# SELECTIVE BE UNIQUELY INSURED®

# **INVESTOR PRESENTATION**

SEPTEMBER 2021

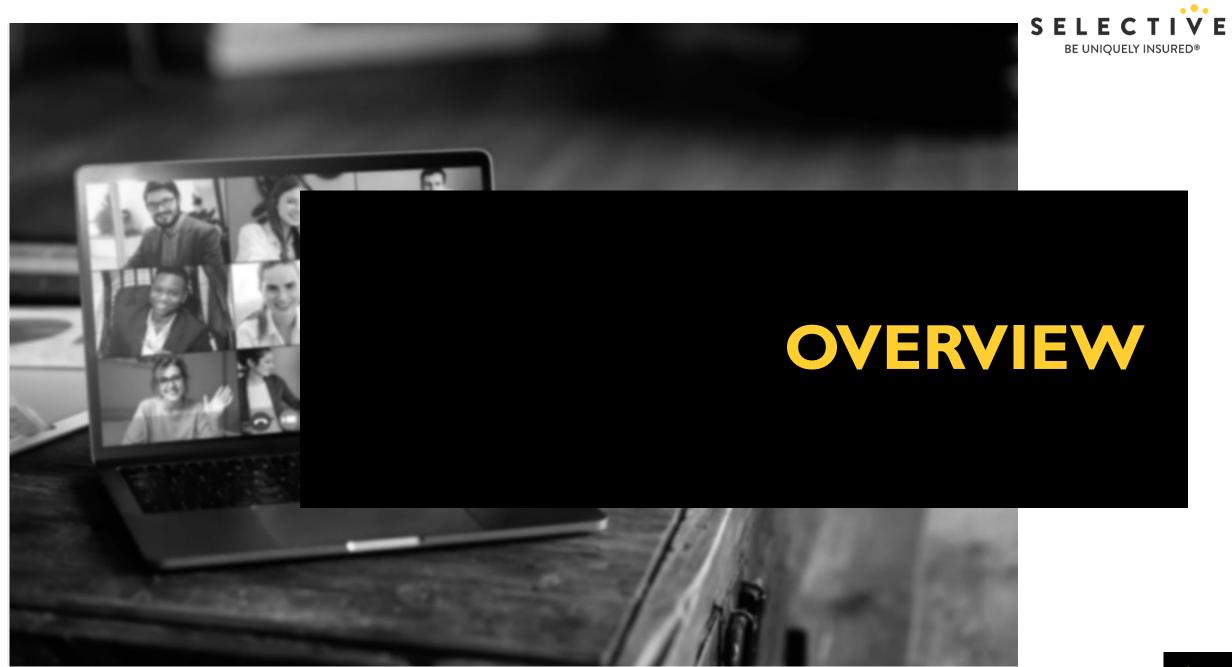


## SAFE HARBOR STATEMENT

In this presentation, we make certain statements and reference other information that are "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995 ("PSLRA"). The PSLRA provides a safe harbor under the Securities Act of 1933, as amended, and the Securities Exchange Act of 1934, as amended, for forward-looking statements that relate to our intentions, beliefs, projections, estimations, or forecasts of future events or our future financial performance. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may result in materially differing actual results. We can give no assurance that our expectations expressed in forward-looking statements will prove to be correct.

Factors that could cause our actual results to differ materially from those projected, forecasted, or estimated by us in forwardlooking statements are discussed in further detail in Selective's public filings with the United States Securities and Exchange Commission. We undertake no obligation to publicly update or revise any forward-looking statements – whether as a result of new information, future events or otherwise – other than as the federal securities laws may require.

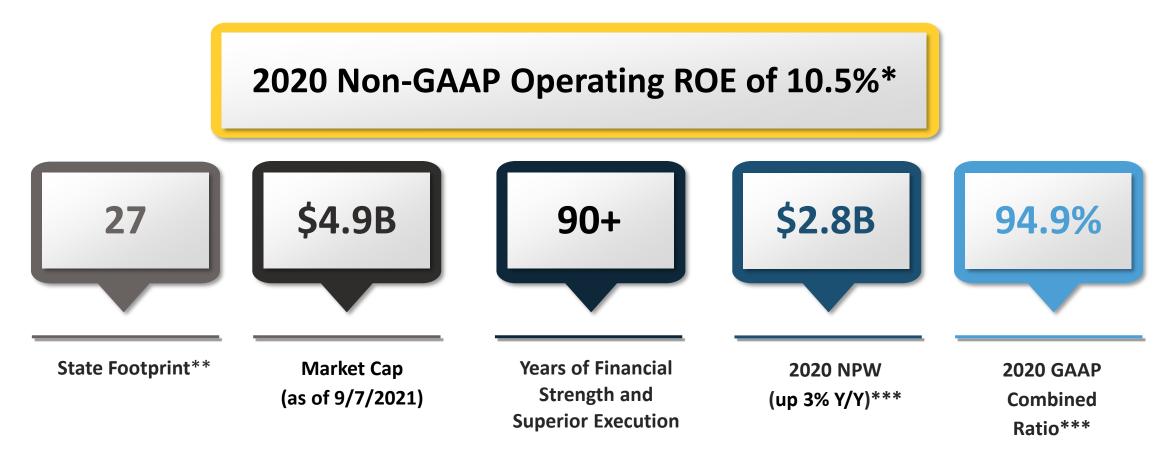
This presentation also includes certain non-GAAP financial measures within the meaning of Regulation G, including "non-GAAP operating earnings per share," "non-GAAP operating income," and "non-GAAP operating return on equity." Definitions of these non-GAAP measures and a reconciliation to the most comparable GAAP figures pursuant to Regulation G are available in our Annual Report on Form 10-K and our Supplemental Investor Package, which can be found on our website <<u>www.selective.com</u>> under "Investors/Reports, Earnings and Presentations." We believe investors and other interested persons find these measurements beneficial and useful. We have consistently provided these financial measurements in previous investor communications so they have a consistent basis for comparing our results between quarters and with our industry competitors. These non-GAAP measures, however, may not be comparable to similarly titled measures used outside of the insurance industry. Investors are cautioned not to place undue reliance on these non-GAAP measures in assessing our overall financial performance.





