



Rising to the Challenges

Atradius N.V. Annual Report Summary

This is Atradius

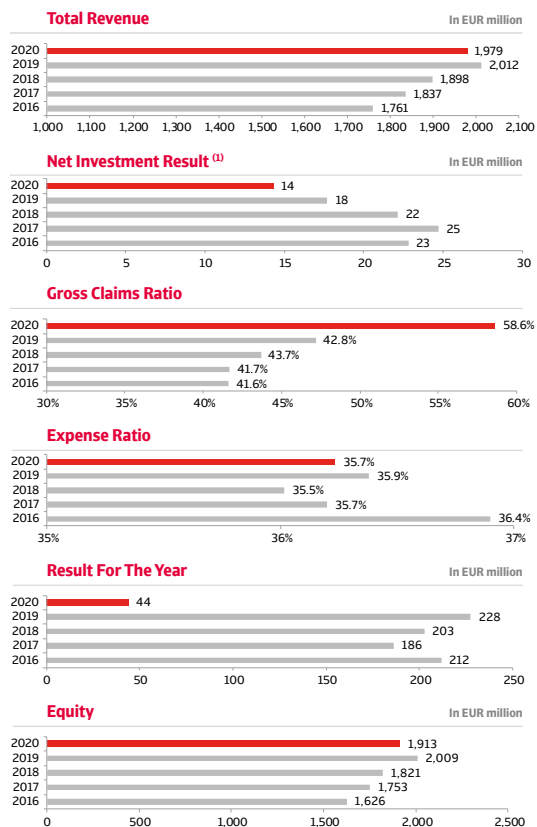
We've earned our standing as a leading worldwide trade credit insurer, debt collector and provider of surety, not only through well designed and innovative products and services, but by adhering to one simple principle: our top priority is always our customers' financial wellbeing and success.

In 2020, that commitment to our customers was clearly demonstrated by our conscientious response to the unparalleled challenges they faced.

We acted swiftly to minimise disruptions to customers' businesses, giving them the flexibility to continue to trade with their vital buyers. Of course, claims for trading losses will always arise. Early in the pandemic, when payments were unsure, we allowed customers extra time to file claims while at the same time paying their claims with the same expedience that we normally do.

When challenges arise, our customers expect us to rise to them so that they too can rise above them and succeed. Our combined success in doing so and the trust and confidence that our customers have shown in us is reflected in our excellent 92.7% customer retention rate.

Our performance at a glance



⁽¹⁾ Net Investment Result consists of net income from investments and share of associated companies (excluding realised gains & losses, and impairments on associated companies).



2020 economic highlights



World GDP estimated to have contracted by **3.7%**



A sharp economic downturn in all advanced markets



Eurozone: GDP down **7.1%**
while unemployment rose to **8.3%** by November



GDP in emerging markets declined **1.9%**



Forecast growth of **1.8%** for China better than
most emerging markets



Products and services – the tools of our trade



C Credit insurance: protection against non-payment for goods and services sold on credit

Through our innovative modular approach we design credit insurance to meet the needs of all sizes and kinds of businesses, from multinational corporations to SMEs. Whether the customer requires sophisticated cover for complex trading patterns or a simple and easy-to-manage package, we provide the right solution.

C Debt Collection: first class collections backed by a global network

With our worldwide reach, in-house specialists and global legal network, Atradius Collections helps businesses - both insured and uninsured – collect their trade debts while maintaining sound business relationships with their clients.

B Bonding: a leading bond supplier in Europe

Present in twelve European countries, Atradius Bonding serves an extensive portfolio of businesses in a wide range of industries, helping their performance and business development both locally and internationally.

R Reinsurance: specialised solutions for credit and bonding

Atradius Reinsurance DAC (Atradius Re) ably serves credit insurance and bonding primary insurers around the globe. Its strength lies in its access to Atradius underwriting skills and highly specialised reinsurance expertise.

I Instalment Credit Protection (ICP): protection for instalment-based credit agreements

ICP covers short-term and medium-term risks involved in instalment-based credit agreements with private individuals and businesses, serving financial and corporate policyholders in Belgium and Luxembourg.

D Atradius Dutch State Business (ADSB): the export credit agency of the Netherlands

Covering the risks of non-payment outside the scope of the private market, ADSB offers a wide range of insurance and guarantee products to Dutch exporters of capital goods, internationally operating construction companies, and their financiers or investors.

I Credit Information: intelligence that supports credit management decisions

Through Iberinform in Spain and Portugal, Graydon in the Netherlands, Belgium and the UK, and Informes in Mexico we provide the intelligence to help customers manage risk and make smart credit management and marketing decisions.

