

July 26, 2017

General Manager Listing Department BSE Limited, Phiroze Jeejeebhoy Tower, Dalal Street, Mumbai 400 001 Vice President Listing Department National Stock Exchange of India Limited 'Exchange Plaza', Bandra-Kurla Complex, Bandra (East), Mumbai 400 051

Dear Sir/Madam,

Subject: Earnings call for quarterly results

This is in furtherance to our letter dated July 21, 2017 on the captioned subject.

Please find enclosed the investor presentation and the opening remarks for the Q1-FY2018 result call held on July 25, 2017 to discuss the financial results of the Company for the guarter ended June 30, 2017.

The same has also been uploaded on the Company's website and can be accessed at https://www.iciciprulife.com/about-us/investor-relations.html#financial-information

Thanking you.

Yours sincerely,

For ICICI Prudential Life Insurance Company Limited

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Vyoma Manek Company Secretary ACS 20384



Q1FY2018 performance review

July 25, 2017



Company strategy and performance

Opportunity

Industry overview





Company strategy and performance

Opportunity

Industry overview



Strategy: Market leadership + Profitable growth

| Segmented approach to tap market opportunity- Savings & Protection | Leverage market opportunity for saving products through Delivery of superior customer value through better products, customer service, fund performance and claims management Focus on key local markets through customized regional strategy Multi prong product/ channel approach to tap protection opportunity- Retail through online and offline mode, Mortgage linked and Group term |
|---|--|
| Strengthen multi channel architecture and explore non-traditional channels | Focus on deepening existing bancassurance relationships and seeking alliances with new banks Focus on increasing scale of our agency distribution channel Using data analytics capability to grow direct to customers Establish relationship with new non bank partners with focus on quality |
| Focus on increasing value of new business | Expand our protection business Improve customer retention Maintain market-leading cost efficiency |
| Leverage technology for profitable growth | Digitalizing sales and service processes Increasing digital marketing and sales |



Key Highlights

| ₹ bn | FY2016 | FY2017 | Growth | Q1FY2017 | Q1FY2018 | Growth |
|--|--------|--------|--------------|----------|--------------------|--------------|
| APE ¹ | 51.70 | 66.25 | 28.1% | 10.12 | 17.04 | <i>68.4%</i> |
| Savings APE | 50.31 | 63.64 | <i>26.5%</i> | 9.55 | 16.27 | 70.4% |
| Protection APE | 1.39 | 2.60 | 87.1% | 0.58 | 0.77 | 32.8% |
| Value of New Business (VNB) ^{2,3} | 4.12 | 6.66 | 61.7% | NA | 1.82 ⁴ | |
| VNB Margin ^{2,3} | 8.0% | 10.1% | | NA | 10.7% ⁴ | |

1. Annualized premium equivalent

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2. Based on actual cost for FY2016 and FY2017

3. Q1FY2017 VNB is not available as quarterly computation of VNB was started from H1FY2017

4. Based on management forecast of cost for FY2018

Components may not add up to the totals due to rounding off

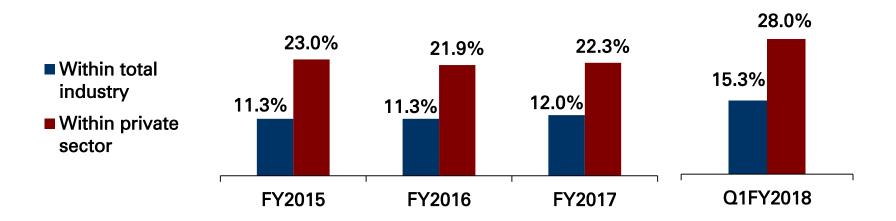


New business



Market share¹

| ₹bn | FY2015 | FY2016 | FY2017 | Q1FY2018 |
|------------|--------|--------|--------|----------|
| RWRP | 45.96 | 49.68 | 64.08 | 16.36 |
| YoY Growth | 41.3% | 8.1% | 29.0% | 74.7% |