# **ATRACK RECORD OF SUPERIOR EXECUTION**

A Seven-Year Track Record of Double-Digit Non-GAAP Operating ROEs\* and Above Average Industry Growth



\*Refer to "Safe Harbor Statement" on page 2 of this presentation for further detail regarding certain non-GAAP financial measures.

\*\*State Footprint refers to Commercial Lines only and includes D.C.

\*\*\* Specific COVID-19-related items lowered 2020 NPW growth by approximately four points, increased the combined ratio by 1.1 points, and lowered the non-GAAP operating ROE by 1.1 points.



# OUR SUSTAINABLE COMPETITIVE ADVANTAGES

Competitive Position Enhanced by Working Towards the Benefit of all our Stakeholders

Franchise value distribution model with high-quality partners

- Enables effective management of pricing and retention
- Presents significant opportunity for profitable growth
- Agent overall satisfaction rating of 8.8/10

Unique field model enabled by sophisticated tools and technology

- Locally-based underwriting, claims, and safety management specialists
- Agile capability and excellent data analytics
- Sophisticated pricing and underwriting tools

Superior omni-channel customer experience delivered by best-in-class employees

- Total attention to customer experience
- Developing holistic solutions for 24-hour omni-channel shared experience
- Increased customer engagement
- Value-added services



## SUMMARY OF OUR OPERATIONS

#### Commercial Lines (80% of NPW)

- Focused on disciplined growth
- Strong calendar year profitability; Commercial Auto improving, but remains an area of focus
- Drivers of results include strong new business growth and retention, and solid renewal pure price increases

#### Personal Lines (11% of NPW)

- Competitive dynamics hurting personal auto growth, but market appears poised for turn
- Shifting focus to "massaffluent" market that places greater value on product and services
- Fourth largest "Write Your Own" National Flood Insurance Program writer; partial hedge for catastrophe losses

#### Excess & Surplus (9% of NPW)

- Focus on achieving target combined ratio; top-line will depend on market conditions
- "E&S light" product mix
- Margin improvement through targeted price increases, exiting challenged segments, and claim outcome improvements

#### SUPER REGIONAL COMPANY WITH NATIONAL CAPABILITIES

Standard Commercial (80% of NPW)



~1,400 distribution partners Standard Personal (11% of NPW)



~850 distribution partners (~6,000 for WYO flood) E&S (9% of NPW)

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~90 wholesale distribution partners

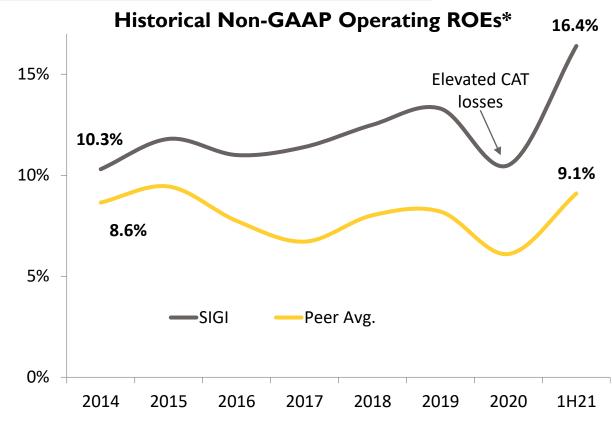
Note: Premium breakdown as of year-end 2020

\* Refer to "Safe Harbor Statement" on page 2 of this presentation for further detail regarding certain non-GAAP financial measures.

