

# AmTrust Financial Services, Inc. Year End 2016 Investor Presentation



## Forward Looking Statements



This supplemental presentation contains certain forward-looking statements that are intended to be covered by the safe harbors created by the Private Securities Litigation Reform Act of 1995. When we use words such as "anticipate," "intend," "plan," "believe," "estimate," "expect," or similar expressions, we do so to identify forward-looking statements. Examples of forward-looking statements include the plans and objectives of management for future operations, including those relating to future growth of our business activities and availability of funds, and are based on current expectations that involve assumptions that are difficult or impossible to predict accurately and many of which are beyond our control. Actual results may differ materially from those expressed or implied in these statements as a result of significant risks and uncertainties, including, but not limited to, non-receipt of expected payments from insureds or reinsurers, changes in interest rates, a downgrade in the financial strength ratings of our insurance subsidiaries, the effect of the performance of financial markets on our investment portfolio, the amounts, timing and prices of any share repurchases made by us under our share repurchase program, development of claims and the effect on loss reserves, accuracy in projecting loss reserves, the cost and availability of reinsurance coverage, the effects of emerging claim and coverage issues, changes in the demand for our products, our degree of success in integrating acquired businesses, the effect of general economic conditions, state and federal legislation, regulations and regulatory investigations into industry practices, our ability to timely and effectively remediate the material weaknesses in our internal control over financial reporting and implement effective internal control over financial reporting and disclosure controls and procedures in the future, risks associated with conducting business outside the United States, the impact of Brexit, developments relating to existing agreements, disruptions to our business relationships with Maiden Holdings, Ltd. or National General Holdings Corp., breaches in data security or other disruptions with our technology, heightened competition, changes in pricing environments, and changes in asset valuations. Additional information about these risks and uncertainties, as well as others that may cause actual results to differ materially from those projected, is contained in our filings with the SEC, including our Annual Report on Form 10-K and our quarterly reports on Form 10-Q. Any projections and statements in this supplemental presentation speak only as of the date of this supplemental presentation and we undertake no obligation to update or revise any forwardlooking statement, whether as a result of new information, future developments or otherwise, except as may be required by law.



# **CONSISTENT VISION**

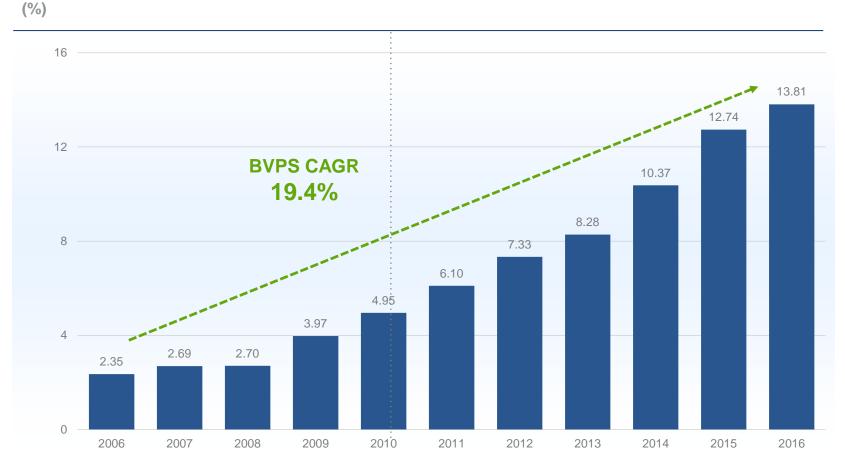
# DIFFERENTIATED MODEL

# SUSTAINABLE GROWTH

## Created Shareholder Value



### STRONG BOOK VALUE GROWTH

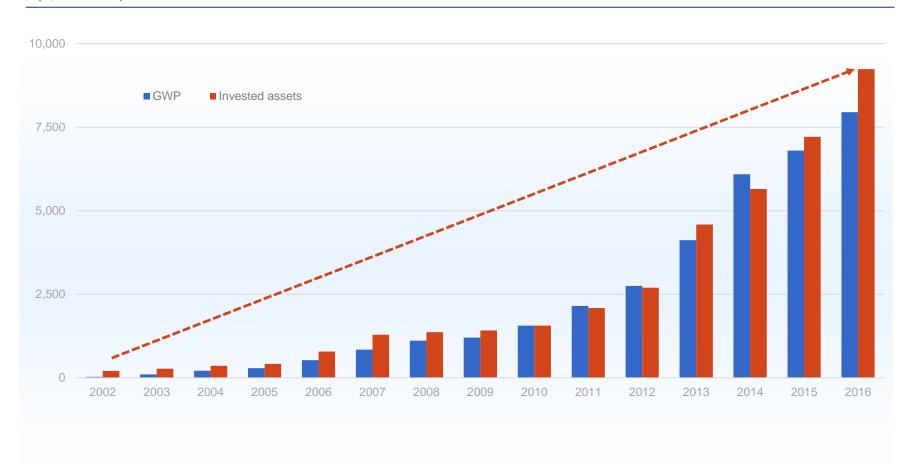


# Consistent Growth Since the Beginning



#### **GWP AND INVESTED ASSETS**

(\$, Millions)