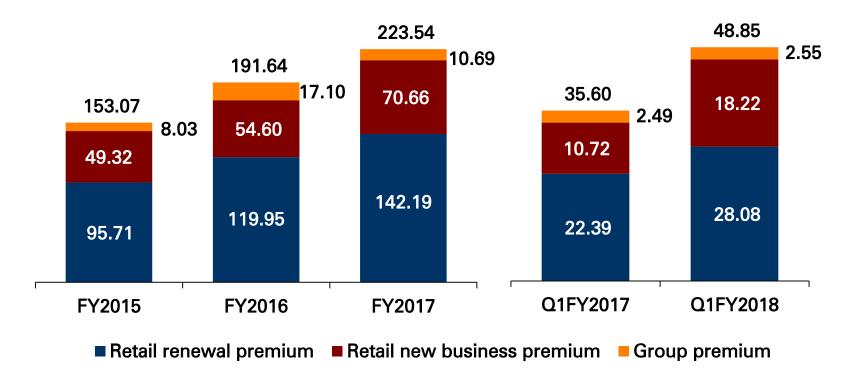


Market leaders in private sector since FY2002

1. Retail weighted received premium (RWRP) basis Source: IRDAI, Life insurance council



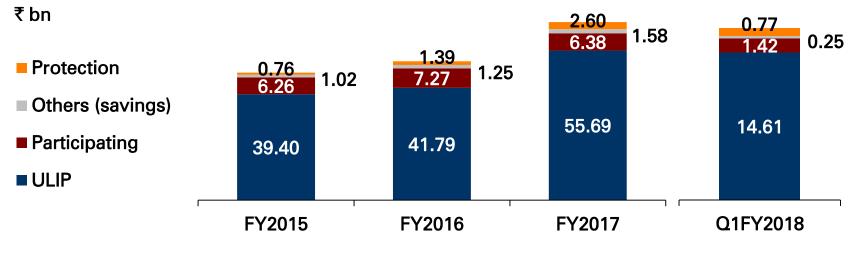
₹bn





Product mix¹

| Product mix ¹ | FY2015 | FY2016 | FY2017 | Q1FY2018 |
|--------------------------|--------|--------|--------------|----------|
| Savings | 98.4% | 97.3% | 96.1% | 95.5% |
| ULIP | 83.1% | 80.8% | <i>84.1%</i> | 85.7% |
| Par | 13.2% | 14.1% | 9.6% | 8.3% |
| Non par | 0.9% | 0.6% | 1.1% | 0.5% |
| Group ² | 1.3% | 1.8% | 1.3% | 0.9% |
| Protection ³ | 1.6% | 2.7% | 3.9% | 4.5% |



- 1. Annualized Premium Equivalent (APE) basis
- 2. Group excludes group protection products

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3. Protection includes retail and group protection products Components may not add up to the totals due to rounding off

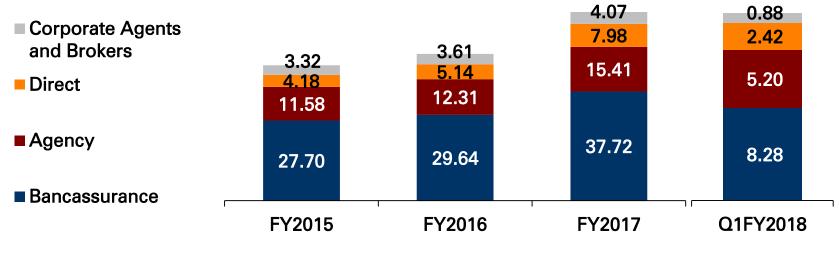


Channel mix

| Channel Mix ¹ | FY2015 | FY2016 | FY2017 | Q1FY2018 |
|---------------------------------|--------|--------|--------|----------|
| Bancassurance | 58.4% | 57.3% | 56.9% | 48.6% |
| Agency | 24.4% | 23.8% | 23.3% | 30.5% |
| Direct | 8.8% | 9.9% | 12.0% | 14.2% |
| Corporate Agents and Brokers | 7.0% | 7.0% | 6.1% | 5.2% |
| Group | 1.4% | 1.9% | 1.6% | 1.5% |

₹bn

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 Annualized Premium Equivalent (APE) basis Graphs are on Retail APE basis Components may not add up to the totals due to rounding off



Quality parameters



Persistency¹

| Month | FY2015 | FY2016 | FY2017 | 2MFY2018 |
|------------------------|--------|--------|--------|----------|
| 13 th month | 79.0% | 82.4% | 85.7% | 86.7% |
| 25 th month | 65.9% | 71.2% | 73.9% | 74.6% |
| 37 th month | 64.3% | 61.6% | 66.8% | 68.1% |
| 49 th month | 54.4% | 62.2% | 59.3% | 60.1% |
| 61 st month | 14.5% | 46.0% | 56.2% | 55.9% |

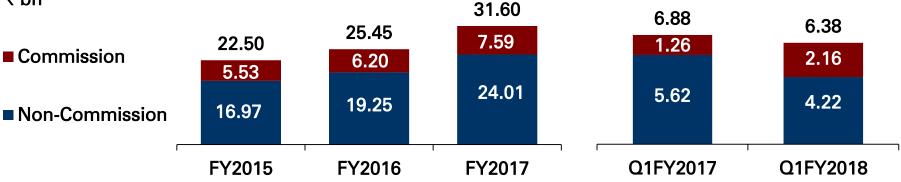




Cost efficiency

| | FY2015 | FY2016 | FY2017 | Q1FY2017 | Q1FY2018 |
|---|--------|--------|--------|----------|----------|
| Expense ratio (excl. commission) ¹ | 11.6% | 11.0% | 11.4% | 17.2% | 9.4% |
| Commission ratio ² | 3.8% | 3.5% | 3.6% | 3.9% | 4.8% |
| Cost/TWRP ³ | 15.4% | 14.5% | 15.1% | 21.1% | 14.2% |
| Cost / Average AUM ⁴ | 2.5% | 2.5% | 2.8% | 2.6% | 2.0% |

₹bn

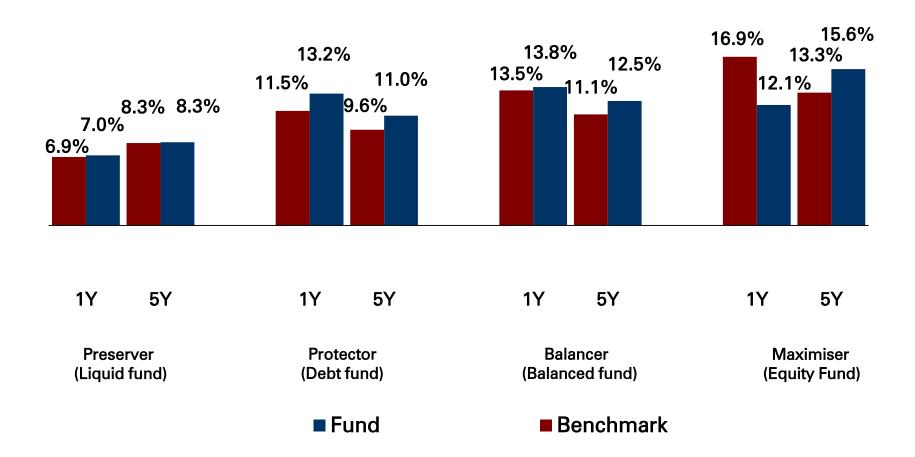


1. Expense ratio: All insurance expenses (excl. commission) / (Total premium - 90% of single premium)

- 2. Commission ratio: Commission / (Total premium 90% of single premium)
- 3. Cost / (Total premium 90% of single premium)