Extensive details of our products and services are available at www.atradius.com

Global footprint

Americas

Argentina	C	Buenos Aires ⁽¹⁾
Brazil	C C	São Paulo
Canada	C C	Mississauga (Toronto), St. Laurent (Montreal)
Chile	C	Santiago de Chile ⁽¹⁾
Mexico	C C I	Mexico City, Guadalajara, Monterrey
Peru	C	Lima ⁽¹⁾
USA	C C	Baltimore (Maryland), Chicago (Illinois), Dallas (Texas), Indianapolis (Indiana), Los Angeles (California), Morristown (New Jersey), New York (New York)

Europe

Austria	C	Vienna
Belgium	C C I B C	Namur, Antwerp
Bulgaria	C	Sofia
Czech Republic	C C	Prague
Denmark	C C I B	Copenhagen, Århus
Finland	C B	Helsinki
France	C C I B	Paris, Bordeaux, Compiègne, Lille, Lyon, Marseille, Rennes, Strasbourg
Germany	C C I B	Cologne, Berlin, Bielefeld, Bremen, Dortmund, Düsseldorf, Frankfurt, Freiburg, Hamburg, Hanover, Kassel, Munich, Nuremberg, Stuttgart
Greece	C	Athens
Hungary	C C	Budapest
Iceland	C	Reykjavik ⁽¹⁾
Ireland	C C I R	Dublin
Italy	C C I B	Rome, Milan
Luxembourg	C B C	Leudelange
Netherlands	C C I B D	Amsterdam, Ommen
Norway	C C I B	Oslo
Poland	C C	Warsaw, Krakow, Poznan, Jelena Gora
Portugal	C I B	Lisbon, Porto
Romania	C C	Bucharest
Russia	C I B	Moscow
Slovakia	C C	Bratislava
Spain	C C I B	Madrid, Alcalá de Henares, Alicante, Barcelona, Bilbao, A Coruña, Castellón, Girona, Las Palmas de Gran Canaria, Málaga, Murcia, Oviedo, Pamplona, Seville, Tarragona, Terrassa, Valencia, Valladolid, Zaragoza
Sweden	C C I B	Stockholm
Switzerland	C I	Zurich
Turkey	C C	Istanbul
United Kingdom	C C I B	Cardiff, Belfast, Birmingham, London, Manchester

Middle East

Bahrain	C	Manama ⁽¹⁾
Israel	C	Tel Aviv ⁽¹⁾
Lebanon	C	Beirut ⁽¹⁾
Oman	C	Muscat ⁽¹⁾
Qatar	C	Doha ⁽¹⁾
Saudi Arabia	C	Riyadh ⁽¹⁾
United Arab Emirates	C C	Dubai ⁽¹⁾

Asia

China	C C I	Guanzhou, Shanghai ⁽²⁾
Hong Kong, SAR	C C	Hong Kong, SAR
India	C I	Mumbai, New Delhi, Kolkata ⁽²⁾
Indonesia	C I	Jakarta ⁽²⁾
Japan	C I	Tokyo
Malaysia	C	Kuala Lumpur ⁽¹⁾
Philippines	C	Manila ⁽¹⁾
Singapore	C C	Singapore
South Korea	C I	Seoul ⁽²⁾
Taiwan	C I	Taipei ⁽¹⁾
Thailand	C I	Bangkok ⁽²⁾
Vietnam	C I	Ho Chi Minh City ⁽¹⁾

Africa

Kenya	C	Nairobi ⁽¹⁾
Morocco	C	Casa Blanca ⁽²⁾
South Africa	C C	Johannesburg ⁽¹⁾
Tunisia	C	Tunis ⁽¹⁾

Oceania

Australia	C C	Sydney, Adelaide, Brisbane, Melbourne, Perth
New Zealand	C C	Auckland

C **Credit insurance:** protection against non-payment for goods and services sold on credit.

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C **Credit Information:** intelligence that supports credit management decisions

B **Bonding:** a leading bond supplier in Europe

C **Instalment Credit Protection (ICP):** protection for instalment-based credit agreements

D **Atradius Dutch State Business (ADSB):** the export credit agency of the Netherlands

R **Reinsurance:** specialised solutions for credit and bonding



⁽¹⁾ Associated company, minority interest or reinsurance agreement with or without a co-operation agreement with local partner

⁽²⁾ Service establishment and co-operation agreement with local partner



Exceptional motivation and commitment

2020 was a year like no other. As Covid-19 struck, most of the world's economies were plunged into recession, with trade and commerce virtually paralysed by lock-downs.

But Atradius acted swiftly and dynamically. Our hallmark is our total customer focus, and it's that unrivalled service that motivates us, defines us and sets us apart.

To continue to serve our customers fully, we first had to ensure that our own people were geared up to meet the new challenges that we all faced. From the very beginning, we put in place effective remote working practices and adapted our offices so that those who had to work there could do so safely and confidently. We enhanced our digital collaboration and communication tools to enable our people across the world to stay in touch with each other and with their customers.

In several countries, we helped to establish government support schemes for credit insurance, to assist buyers that might otherwise be left without cover. And we ensured there was no delay to our reimbursement of loss when claims did arise.

