



2020 Annual Report

Vivir unidos es increíble®



We are still close.

We have not moved away from each other and despite the circumstances that forced us to be at a distance; we are more united than ever, surpassing challenges, goals and adversities, proposing solutions and creating opportunities because today and always, **vivir unidos es increíble.**

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MISSION

Meeting the needs of protection, financial prevention and health services in Mexican society.

2030 VISION

In its Vision towards 2030, GNP Seguros highlights being a “widely recognized” brand, this means positioning itself as one of the companies with best practices in sustainability and social responsibility, objectives that seek to achieve its economic performance targets in a balanced manner.



VALUES ► LOYALTY | INTEGRITY | RESPECT

GRUPO NACIONAL PROVINCIAL, S.A.B.
RELEVANT FINANCIAL FIGURES

(Figures in millions of current pesos)

Item	2020	2019	Nominal variation
	\$	\$	%
Total Assets	195,140	172,050	13.4%
Technical Reserves	159,180	137,877	15.5%
Shareholders' Equity	16,587	14,646	13.3%
Solvency Margin	10,996	8,780	25.2%
Premiums written	73,017	68,082	7.2%
Operating Expenses	4,732	3,710	27.5%
Financial Products	7,813	7,704	1.4%
Net Profit	3,743	4,435	-15.6%

* Consolidated figures at the end of 2020.

* All variations presented are nominal.

\$73,017
 Premiums written

7.2%
 nominal variation

Alberto Baillères
Chairman of the Board of Directors



During the year,
significant efforts
were made to guarantee the
promise of protection to our
policyholders, serve more
Mexican families, maintain
the closeness and support
to our sales force, ensure the
well-being of our employees
and guarantee the continuity
of the operation.

GRUPO NACIONAL PROVINCIAL, SAB

ANNUAL REPORT OF THE BOARD OF DIRECTORS

TO THE SHAREHOLDERS' MEETING,
FOR THE FISCAL YEAR 2020

Dear Shareholders:

In my capacity as Chairman of the Board of Directors of Grupo Nacional Provincial, SAB (GNP), I am pleased to present to you the following report based on the analysis of the information provided by the Chief Executive Officer in his 2020 Annual Report, which includes the highlights of the fiscal year, the main results obtained and where environmental, social and corporate governance factors are incorporated as an integral part of the company's financial performance, as well as a report of the main activities of the Board of Directors.

As a result of the pandemic, 2020 was a particularly difficult and painful year: hundreds of thousands of people around the world lost their lives and families and friends were left in mourning, and millions of households suffered the economic consequences of unemployment caused by the contraction of economic activity. Fortunately, the development and approval of several vaccines gives us a glimpse of an eventual way out of this dual health and economic crisis.

The social function of the insurance industry is precisely to mitigate the economic and patrimonial impacts suffered by people caused by unforeseen adverse events of a random nature, such as a pandemic. The insurance industry is a blessing—not always understood—against some contingencies that harm human wellbeing. GNP has a deep understanding of this indispensable mission for social wellbeing: on the one hand, by offering products that guarantee the financial protection of its policyholders against hostile natural events, products whose viability is underpinned by a professional and prudent risk management; and, on the other hand, the ethical and transparent performance of GNP with its clients and collaborators.

The effects of the pandemic had a severe impact on the Mexican economy, with GDP falling by 8.5%. However, the insurance sector presented a growth of 0.1%, although the good growth dynamics observed in recent years was interrupted.

Processes were modified and implemented to make it easier for policyholders to contract and pay premiums remotely,

close proximity and support was maintained

for the members of our commercial network and the work-at-home modality was enabled for the protection of our employees and their families.

In this economic context, GNP maintained its leading position in sales in the Mexican insurance market: in 2020, they rose to \$73,017 million pesos (MP), which represents a growth of 7.2%, higher than the average for the sector. Sales growth in the Life, Medical Expenses and Damages segments is encouraging.

Net income for the year amounted to \$3,743 MP, meeting the profitability expectations budgeted before the pandemic. The company's shareholders' equity reached \$16,587 MP, and a solvency margin of \$10,996 MP.

GNP's financial strength and performance earned it the following international ratings issued by AM Best: the ratification of Financial Strength at "A" (Excellent); the Long-Term Financial Strength Issuer Credit Rating at "A" (Excellent); and Mexico's National Scale Rating "aaa.MX", the highest.

During the year, significant efforts were made to guarantee the promise of protection to our policyholders, serve more Mexican families, maintain the closeness and support to our sales force, ensure the well-being of our employees and guarantee the continuity of the operation. These actions are detailed below.

First, processes were modified and implemented to make it easier for policyholders to contract and pay premiums remotely; the waiting period for medical expenses insurance—related to COVID-19—was eliminated; and the benefit of unlimited telephone medical guidance was extended to our policyholders in all branches, benefiting close to 7 million people.

Second, close proximity and support was maintained for the members of our commercial network, by promoting the digitalization of distribution and communication channels, which benefited from the constant improvement of tools and processes, and the expansion of digital services.

Third, from the beginning of the contingency, the work-at-home modality was enabled for the protection of our employees and their families. Only employees involved in sensitive processes related to the handling of our policyholders' information remained on site—with strict health safety protocols.