4. Cost / Average assets under management during the period

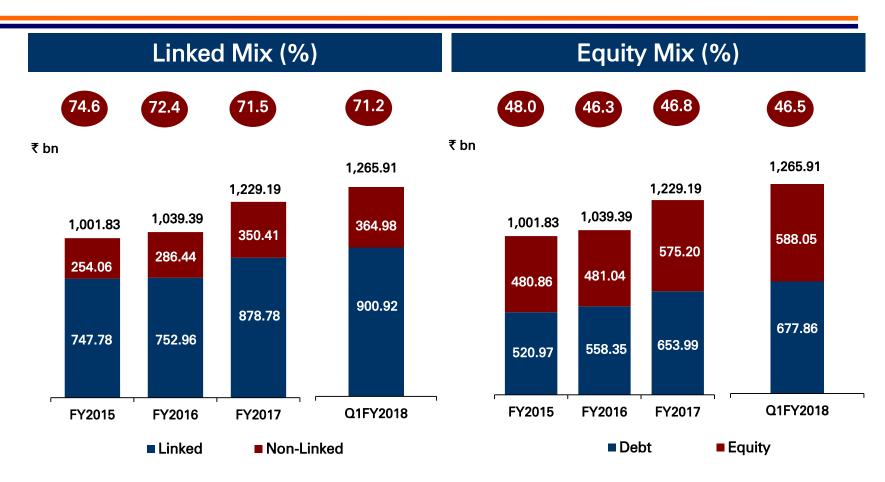
Superior fund performance across cycles



88% of funds have outperformed benchmark indices since inception*



Assets under management



More than 90% of debt investments in AAA rated and government bonds*

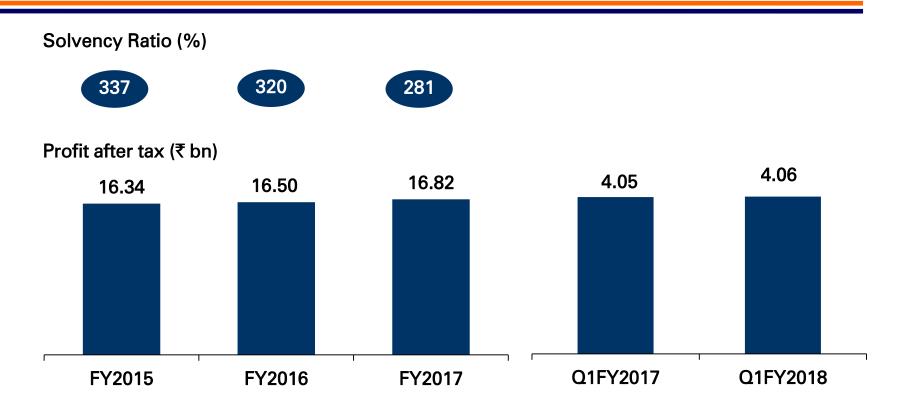
* As on June 30, 2017 Components may not add up to the totals due to rounding off



Profitability



Profit after tax



- Well capitalized for growth opportunities
- Solvency ratio as on June 30, 2017 is 288.6%



Summary

| India: High growth potential | Low penetration¹ vs mature economies and even lower density One of the fastest growing large economy in the world with strong growth drivers |
|--|---|
| Consistent 2 Leadership Across Cycles | #1 in private sector on RWRP² basis for every year since FY2002 Significant market share gain on RWRP basis since FY2012 |
| Customer Centric Approach Across Value Chain | Customer focused product suite; Delivering superior value through product design and fund performance Low grievance ratio and one of the best claims settlement ratios in the industry |
| Multi Channel Distribution backed by advanced digital processes | Access to network of ICICI bank and Standard Chartered Bank Continue to invest in agency channel, adding quality agents and improving productivity Strong focus on technology and digitization to reduce dependence on physical presence |
| Delivering Consistent Returns to Shareholders | VNB has grown at CAGR of 57% during FY2015-2017 period; Self funded business – no capital calls since FY 2009; cumulative dividend pay-out of ₹ 45.83 bn³ With strong solvency of 288.6% and less capital requirement due to product mix, well positioned to take advantage of growth |
| Robust & 6 Sustainable Business Model | Low interest rate risk with over 80% of APE⁴ contribution from ULIP products; Over 90% of debt investments in AAA rated and government bonds Strong focus on renewals (high persistency ratios) |

declared but not paid

4. Annualized Premium Equivalent

1. Sum assured as a % of GDP

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- 2. IRDAI Retail Weighted Received Premium (RWRP)
- 3. Excluding FY2017 final dividend