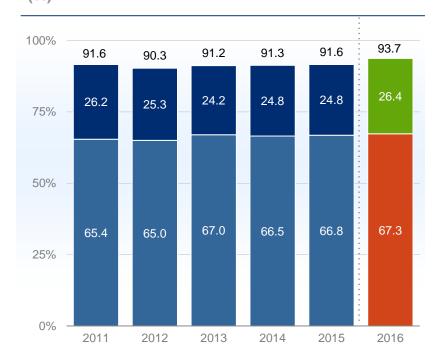
# History of Strong Underwriting



# GROSS WRITTEN PREMIUMS (\$, Billions)



# NET COMBINED RATIO (%)



- Granular lower risk portfolio and geographic diversity drive lower loss ratios
- Propriety technology drives lower costs, enhanced underwriting, and improved agent and client experience
  - Results in lower origination costs and improved retention
  - Enables strong data mining and analysis of enhanced portfolio metrics
- Ceding commission further reduces net acquisition costs

## Consistent Investment Income Growth



#### **INVESTMENT INCOME**

(\$, millions)



**Conservative, High Quality Investment Strategy** 

#### **Small Business Focus**



# Differentiated Approach to Insuring Small Businesses

# TARGET lower-risk, underserved businesses

- Top 60 classes include restaurants, retailers and professional offices
- Average policy premium of \$10K

# BROAD DISTRIBUTION through 7,500+ retail and wholesale agents

- Distribution network across the West, Mid-Atlantic, Southeast and Mid-West regions
- Agents highly trained on AmTrust's preferred industry classes

# LOWER price sensitivity than traditional products

- Strong client retention with 84% renewal rates on business written
- Innovative technology creates ease-of-use

# DISCIPLINED and consistent pricing through extensive historical data

 Valued by policyholders and distributors

# Revenue Contribution by Business Segment



#### **Small Commercial** Business

Largest Markets California, New York, Florida, **New Jersey** 

Workers' Compensation

hazard classes

- Primary **Products**
- 61% of segment's GWP is Workers' Compensation

insurance in low and medium

• 39% of segment's GWP is commercial package and other low-hazard P&C products

#### Specialty Risk and **Extended Warranty**

United States, UK, Italy, France, Norway

- · Low hazard and noncatastrophic accidental damage and mechanical breakdown coverage for consumer and commercial goods in U.S. and E.U.
- Specialty commercial and consumer coverage internationally

#### **Specialty Program**

California, New York, New Jersey, Florida

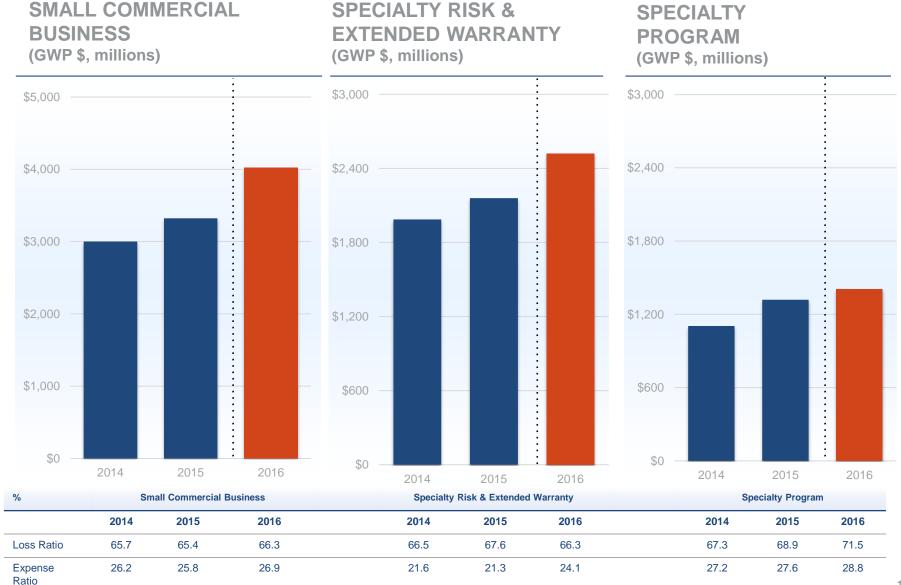
 Over 186 programs in Workers' Compensation, general liability, commercial auto and property coverage to specialized niche sectors or geographic regions through risk sharing agreements with 50 MGAs





