Swiss Life

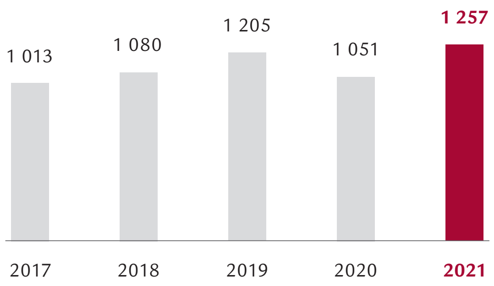
2021

Annual Report 2021

The Swiss Life Group's 2021 financial year at a glance

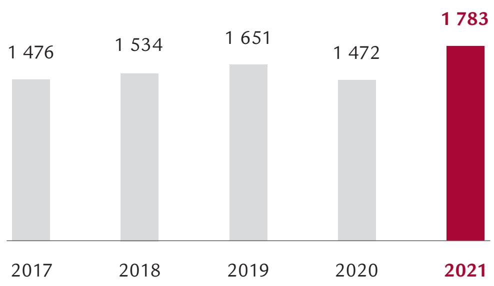
Net profit

In CHF million



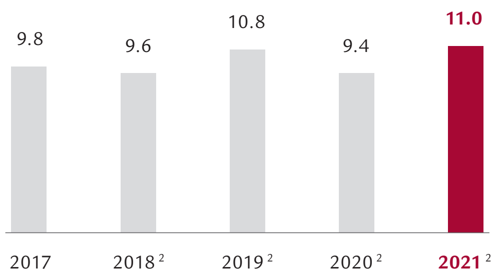
Profit from operations

In CHF million



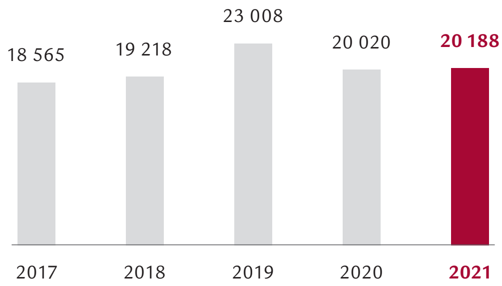
Return on equity[1]

In %



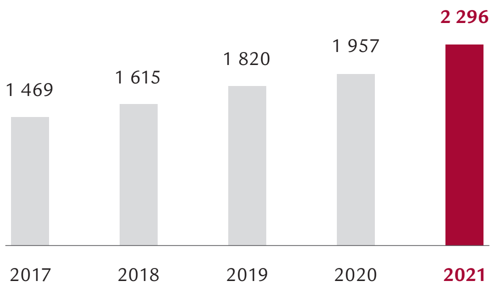
Gross written premiums, policy fees and deposits received

In CHF million



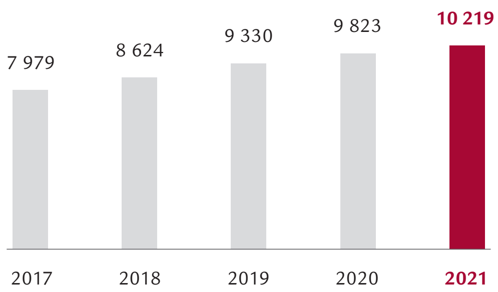
Fee and commission income

In CHF million



Number of employees (full-time equivalents)

in FTE



[1] equity excl. unrealised gains/losses on financial instruments
[2] incl. share buyback
(2021: CHF 409 million / 2020: CHF 29 million /
2019: CHF 913 million / 2018: CHF 87 million)

Business development

Swiss Life achieved a strong annual result for 2021: the Swiss Life Group posted an adjusted profit from operations of CHF 1811 million. That corresponds to a 15% rise compared with the previous year. Net profit rose by 20% to CHF 1257 million. Regarding the fee result, Swiss Life achieved 16% growth in local currency to CHF 699 million. Swiss Life continued to expand its fee business in 2021: fee income rose by 16% in local currency to CHF 2296 million. All divisions increased their contribution to that. Premiums came to CHF 20.2 billion in 2021 and were thus roughly at the previous year's level in local currency. In its insurance business, Swiss Life achieved a direct investment yield of 2.3% in 2021, while the net investment yield was 2.9%. Life Asset Managers posted net new assets of CHF 9.4 billion in TPAM business in 2021. Third-party assets under management came to CHF 102.8 billion at the end of 2021, an increase of 12%.

Markets

As a leading European provider of comprehensive life and pensions and financial solutions, the Swiss Life Group enables people to lead a self-determined life. In Switzerland, France and Germany, Swiss Life offers individuals and corporations comprehensive and individual advice plus a broad range of own and partner products through its sales force and distribution partners such as brokers and banks. The Swiss Life Select, Tecis, Horbach, Proventus, Fincentrum and Chase de Vere advisors choose suitable products for customers from the market according to the Best Select approach. Swiss Life Asset Managers offers institutional and private investors access to investment and asset management solutions. Swiss Life provides multinational corporations with employee benefits solutions and high net worth individuals with structured life and pensions products. A number of subsidiaries are also part of the Swiss Life Group.

Employees

At the end of 2021 the Swiss Life Group employed approximately 10 000 people worldwide and had a network of some 17 000 advisors.