In addition to all the efforts to face the crisis, GNP offered important support to deal with the health contingency. For example, it launched the *Ruta de héroes y heroínas* (Routes for Heroes and Heroines) program to provide free transportation to medical and nursing staff at health centers; this service was offered in five states, through 19 routes, and totaled 16,993 trips. Likewise, through the *Gol por México* (Goal for Mexico) program, 9,378 kits were donated for medical personnel and 371 scholarships for children of medical personnel who lost their lives due to COVID-19. And together with the insurance sector, we participated in the sponsorship of a life insurance policy for medical personnel in the health sector. I must acknowledge the gesture of senior executives and board members who voluntarily reduced their salaries temporarily as an expression of solidarity with the company due to the pandemic.

During 2020, the Board of Directors met four times and ratified the resolutions of the Executive Committee, reviewed and approved the Financial Statements for the fiscal year 2020, the budget for 2021, the highlights of the business strategy and COVID-19 protection measures, as well as the results and actions of its subsidiaries.

The Board of Directors adheres to sound corporate governance practices and is supported in the performance of its duties by committees suggested by the Code of Corporate Governance Principles and Best Practices.

In addition, the performance of senior management is evaluated annually in accordance with established policies. The Nomination, Evaluation and Compensation Committee authorizes salary and benefit increases based on the results obtained in the performance evaluations. The compensation package consists of a base salary, statutory benefits and other benefits.

The Board of Directors submits for the consideration of this Meeting the Report in which the accounting policies and criteria that served as the basis for the preparation of the Financial Statements are set forth and explained. These include the basis of presentation, the consolidation, as well as the significant accounting policies that were audited by the external auditors and that form an integral part of this Report.

In the opinion of the Board of Directors, the Chief Executive Officer's Report presented to this Shareholders' Meeting fairly reflects the financial position, the results obtained, as well as the most salient aspects of the Company's performance during 2020.

I thank the members of the Board of Directors and you for your support and the invaluable trust you place in us. Today, more than ever, we value the adaptability, loyalty and professionalism of each of our employees who, despite the great challenges we faced this year, made it possible to achieve these results.

Alberto Baillères
Chairman of the Board of Directors
Grupo Nacional Provincial, S.A.B.

GNP ended 2020 with a premium level of \$73,017 MP, which represented a

growth

of 7.2%; net income was \$3,743 MP and the solvency margin was \$10,996 MP.



GRUPO NACIONAL PROVINCIAL, SAB

CEO COMPANY PROGRESS REPORT

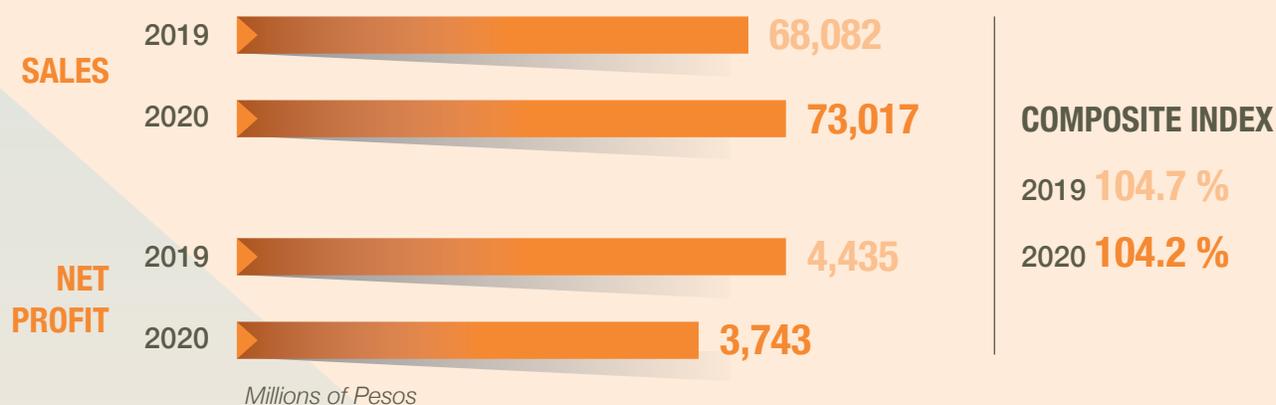
TO THE BOARD OF DIRECTORS
FOR THE 2020 FISCAL YEAR

In my capacity as Chief Executive Officer of Grupo Nacional Provincial, SAB (GNP), and based on the provisions of the Stock Market Act, I hereby submit to you the Annual Report corresponding to the performance and results obtained by the company during the 2020 fiscal year, the Financial Statements and their disclosure notes, as well as the main Accounting and Reporting Policies and Criteria followed in the preparation of this report. I also present the most relevant environmental, social and corporate governance factors of the company during 2020.

In 2020, the global business environment was very complex as a result of the COVID-19 pandemic. The Mexican economy felt these effects in practically all sectors, and GDP fell by 8.5% at the end of the year. The insurance sector was not exempt, and in 2020 the Mexican insurance market registered a growth of 0.1%, an increase below the trend of recent years. This demanded from all participants - regulators, insurers, reinsurers, sales force, suppliers and policyholders - a great capacity to adapt in order to contain the adverse effects.