# STRONG ROE OUTPERFORMANCE RELATIVE TO PEERS

- Superior 16.4% non-GAAP operating ROE\* in 1H21 driven by:
  - Solid underwriting profitability
  - Manageable CAT losses
  - Strong investment contribution
- 2020 results include elevated CAT losses
- Track record of generating ROEs well in excess of our cost of capital and peer group averages

Seven consecutive years of double-digit non-GAAP operating ROEs\* averaging 11.5% between 2014 and 2020



Peer index includes TRV, HIG, CNA, CINF, THG, and UFCS





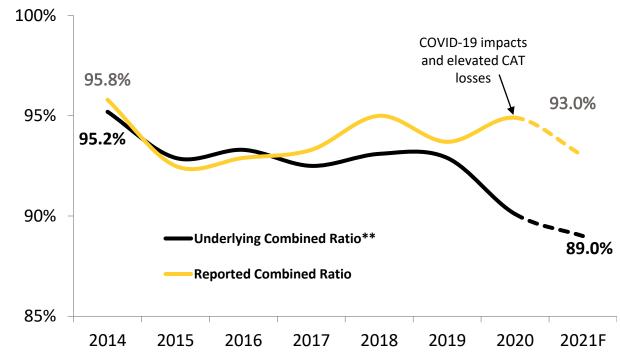
# **EXCELLENT HISTORICAL OPERATING RESULTS**

#### FIRST HALF 2021 HIGHLIGHTS

- Consolidated combined ratio of 89.5%
- NPW growth of 19% (reported) and 11% (underlying)
- After-tax net investment income up 136% over prior year
- Annualized non-GAAP operating ROE\* of 16.4%

#### **2021 REVISED GUIDANCE**

- Underlying combined ratio of 89.0% (assuming no further prior year casualty reserve development)
- Catastrophe losses of 4.0 points
- \$220 million of after-tax net investment income
- 20.5% overall effective tax rate
- 60.5 million weighted average shares



#### Historical GAAP Combined Ratios

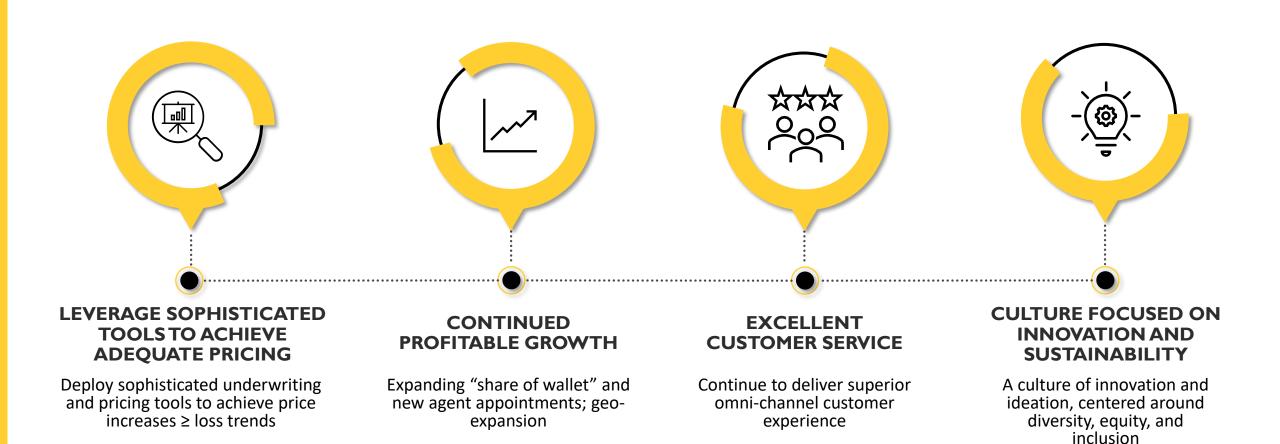
\*\* Underlying GAAP combined ratio excludes catastrophe losses and prior year casualty reserve development 2021F underlying combined ratio guidance includes two points of favorable casualty reserve development in the first half of the year



# OUR STRATEGIC INITIATIVES



### **OUR MAJOR STRATEGIC INITIATIVES**





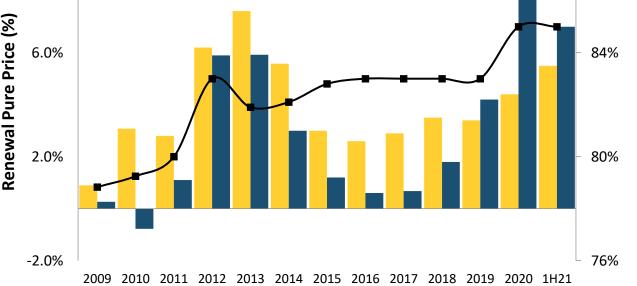
88%

# CONSISTENTLY ACHIEVING PRICE INCREASES IN ALIGNMENT WITH LOSS TREND

- Selective's renewal pure price increases exceeded industry average from 2009-2018
- An attractively priced book with strong embedded profitability; industry pricing trends provide tailwind for additional increases
- Ability to obtain appropriate price enabled by:
  - Strong distribution partner relationships
  - Sophisticated tools and actionable data
  - Culture of underwriting discipline