# AmTrust

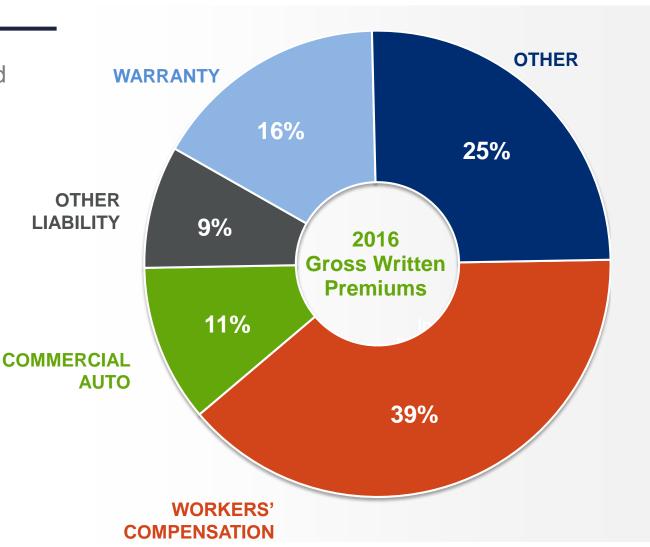
# Consistent Business Segment Performance



# Diverse, Lower Volatility Product Mix



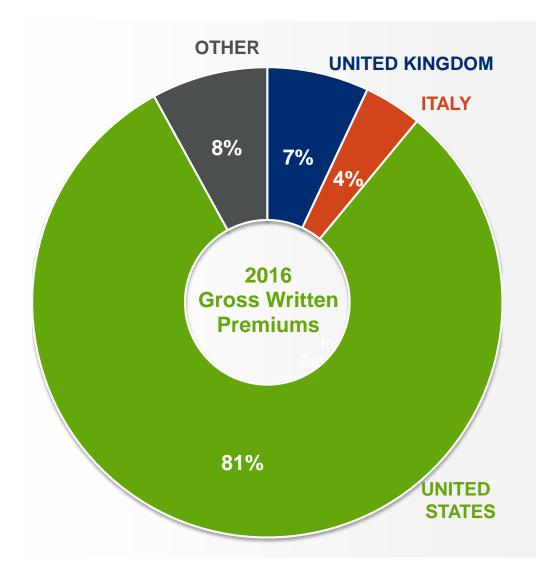
- Balanced mix of higher frequency and low hazard business lines
- Business lines with predictable loss experience
- Lower pricing pressures
- Higher retention rates
- Differentiated workers' comp franchise in small business market
- Attractive warranty insurance franchise



# **Diversifying Geographic Footprint**



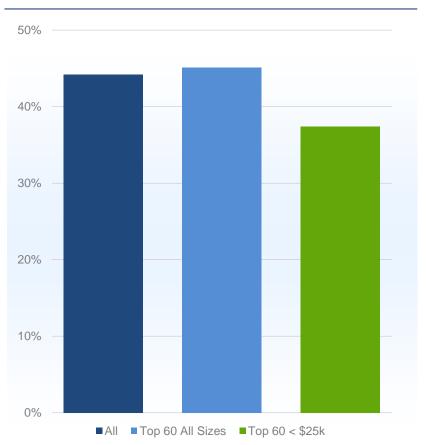
- Leveraging existing core competencies (people, technology, data, etc.) to act on new opportunities globally
- Continue to target lower risk, shorter tail business lines
- Increasing global diversification will insulate against countryspecific volatility
- Growth opportunities in Europe as well as Southeast Asia



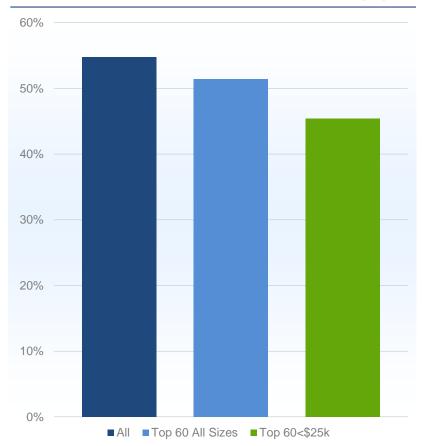


# Small Low Hazard Workers' Comp Performs Better Across the Industry

# CALIFORNIA INDUSTRY INCURRED LOSS RATIOS<sup>(1)</sup>: 4-YEAR AVERAGE (%)



# FLORIDA INDUSTRY FULLY DEVELOPED LOSS RATIOS<sup>(2)</sup>: 5-YEAR AVERAGE (%)

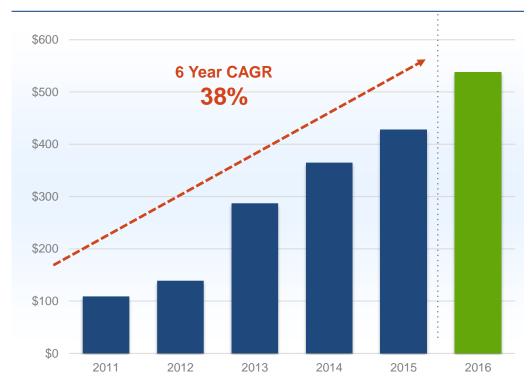


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# Growing High-Margin Service and Fee Revenue