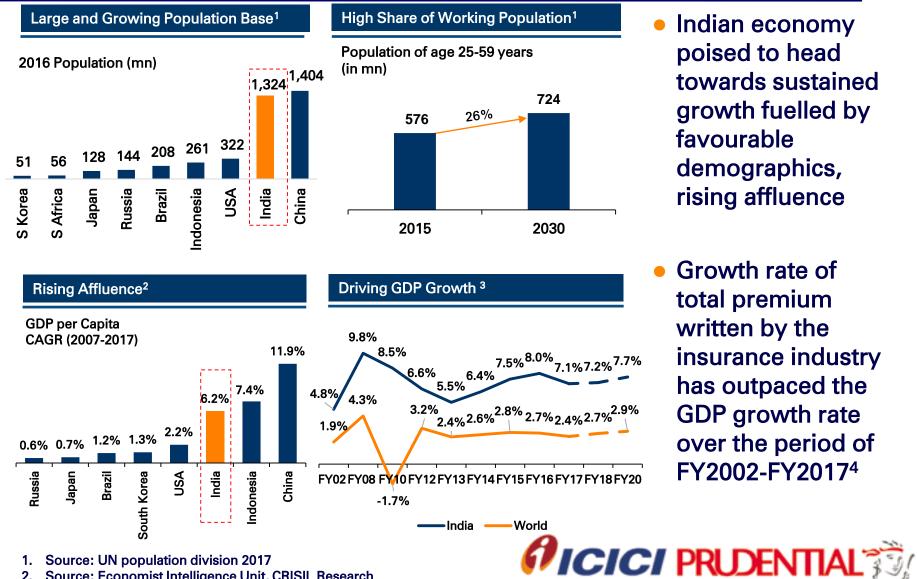
Company strategy and performance

Opportunity

Industry overview



Favourable demography



Indian economy poised to head towards sustained growth fuelled by favourable demographics, rising affluence

Growth rate of total premium written by the insurance industry has outpaced the GDP growth rate over the period of FY2002-FY20174

URANCE

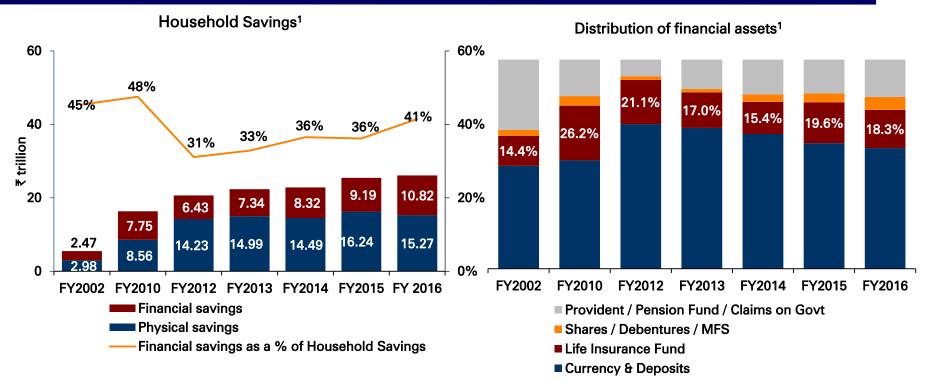
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- Source: Economist Intelligence Unit, CRISIL Research
 - Source: World Bank 3.

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Source: Life Insurance Council, CSO 4.

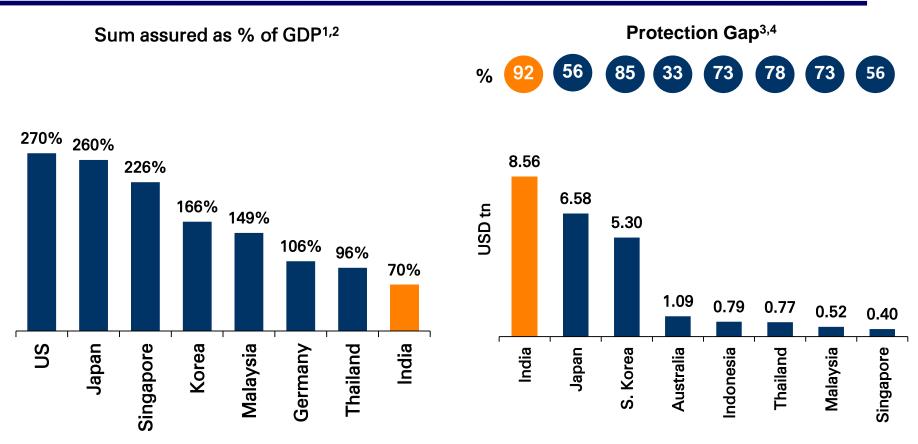
Share of insurance in household savings



- Part of physical savings shifting to financial savings
- Insurance share of financial saving 18.3% compared to peak of 26.2% in FY2010
- Improved product proposition of life insurance savings products



Protection opportunity



Sum assured as % of GDP low compared to other countries

- Protection gap for India US \$ 8.56 trillion
- 1. As of FY2017 for India and FY2015 for others
- 2. Source: McKinsey analysis 2015, Life Insurance Council, CSO
- 3. Protection Gap (%): Ratio of protection lacking/protection needed
- 4. Source: Swiss Re, Economic Research and Consulting 2015



Protection opportunity

| Gross direct premium (₹ bn) | FY2007 | FY2017 | CAGR |
|--------------------------------|--------|--------|-------|
| Health | 33.19 | 307.65 | 24.9% |
| Motor | 106.97 | 502.45 | 16.7% |