Dear shareholders,

The 2021 financial year was eventful and successful for Swiss Life in many ways. Firstly, it saw the conclusion of our "Swiss Life 2021" Group-wide programme. In addition, we worked on the new goals that will guide us through the next three years. So, 2021 was both the conclusion and the start.

Our employees continued to focus on customers' needs during the past financial year. They worked for them and for Swiss Life with great engagement and a lot of passion. Furthermore, in doing so, they never used the adversities of the pandemic as an excuse. And so we again achieved all our goals in the past financial year, and in many cases even exceeded them. These successes enable us to propose a dividend of CHF 25 per share for the 2021 financial year to the Annual General Meeting (previous year CHF 21).

With the new "Swiss Life 2024" Group-wide programme, which we presented to the public at the end of last year, we aim to build on the successes of recent years. After all, since 2009 we have successfully completed all four of our Group-wide programmes in a row and developed our company further. For example, we increased our fee result more than five-fold from CHF 121 million in 2012 to CHF 699 million in 2021.

"We prioritise those areas in our sustainability strategy which we can influence directly."

Our starting position is promising: in addition to the attractive life business, we have built up an extremely competitive asset management operation. And with our more than 17 000 advisors, we have comprehensive access to the market that sets us apart from the competition.

At the heart of our strategy is our purpose: we enable people to lead a self-determined life. And, in doing so, we show from the financial perspective how this leads to higher earnings quality and further earnings growth for us as a company and for you as shareholders.

We see great potential in all divisions to become even more successful. This also explains our four main strategic thrusts under the new "Swiss Life 2024" Group-wide programme. We want, on the one hand, to deepen existing customer relationships and, on the other, to further expand our advisory and distribution capacity at the same time. Thirdly, we are leveraging our innovative strength and the opportunities offered by digitalisation in all business areas, and thus increasing our efficiency and the quality of our advice. And, last but not least, our fourth strategic thrust: we will anchor sustainability even more consistently in everything we do.

We remain ambitious in our new Group-wide programme. We will also continue to focus on earnings growth going forward. Specifically, this means we want

- to increase the fee result to between CHF 850 and 900 million by 2024;
- to increase the return on equity in each individual year to 10 to 12%;
- to remit significantly more cash to the holding company than in the past – namely CHF 2.8 to 3 billion cumulatively over the next three years;
- to generate an attractive yield on distribution for shareholders by increasing the dividend payout ratio to over 60%.
- In addition, in December 2021 we initiated a new share buyback programme of CHF 1 billion, which is scheduled for completion by May 2023.

Sustainability has been part of our business from the outset – since we were founded more than 160 years ago. And yet sustainability is particularly relevant in the world today, and thus for Swiss Life too. We address this in our new "Swiss Life 2024" Group-wide programme.

We have created a good basis with our sustainability management in recent years for continuous development in asset management and real estate, in our product offering and our advisory expertise, as well as in operational ecology. And, of course, the focus is on tackling climate change and our contribution to achieving the climate goals.

One basic principle applies to us in that regard: we prioritise those areas in our sustainability strategy which we can influence directly, in which we are able to bring about changes ourselves.

Specifically, this means we have defined a broad range of initiatives and evaluation criteria to further embed sustainability in our day-to-day business: in our business activity, in our role as asset owner and manager, in the way we conduct our insurance business and advisory activities, and not least in our role as an employer.

Dear shareholders

Even if we have achieved a lot in recent years – we still have many ideas and opportunities to improve day by day. We look forward to embarking on the "Swiss Life 2024" journey with all our colleagues. We greatly appreciate that we can count on your support as we do that.

Thank you very much

Rolf Dörig
Chairman of the Board of Directors

Patrick Frost
CEO

Strategy and Brand

With its products and services, Swiss Life addresses a basic human need: living a self-determined life with confidence. With the consistent and successful implementation of its multi-year strategy programmes, Swiss Life ensures that the long-term value propositions made to its customers are guaranteed and that it creates sustainable value for its shareholders and stakeholder groups.

The Swiss Life Group is one of Europe's leading comprehensive life and pensions and financial solutions providers. Swiss Life's success is due to a clear strategy, the disciplined implementation of Group-wide programmes, a sound purpose and a charismatic brand.

Swiss Life addresses a fundamental need

Swiss Life enables people to lead a self-determined life. In doing so, the company is responding to a fundamental need: Representative surveys conducted by Swiss Life in its core markets show that over 80% of people see self-determination and independence as a fundamental need in their lives. Shaping your own life and being able to decide freely also leads to greater satisfaction and financial confidence. The Covid-19 pandemic has made self-determination even more important for almost half the people in Swiss Life's core markets.

The results of market research performed by Swiss Life show that people find pension provision a stressful topic. Most are aware that they are mainly responsible for their own financial security – and the experience of the pandemic means that many people are no longer unconditionally optimistic about the future.

Demographics make pension provision a growth market

Pension and insurance gaps are increasing worldwide. The impact of the rapidly ageing population and the high level of indebtedness of the pension systems in many countries are generally underestimated. As a result, people have to take more responsibility for their own pension provision – all the more so in combination with the advancing demographic trend of increased longevity.

Pension solutions and advice are therefore a growth market. After all, people depend on support and advice to address pension gaps and risks in a self-determined manner. In this environment, Swiss Life's work, advice and products will continue to grow in importance, and Swiss Life sees growth opportunities and differentiation potential in the market for pension solutions and advice.

