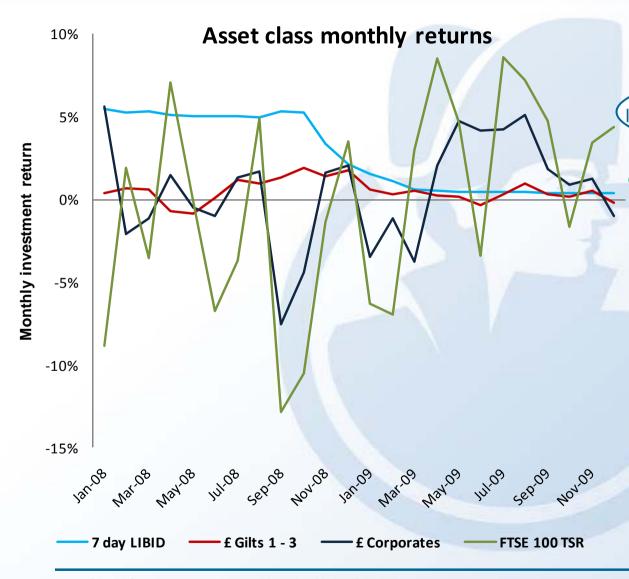


More questions: UK car insurance – underwriting





More questions: Investment portfolio



Given interest rates may remain low for some time, would you consider taking more investment risk?

Would a rapidly increasing inflation environment change your asset strategy?

- □ Low risk profits
- □ Capital light model: investment income is less significant for Admiral

	2008	2009
Investment & interest income as % PBT	12%	4%

□ We are unlikely to change our investment strategy in the foreseeable future.



UK car insurance co-insurance and reinsurance 2010

	Munich Re	Swiss Re	New Re	Hannover Re	Munich Re (pre 2007)	
Share of premium	45%	7.5%	10%	10%	65%	
Term	To at least Dec 2016	1.7/	Ends December 2011		2002 to 2006	
Cost to Admiral	Variable, depending on combined ratio	· ·		Variable, depending on combined ratio		
Risk protection	Co-insurance	St	arts at approximately 10)4%	Co-insurance	
Profit commission	Profit share % based on combined ratio. Different %'s operate in tranches	Starts at 100%. Fixed allocation to Swiss Re, then 100% profit rebate to Admiral thereafter Below "x"% = 100%	Same as Swiss Re (Profit share % based on combined ratio Maximum = 29.5%		
Funds withheld	No	No	Yes	Yes	No	
Investment income	Munich Re	Admiral	Admiral (provided combined ratio <100%)			
Instalment income	Munich Re		Admiral	Munich Re		
Ancillary income	Admiral		Admiral			
Other terms	Reduces to 40% in 2011. Improved PC terms from 2010	Reduces to 5.0% in 2011	8.75% in 2011 and Ad give further 5% (which 13.75%)			



Admiral's brands



























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The forward-looking information contained herein has been prepared on the basis of a number of assumptions which may prove to be incorrect, and accordingly, actual results may vary.

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The financial information set out in the presentation does not constitute the Company's statutory accounts in accordance with section 423 Companies Act 2006 for the year ended 31 December 2009. The statutory accounts for the year ended 31 December 2009 will be finalised on the basis of the financial information presented by the directors in this preliminary announcement and will be delivered to the Registrar of Companies following the Company's Annual General Meeting.