 Protection premium was ~ ₹ 67 bn for Life insurance industry in FY2017







Company strategy and performance

Opportunity

Industry overview



Evolution of life insurance industry in India

| | FY2002 | | FY2010 | | FY2017 |
|------------------------------------|---------|-------|--------|-------|---------|
| New business premium¹ (₹ bn) | 116 | 21.5% | 550 | -0.5% | 532 |
| Total premium (₹ bn) | 501 | 23.2% | 2,653 | 6.7% | 4,181 |
| Penetration (as a % to GDP) | 2.1% | | 4.1% | | 2.8% |
| Assets under management (₹ bn) | 2,304 | 24.0% | 12,899 | 12.7% | 29,806 |
| In-force sum assured² (₹ bn) | 11,812* | 15.5% | 37,505 | 16.1% | 106,699 |
| In-force sum assured (as % to GDP) | 50.1% | | 57.9% | | 70.3% |

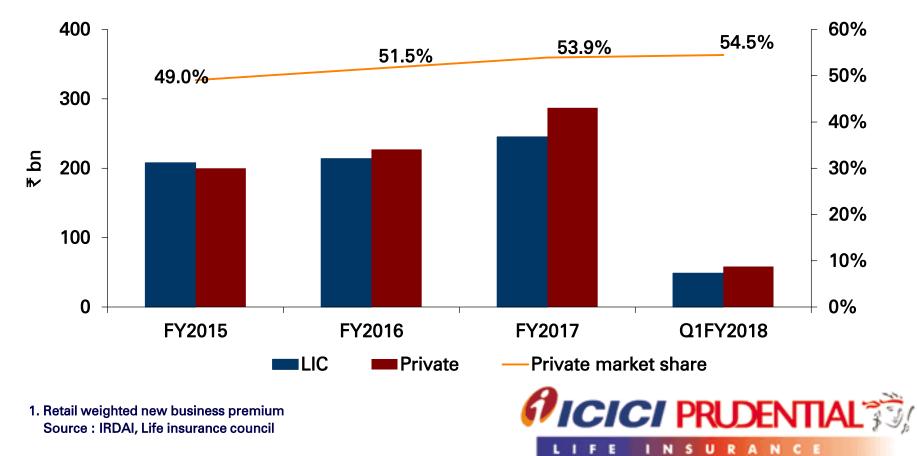
Life insurance industry predominantly savings oriented

- 1. Retail weighted premium
- 2. Individual and Group in-force sum assured
- Source: IRDAI, Life insurance council, RBI, CSO
- * Company estimate

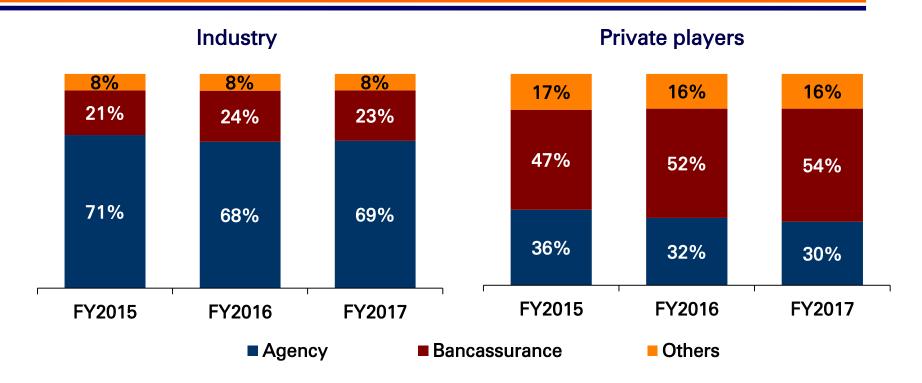


New business¹

| Growth | FY2015 | FY2016 | FY2017 | Q1FY2018 |
|----------|--------|--------|--------|----------|
| Private | 15.9% | 13.6% | 26.4% | 45.5% |
| LIC | -26.3% | 2.9% | 14.7% | 12.8% |
| Industry | -10.3% | 8.1% | 20.7% | 28.6% |



Channel mix¹

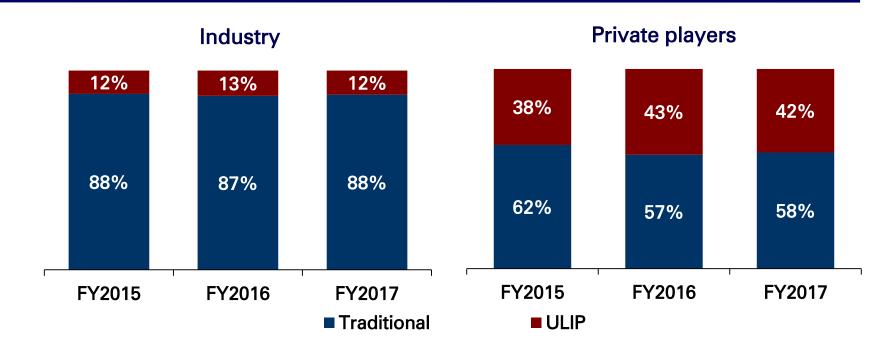


 Given a well developed banking sector, bancassurance has become largest channel for private players

1. Individual new business premium basis Source: Public disclosures

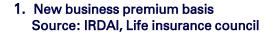


Product mix¹



Strong value proposition of ULIPs

- Transparent and low charges
- Lower discontinuance charges upto year 5 and zero surrender penalty after 5 years
- Choice of asset allocation to match risk appetite of different customer