- Fees-based business represents approx. 10% of total revenue
- Sources of service and fee revenue
  - Warranty and Consumer Services
  - Assigned Risk
  - Policy Issuance Fees
  - Workers' Compensation Fund Management
  - Insurance Brokerage Fees
  - Unemployment Insurance Services
  - IT Systems Management and Support
  - Asset Management
- Growth driven organically and through acquisition
- Complementary to insurance business
- Significant embedded value in the service and fee business

# **SERVICE AND FEE REVENUE** (\$, millions)

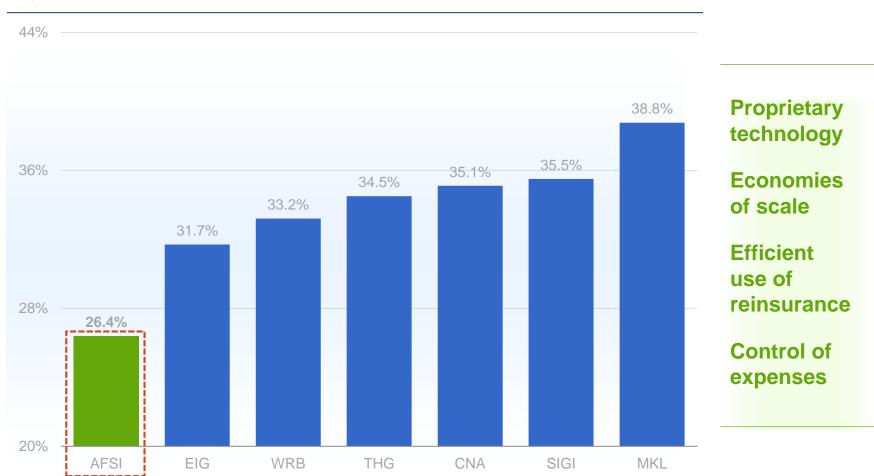


High-margin, unencumbered source of cash flow, requiring limited capital



# Technology Innovation Drives Sector's Lowest Expense Ratio

#### **Q4 2016 EXPENSE RATIOS**



# **Underwriting Excellence**



# AmTrust has always been an underwriting company

- Team of experienced underwriters underwrite the policies
- Online system declines undesirable risks and underwriting filters predetermine pricing tiers for agent/underwriters
- Daily morning reports provided to staff to review prior day's activities

#### Stable loss ratio and pricing

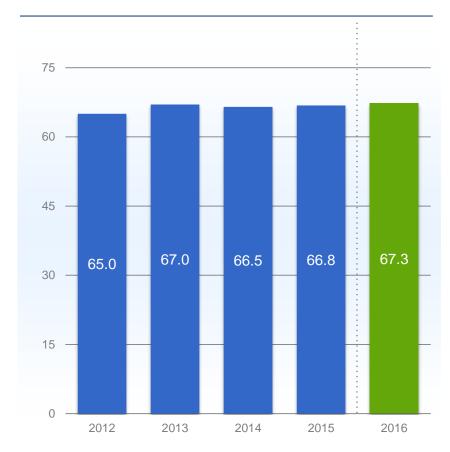
- Disciplined pricing throughout the underwriting cycle
- Low hazard risks limit severity risk
- Since inception, have remained focused on our small business client base

#### **Proprietary technology**

 Technology enables individual underwriting decisions on over 200,000 risks

#### AMTRUST'S LOSS RATIO

(%)





# Thoughtful Capital Management to Sustain Growth

# Raised over \$2.0 billion in capital (Since December 2013)

\$115 million 6.75% non-cumulative preferred stock offering, June 2013

\$250 million 6.125% private placement of senior notes, August 2013

\$105 million 6.75% non-cumulative preferred stock, July 2014

\$80 million 7.625% non-cumulative preferred stock offering, September 2014

**\$76 million** 2.75% convertible note in a privately negotiated exchange of the 5.5% convertible note, December 2014 (new money only)