Selective's 2Q 2021 Commercial Lines renewal pure price increases averaged 5.5%

# SIGI Pricing CLIPS Pricing -SIGI Retention



#### **Commercial Lines Pricing and Retention**

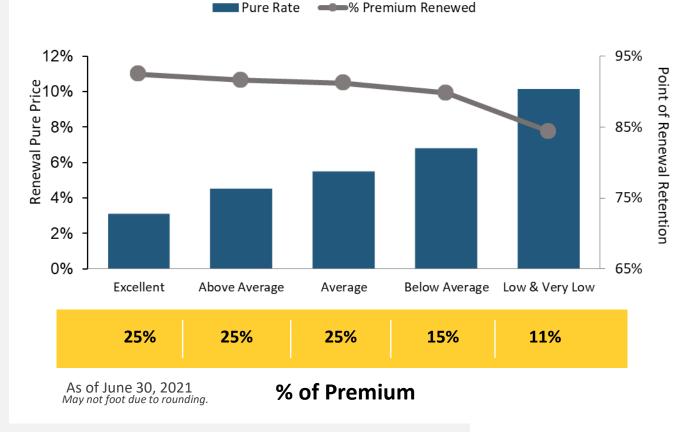


### A GRANULAR APPROACH TO PRICING AND UNDERWRITING

- Portfolio management approach yields higher retention and rate
- Account-specific pricing, including:
  - Predictive modeling
  - Relative loss frequency and severity
  - Pricing deviation
  - Hazard and segment consideration

Strong focus on developing tools and technologies that enable more efficient decision making

#### **Commercial Lines Pricing by Retention Group**





# TARGETING PROFITABLE GROWTH OVER TIME

LOWER

RISK

HIGHER RISK

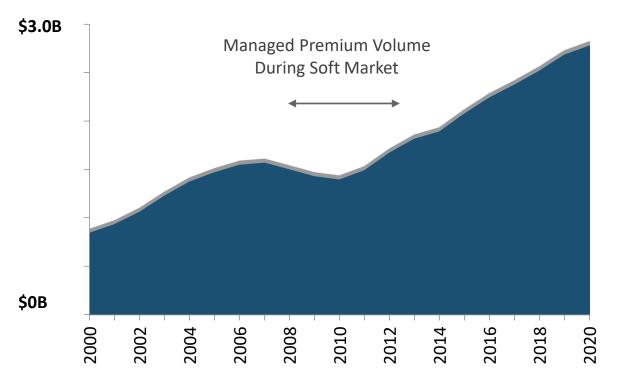
#### **Commercial Lines Growth Drivers**

- Target of growing "share of wallet" to 12% with existing distribution partners
- Target of appointments to represent 25% share in existing markets
- Geo-expansion
- New products and M&A

Additional NPW opportunity of about \$3B by achieving a 3% commercial lines market share in existing footprint

#### 6% NPW CAGR from 2013-2020 compared with 4% growth for P&C insurance industry\*

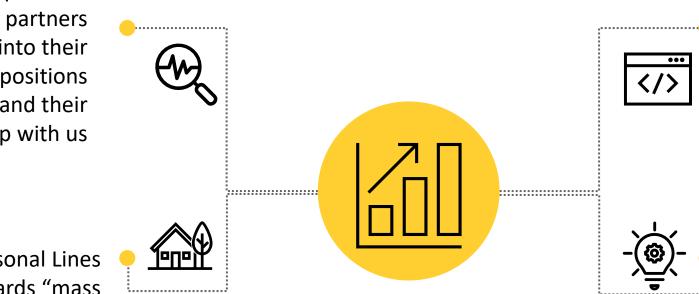
**Historical Net Premiums Written** 





#### **INITIATIVES FOCUSED ON PROFITABLE GROWTH**

MarketMax<sup>®</sup> provides our distribution partners with insights into their portfolio and positions them to expand their relationship with us



New small business agency interface enhances opportunities by significantly streamlining quoting and issuance process

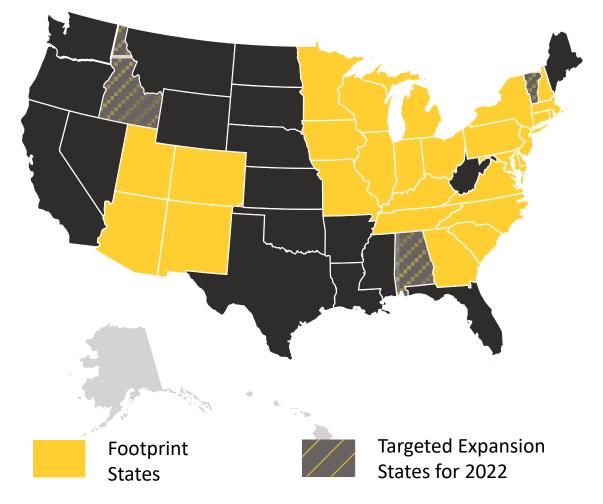
Shifting Personal Lines focus towards "mass affluent" market that is less price-sensitive, and derives greater value from coverage and services