GNP ended 2020 with a premium level of \$73,017 MP, which represented a growth of 7.2%; net income was \$3,743 MP and the solvency margin was \$10,996 MP, as shown in the main indicators:

FINANCIAL INDICATORS



Premium growth was leveraged by the contribution of all sales channels: we made a concerted effort to maintain closeness with our commercial partners and expand protection coverage to more Mexican families.

Our financial strength was recognized by the international rating agency AM Best, which ratified its Financial Strength rating at “A” (Excellent); the Long-Term Financial Strength Issuer Credit Rating at “A” (Excellent); and Mexico’s National Scale Rating “aaa.MX” (the highest rating).

We have strengthened our environmental, social and corporate governance practices

primarily in our risk management analysis and investment decision-making processes.

As part of our corporate sustainability strategy, we have strengthened our environmental, social and corporate governance practices, primarily in our risk management analysis and investment decision-making processes; proof of this is GNP's participation in the Green Finance Advisory Council. Thus, we reaffirm our commitment to the sustainability of Mexico and the planet.

Among the environmental and social actions during 2020, the *Bosque Vivir es Increíble* program stands out, in which more than 29,900 trees were planted on 31 hectares: since 2017, we accumulated a total of 177,134 trees and 179 hectares located in the Ajusco protected area in Mexico City, with a 94% survival rate. With this program, 13 families from the community in charge of the care, surveillance and maintenance activities of the forest have directly benefited.

This year, all our efforts were focused on protecting the health and safety of our employees and their families. Since the beginning of the pandemic, we enabled the work-at-home modality; only employees with access to sensitive information of our operation remained in GNP's facilities, under a strict sanitary protocol.

We continue working to strengthen the value chain, so that our main business allies—the suppliers—can adopt the best operating and social responsibility practices. For this reason, this year we implemented the Due Diligence process in the purchasing area, with the aim of aligning our principles of reliability, risk prevention and promoting GNP's values in all business areas.

This is the first year in which we report our financial, environmental and social performance together, as they are an integral part of our purpose as a company.



Vivir unidos es increíble

SUPPORT IS INCREDIBLE

SEGMENTS

In the Medical Expenses line of business, we maintained our leadership in the industry with the first place in market share.

Premiums were generated for \$23,902 MP, representing a nominal growth of 10.7% with respect to the previous year.

MEDICAL EXPENSES

In Medical Expenses, we maintained our leadership in the industry with the first place in market share. In 2020, we reached a historic level of growth in new policyholders and extended protection to more Mexican families. This allowed us to generate premiums of \$23,902 MP, representing a nominal growth of 10.7% over the previous year.

Faced with the health contingency, we offered the option of taking out insurance policies digitally and adapted our processes to be able to handle hospital admissions, surgery scheduling, medication payments and reimbursement of expenses remotely. This reduced the exposure of employees and policyholders to health risks.

We also gave our policyholders certainty about COVID-19 coverage, eliminated the initial 30-day waiting period, and extended the possibility of care at higher hospital levels due to saturation of services. In addition, a 24/7 video medical consultation service was made available to policyholders.

LIFE

In 2020, premiums reached \$29,630 MP, representing a nominal growth of 8.8%.

During 2020, we strengthened our value proposition for all channels and launched the following products: *Proyecta 70 pagos limitados 10*, *Dotal Menores*, *Ahorro Adicional*, relaunch of *Línea Privilegio* (Temporary), *Ahorra Más*, *Vida Total Ahorro* and *Vida Total*. For our corporate clients, a specialized product was developed, aimed at SMEs, with COVID-19 coverage; in order to facilitate access to this protection, the contracting scheme is made easier.

We also reinforced the pricing and underwriting processes initiated in 2019, with the registration of the new technical note for reserves. As a result, we achieved improvements in pricing models, allowing us to adjust to the volatility of economic variables resulting from the global pandemic.

On the other hand, we launched several campaigns to encourage the sale of new policies and to retain our clients, making it easier to adjust the sum insured, to reinstate policies with a decrease in the sum insured, to grant COVID-19 death coverage and to include various assistance services.



AUTO

2020 presented great challenges for the Auto segment, given the decrease in the sale of new units in the country, premiums reached \$14,911 MP, representing a nominal decrease of 2.7%. For this reason, we made efforts to monitor expenses since, in addition to the low mobility due to the health contingency, the accident rate was historically low. We also promoted the Distintivo bajo kilometraje program, which rewards low-mileage policyholders who travel short distances; in addition, we offered benefits for SMEs and fleets.

On the other hand, we promoted several actions to improve our value proposition in various segments, such as Trucks and Heavy Equipment, with good results.

In this way, we have strengthened our products with coverages that allow us to satisfy new protection needs and we keep the focus on prevention as an added value of our offer.

DAMAGES

In Damages, reported sales during 2020 were \$4,546 MP, which showed a nominal growth of 16.2% over the previous year.

During the period, we reinforced the digital channels for contracting and service, which allowed us to offer our brokers windows for attending to business with excellent service levels. In addition, we developed tools to maintain risk selection processes by migrating to remote inspection schemes. At all times, we put the well-being of our clients, suppliers and collaborators first, and we were able to maintain an adequate risk selection.