Annexures



Consistent leadership in private sector¹

| Market Share | FY2012 | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 |
|------------------|--------|--------|--------|--------|--------|--------|
| LIC | 63.5% | 62.0% | 62.0% | 51.0% | 48.5% | 46.1% |
| ICICI Prudential | 5.9% | 7.0% | 7.2% | 11.3% | 11.3% | 12.0% |
| SBI Life | 4.4% | 5.1% | 6.2% | 7.7% | 9.7% | 11.2% |
| HDFC Life | 5.7% | 6.7% | 5.2% | 7.3% | 7.6% | 6.8% |
| Max Life | 3.1% | 3.2% | 3.9% | 4.8% | 4.8% | 5.0% |
| Bajaj Allianz | 2.7% | 2.6% | 2.2% | 1.9% | 1.6% | 1.9% |
| PNB Met Life | 1.0% | 1.2% | 1.3% | 1.7% | 2.1% | 1.9% |

1. Retail weighted received premium (RWRP) basis Source: IRDAI, Life insurance council



Average APE by product categories

| Average retail APE per policy (in ₹) | FY2015 | FY2016 | FY2017 |
|--------------------------------------|---------|---------|---------|
| ULIP | 129,087 | 149,777 | 169,701 |
| Par | 38,430 | 44,533 | 56,325 |
| Non par | 25,233 | 23,656 | 39,153 |
| Pure protection | 4,408 | 10,284 | 9,815 |
| Total | 73,047 | 87,194 | 92,735 |



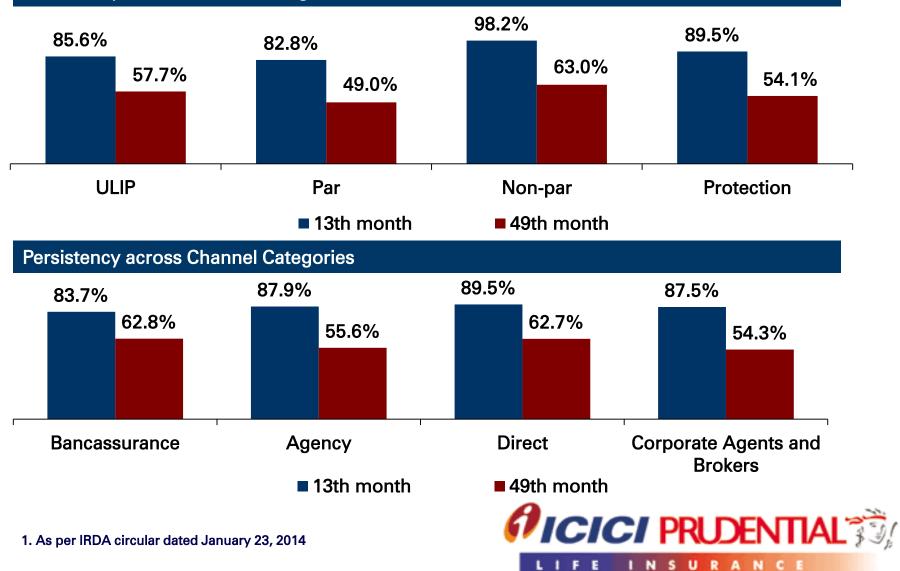
Channel wise product mix¹

| Channel | Product | FY2015 | FY2016 | FY2017 |
|---------------------------------|------------|--------|--------|--------|
| Bancassurance | ULIP | 88.4% | 88.9% | 92.1% |
| | Par | 10.0% | 9.1% | 5.3% |
| | Non par | 0.0% | 0.0% | 0.4% |
| | Protection | 1.5% | 2.0% | 2.2% |
| | Total | 100.0% | 100.0% | 100.0% |
| Agency | ULIP | 78.5% | 76.4% | 79.5% |
| | Par | 19.2% | 19.6% | 14.2% |
| | Non par | 1.0% | 0.8% | 2.0% |
| | Protection | 1.3% | 3.2% | 4.3% |
| | Total | 100.0% | 100.0% | 100.0% |
| Direct | ULIP | 93.0% | 86.0% | 86.3% |
| | Par | 2.9% | 7.8% | 5.1% |
| | Non par | 2.1% | 1.6% | 2.0% |
| | Protection | 2.0% | 4.5% | 6.6% |
| | Total | 100.0% | 100.0% | 100.0% |
| Corporate Agents and Brokers | ULIP | 62.0% | 47.4% | 46.5% |
| | Par | 34.4% | 49.0% | 44.1% |
| | Non par | 2.4% | 0.5% | 0.4% |
| | Protection | 1.2% | 3.1% | 9.0% |
| | Total | 100.0% | 100.0% | 100.0% |



Persistency (FY2017)¹

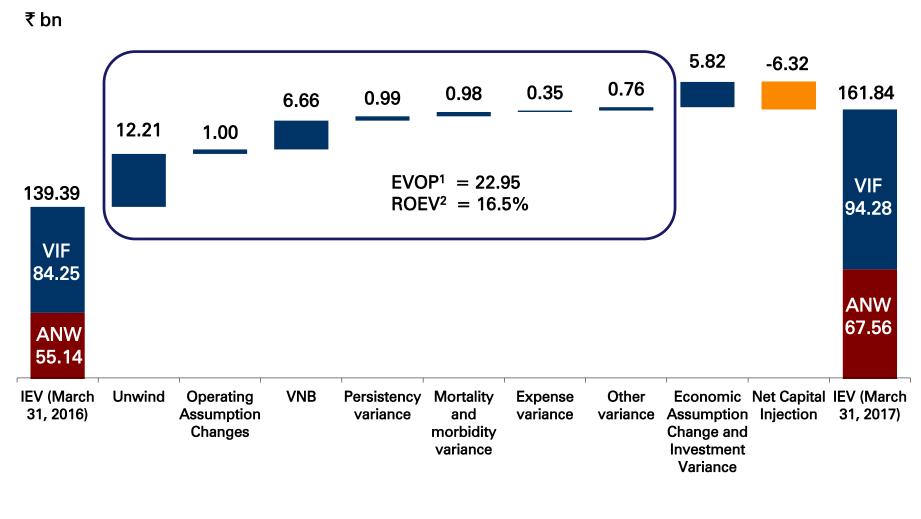
Persistency across Product Categories



Indian Embedded Value



Analysis of movement in IEV (FY2017)