E&S automation platform enhances competitive position



# **GREENFIELD GEO-EXPANSION ENHANCES GROWTH OPPORTUNITIES**

Diversification and spread of risk, with a target of having national capabilities



#### 2017 – 2018

- Established new Southwest regional hub by entering AZ, CO, NM, and UT for commercial lines
- AZ and UT for personal lines
- Initial growth and profitability has been better than expectations

#### 2022

Targeted expansion into AL, ID and VT (subject to regulatory approval)

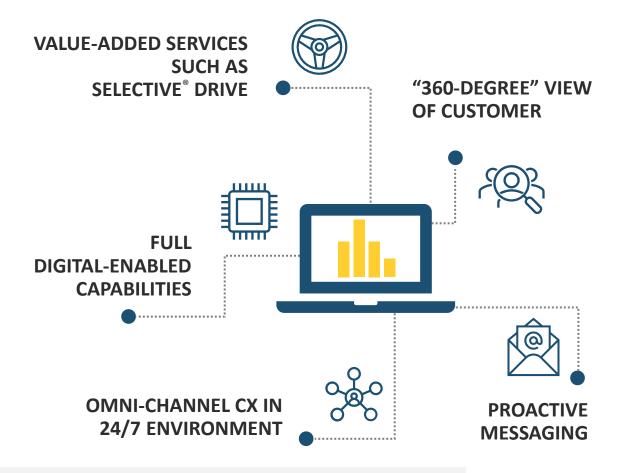
#### A disciplined approach to geo-expansion



# **DELIVER A SUPERIOR OMNI-CHANNEL EXPERIENCE**

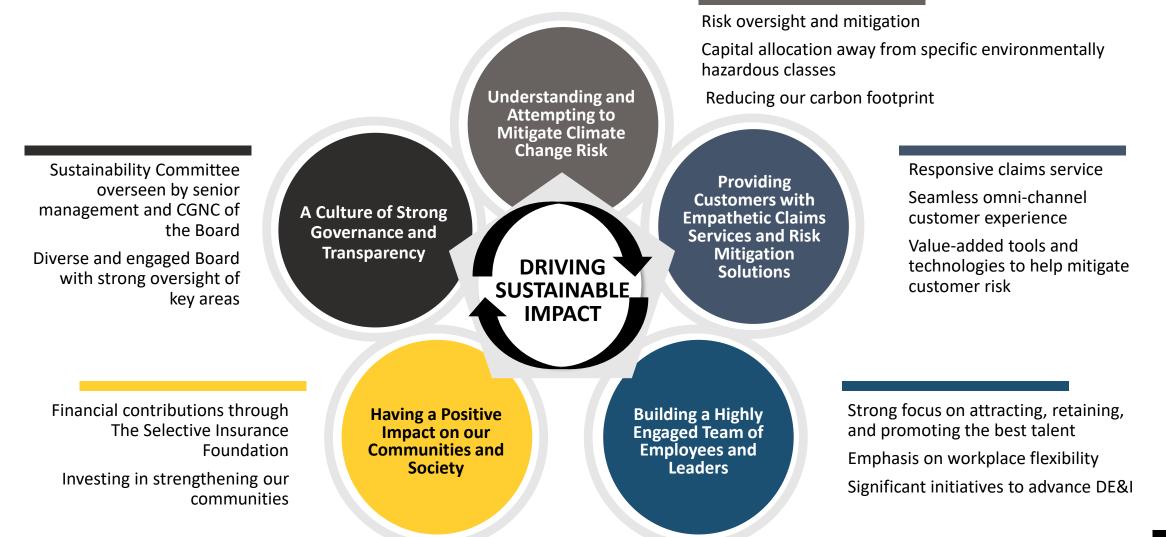
- Changing expectations from customers, and potential disruptive threats from traditional and non-traditional competitors
- Partnering with agents to provide a seamless customer experience
- Identifying value-added services offerings such as Selective<sup>®</sup> Drive and Security Mentor<sup>®</sup> to increase new business hit ratios and retention rates
- Customized proactive messaging for product recalls, notices of loss, and policy changes
- Full digital capabilities

Customer-centricity is core to who we are as a company





## DEVELOPING LEADERSHIP IN ENVIRONMENTAL, SOCIAL, AND GOVERNANCE DISCLOSURES





# **DE&I INITIATIVES TO DRIVE EMPLOYEE ENGAGEMENT**

Promoting diversity, equity, and inclusion is a key facet of driving employee engagement and enhancing innovation and creativity



Senior leadership business objectives tied to supporting and participating in DE&I initiatives



Increased Board diversity with recent appointments



Building a leadership culture centered around inclusivity, including appointing a dedicated DE&I leader



Employee hiring, retention, evaluation, and promotion practices targeted towards increasing diversity across all levels within the organization