We also continued to automate the process of taking out policies for SMEs and facilitated access to Civil Liability and Transport products.

In Damages, reported sales during 2020 were \$4,546 MP, which showed a **nominal growth of 16.2% over the previous year.**



ATTENTION IS INCREDIBLE



DISTRIBUTION CHANNELS

The Agents channel maintained a favorable growth trend, with a notable increase in new Medical Expenses policies.

AGENTS CHANNEL

Faced with the challenges of 2020, the management of the Agents channel moved to a virtual model to maintain proximity to our business partners and more than 12,000 agents.

We also offered our business partners distance training through the *Aula Virtual* (Virtual Classroom) platform. We boosted the digitalization of the channel, introduced constant improvements and increased the number of available services and automatic tools in the Broker Portal and the Agents application. We also achieved the digitization of key processes in insurance contracting. To improve channel management, we incorporated advanced information analysis models.

Due to the financial uncertainty, we undertook commercial actions to protect Mexican families. These include a preferential exchange rate, as well as discounts on rates and interest-free months. In addition, we optimized our agreement process with hospitals for policyholder care, eliminated the 30-day waiting period for our Medical Expenses policyholders, and granted access to video-consultation services and telephone medical guidance for all of our policyholders.

Despite the difficulties, the Agents channel maintained a favorable growth trend; the increase in new Medical Expenses policies and the incorporation of more than 3,000 new Agents as business partners stand out.



We expanded the capabilities and technological tools

that allow us to stay close to clients and intermediaries who trust GNP.

MASS INSURANCE CHANNEL

In *Bancaseguros*, we had significant growth in sales of our Life product for asset banking clients, launched in 2019. In Medical Expenses, we had good results in new and renewal sales efforts, achieving double-digit growth.

In the Worksite channel, we achieved double-digit growth, despite the difficulties and the closure of government agencies as a result of the pandemic. To achieve this, we transformed the business model to a remote modality, incorporating new digital recruitment tools. In addition, we created the Worksite Development and Training Center where, through conferences and courses on virtual platforms, we reached 20,000 attendees with more than 40,000 hours of training.

In the *Afinidad* channel, we maintained our growth trend and achieved nominal growth of more than 10%. We also incorporated new branches and products, such as Home and Trucks, to expand the value proposition in our direct sales portal.

FIRM, BROKERS AND GOVERNMENT CHANNEL

The year 2020 provided us with many lessons learned and demonstrated the resilience of our brokers, customers and internal sales network. During this period, we strengthened our relationship with our business partners, which allowed us to maintain an upward trend in the value of premiums.

In order to protect what is most valuable, Mexican lives, we designed and launched the Group Life product *GNP Empresarial COVID-19*, with which we managed to insure a significant number of Mexican families.

We also expanded the technological capabilities and tools that allow us to stay close to clients and brokers who trust GNP.



UNION IS INCREDIBLE

SUBSIDIARIES

In 2020, Médica Móvil presented a 56.2% growth

in sales and increased its installed capacity by 44%.

MÉDICA MÓVIL

At Médica Móvil, we are proud to have a strong and adaptable team. In 2020, we delivered 56.2% growth in sales and increased our installed capacity by 44%. In addition, to help Mexicans cope with uncertainty, we undertook a series of actions, including the following:

- The telephone medical orientation service was extended to the almost seven million GNP policyholders.
- A video medical consultation service was installed for Medical Expenses policyholders, to offer an easy and safe option in situations that are not classified as emergencies.
- A process of care for the insured was developed that supports their isolating at home and evaluates their state of health through medical triage.
- The management service for taking COVID-19 PCR tests for policyholders was provided by coordinating with authorized laboratories.
- Special personal protection equipment and insulating capsules for COVID-19 transfers were acquired in the country's three main cities, and personnel were trained in their use.
- A disinfection circuit was installed to protect medical equipment after an emergency service, as well as to maintain client safety.
- Medical, psychological and telephone counselling was provided to all BAL Group companies and suppliers and their families.
- The COVID -19 Monitoring Unit was installed, formed by doctors who evaluate the risk, identify and follow up positive or suspicious cases of GNP and subsidiaries collaborators.

In addition to the COVID-19 actions, we executed a series of efforts that complement GNP's value proposition: we provided 2,386 home exams for Life insurance, 3,454 ambulance services, 6,678 home medical consultations, 4,226 effective appointments for selected risk and 830 admission exams for candidates of GNP and subsidiaries.

We continue to strengthen the Paramedics on Motorcycles program, to improve the customer experience in case of car accidents that require a medical evaluation and attention in a clinic; we are present in Mexico City, Guadalajara, Monterrey, Puebla, Merida, Leon and Queretaro.

Despite the difficulties of the pandemic,
**we maintained satisfactory
issuance and operating
levels, as well as optimal
financial conditions.**

CRÉDITO AFIANZADOR

Crédito Afianzador continued with its objective of serving the bonding needs of BAL Group companies. In 2020, S&P Global Ratings assigned Crédito Afianzador the highest credit rating for financial strength in Mexico.

Despite the difficulties of the pandemic, we maintained satisfactory issuance and operating levels, as well as optimal financial conditions. We delivered 20% sales growth and the dynamic solvency testing by regulators demonstrated the ability to meet all future obligations.