1: EVOP is the embedded value operating profit net of tax

2: ROEV is the return on embedded value net of tax

Computed as per APS 10 and reviewed by an Independent Actuary



IEV methodology ... (1/2)

 EV results prepared based on the Indian Embedded Value (IEV) methodology and principles as set out in Actuarial Practice Standard 10 (APS10) issued by the Institute of Actuaries of India (IAI)



IEV methodology ... (2/2)

- IEV consists of Adjusted Net Worth (ANW) and Value of in-force covered business (VIF)
 - ANW is market value of assets attributable to shareholders, consisting of
 - Required Capital
 - Free Surplus
 - Value of in-force covered business (VIF) is
 - Present value of future profits; adjusted for
 - Time value of financial options and guarantees;
 - Frictional costs of required capital; and
 - Cost of residual non-hedgeable risks



Components of ANW

- Required capital (RC)
 - The level of required capital is set equal to the amount required to be held to meet supervisory requirements
 - It is net of the funds for future appropriation (FFAs)
- Free surplus (FS)
 - Market value of any assets allocated to, but not required to support, the in-force covered business



- Present value of future profits (PVFP)
 - Present value of projected distributable profits to shareholders arising from in-force covered business
 - Projection carried out using 'best estimate' non-economic assumptions and market consistent economic assumptions
 - Distributable profits are determined by reference to statutory liabilities



Components of VIF ... (2/4)

- Frictional Cost of required capital (FC)
 - FCs represent investment management expenses and taxation costs associated with holding the Required capital
 - Investment costs reflected as an explicit reduction to the gross investment return



Components of VIF ... (3/4)

- Time value of financial options and guarantees (TVFOG)
 - TVFOG represents additional cost to shareholders that may arise from the embedded financial options and guarantees
 - Stochastic approach is adopted with methods and assumptions consistent with the underlying embedded value



Components of VIF ... (4/4)

- Cost of residual non-hedgeable risk (CRNHR)
 - CRNHR is an allowance for risks to shareholder value to the extent not already allowed for in the TVFOG or the PVFP
 - Allowance has been made for asymmetric risks of operational, catastrophe mortality / morbidity and mass lapsation risk
 - CRNHR determined using a cost-of-capital approach
 - Allowance has been made for diversification benefits among the non-hedgeable risks, other than the operational risk
 - 4% annual charge applied to capital required



Components of IEV movement ... (1/2)

Operating assumption changes

- Impact of the update of non-economic assumptions both on best estimate and statutory bases to those adopted in the closing IEV
- Expected return on existing business (unwind)
 - Expected investment income at opening reference rate on VIF and ANW
 - Expected excess 'real world' investment return over the opening reference rate on VIF and ANW
- Value of new business
 - Additional value to shareholders created through new business during the period



Components of IEV movement ... (2/2)

- Operating experience variance
 - Captures impact of any deviation of actual experience from assumed in the opening IEV during the inter-valuation period
- Economic assumption changes and Investment variance
 - Impact of the update of the reference rate yield curve, inflation and valuation economic assumptions from opening IEV to closing IEV
 - Captures the difference between the actual investment return and the expected 'real world' assumed return
- Net capital injection
 - Reflects any capital injected less any dividends paid out



Key assumptions underlying IEV ... (1/2)

- Discount rate and Fund earning rates
 - Set equal to reference rates which is proxy for risk free rates
 - Reference rates derived on the basis of zero coupon yield curve published by the Clearing Corporation of India Limited
- Expenses and commission
 - Based on the Company's actual expenses during FY2017 with no anticipation for productivity gains or cost efficiencies
 - Commission rates are based on the actual commission payable to the distributors



Key assumptions underlying IEV ... (2/2)

- Mortality and morbidity
 - Based on Company's experience with an allowance for future improvements in respect of annuities
- Persistency
 - Based on Company's experience
- Taxation
 - Allowance has been made for future taxation costs based on current tax rates



Sensitivity analysis (FY2017)

| Scenario | % change in IEV | % change in VNB |
|--|--------------------|--------------------|
| Increase in 100 bps in the reference rates | (2.0) | (5.2) |
| Decrease in 100 bps in the reference rates | 2.1 | 5.5 |
| 10% increase in the discontinuance rates | (1.1) | (10.6) |
| 10% decrease in the discontinuance rates | 1.2 | 10.9 |
| 10% increase in mortality/ morbidity rates | (0.8) | (6.1) |
| 10% decrease in mortality/ morbidity rates | 0.8 | 6.1 |
| 10% increase in acquisition expenses | Nil | (20.5) |
| 10% decrease in acquisition expenses | Nil | 20.5 |
| 10% increase in maintenance expenses | (1.1) | (5.5) |
| 10% decrease in maintenance expenses | 1.1 | 5.4 |
| Tax rates increased to 28.84% | (11.0) | (22.0) |