Initiated a series of company-wide conversations around racial equality facilitated by DE&I Council members and our Human Resources team



Mandatory Unconscious Bias training for all new and current employees

We continue to focus on building a culture that fosters innovation and idea generation, and is centered on the values of diversity, equity, and inclusion



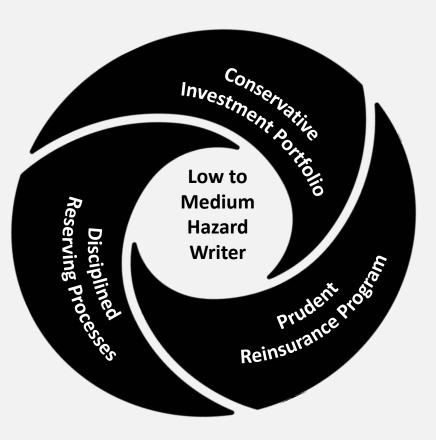
# FINANCIAL OVERVIEW



# LOWER RISK PROFILE AND STRONG FINANCIAL STRENGTH

- Strong balance sheet underpinned by a conservative approach to:
  - Managing the investment portfolio
  - Purchasing reinsurance protection
  - Loss reserving
- Conservative business and balance sheet profile allows for higher operating leverage





**AM Best A**\* S&P Α Moody's A2 **Fitch** 

**A+** 



## A WRITER OF PREDOMINANTLY LOW-TO MEDIUM-HAZARD RISKS

- Manage volatility of underwriting results, in part through maintaining a smaller limit profile
- Low account sizes (premium per policyholder) averaging:
  - \$13K for Standard Commercial
  - \$2.4K for Standard Personal
  - \$3K for E&S
- Low reinsurance attachment points for property (per risk) and casualty (per occurrence)

Percent of Policies with TIV* or Limits of \$1M or Less	Property	Casualty
Standard Commercial Lines	78%	87%**
Standard Personal Lines	84%	98%
E&S Lines	97%	98%
Notes: Figures as of December 31, 2020 * TIV refers to total insured value ** Excludes workers compensation policies, which do not have statutory policy limits		
A lower volatility portfolio of risks		

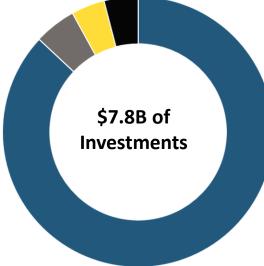


# **CONSERVATIVE INVESTMENT PORTFOLIO**

- Core fixed income and short-term investments comprise 92% of the investment portfolio:
  - "A+" average credit quality
  - Effective duration of 3.9 years
- Risk asset allocation (high yield, public equity, and alternatives) at 11.6% of invested assets
- Ongoing work to further diversify our alternative investments portfolio by strategy and vintage

#### Investment Portfolio at 6/30/21

- Fixed Income 87%Short-Term 5%
- Equities 4%
- Alternatives & Other 4%



A conservative investment management philosophy, with a focus on highly rated fixed income securities

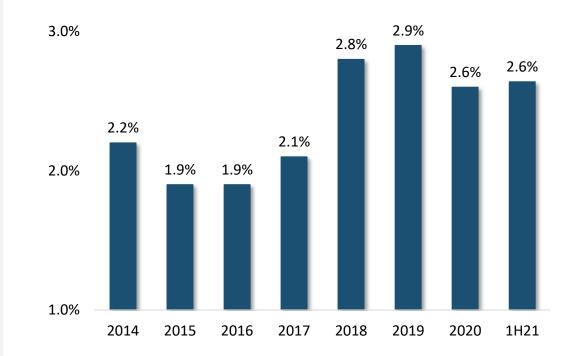


# ACTIVE PORTFOLIO MANAGEMENT DRIVES INVESTMENT RESULTS

- Revised guidance of after-tax net investment income of \$220M in 2021:
  - \$55M of after-tax net investment income from our alternative investments
  - Continued pressure on new money yields for fixed income investments
  - Reinvestment of strong operating cash flows

After-tax yield on our fixed income portfolio was 2.6% for 1H 2021

#### Historical After-Tax Fixed Income Portfolio Yields



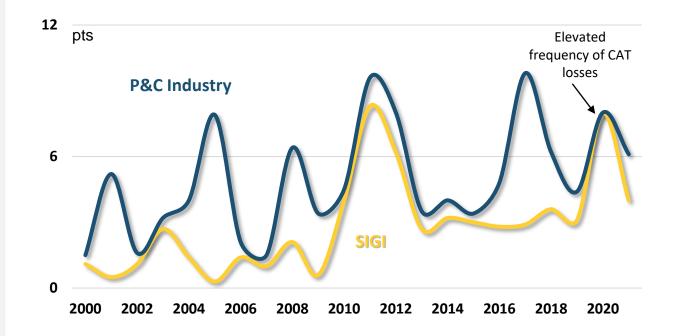


#### HISTORICAL CATASTROPHE LOSS IMPACT BELOW INDUSTRY AVERAGE

- Catastrophe loss impact over the past 20 years has averaged:
  - 5.3 percentage points for the P&C industry
  - 2.9 percentage points for Selective
- Catastrophe loss mitigation initiatives include:
  - Strict guidelines around coastal properties
  - Focus on geographic diversification and growth that minimizes peak catastrophe aggregations
  - Conservative reinsurance program