Unique market position

The basis for this is its unique positioning: Swiss Life enjoys a strong position in attractive European markets and the expertise of its over 17 000 advisors sets the company apart from the competition. In recent years, Swiss Life has demonstrated emphatically that it was able to achieve resilient returns and growing results despite a low interest rate environment. At the same time, Swiss Life has consistently adapted its product portfolio to the low interest rate environment. In addition, Swiss Life has a strongly growing asset management business with Swiss Life Asset Managers, with particular strengths in the area of real assets, resulting in a business model with diverse profit sources.

The Swiss Life product strategy is explained in the chapter on Sustainability in Insurance and Advisory. In view of its varied positioning in the relevant markets, Swiss Life uses a multi-divisional approach. Swiss Life also reports on strategic focus areas and investments by individual divisions as part of its segment reporting.

Financial targets under "Swiss Life 2021" achieved or exceeded

Swiss Life has successfully completed its last four Group-wide programmes "Milestone" (financial targets for 2009–2012), "Swiss Life 2015" (2013–2015), "Swiss Life 2018" (2016–2018) and "Swiss Life 2021". Moreover, most of the financial targets under the Group-wide programme were exceeded.

	"Swiss Life 2021" financial targets	Annual result 2021	
Increased earnings quality	Increase in the fee result to between CHF 600 and 650 million by the end of 2021	CHF 699 million	✓
	Increase in the risk result to between CHF 400 and 450 million by the end of 2021	CHF 419 million	✓
	Increase in cumulative value of new business (2019–2021) to over CHF 1.2 billion	CHF 1.5 billion	✓
Operational efficiency	Improve the efficiency ratio in the life business to below 40 basis points by the end of 2021	39 basis points	✓
	In its owned IFAs, achieve a distribution operating expense ratio below 25 percent by the end of 2021	22%	✓
	Cost/income ratio in third-party asset management of approx. 75% by the end of 2021	82%[1]	✓
Capital management	Increase in cash remittance to the holding company to a cumulative value between CHF 2 and 2.25 billion (2019–2021)	CHF 2.37 billion	✓
	SST ratio between 140 and 190%	~220%	✓
	Increase in dividend payout ratio for the shareholders to 50-60% of profit	61%	✓
	From December 2018 to December 2019, the Group implemented a share buyback programme of CHF 1 billion.	CHF 1 billion and CHF 0.4 billion[2]	✓
	Return on equity[3] 8–10%	11.0%	✓

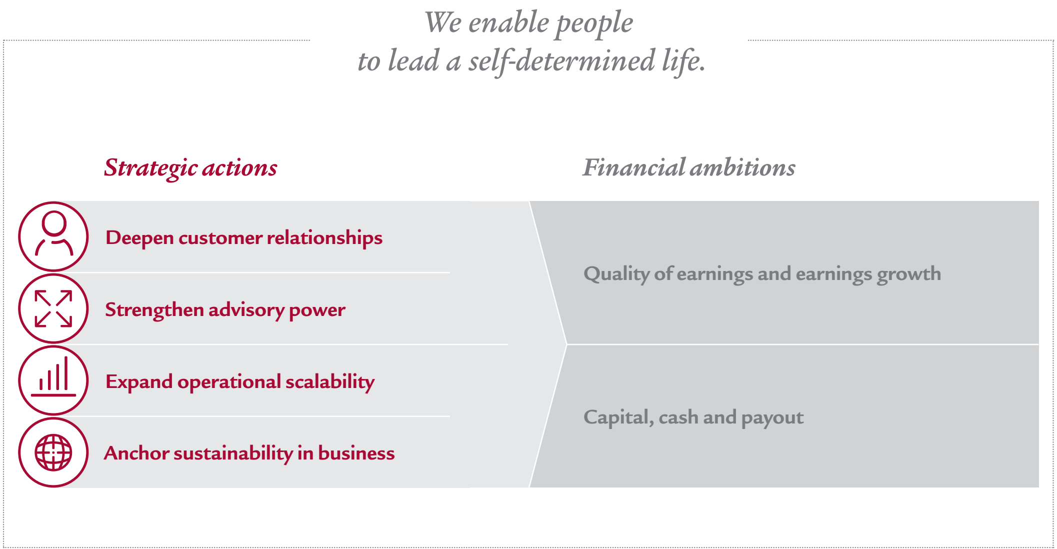
1 Excluding one-offs: 76%
2 CHF 1 billion from December 2018 to December 2019; CHF 0.4 billion from March 2020 to May 2021
3 Equity excluding unrealised gains/losses

Swiss Life regularly reports in detail on the current status of its strategic implementation, including during its annual and half-year reporting. The documents are available at www.swisslife.com under "Investors and Shareholders".

New objectives under "Swiss Life 2024"

In November 2021, Swiss Life revealed its new Group-wide programme, "Swiss Life 2024". With its new strategy, Swiss Life is systematically continuing its successful path of recent years, focusing on deepening customer relationships, expanding its advisory organisations, operational scalability and embedding the sustainability strategy.