In effect, and despite the dire impact of the pandemic, we did all that was expected of us - and more. The reaffirmation of our credit ratings by both Moody's and A.M. Best endorses our financial strength, resilience and commitment, even in these uncertain times.

Our renewed commitment to sustainability

Atradius' remit is to enable successful trade, helping businesses to grow and prosper. We also believe that, in doing so, we should always act in a transparent and ethical way.

That's why we support the ten principles of United Nations Global Compact on human rights, labour conditions, the environment and anti-corruption.

During 2020 we reinforced our commitment to four pillars of sustainability -ethical, environmental, social and governance - by embarking on a major project to build on what we have already achieved. Among other factors, we are evaluating the effectiveness of the company's sustainability policy and making recommendations to boost both our ambition and future achievements in these four aspects of sustainability.



Economic outlook for 2021



World economic growth to rebound to **5%**



Bankruptcies and unemployment remain high



Emerging markets to grow by **6.3%** thanks to
Chinese growth of **8.8%**



Growth in advanced economies to strengthen by **3.9%**



US expected to regain most of lost GDP value



Eurozone economic activity unlikely to return to
pre-crisis levels

Consolidated financial statements

All amounts in thousands of Euro

Consolidated statement of financial position

Assets	31.12.2020	31.12.2019	Equity	31.12.2020	31.12.2019
Intangible assets	258,858	257,701	Capital and reserves attributable to the owners of the Company	1,913,294	2,008,726
Property, plant and equipment	200,827	210,051	Non-controlling interests	-	-
Investment property	26,413	13,988	Total	1,913,294	2,008,726
Investments in associated companies	62,816	63,110			
Financial investments	2,678,826	2,589,165	Liabilities	31.12.2020	31.12.2019
Reinsurance contracts	850,505	611,602	Subordinated debt	324,177	323,982
Deferred income tax assets	52,434	35,615	Employee benefit liabilities	139,720	124,884
Current income tax assets	35,420	40,889	Insurance contracts	1,902,726	1,706,229
Receivables	245,004	239,565	Provisions	5,496	2,620
Accounts receivable on insurance and reinsurance business	173,057	192,782	Deferred income tax liabilities	84,291	103,509
Other accounts receivable	71,947	46,783	Current income tax liabilities	46,710	38,747
Other assets	544,404	601,443	Payables	378,595	178,682
Deferred acquisition costs	68,968	76,300	Accounts payable on insurance and reinsurance business	310,549	122,186
Other assets and accruals	475,436	525,143	Trade and other accounts payable	68,046	56,496
Cash and cash equivalents	424,741	404,244	Other liabilities	585,239	579,994
Total	5,380,248	5,067,373	Borrowings	-	-
			Total	3,466,954	3,058,647
			Total equity and liabilities	5,380,248	5,067,373

Consolidated income statement

	2020	2019
Insurance premium revenue	1,727,410	1,759,523
Insurance premium ceded to reinsurers	(899,360)	(685,288)
Net premium earned	828,050	1,074,235
Service and other income	251,998	252,497
Share of income/ (losses) of associated companies	3,008	(1,093)
Net income from investments	11,314	18,776
Total income after reinsurance	1,094,370	1,344,415
Insurance claims and loss adjustment expenses	(1,087,540)	(892,311)
Insurance claims and loss adjustment expenses recovered from reinsurers	552,538	370,095
Net insurance claims	(535,002)	(522,216)
Net operating expenses	(465,881)	(479,103)
Total expenses after reinsurance	(1,000,883)	(1,001,319)
Operating result before finance costs	93,487	343,096
Finance income	2,608	2,629
Finance expenses	(18,089)	(32,887)
Result for the year before tax	78,006	312,838
Income tax expense	(33,839)	(85,130)
Result for the year	44,167	227,708
Attributable to:		
Owners of the Company	44,167	227,708
Non-controlling interests	-	-
Total result for the year	44,167	227,708

Consolidated statement of comprehensive income

	2020	2019
Result for the year	44,167	227,708
Other comprehensive income:		
Items that will not be reclassified to the income statement:		
Effect of the asset ceiling on defined benefit pension plans	-	-
Actuarial gains/(losses) on defined benefit pension plans	(11,868)	(21,023)
Income tax relating to items that will not be reclassified	5,852	4,829
Items that may be subsequently reclassified to the income statement:		
Net fair value gains/(losses) on available-for-sale financial investments	(6,113)	75,516
Share of other comprehensive income of associated companies	-	-
Exchange gains/(losses) on translating foreign operations and associated companies	(31,447)	11,723
Income tax relating to items that may be reclassified	6,835	(19,682)
Other comprehensive income for the year, net of tax	(36,741)	51,363
Total comprehensive income for the year	7,426	279,070
Attributable to:		
The owners of the Company	7,426	279,070
Non-controlling interests	-	-
Total comprehensive income for the year	7,426	279,070