Relatively low historical combined ratio volatility from catastrophe losses

#### Impact of Catastrophe Losses on Combined Ratio



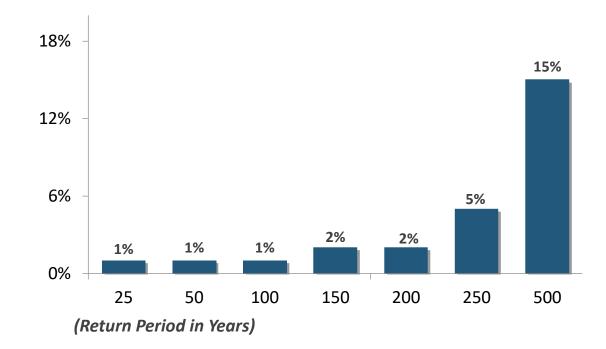
Note: Catastrophe impact for P&C industry based on AM Best estimates; 2021 forecast based on SIGI full-year guidance and AM Best estimate from Feb. 2021



# **CONSERVATIVE REINSURANCE PROGRAM**

- 2021 property catastrophe treaty structure:
  - Coverage of \$785M in excess of \$40M retention
  - \$281M in collateralized limit, primarily in the top layer of the program
  - Additional earnings volatility protection from our non-footprint \$35M in excess of \$5M layer
- Property XOL treaty covers losses up to \$57M in excess of \$3M retention on a per risk basis.
- Casualty XOL treaty covers losses up to \$88M in excess of \$2M retention on a per occurrence basis.

#### Net Single-Event Hurricane Loss\* as a % of Equity



\* Single event hurricane losses are net of reinsurance, after tax, and reinstatement premiums as of 1/1/21. GAAP equity as of 6/30/21.

Balance sheet protection through conservative program and strong panel of reinsurance partners

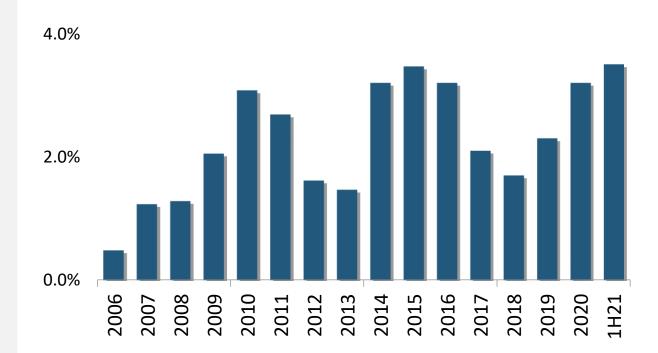


# STRONG RESERVING TRACK RECORD

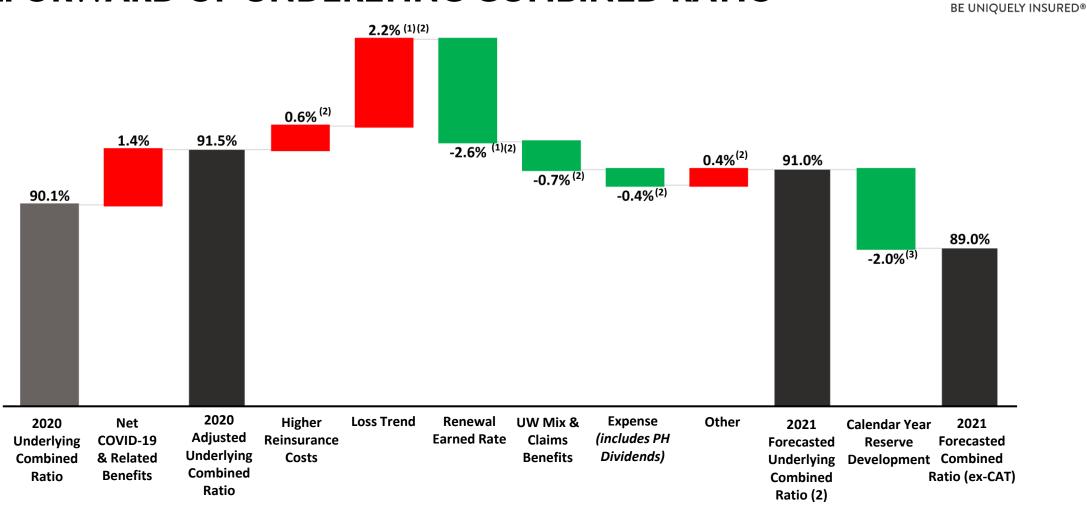
- Disciplined reserving practices:
  - Quarterly actuarial reserve reviews
  - Semi-annual independent review
  - Independent year-end opinion
- Favorable reserve development in Workers Compensation and General Liability was partially offset by modest strengthening in Commercial Auto during 2020