Under "Swiss Life 2024" the company aims to expand its product and service offering in the areas of savings, pension provision, coverage of risks as well as investment solutions and the product and service offering. Excellent advice remains the key success factor: Accordingly, the Group intends to continue investing in strengthening its advisory organisations and improving operational efficiency in all areas – including through investments in technology and digitalisation, particularly in the use and ongoing development of customer, advisor and back-office platforms. All divisions are striving to improve their operational efficiency and, in particular, exploit operational scalability in their respective divisional fee business. Swiss Life is also setting itself additional sustainability goals by 2024. Priority is given to areas in which the company can exert direct influence. The sustainability strategy is presented in detail on pages 92 to 94 in the sustainability report.



Substantial increase in the fee result and return on equity

With “Swiss Life 2024,” Swiss Life is also setting itself ambitious financial targets and significantly increasing the corresponding targets compared to the previous programme:

– Increase in the fee result to CHF 850 to 900 million in 2024 (“Swiss Life 2021”: CHF 600 to 650 million).
– Adjusted return on equity of 10 to 12 percent (“Swiss Life 2021”: 8 to 10 percent).
– Cumulative cash remittance to the holding company from 2022 to 2024 of CHF 2.8 to 3.0 billion (“Swiss Life 2021”: CHF 2.0 to 2.25 billion).
– Dividend payout ratio of over 60 percent from 2022 (“Swiss Life 2021”: 50 to 60 percent).
– Target range for the SST ratio of 140 to 190 percent (unchanged).
– CHF 1 billion share buyback programme from December 2021 to May 2023.

A charismatic brand

The success of the Swiss Life brand results from a consistent brand strategy and management. On the basis of its corporate strategy and positioning as a provider of comprehensive life and pensions and financial solutions, the Swiss Life umbrella brand provides orientation and creates confidence.

The brands are assigned to various levels in a clear brand hierarchy. The strategic management of the entire brand portfolio is an element of corporate communication. The brand hierarchy is reviewed continuously, and adjustments are made as needed.

While the umbrella and sub-brands are managed centrally, brand management for the level 3 brands “Endorsement” and 4 “Individual brands” is performed directly in the relevant divisions. The individual brand Fincentrum, which was launched in the Czech Republic and Slovakia in 2019, was renamed the Swiss Life Select sub-brand in Slovakia in 2020. In the Czech Republic, the financial advisor based in Prague will continue to operate under the Fincentrum brand.

Level 1 **Umbrella brand**	SwissLife	Swiss Life has a strong umbrella brand. As a rule, all products and services are offered under the umbrella brand.
Level 2 **Sub-brands**	SwissLife Asset Managers, SwissLife Banque Privée, SwissLife Global Solutions, SwissLife Select	Sub-brands emphasise the expertise of the umbrella brand in specific market segments. Swiss Life maintains a deliberately limited portfolio for individual sales channels.
Level 3 **Endorsement**	*Swiss Life Group*: SLPM *Member of Swiss Life Asset Managers*: MAYFAIR CAPITAL, BEOS	Independent brands with potential for a positive image transfer are at the third level. The umbrella brand or sub-brand serves as an additional textual identifier at this level.
Level 4 **Individual brands**	fincentrum®, tecis, FONTAVIS clean energy infrastructure, swiss compare, Chase de Vere, HORBACH, Livit Real Estate Management, PROVENTUS	Level 4 is for independent brands that are managed separately. These brands have an independent existence without visible relation to the umbrella brand Swiss Life.

Corporate identity and design

With its brand purpose and clear corporate design guidelines, Swiss Life guarantees a standardised appearance at all brand contact points. The Swiss Life brand personality always centres on the customer: "We enable people to lead a self-determined life."

The corporate design is derived from the brand personality and, in addition to ensuring recognisability, contributes to a uniform brand experience. Whether they are browsing the website, reading a brochure or looking at an advert, the stakeholder groups are to receive the same strong impression of Swiss Life at all contact points. The pictorial world is one of the key instruments in making the brand personality of Swiss Life tangible for external and internal target groups. It sets Swiss Life apart from the competition and produces its robust recognition effect.

With the online brand platform introduced in 2019, brand management is increasingly taking place in the digital arena and is thus accessible to a large internal and external group of persons in a user-friendly format.

Brand identity

In the home market of Switzerland, Swiss Life focuses on sports and cultural sponsorship in addition to classical advertising. Swiss Life has been the main sponsor of ZSC Lions ice hockey club for some years. The club is part of one of the biggest ice hockey organisations in Europe with a well-respected youth development programme. Since 2019, Swiss Life has also lent its name to the “Swiss Life Arena,” an ice hockey stadium under construction in Zurich, where the ZSC Lions will play their home games from 2022. In the cultural arena, film is the cornerstone of its commitment: Swiss Life sponsors the Solothurn Film Festival and the Locarno Film Festival.

In France, Swiss Life underscores its purpose by sponsoring the team of Thomas Ruyant for the Vendée Globe 20/21, the toughest solo regatta in sailing. Together with the distribution companies Swiss Life Select and Proventus, Swiss Life Germany supports mass sports for regional amateur clubs. The company is also a regular supporter of sporting occasions, such as the football benefit “Münchner Legendenspiel”, the proceeds of which go to charitable organisations.

In the context of the Covid-19 pandemic, Swiss Life has responded to the changed needs of its customers in its campaigns. With the focus on digital forms of advice, for example via video, support for a self-determined life has been directly linked to the brand. In autumn 2020, Swiss Life in Switzerland also launched a campaign focusing on its corporate clients. Through long-term partnerships with corporate clients, Swiss Life shows how it has supported them for many years in pension-related matters to enable them to focus on their business goals in a self-determined manner.