VALMEX SOLUCIONES FINANCIERAS

In 2020, Standard & Poors rated our financial performance as “AA” for long-term and “A+” for short-term, with a stable outlook.

During 2020, we achieved new business placements in excess of \$807 MP and supported nine business groups in the restructuring of their debts as a result of the pandemic contingency; the company’s sales growth was 24.5%.



COMMITMENT IS INCREDIBLE

SERVICE

We created the “Voz del cliente” department to be closer to our policyholders,

understand their expectations and measure their satisfaction.

In line with our customer-centric service, we created the *Voz del cliente* (Client Voice) department to be closer to our policyholders, understand their expectations and measure their satisfaction at all times.

In addition, we continued our digitalization strategy, enriching digital properties and renewing our applications and portals. We also focused on continuously improving key processes and tools for customer interaction. For example, we developed the universal service platform, which allows us to offer excellent customer service. Through this platform, our employees have access to key information, which improves the customer service experience for policyholders and agents.

In the Auto branch, we incorporated the Advance Declaration process: the insured has the opportunity to take photographs at the time of the claim. This optimizes response times and improves the adjustment experience.

In the Medical Expenses area, we implemented the hospital discharge project from the *Soy Cliente GNP* (I am a GNP Client) application, which allows us to significantly improve the levels of care.

In Damages, we installed *Ajuste Express* (Express Adjustment) through the client application, with which the process of adjusting a home can be carried out. We are the first insurance company to use digital tools to report and attend to claims, which continues to improve the perception of our customers.

In the operational area, we strengthened the service processes for the Trucks and Heavy Equipment segment, improved the service and incorporated specialized training from the commercial areas to the claims service.

In addition, in order to provide the production force with agility in policy management, we digitized the administration processes of Individual Life through the digital format. This allows policyholders to request changes or maintenance of policies electronically and avoids face-to-face procedures.

In Medical Expenses, hospital care processes were consolidated, with good results at critical points of care, such as hospital discharge. In addition, we implemented the Comprehensive Medicine Strategy, making it easier for customers to acquire medicines under better conditions.

An aerial photograph of a city street, likely in Santiago, Chile, showing a wide road lined with tall buildings and green trees. The sky is hazy. The text "Vivir unidos es increíble" is overlaid at the top.

Vivir unidos es increíble

COLLABORATION IS INCREDIBLE



SYSTEMS

In order to maintain the continuity of operations and business, the digital collaboration platform was enabled,

which allows all areas to communicate without affecting team productivity.

As a result of the health contingency, GNP adopted the remote work modality for practically all employees. In order to maintain business and operational continuity, the digital collaboration platform was enabled, which allows all areas to communicate without affecting team productivity.

In addition, we are working to decrease the obsolescence of legacy systems with various shutdown and modernization initiatives.



STRENGTH IS INCREDIBLE

Vivir unidos es increíble



INVESTMENTS

INVESTMENT CRITERIA

GNP bases its investment decision-making process on different elements, such as financial performance analysis, environmental and social commitment, as well as corporate governance. These factors are equally important when selecting companies for investment, always in accordance with the Investment Policy approved by the Board of Directors.

The main objective of the investments made is to achieve effective and efficient coverage of the obligations acquired with all policyholders, maintaining a prudent diversification of the portfolio in instruments issued by the Federal Government and by private and banking institutions.

The main objective of the investments made is to **achieve effective and efficient coverage of the obligations acquired with all policyholders.**



Vivir unidos es increíble

INTEGRITY IS INCREDIBLE

RISKS

COMPREHENSIVE RISK PREVENTION AND MANAGEMENT

Thanks to the rapid implementation of new controls for remote work, the company operated without disruption despite the challenges presented by the epidemic.

Cybersecurity is one of GNP's most important commitments; therefore, an effective program was implemented in alignment with business objectives, which improved the company's technological defense capabilities. In addition, due to the digital and cultural transformation in GNP derived from the pandemic, business processes and systems were adapted, and training and awareness campaigns on data security were carried out. However, this is an issue that we must continue to address, especially in the current circumstances.

In financial risk management, improvements in asset-liability matching continued; instruments that maintain hedging against exchange rate increases and eliminate the negative effect in the event of peso revaluations began to operate, and the credit risk profile was improved. To better reflect the risks of the business, we began to use the internal Solvency Capital Requirement model to develop an economic balance sheet.

With regard to operational risk, the Business Continuity Plan was strengthened with the lessons learned from the pandemic, thus achieving an outstanding rating in the evaluation by an independent expert. Likewise, the development of GNP's taxonomy and risk map, visible to the entire organization, was completed.

Cybersecurity is one of GNP's most important commitments; therefore, an effective program was implemented, aligned with business objectives, which improved the company's technological defense capabilities.

Governance structures were strengthened

by creating the Compliance Group, the High-Risk Customer Group, the Workplace Behavior Committee and the management of the Ethics and Conduct Group.

During 2020, the Actuarial Function coordinated the use of actuarial judgment to ensure the appropriate level of reserves and GNP's ability to meet obligations. This information was documented and reported to the independent actuary and the National Insurance and Bonding Commission.