Fifteen consecutive years of net favorable casualty reserve development

Impact of Casualty Reserve Development on our Combined Ratio



# **ROLLFORWARD OF UNDERLYING COMBINED RATIO**



#### 2021 guidance assumes CAT budget of 4.0 points and no further reserve development

- (1) Gross trend is 4.0% and gross earned rate is 4.7%.
- (2) Per our guidance as of February 2021
- (3) Represents our 1H21 prior accident year reserve development and assumes no future casualty reserve development

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## STRONG CAPITAL AND LIQUIDITY POSITION, GREATER FOCUS ON EXPENSES

#### CAPITAL AND LIQUIDITY PLAN

- Debt-to-capital ratio of 16.0%
- NPW to surplus ratio of ~1.3x is slightly below target range of 1.35x – 1.55x
- Parent company cash and investments totaling ~\$505M is well in excess of our target of 2x annual recurring outflow
- Instituted opportunistic \$100M share repurchase
   authorization
- Investing in the business currently provides the most attractive capital deployment opportunities

#### **EXPENSE MANAGEMENT**

- 2020 expense ratio of 33.8% includes 1.1 points of specific COVID-19-related items
- Expecting expense ratio improvement in 2021 and over the next few years

Areas for operational enhancements include:

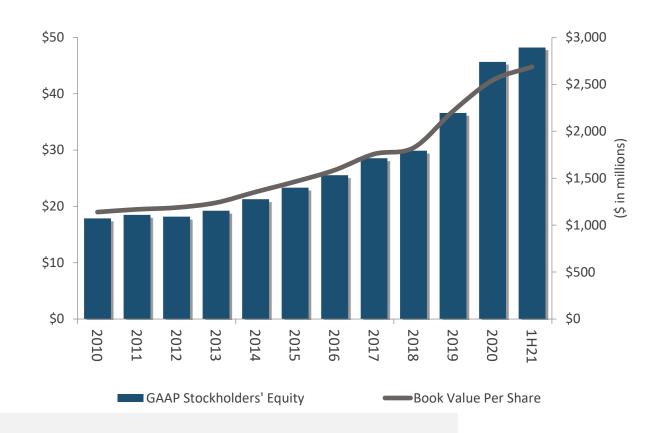
- Workflow and process improvements
- Robotics and artificial intelligence
- Talent development
- Product innovation



## A FOCUS ON ROE AND GROWTH IN BOOK VALUE PER SHARE

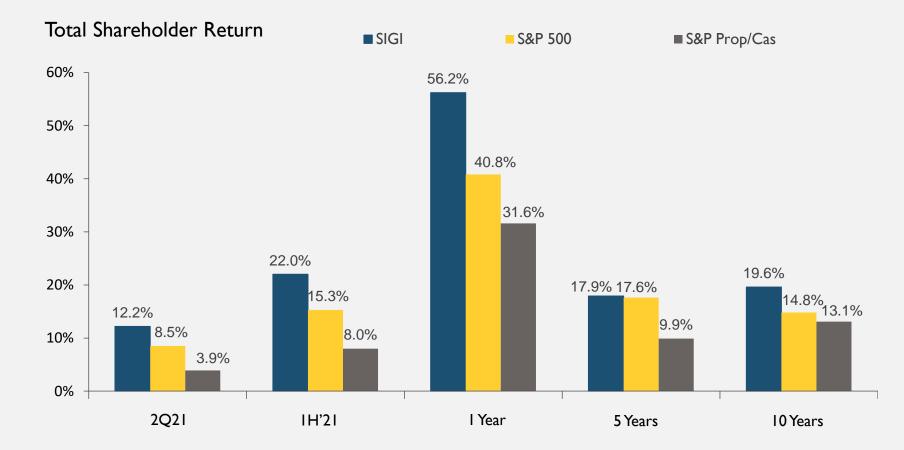


#### Strong Track Record of Book Value per Share Growth and Shareholder Value Creation Over Time





## TOTAL SHAREHOLDER RETURNS HAVE OUTPERFORMED BENCHMARKS OVER LONGER TERM



- Solid long-term outperformance in TSR relative to S&P P&C insurance and S&P 500 indices
- Share price performance has reflected our ability to generate strong and consistent financial results

#### Our stock has outperformed peers and equity markets over the past 10-year period



# **OUR VALUE PROPOSITION**



Leveraging our competitive strengths to generate sustained financial outperformance
Franchise value distribution model with best-in-class partners
Unique field model enabled by sophisticated technology
Strong customer experience



Excellent growth opportunities within footprint and geo-expansion



Solid underwriting margins, and non-GAAP operating ROEs\* in line with our financial targets



Conservative approach to risk selection and balance sheet management

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