The success of the Swiss Life brand is constantly measured on the local front by independent institutes, which review brand awareness and perception. Swiss Life also regularly assesses the anchoring of its purpose externally among the general public, among customers following interaction with Swiss Life and also internally among its employees. The findings are continuously used to develop and adjust marketing measures.

Worldwide brand protection and assessment

Swiss Life protects its brands around the world. It takes vigorous action in cases of brand or copyright infringement. Customers can be sure that they will enjoy Swiss Life quality and service wherever the Swiss Life logo and corporate name appear.

Swiss Life carries out regular internal studies of brand value, which demonstrate the development of the brand’s value based on a wide range of factors.

Segment Reporting

Swiss Life achieved a strong annual result for 2021: Thanks to the great engagement of employees and advisors and the trust of customers, the company achieved the best operating result in its history. Adjusted profit from operations increased by 15% to CHF 1.8 billion, and net profit rose by 20% to CHF 1.3 billion.

The Swiss Life Group posted an adjusted profit from operations of CHF 1.8 billion in 2021. That corresponds to a 15% rise compared with the previous year. Net profit increased to CHF 1.3 billion – 20% more than the previous year. The savings result increased significantly to CHF 905 million (previous year: CHF 789 million). Swiss Life achieved a fee result of CHF 699 million in 2021, 16% more than the previous year. The risk result was CHF 419 million (+2%).

In the home market of Switzerland, Swiss Life achieved a segment result of CHF 897 million, a rise of 8%. France posted a segment result of CHF 287 million, 32% higher than the previous year. Swiss Life Germany contributed CHF 247 million to the result, 37% more than the previous year. Swiss Life International increased its segment result by 20% to CHF 94 million. Swiss Life Asset Managers increased its segment result by 9% to CHF 374 million, of which CHF 159 million came from third-party asset management, 16% more than in the previous year.

In insurance business, Swiss Life was practically at the same level as the previous year (CHF 4.0 billion) with direct investment income of CHF 4.0 billion. The direct investment yield was 2.3% (previous year: 2.4%). The net investment yield was 2.9% (previous year: 2.2%).

Swiss Life was able to increase its fee income by 16% to CHF 2.3 billion. The contribution from own and third-party products rose by 19%, from owned IFAs by 18% and from Swiss Life Asset Managers by 6%. Swiss Life posted premiums of CHF 20.2 billion for 2021, similar to the previous year's level (CHF 20.0 billion). Insurance reserves to the benefit of the company's policyholders rose by 4% in local currency.

In Switzerland, Swiss Life achieved premiums of CHF 9.9 billion (previous year: CHF 11.0 billion). Fee income increased by 11% to CHF 330 million. In France, Swiss Life posted premium growth of 22% to CHF 7.7 billion. In fee business, income rose by 22% to CHF 414 million. Swiss Life Germany generated premiums of CHF 1.5 billion, 5% up on the previous year. Fee income increased by 26% to CHF 698 million. Swiss Life International posted premiums of CHF 1.2 billion (–11%). Fee income increased by 21% to CHF 338 million.

As at 31 December 2021, Swiss Life Asset Managers had assets under management totalling CHF 276.3 billion. Third-party assets under management at year-end amounted to CHF 102.8 billion, a 12% increase over the end of 2020. Net new assets from third-party business amounted to CHF 9.4 billion in the year under review.

Swiss Life's segment reporting is on a country basis: Switzerland, France and Germany. It also discloses the results of the International and Asset Managers cross-border segments separately.

Events after the reporting period

There were no events after the reporting period.

Key figures for the Swiss Life Group

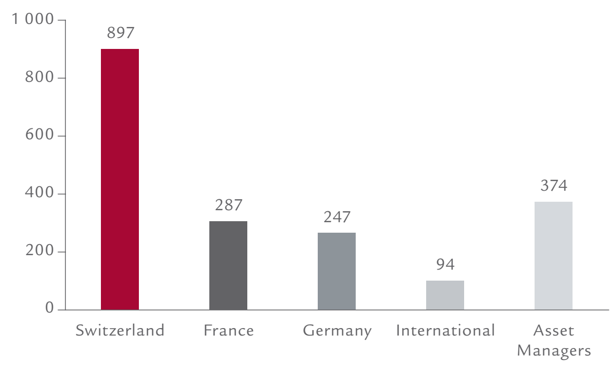
Amounts in CHF million

	2021	2020	+/–
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**20 188**	20 020	1%
Net earned premiums	**14 389**	15 304	–6%
Fee and commission income	**2 296**	1 957	17%
Financial result	**5 194**	4 273	22%
Other income	**340**	195	75%
TOTAL INCOME	**22 219**	21 728	2%
Net insurance benefits and claims	**–14 343**	–15 629	–8%
Policyholder participation	**–2 001**	–910	n/a
Interest expense	**–172**	–127	35%
Operating expense	**–3 920**	–3 590	9%
TOTAL EXPENSE	**–20 435**	–20 256	1%
PROFIT FROM OPERATIONS	**1 783**	1 472	21%
NET PROFIT	**1 257**	1 051	20%
Equity	**16 522**	17 263	–4%
Insurance reserves	**192 496**	189 624	2%
Assets under management	**309 761**	299 272	4%
Assets under control	**334 294**	322 979	4%
Return on equity (in %) [1,2]	**11.0**	9.4	+1.6 ppt
Number of employees (full-time equivalents)	**10 219**	9 823	4%
Number of advisors	**17 626**	15 830	11%