On the other hand, governance structures were strengthened by creating the Compliance Group, the High-Risk Clients Group, the Workplace Behavior Committee and the management of the Ethics and Conduct Group. The Code of Ethics and Conduct was updated, as well as various compliance policies, and the Anti-Corruption Policy was implemented; different tools were also created to facilitate the dissemination of and compliance with regulations among employees and intermediaries.

According to the 2019-2020 annual report of the Global Federation of Insurance Associations (GFIA), for the first time, environmental issues dominated the World Economic Forum's 2020 global risk report in terms of frequency and severity. At GNP, concerned about the well-being of our clients in the face of these natural risks, potential losses are assessed with the help of expert systems specially designed to estimate the damage caused by an eventual catastrophic phenomenon affecting the country.

The trend of the increasing frequency and cost of natural catastrophes is a challenge for the insurance industry. At GNP, we are at the forefront in the knowledge of the systems that allow us to grant these types of guarantees. We have actively contributed to their development, as their understanding allows us to provide better services to our clients. This has been seen in the past seismic and hydro-meteorological events: GNP has been characterized by its service, by covering and supporting its policyholders.



CONTRIBUTION IS INCREDIBLE

SOCIAL PROGRAMS

In total, through 2020,
“Gol por México” has benefited
1,286,250 Mexicans.

“GOL POR MÉXICO”

For more than 17 years, GNP has promoted the social program *Gol por México* (Goal for Mexico), has strengthened its actions in favor of the most vulnerable communities and promoted a better quality of life for families. In the men’s league, *Gol por México* in the men’s league, has supported the causes of nutrition, education, health, housing, environment and special actions, fundamental factors to achieve a dignified life.

Gol por México has also added the goals of the Liga Mx women’s league to support Mexican women. Currently, the *Gol por México* program for women supports eight social organizations that undertake actions in health, accompaniment and guidance for women in situations of violence, empowerment, entrepreneurship and nutrition. As of 2020, 11,386 women have been supported.

The partner foundations of this program include:

- FUCAM, Breast Cancer Foundation
- COI, International Cancer Center
- Fundación Origen
- Fundación Crea
- Reinserta
- Educampo
- Fondo Semillas
- AFOMAC, Women’s Training and Guidance Associations (Sinaloa)

In total, through 2020, Gol por México has benefited 1,286,250 Mexicans.



GNP is distinguished by promoting a culture of insurance, prevention and health care

as key pieces to strengthen the security of Mexican families.



“VIVIR ES INCREÍBLE AYUDANDO A LOS DEMÁS”

For eight years, one of GNP’s most important social programs, *Vivir es increíble ayudando a los demás* (Living is incredible helping others) has contributed to more than 320 social organizations by spreading the word about their causes and inviting people to join them. It also supports them with in-kind donations so that they can continue their operations.

In 2020, *Vivir es increíble ayudando a los demás* supported social organizations in 26 states of the Republic that work in projects of education, health, sustainability, social and labor inclusion, shelters, environment, among others.

“LULI Y GABO”

GNP is distinguished by promoting a culture of insurance, prevention and health care as key elements to strengthen the security of Mexican families.



The social program *Luli y Gabo*, the first animated prevention series in Mexico, now has 14 episodes to contribute to the reduction of child accidents inside and outside the home. In 2020, we launched the episodes “*¡Nos vamos a penales!*” (Let’s go to penalties!), “*¡Aguas con el perro!*” (Watch out for the dog!) and “*Luli y Gabo Estampas*” (Luli and Gabo Stamps”).

Currently, *Luli y Gabo* has more than 94,000 followers on social networks, 607,000 visits to the website and 115 million views on YouTube.



Vivir unidos es increíble

CLOSENESS IS INCREDIBLE

ADVERTISING CAMPAIGNS

“VIVIR UNIDOS ES INCREÍBLE” (LIVING TOGETHER IS INCREDIBLE)

In 2020, the campaign “*Vivir unidos es increíble*”, was launched to motivate Mexicans to keep fighting and face the contingency. The message highlights the strength of our country to move forward in any situation because, although we keep our distance, we must remain united.

PRODUCT CAMPAIGNS

“¡Es rapidísimo!” (It’s super quick!)

The continuation of the *¡Es rapidísimo!* campaign communicated, in a creative and fun way, how easy and fast it is to get car insurance and the benefits it provides.

“Orientación médica telefónica” (Telephone Medical Advice)

The benefit of unlimited telephone medical guidance was extended to all Auto, Life, Home and Major Medical Expenses policyholders. With this program, close to 7 million people were benefited so that they could receive telephone attention from Médica Móvil; the service is available 24 hours a day, through Línea GNP. This service was disseminated through digital media, radio and press.

“VIVIR ES INCREÍBLE” (LIVING IS INCREDIBLE) SPONSORSHIPS

In 2020, we celebrate the return of soccer with the official sponsorship of two great teams: Club América and Pumas Mx, with whose fans we will share incredible moments and reignite the passion of the goal in every game.

In 2020, the campaign “*Vivir unidos es increíble*” was launched

**to motivate
Mexicans to keep
fighting and face
the contingency.**



Vivir unidos es increíble

CONSCIENCE IS INCREDIBLE

GNP ACTIONS AGAINST COVID-19

Aware of the current health emergency due to COVID-19

and faced with an unforeseen situation, the company believes in the importance of helping those who need it most. Under this premise, several initiatives of value to society were carried out.