Economic assumptions underlying IEV

| Tenor (years) | Reference Rates | |
|---------------|-----------------|----------------|
| | March 31, 2016 | March 31, 2017 |
| 1 | 7.24% | 6.35% |
| 5 | 8.22% | 7.78% |
| 10 | 8.34% | 8.02% |
| 15 | 8.40% | 8.03% |
| 20 | 8.46% | 8.03% |
| 25 | 8.50% | 8.03% |
| 30 | 8.52% | 8.03% |



Safe harbor

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will', 'would', 'indicating', 'expected to' etc., and similar expressions or variations of such expressions may constitute 'forwardlooking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, our growth and expansion in business, the impact of any acquisitions, technological implementation and changes, the actual growth in demand for insurance products and services, investment income, cash flow projections, our exposure to market risks, policies and actions of regulatory authorities; impact of competition; experience with regard to mortality and morbidity trends, lapse rates and policy renewal rates; the impact of changes in capital, solvency or accounting standards, tax and other legislations and regulations in the jurisdictions as well as other risks detailed in the reports filed by ICICI Bank Limited, our holding company, with the United States Securities and Exchange Commission. ICICI Prudential Life Insurance undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof.



Thank you



ICICI Prudential Life Insurance Company

Earnings Conference call - Quarter ended June 30, 2017 (Q1FY2018)

July 25, 2017

Please note that the transcript has been edited for the purpose of clarity and accuracy. Certain statements in this call are forward-looking statements. These statements are based on management's current expectations and are subject to uncertainty and changes in circumstances. Actual results may differ materially from those included in these statements due to a variety of factors.

Sandeep Batra: Good evening and welcome to the results call of ICICI Prudential Life Insurance Co for Q1FY2018. I have Satyan Jambunathan, CFO and Vikas Gupta head of Investor relations with me and we will walk you through the developments during the quarter as well as the presentation on the performance for Q1FY2018.

We have put up the results presentation on our website. You could access it as we walk through the performance presentation.

Company Strategy

As we had articulated our key strategies earlier, we approach overall market opportunity as two distinct segments-savings and protection. We continue to focus on savings opportunity through customer centric product propositions, superior customer service, fund performance and claims management.

Protection is a big focus area for us and we have a multi-pronged product and distribution approach to tap this market. We have a range of products-individual term, mortgage linked and group term products to cater to different markets segments. We use traditional distribution channels like agency, banks etc. and also emerging channels like direct, online and web aggregators to reach out to different customer segments.

Company performance

New business

It is in this context that I would like to present our Q1FY2018 performance. Our savings business APE grew by 70.4% year on year and during the same period our protection APE grew by 32.8% leading to the overall APE growth of 68.4%. Our value of new business was ₹ 1.82 bn in Q1FY2018 and margin expanded from 10.1% in FY2017 to 10.7% in Q1 2018. I will go into details of each of these elements through the presentation.

For Q1FY2018 our retail weighted received premium or RWRP grew by 74.7% year on year compared to industry growth of 28.6% and private industry growth of 45.5%. Consequently, our market share stood at 15.3% in Q1FY2018. We continue to maintain our leadership position amongst the private companies.

Our total premium for Q1FY2018 was Rs 48.85 billion compared to Rs 35.60 bn for Q1FY2017. In addition to strong new business growth, our retail renewal premium also grew by 25.4% from 22.39 bn for Q1FY2017 to 28.08 bn for Q1FY2018.

Given the untapped protection opportunity in the country, we have been focusing on growing our protection business and as a result our protection mix increased from 3.9% in FY2017 to 4.5% for Q1FY2018.

We have a balanced channel mix. Our growth is well supported by strong performance across channels. For Q1FY2018 agency channel has highest year on year growth. Growth of Bancassurance channel was also higher than overall private sector growth however due to relatively stronger growth in agency and direct business, mix of bancassurance dropped from 56.0% in FY2017 to 48.6% in Q1FY2018.

Quality parameters

Persistency for us is an indication of the quality of sales, in addition to being an important financial metric. Our 13th month persistency of 86.7% is amongst the best in the industry. The improvement in the 13th month persistency over the last 3 years is also getting reflected in improvement in 25th and 37th month persistency.

New distributor remuneration guidelines came into effect from April 1st 2017. We had indicated during the last results call that new guidelines would result in recalibration of expenses. Some of marketing and advertising related expenses would reduce and commission would increase because these activities would now be done by the distributors. This shift is expected to be expense neutral for the full year. For Q1FY2018 our total expenses were lower than Q1FY2017 as recalibration exercise got completed only towards the end of the quarter. We were also aided by the continuing sales momentum post demonetisation. We don't expect this trend of reduction in expense to continue for rest of the year.

Superior fund performance is important to improve the value proposition of saving products. Our funds continue to deliver robust long term performance.

We are amongst the largest fund managers in India with an AUM of ₹ 1.27 trillion. Linked funds contribute ~71% of our AUM and we have a debt equity mix of 54:46. More than 90% of our debt investments are in domestic sovereign or AAA rated instruments.

Profitability

Our Profit After tax for Q1FY2018 was ₹ 4.06 bn. The growth in new business would have normally resulted in a higher new business strain, but the PAT was flat on account of lower expenses. We have a strong capital position with solvency ratio of 288.6%.

Summary

To summarize we are operating in a large and high growth potential market with a record of consistent leadership across cycles. We have a customer centric approach across the value chain from products to claims management and strong focus on quality metrics. Our multi-channel architecture is backed by strong technology platform. We have robust and sustainable business model with strong capital position.

Thank you and we are now happy to take any questions that you may have.