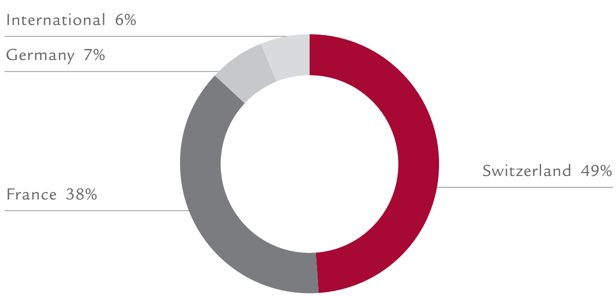
[1] equity excl. unrealised gains/losses on financial instruments
[2] incl. share buyback (2021: CHF 409 million / 2020: CHF 29 million)

Segment results

In CHF million



Gross written premiums, policy fees and deposits received by segment



Switzerland

In the home market of Switzerland, the segment result came to CHF 897 million in 2021 (previous year: CHF 830 million). The increase of 8% is due to the improved investment result, which was negatively affected in the previous year by financial market developments in the context of the Covid-19 pandemic. The risk result was expanded further (+2%). In addition, the fee result increased to CHF 28 million (+11%). This was due in particular to the contribution of Swiss Life Select and the successful expansion in the areas of investment solutions for private clients and real estate brokerage.

In the year under review, premiums of Swiss Life Switzerland sank, as expected, to CHF 9.9 billion in total (–11%). The decline is mainly due to lower single premiums in the full insurance business. Of the total premium volume, 84% came from group life business.

Premiums in the Swiss life insurance market were down 6% to CHF 22.9 billion from the previous year according to the Swiss Insurance Association (SIA). In group life business, premiums for the market as a whole were 11% down over the previous year, while premiums for individual life were 5% more than the previous year. While Swiss Life's market share of group life business declined slightly, it increased in individual life.

With its own sales force and Swiss Life Select, Swiss Life has a strong sales network of over 1300 professionally trained advisors throughout Switzerland. This physical distribution capacity is being expanded further and developed with digitally supported processes and services. Swiss Life accompanies its customers in planning their financial future and leading a self-determined life.

Swiss Life again increased its new business volume in insurance business with private clients compared to the already successful 2020 financial year. All sales channels, i.e. the Swiss Life Sales Force, Swiss Life Select as well as brokers and banks, contributed to this growth. At the same time, the profitability of new business was further increased through successful volume and margin management. In the investment business for private clients, the inflow of new funds in tax-qualified and non-tax-qualified provisions was significantly higher than in the previous year. With the market launch of a green mortgage, Swiss Life also further expanded its mortgage offering.

The offer season in group life business was successful. There was particular demand for semi-autonomous solutions, including the individual investment offering (1e plan). The processing of changes and customer enquiries, as well as advice and support, were also implemented virtually through the technical and organisational measures taken prior to the outbreak of the pandemic.

Swiss Life successfully implemented the measures under the "Swiss Life 2021" strategic programme, the core of which is the digitally supported advisory process to improve the customer experience and advisory effectiveness, leading to more business with existing and new customers. All the targets set were achieved or even exceeded. As part of the new strategic programme "Swiss Life 2024," Swiss Life Switzerland aims to increase the advisor base and effectiveness, attract high net worth and digitally affine customers and further optimise the insurance portfolio as well as increase the value of new business.

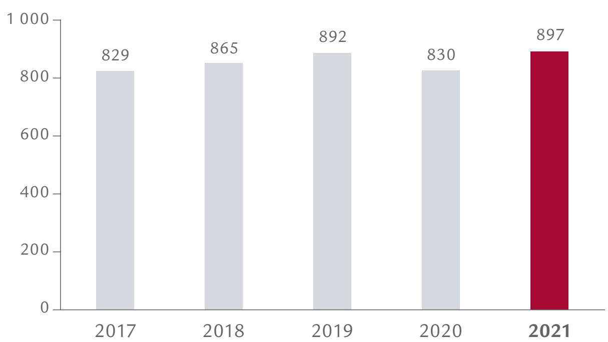
Key figures for Switzerland

Amounts in CHF million

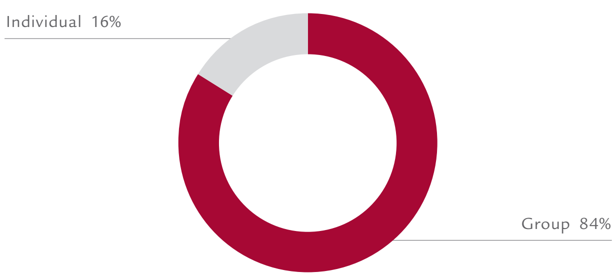
	2021	2020	+/–
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**9 880**	11 045	–11%
Net earned premiums	**9 368**	10 695	–12%
Fee and commission income	**330**	298	11%
Financial result	**3 096**	2 677	16%
Other income	**115**	38	n/a
TOTAL INCOME	**12 909**	13 708	–6%
Net insurance benefits and claims	**–9 740**	–11 602	–16%
Policyholder participation	**–1 137**	–268	n/a
Interest expense	**–33**	–27	21%
Operating expense	**–1 101**	–981	12%
TOTAL EXPENSE	**–12 011**	–12 878	–7%
SEGMENT RESULT	**897**	830	8%
Assets under control	**131 902**	133 284	–1%
Insurance reserves	**106 973**	106 472	0%
Number of employees (full-time equivalents)	**2 213**	2 185	1%