“RUTA DE HÉROES Y HEROÍNAS” (ROUTE OF HEROES AND HEROINES)

GNP, as a 100% Mexican company, is committed and dedicated to the welfare and health of Mexicans and recognizes the great work done by medical and nursing staff. For this reason, we created the social initiative *Ruta de héroes y heroínas*. This initiative provides medical and nursing personnel from health centers specializing in COVID-19 care with a free, comfortable and safe transportation service to and from their workplace and homes.

This program provided service to 19 hospitals in five states of the Republic: Mexico City, State of Mexico, Puebla, Tabasco and Baja California. In total, 16,993 trips were made, benefiting more than 200,000 people working in the health sector.

“TIENDA VIRTUAL VIVIR ES INCREÍBLE AYUDANDO A LOS DEMÁS” (VIRTUAL STORE: LIVING IS INCREDIBLE HELPING OTHERS)

GNP made the *Vivir es Increíble ayudando a los demás* (Living is Incredible Helping Others) virtual store available to all the company's employees. Through this store, available on GNP's intranet, it is possible to buy basic necessities to assemble medical protection kits for residents of Fundación UNAM and to provide food pantries to low-income people benefited by the association Alimento para Todos IAP (Food for All IAP).

With the support of employees, 2,172 protection kits were donated to Fundación UNAM, 1,380 complete food baskets and 320 nutritional packages to Alimento para Todos, with a total donation value of \$1,307,762.

GNP is committed to the welfare

of its policyholders, its employees and the people in its sales force, and supports the best social causes.

“AGENTES GNP UNIDOS POR MÉXICO” (GNP AGENTS UNITED FOR MEXICO)

GNP Agents are known for their humanity. Through their work they promote others' wellbeing. Through the *Agentes GNP unidos por México* campaign, our Agents were able to donate medical protection kits to residents of Fundación UNAM and provide food to low-income people through Alimento para Todos IAP. A total of 122 protection kits were donated to Fundación UNAM and 192 food baskets were donated to benefit low-income people, raising a total of \$143,962.

“GNP EMPRESARIAL COVID-19” (GNP BUSINESS COVID-19)

In light of the current COVID-19 contingency, we are taking measures and actions that contribute to the health and well-being of Mexican families.

For this reason, *GNP Empresarial COVID-19*, was launched as a life insurance policy for small, medium and large companies, which offers protection for employees and business owners in the event of death or hospitalization due to COVID-19 and other illnesses. In addition, it provides services such as ambulance, telephone medical guidance, home doctor, funeral assistance, telemedicine, as well as psychological, nutritional and veterinary guidance via telephone.

“LA ORQUESTA IMPOSIBLE” (THE IMPOSSIBLE ORCHESTRA)

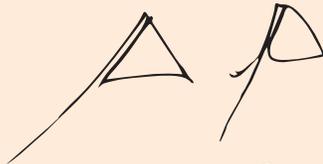
In 2020, GNP presented *La Orquesta Imposible*, a music project that brought together 30 of the world's best orchestral artists from 14 nationalities, united from afar to perform an iconic Mexican masterpiece, Arturo Marquez's "Danzón No. 2." The orchestra was presided over by Alondra de la Parra, Director and Mexican Cultural Ambassador. All views of the video will raise donations to support children and women in Mexico affected by COVID-19. This initiative raised \$7 million pesos, a donation designated for the social organizations Save the Children and Fondo Semillas.

GNP is committed to the welfare of its policyholders, its employees and the people in its sales force, and supports the best social causes. Of course, it is also committed to the shareholders who risk their capital for the operation of the company.

Board members:

I thank the Chairman of the Board of Directors, the Deputy Chairman, the members of the Board of Directors and the Executive Committee for placing their trust in us.

I would also like to thank our collaborators and business partners for their enthusiasm and commitment; without their invaluable support none of this would have been possible.

A handwritten signature in black ink, consisting of a stylized 'E' followed by a flourish.

Licenciado Eduardo Silva
CEO
Grupo Nacional Provincial, S.A.B.

BOARD OF DIRECTORS

PRESIDENT

Alberto Baillères González

PROPRIETARY BOARD MEMBERS

Alberto Baillères González (A) (B) (C) (1)
Executive Chairman of Grupo Bal and Chairman of the Board of Directors of Grupo Nacional Provincial, Industrias Peñoles, Fresnillo plc, Grupo Palacio de Hierro, Grupo Profuturo, Profuturo Afore and Profuturo Pensiones.

Alejandro Baillères Gual (A) (C) (3)
Deputy Chairman of Grupo Bal and Vice Chairman of the Board of Directors of Grupo Nacional Provincial, Industrias Peñoles, Fresnillo plc, Grupo Palacio de Hierro, Grupo Profuturo, Profuturo Afore and Profuturo Pensiones.

Fernando Senderos Mestre (2)
Chief Executive Officer and Chairman of the Board of Directors of Grupo Kuo and Dine.

Raúl Baillères Gual (3)
Manager of Special Projects, Técnica Administrativa Bal.

Juan Bordes Aznar (A) (B) (C) (3)
Corporate Director, Grupo Bal.