\$172 million 6.9 million share<sup>(1)</sup> common equity raise, January 2015

**\$182 million** 7.5% non-cumulative preferred stock offering, March 2015

\$150 million 7.25% 40YR subordinate notes. June 2015

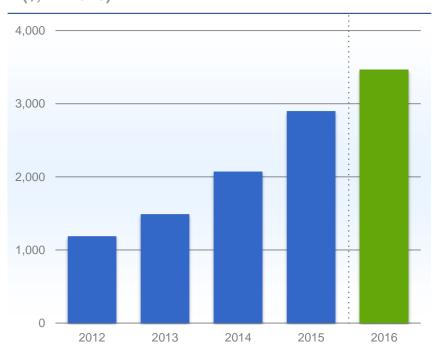
\$135 million 7.50% 40YR subordinate notes, September 2015

**\$315 million** 10 million share<sup>(1)</sup> common equity raise, November 2015

\$143 million 7.75% non-cumulative preferred stock offering, March 2016

\$288 million 6.95% non-cumulative preferred stock, September 2016

# SHAREHOLDERS' EQUITY (GAAP) (\$, millions)



Over the last 12 months,
AmTrust has raised approximately
\$750 million of capital and generated
\$363 million in net income to common,
increasing capital by \$545 million

(1) Reflects 2 for 1 stock split

#### **Commercial Business Overview**



#### We are dedicated to small business.

AmTrust offers multi-line workers' compensation and commercial insurance for small businesses across the U.S. Our focus on small account sizes and lower hazard industry classes, combined with constant review and analysis resulting in nimble responses to changing trends, mitigates loss volatility and allows AmTrust to grow profitably. Small commercial business loss ratio consistently in the 65-66% range.

#### Small Business Insurance Coverages

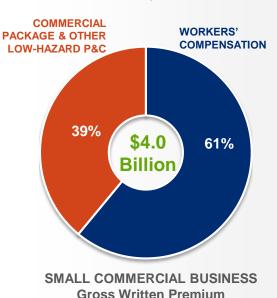
- Workers' Compensation
- Businessowners (BOP)
- Commercial Package (ezPac)
- Commercial Auto (ezAuto)
- Contractors GL/IM (ezArtisan)
- AmTrust Workplace (EPLI)
- Garage (Auto Service Plus)
- · Directors & Officers
- Fiduciary Bonds/Professional
- Transportation (Motor Carrier)
- Surety (Contractors & License Bonds)
- Umbrella

# Preferred Industry Classes

- Restaurants
- Hospitality
- · Offices/Professional
- Retail
- · Community Banks
- Auto Service
- · Service Industries
- Light Manufacturing
- · Not-for-Profits
- Artisan contractors
- Wholesale operations
- Schools

#### **MARKET LEADERSHIP**

AmTrust ranks **Top 3** ranked workers' comp carrier



# Specialty Risk & Warranty Overview



#### We provide specialized business and warranty insurance solutions.

AmTrust offers a variety of specialty risk products, including payment protection insurance, motor vehicle service contracts, consumer and commercial product coverage. Extensive new client and product diligence, and proactive claims management resulting in real-time pricing adjustments, allows AmTrust to grow profitably. Specialty risk & warranty loss ratio (global) consistently in the 66-67% range.

# Specialty Risk Insurance Coverages

- Automotive
- Consumer electronics and appliances
- Commercial equipment
- Recreational vehicle and power sports
- A large array of products that allows for growth in shifting markets

#### Distribution Channels

- Original equipment manufacturers
- Retailers
- Automotive dealers
- · Affinity partners
- Direct-to-consumer
- Brokers, third-party administrators, and MGAs
- A variety of channels for product delivery assures flexibility as opportunities develop

#### MARKET LEADERSHIP

AmTrust ranks **Top 3** warranty provider in the U.S.























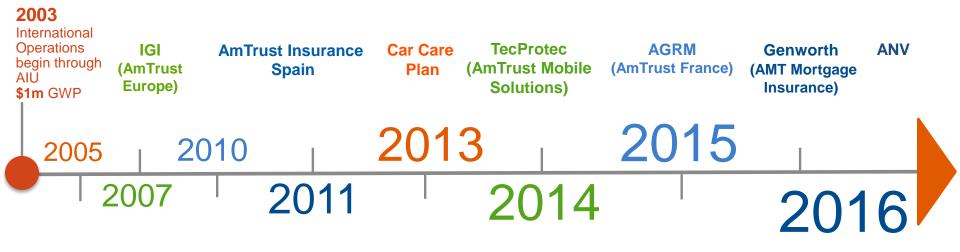
MANAGE MILLIONS OF ACTIVE CONTRACTS

# A History of International Growth

**AmTrust Italia** 



**Nationale Borg** 



Sagicor

(AmTrust at Lloyd's)

**Composite Legal** 

**Expenses** 

Globally diversified risk portfolio with an attractive business and exposure mix, built to deliver stable and sustainable returns

Investment in a scalable operating platform and commitment to delivering efficiency improvements