Segment result Switzerland

In CHF million



Premiums for Switzerland, by type of insurance



France

In the reporting year, Swiss Life France posted a segment result of CHF 287 million (previous year: CHF 217 million). The segment result increased by 31% in local currency. This is primarily due to an increase in the sustained good quality of new business, higher fee income based on the rise in assets as well as an improved financial margin and improved technical margins in property and casualty. In health insurance, the recent implementation of the new healthcare reform contributed to an additional increase in claims. Meanwhile, death and disability insurance suffered unfavourable claims development.

The insurance market grew by 19% in local currency in 2021 and recovered accordingly after a decline in 2020 (12%). The main driver was savings and retirement provisions, which grew by 30%. Health, death and disability insurance and property and casualty business were up 4%. Swiss Life France increased premiums to CHF 7.7 billion. The focus remained on profitability and quality of new business. Premiums in savings and retirement provisions rose by 26% in local currency. The share of premiums from unit-linked contracts was 58%, around twice the market average – thanks to the private insurer strategy and bonus distribution policy for the premium customer segment. The contribution of unit-linked contracts to new business increased further to 72%. At the end of 2021, these contracts accounted for 50% of reserves in the life business. Premiums in health and death and disability insurance increased by 9%, driven by buoyant health and death and disability sales. With its distribution of savings products, Swiss Life Banque Privée once again made a positive contribution to business with high net worth individuals in 2021. Fee income rose from CHF 338 million to CHF 414 million during the year under review. In local currency, this corresponds to a 21% increase and is attributable to higher assets and strong inflows, particularly in savings and retirement provisions.

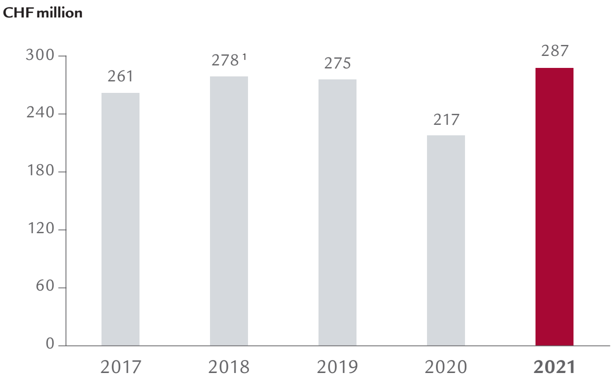
In 2022, Swiss Life France will continue to focus on advising and supporting its premium clients by providing comprehensive insurance and wealth management solutions to high net worth individuals and offering a broad range of private risk and pension solutions to self-employed and corporate clients. This strategy will be supported by the continued implementation of the multi-distribution strategy, which will help increase distribution capacity. The company also aims to optimise the scalability and efficiency of its business model by increasing sales efficiency, developing phygital journeys by using existing portals and by implementing automated processes with its key external partners and distributors.

Key figures for France

Amounts in CHF million

	2021	2020	+/–
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**7 687**	6 277	22%
Net earned premiums	**3 905**	3 503	11%
Fee and commission income	**414**	338	22%
Financial result	**977**	774	26%
Other income	**7**	3	n/a
TOTAL INCOME	**5 304**	4 618	15%
Net insurance benefits and claims	**–3 443**	–2 841	21%
Policyholder participation	**–303**	–409	–26%
Interest expense	**–76**	–76	1%
Operating expense	**–1 195**	–1 076	11%
TOTAL EXPENSE	**–5 017**	–4 401	14%
SEGMENT RESULT	**287**	217	32%
Assets under control	**51 781**	50 135	3%
Insurance reserves	**42 011**	40 179	5%
Number of employees (full-time equivalents)	**2 681**	2 576	4%

Segment result France



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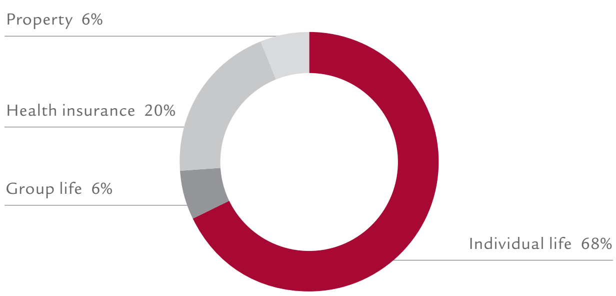
Premiums for France, by type of insurance



Germany

Swiss Life Germany is a leading provider of insurance and pension solutions in the areas of life insurance, occupational pensions (bAV) and employee insurance as well as comprehensive financial and pension advice independent of product provider under the Swiss Life Select, Tecis, Horbach and Proventus brands. The segment information comprises local insurance activities and the financial advisory companies operating in Germany.

During the year under review, Swiss Life exploited the market opportunities on offer and increased its segment result to CHF 247 million (previous year: CHF 180 million). The fee result improved by 21% in local currency due to successful distribution activities and further growth in owned IFAs. The savings result posted a significant increase, due in particular to the positive development of insurance investments, so that the previous year's figure in local currency was exceeded by 53%. Other profit sources also developed positively and contributed to the increase.

