

# Together, for 120 years



## Working together for our members and clients

Message from the President of Desjardins Financial Security



2020 was as unusual a year as it was unpredictable. This year more than ever, our members and clients really needed us to be there for them—and we were. Just as we have been for the past 120 years, always doing what's best for our members and clients.

### Facing the COVID-19 pandemic head on

In just a few weeks, we helped bring home thousands of stranded clients and received more than 25,000 travel insurance claims. With all the uncertainty created by volatile markets, we also saw record levels of activity in wealth management.

Fortunately, we were able to act fast to find and implement proactive solutions.

Within less than 3 weeks, we had 95% of our employees working from home, ready to handle the high volumes. This was an impressive feat given the logistics and information security precautions involved.

We also took steps to simplify and speed up processing. For example, we reduced wait times by reassigning employees to where they were needed most. We digitalized dozens of processes and introduced e-signatures to make things easier for our members and clients.

We knew many people were facing tough times, so our next step was to find alternatives and offer relief.

We deferred and reduced premiums, extended prescription renewals and offered psychological support services. We also expanded our financial literacy initiatives, adding new videos, interactive webinars and articles on budgeting.

We took a uniquely proactive approach to helping our members and clients. We wrote to over 111,000 people to remind them

about their Loss of Employment coverage. We also chose to send refunds to 22,000 plan members for a portion of their annual travel insurance premiums.

### Persevering and moving forward thanks to our teams

I'm incredibly proud of the many things we did in 2020, including those unrelated to the pandemic. Despite the unprecedented circumstances, we continued to press forward with new and improved solutions.

Our Desjardins SocieTerra Funds and Portfolios are now 100% oil- and pipeline-free. This step forward demonstrates Desjardins's continued leadership in the move toward a low-carbon economy.

We launched a new participating life insurance product to provide our members and clients with more coverage options.

For our group insurance plan members, we focused on prevention, wellness and financial empowerment.

These are just a few examples of how we continued to move forward throughout 2020.

I'd like to thank our employees, managers, partners and board members for making these achievements possible despite the challenging circumstances. Together, we've laid the groundwork for 2021. We'll continue to be there for our members and clients and we look forward to putting our expertise to work for them.

**Denis Dubois**

President and Chief Operating Officer

# 2020 financial results

## Select financial figures

Years ended December 31  
(in millions of dollars)

	2020	2019	2018
Income			
Insurance premiums	4,189	4,148	4,182
Investment premiums and segregated fund deposits	2,894	4,104	2,528
Other products	1,179	1,130	1,096
Assets under management and administration	139,523	127,937	110,319
Actuarial liabilities	23,989	21,707	19,188
Equity	2,877	2,463	3,043
Insurance in force	313,315	312,136	307,074
Net income	563	763	705

## Key indicators

Years ended December 31

	2020	2019	2018
Growth in administered insurance premiums	1.1%	-0.5%	2.6%
Growth in net income	-26.2%	8.3%	2.2%
Return on equity	21.1%	27.8%	22.7%
Employees	4,854	4,946	4,626
Active representatives and brokers	6,018	6,157	6,020

## Highlights

- Increase in premiums despite the pandemic and relief measures
- 24.0% increase in net insurance sales outside of Quebec
- 9.1% increase in assets under management and administration
- More than \$40 billion held in Desjardins Funds
- One of the best returns on equity in the industry at 21.1%
- Maintained strong capitalization, providing stability for members and clients

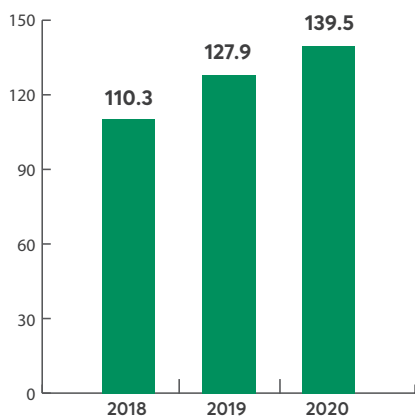
## Market share

(based on volume of gross premiums written in 2019)

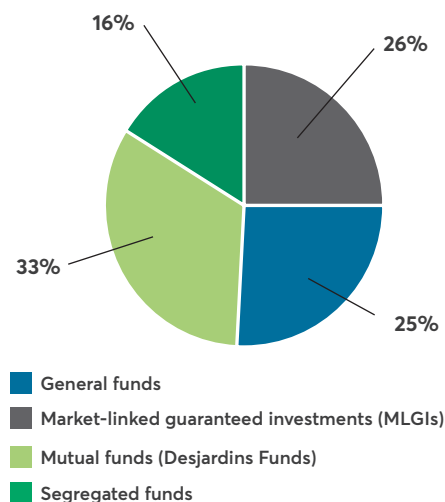
**#3 in Québec** | **#5 in Canada**  
**15.1%** | **7.0%**

## Growth in assets under management and administration

(in \$B)



## Distribution of assets under management



## Geographic distribution of business

(based on gross premiums written)