Additional revenue through acquisition of distribution and servicing businesses

Growth of Lloyd's insurance business

**AmTrust** 

**Nordic** 

Establishing key building blocks to effectively support future growth and expansion

## **AmTrust International**





#### **CAPABILITIES**

Building a multinational company that can serve our clients both locally & globally



#### **EXPANSION**

Target businesses that support our niche insurance focus and can benefit from our creative structures and IT



#### **GLOBAL PRESENCE**

1,520 employees with offices in 25 countries



#### **QUALITY**

Access to Lloyd's offers "A+" rated (S&P) product and removes barriers to enter into new markets



#### **DIVERSIFICATION**

Offering a range of insurance products and distribution and service capabilities



#### **LEVERAGE**

Leveraging AmTrust tools and capabilities for operating efficiencies

# **AmTrust International Offices and Operations**





- · Lima, Peru
- Santa Cruz, Bolivia
- · Sao Paulo, Brazil
- · Rio de Janerio, Brazil
- · Curaco, Curaco
- · Asuncion, Paraguay
- New Jersey, USA
- · Dublin, Ireland
- · Paris, France
- · Lyon, France
- · Barcelona, Spain
- · Madrid, Spain
- · London, England

- Nottingham, England
- Cardiff, Wales
- Chiswick, England
- Leeds, England
- Colchester, England
- Stockholm, Sweden
- Moscow, Russia
- Frankfurt, Germany
- Neu-Isenburg, Germany
- Helsinki, Finland
- Amsterdam, Netherlands
- Luxembourg

- · Milan, Italy
- Genoa, ItalyNaples, Italy
- Antwerp, Belgium
- Istanbul, Turkey
- Mumbai, India
- Kuala Lumpur, Malaysia
- Selangor, Malaysia
- · Jakarta, Indonesia
- · Shanghai, China
- Ho Chi Minh City, Vietnam
- Singapore

- AmTrust International Underwriters
- AmTrust Europe
- AmTrust at Lloyd's
- Car Care Plan
- Motors Insurance Company
- AmTrust Insurance Services
- AmTrust Insurance Spain
- AmTrust Mobile Solutions
- · AmTrust Revive

- Gadget Repair Solutions
- Composite Legal Expenses
- Arc Legal
- AMT Mortgage Insurance
- Nationale Borg



# Technology is Core





#### PROPRIETARY SYSTEMS

offer competitively lower processing costs



#### **SIGNIFICANT CAPACITY**

AmTrust software and compute cloud Multiple data center nodes



# CUSTOMIZED SYSTEM

creates quick response to market opportunities and adaptation faster rate of innovation



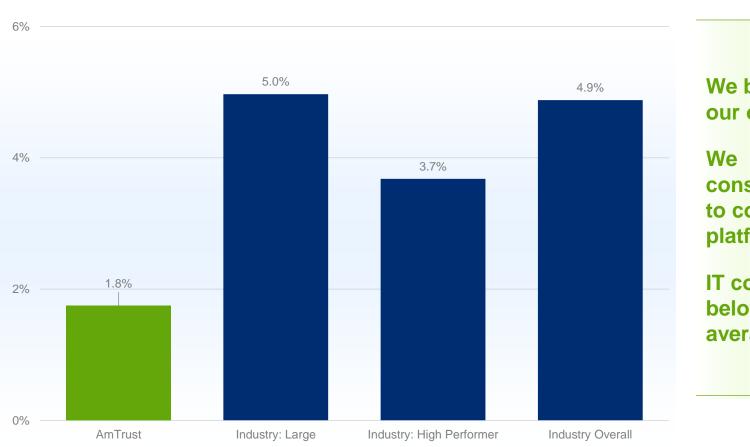
#### SINGLE PLATFORM

provides timely and granular analysis of business and efficient absorption of acquisitions

# IT Advantage



#### **2016 GROSS EXPENSE IT RATIOS**



We build our own

consolidate to common platforms

IT costs well below industry average

Source: Novarica

Note: Industry Large > \$1B

# Improved Operations through Analytics Building a data science center of excellence



#### **UTILIZING BIG DATA**

Combine analytical applications (scoring model, behavioral models) with continuous stream of real-time & third party data (vehicle sensors, satellite data)

#### **CALL CENTER OPTIMIZATION**

Analyze raw telecom data, model call patterns and create plans for staffing optimization and refine training guidelines

#### FRAUD DETECTION & PREVENTION

Utilizing both structured data (claims and policy data) and textual data (notes, police reports, social medial, speech analytics) to build predictive & behavioral models

#### **QUANTITATIVE UNDERWRITING**

Enhance underwriting process by utilizing various predictive models from estimating losses to pricing elasticity

#### **WORKFLOW TRANSFORMATION**

Automatic routing based on skills, experience and best fit between customer and employee for optimal outcome