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Víctor Alberto Tiburcio Celorio (D) (2)
Independent Advisor.

José Luis Alfonso Simón Havaux (2)
General Manager of Formas para Negocios, Formas y Sistemas Mexicanos, and Compañía Litográfica y Tipográfica América.

José Octavio Figueroa García (A) (C) (3)
Corporate Director, Grupo Bal.

Fernando Ruiz Sahagún (2)
Advisor to Chevez, Ruiz, Zamarrpa and Cía.

Eduardo Silva Pylypciov (3)
CEO of Grupo Nacional Provincial, S.A.B.

REGULAR TRUSTEE

Guillermo Babatz García

SECRETARY

Gerardo Carreto Chávez

ALTERNATE BOARD MEMBERS

Alejandro Noriega (3)
General Manager of Organizational Development of Técnica Administrativa Bal.

Gabriel Kuri Labarthe (3)
General Manager of Financial Activities of Técnica Administrativa Bal.

Emilio Carrillo Gamboa (2)
Founding Partner of Bufete Carrillo Gamboa.

Maximino José Michel González (3)
CEO, 3H Capital Servicios Corporativos.

Jaime Lomelín Guillén (A) (C) (3)
Corporate Director of Grupo Bal.

Roberto Palacios Prieto (3)
General Manager, Corporate Finance, Técnica Administrativa Bal.

Tomás Lozano Molina (D) (2)
Notary Public No. 10 of the City of México.

Luis A. Aguilar y Bell (2)
Independent Advisor.

Francisco Javier Simón Havaux (2)
President, Formas para Negocios, Formas y Sistemas Mexicanos, Compañía Litográfica y Tipográfica América and Servisim.

María Altagracia Ramírez Arroyo (3)
Director of Financial Analysis of Técnica Administrativa Bal.

Raúl Obregón del Corral (D) (2)
Partner and Director of Partnerships, Strategy and Corporate Governance.

María Ocampo González Gamio (3)
Executive Assistant to the Chairman of Grupo Bal.

ALTERNATE TRUSTEE

Jorge Rico Núñez

- (A) Executive Committee
- (B) Nominating, Evaluation and Compensation Committee
- (C) Finance and Planning Committee
- (D) Audit and Business Practices Committee

- (1) Associate Wealth Advisor
- (2) Independent Director
- (3) Associate Advisor

EXECUTIVES

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Mr. Alberto Baillères González

DEPUTY CHAIRMAN

Mr. Alejandro Baillères Gual

CHIEF EXECUTIVE OFFICER

José Eduardo Silva Pylypciow

DIRECTORS

Florencio Manuel García Buxo

Brokers and Government Channel

Luis Raúl Kuri Hernández

Agents Channel

Javier Rodríguez Della Vecchia

Mass Channel

Diana Noemí Wright Rebolledo

Service and Operations

Diego Hernández Rangel

Individual Life

Germán Arturo Aguado Vanegas

Auto, Damages and Medical Expenses

Jesús Alfonso Zúñiga San Martín

Comprehensive Risk Management

Víctor Manuel Balcazar Banegas

Subsidiaries

Leonardo Pin Fernández

Finance

Enrique Gabriel Ibarra Anaya

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Fernando Rodolfo Ibarra Posada

Legal

José Manuel Bas Álvarez

Human Resources and Administrative Services

Rosenda Martínez Ramírez

Communication and Corporate Image

Lorena Tapia De La Rosa

Customer Experience

Alberto Mario Rendón Plauchu

Strategic Planning

Omar Segura Solano

Internal Audit

CORPORATE STRUCTURE

GNP is part of Grupo Bal, one of the most important Mexican consortia in the country, with companies in various sectors of the economy, made up of prestigious institutions, such as:

In the surety sector:

- ▶ Crédito Afianzador, S.A. Compañía Mexicana de Garantías 

In the medical services sector:

- ▶ Médica Móvil, S.A. de C.V. 

In the retirement and pension fund management sector:

- ▶ Grupo Profuturo, S.A.B. de C.V. 

In the financial sector:

- ▶ Valores Mexicanos Casa de Bolsa, S.A. de C.V. 
- ▶ Operadora Valmex de Sociedades de Inversión, S.A. de C.V. 
- ▶ Valmex Soluciones Financieras, S.A. de C.V., SOFOM, E.N.R. 

In the commercial sector:

- ▶ Grupo Palacio de Hierro, S.A.B. de C.V. 
- ▶ Tane, S.A. de C.V. 

In the industrial sector:

- ▶ Industrias Peñoles, S.A.B. de C.V. 
- ▶ Fresnillo plc 

In the education sector:

- ▶ Committed to education, Grupo Bal carries out its philanthropic work by supporting the Instituto Tecnológico Autónomo de México (ITAM). 

In the agricultural sector:

- ▶ Compañía Agropecuaria Internacional 

In the Energy sector:

- ▶ Energía Eléctrica Bal, S.A. de C.V.
- ▶ PetroBal, S.A.P.I de C.V. 



▶ Grupo Nacional Provincial S.A.B.
Corporate Offices
Av. Cerro de las Torres No. 395,
Campestre Churubusco, 04200,
Mexico City
Tel. 55 5227 3999

gnp.com.mx 

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