#### 360 DEGREE CUSTOMER PROFILES

Using direct and indirect data (social media, blog comments, website, yelp reviews) to refine our sales, marketing and existing customer service

# FINANCIAL INFORMATION





(\$, millions, except per share amounts)  Gross Written Premium  Net Written Premium  Net Earned Premium  Service and Fee Income  Net Investment Income & Realized Gains  Total Revenues  Loss and LAE Expense  Acquisition Cost and Other Underwriting Expense  Other Expense  Income before Other Income (Expense), Equity Earnings, Interest Expense & Tax  Income Gains from Life Settlements  Equity In Earnings of Unconsolidated Subsidiary  Non-Controlling Interest  Foreign Currency Gain (Loss)	Restated 2014		Restated 2015	5	2016	% Change
Gross Written Premium	\$ 6,092.4	\$	6,799.5	\$	7,949.3	16.9%
Net Written Premium	\$ 3,941.2	\$	4,261.9	\$	4,851.3	13.8%
Net Earned Premium	\$ 3,506.8	\$	4,021.2	\$	4,668.0	16.1%
Service and Fee Income	365.4		428.1		538.0	25.7%
Net Investment Income & Realized Gains	 148.0		164.4		244.5	48.7%
Total Revenues	4,020.2		4,613.8		5,450.5	18.1%
Loss and LAE Expense	2,331.3		2,688.1		3,142.3	16.9%
Acquisition Cost and Other Underwriting Expense	870.7		993.5		1,230.2	23.8%
Other Expense	 422.5		473.3		564.1	19.2%
	\$ 395.7	\$	458.8	\$	513.9	12.0%
Income Gains from Life Settlements	12.3		19.8		46.1	132.5%
Equity In Earnings of Unconsolidated Subsidiary	28.4		25.4		15.6	(38.4)%
Non-Controlling Interest	0.4		(6.9)		(19.4)	NM
Foreign Currency Gain (Loss)	56.4		47.3		(29.3)	NM
Gain on Acquisition/Sale	6.6		5.8		48.8	NM
Loss of Extinguishment of Debt	(9.8)		(5.3)		_	NM
Net Income	\$ 415.3	\$	457.6	\$	430.4	(6.0)%
Dividends on Preferred Stock	(12.7)		(31.6)		(47.8)	NM
Operating Earnings <sup>(1)</sup>	\$ 429.8	\$	469.5	\$	408.7	(12.9)%
Operating Diluted EPS <sup>(1)</sup>	\$ 2.70	\$	2.79	\$	2.34	(16.0)%
Operating ROE <sup>(1)</sup>	30.2%	)	24.4%		17.8%	
Net Loss Ratio	66.5%	)	66.8%		67.3%	
Net Expense Ratio	24.8%	)	24.8%		26.4%	
Net Combined Ratio	91.3%	)	91.6%		93.7%	



# **Balance Statement Highlights**

(\$, millions, except per share amounts)	Restated 2014	Restated 2015	2016	% Change
Cash and Investments	\$ 5,648.1	\$ 7,211.6	\$ 9,235.7	28.1%
Reinsurance Recoverable	2,440.7	3,007.4	4,329.5	44.0%
Premiums Receivable, Net	1,892.0	2,236.0	2,802.2	25.3%
Goodwill and Intangible Assets	667.7	800.0	1,243.1	55.4%
Deferred Policy Acquisition Costs	629.3	693.6	928.9	33.9%
Other Assets	2.581.0	3,317.5	4,075.3	22.8%
Total Assets	\$ 13.858.8	\$ 17,266.1	\$ 22,614.7	31.0%
Loss and LAE Reserve	5.664.2	7,208.4	10,140.7	40.7%
Unearned Premiums	3.449.5	4,014.4	4,880.1	21.6%
Debt	746.0	993.1	1,234.9	24.4%
Reinsurance Payables, Accrued Expenses and Other Liabilities	1,927.1	2,148.7	2,892.0	34.6%
Total Liabilities	\$ 11,786.8	\$ 14,364.6	\$ 19,147.7	33.3%
Redeemable Non-Controlling Interest	0.6	1.2	1.4	15.9%
AmTrust Financial Shareholders' Equity	1,912.2	2,723.8	3,269.1	20.0%
Non-Controlling Interest	159.2	176.5	196.5	11.4%
Total Shareholders' Equity	\$ 2,071.4	\$ 2,900.2	\$ 3,465.6	19.5%
Total Liability and Shareholder's Equity	\$ 13,858.8	\$ 17,266.1	\$ 22,614.7	31.0%
Book Value Per Share	\$ 10.37	\$ 12.74	\$ 13.81	8.4%

# 2016 Quarterly Financial Data



(\$, millions, except per share amounts)	Restated Mar 31,		Restated Jun 30,		Restated Sept 30,		Dec 31,		FY2016
Earned Premium	\$ 1,074.3	\$	1,181.8	\$	1,196.2	\$	1,215.7	\$	4,668.0
Investment Income	49.4		50.7		59.9		48.0		208.0
Service and Fee Income	128.8		124.3		133.9		151.0		538.0
Total Revenue	1,260.5		1,371.9		1,398.2		1,419.8		5,450.5
Loss and LAE Expense	715.1		784.4		811.0		831.8		3,142.3
Acquisition Cost and Other Underwriting Expense	272.5		294.5		304.0		359.2		1,230.2
Other	129.3		134.3		139.3		161.2		564.1
Interest Expense	15.9		17.9		22.1		23.6		79.5
Provision for Income Taxes	19.0		23.8		23.2		19.4		85.3
Net Income	96.8		144.5		95.2		93.8		430.4
Income Attributable to Common Stockholders	84.0		127.2		80.6		71.4		363.1
Basic EPS	\$ 0.48	\$	0.74	\$	0.47	\$	0.41	\$	2.10
Diluted EPS	\$ 0.47	\$	0.73	\$	0.47	\$	0.41	\$	2.08

## Non-GAAP Reconciliation



(\$, million	ns, except per share amounts)	Restated 2014		Restated 2015	2016
Net incom	\$ 401.8	\$	418.8	\$ 363.1	
Less	Realized gain on securities	16.4		8.1	36.5
	Foreign currency transaction gain/(loss)	56.4		47.3	(29.3)
	Non-cash interest on convertible senior notes	(2.6)		(6.0)	(6.3)
	Loss on extinguishment of debt	(9.8)		(5.3)	_
	Non-cash amortization of intangible assets	(96.4)		(101.8)	(65.4)
	Gain resulting from decrease in ownership percentage of equity investment in unconsolidated subsidiary (related party)	14.7		9.3	_
	Acquisition gain	_		5.8	48.8
	Gain on Sale	6.6		_	_
	Tax effect of adjustments reflected above <sup>(2)</sup>	(13.2)		(8.1)	(29.8)
Net opera	nting earnings attributable to AmTrust common share <sup>(1)</sup>	\$ 429.8	\$	469.5	\$ 408.7
Operating	diluted earnings per share <sup>(1)</sup>	\$ 2.70	\$	2.79	\$ 2.34
Average c	common shares outstanding - diluted	159.0		168.4	174.5
Operating	ROE <sup>(1)</sup>	30.2% 24.4%		17.8%	
Average e	equity	1,424.9		1,926.7	2,298.3

Please see the Non-GAAP reconciliation footnote on slide 31 for important information about these Non-GAAP measures.

<sup>2)</sup> Please see the Non-GAAP reconciliation footnote on slide 31 for important information about these Non-GAAP measures.

## Non-GAAP Reconciliation Footnote



- (1) Operating earnings ("Operating Earnings") is defined by the Company as net income attributable to AmTrust common stockholders less realized gain (loss) on investments, non-cash amortization of intangible assets, non-cash interest on convertible senior notes, loss on extinguishment of debt, foreign currency transaction gain (loss), gain resulting from decrease in ownership percentage of equity investment in unconsolidated subsidiary (related party), acquisition gain, and gain on sale, and should not be considered an alternative to net income. Operating diluted earnings per share is defined by the Company as Operating Earnings divided by the weighted average diluted shares outstanding for the period and should not be considered an alternative to diluted earnings per share. Operating return on common equity is defined by the Company as Operating Earnings divided by the average common equity for the period and should not be considered an alternative to return on common equity. The Company believes Operating Earnings, operating diluted earnings per share and operating return on common equity are more relevant measures of the Company's profitability because Operating Earnings, operating diluted earnings per share and operating return on common equity contain the components of net income upon which the Company's management has the most influence and excludes factors outside management's direct control and non-recurring items. The Company's measure of Operating Earnings, operating diluted earnings per share and operating return on common equity, may not be comparable to similarly titled measures used by other companies.
- (2) The Company calculated the income tax effect of certain adjustments using the U.S. federal statutory income tax rate of 35%. Specifically, gross realized gain on investments is predominantly U.S. sourced and, therefore, is subject to tax at 35%. In addition, the gain resulting from a decrease in ownership percentage of equity investment in unconsolidated subsidiary (related party) is U.S. sourced income subject to tax at 35%. Gain on sale is U.S. sourced income subject to tax at 35%. Acquisition gain is both U.S. and foreign sourced gain that is ultimately subject to tax at 35%. The Company does not report non-cash amortization of intangible assets, non-cash impairment of goodwill, non-cash interest on convertible senior notes, loss on extinguishment of debt, or foreign currency transaction gain/(loss) net of tax.