Thanks to various digitalisation measures in the advisory process, such as online video consulting, e-signature and mobile working, Swiss Life Germany was able to further expand its advisory business during the Covid-19 pandemic. Fee income increased to CHF 698 million in 2021, equivalent to an increase of 25% in local currency. The main driver in that context was the strong growth and distribution base in the owned sales channels as well as the new business brokered across all product areas. In a shrinking market for intermediaries, the number of trained and registered financial advisors at Swiss Life financial services providers increased to 5573 persons (+20% over the previous year).

Swiss Life Germany posted premiums of CHF 1.5 billion in 2021. This corresponds to an increase of 4% in local currency over the previous year and is thus well above the market performance in Germany (market change: –1%). The core product areas of Swiss Life Germany are employee insurance, occupational pensions, long-term care insurance and modern guarantee concepts. During the reporting year, the unit-linked life insurance Investo, inter alia, was expanded further and broadened with the addition of an ESG-compliant fund range. The overall new business volume increased by 21% in local currency compared to the previous year. Operating expenses rose by 5% as a result of the increased business volume and various growth initiatives, for example in the area of digitalisation. Thanks to continuous improvement in operational efficiency, the increase is significantly lower than the growth in business volume. The measures from the "Swiss Life 2021" strategic programme were successfully concluded by the end of the year. The targets set were met without exception and, for the most part, even exceeded. Under the new "Swiss Life 2024" Group-wide programme, Swiss Life Germany will focus on the following strategic thrusts over the next few years in addition to a stable insurance portfolio and high solidity:

– Expansion of personal and hybrid financial advice by expanding the geographic advisory network and other digital services
– Further development of a high-yield and sustainable product portfolio with special offers for young people
– Significant investments in IT infrastructure and expansion of digitalisation
– Embedding sustainability in all business areas
– Further development of its own organisational culture

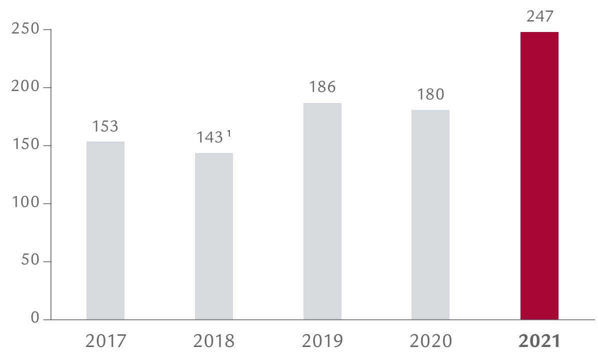
Key figures for Germany

Amounts in CHF million

	2021	2020	+/–
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**1 457**	1 390	5%
Net earned premiums	**1 041**	1 047	–1%
Fee and commission income	**698**	552	26%
Financial result	**1 108**	771	44%
Other income	**4**	–16	n/a
TOTAL INCOME	**2 851**	2 353	21%
Net insurance benefits and claims	**–1 128**	–1 157	–2%
Policyholder participation	**–543**	–227	n/a
Interest expense	**–48**	–11	n/a
Operating expense	**–886**	–779	14%
TOTAL EXPENSE	**–2 604**	–2 174	20%
SEGMENT RESULT	**247**	180	37%
Assets under control	**24 038**	25 208	–5%
Insurance reserves	**20 715**	21 403	–3%
Number of employees (full-time equivalents)	**1 699**	1 657	3%

Segment result Germany

In CHF million



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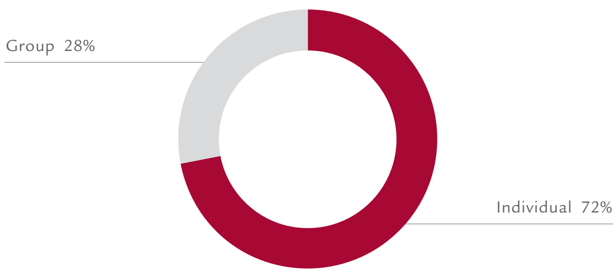
Premiums for Germany, by type of insurance



International

The International segment comprises cross-border business for high net worth international individuals (Global Private Wealth Solutions) and multinational companies (Global Employee Benefits Solutions), under the brand Swiss Life Global Solutions, as well as the financial services providers Chase de Vere in the United Kingdom, Fincentrum in the Czech Republic, and Swiss Life Select in Austria, Slovakia and the Czech Republic.

In the year under review, the International segment achieved a result of CHF 94 million, an increase of 20% (previous year: CHF 78 million). Fee business continues to account for the largest share by far.

The Global Private Wealth Solutions business area, with carriers based in Luxembourg, Liechtenstein and Singapore, specialises in life insurance solutions for high net worth individuals. Thanks to its comprehensive, international product range and assets under control of CHF 21.2 billion (previous year: CHF 20.1 billion) fee income increased slightly during the year under review.

The Global Employee Benefits Solutions business area concentrates on global provisions solutions for multinational companies. Positive risk and volume development led to higher profitability in the pensions business. Swiss Life Network, a leading independent provider of global employee benefits solutions in conjunction with Swiss Life partner companies, again made a strong contribution to the result thanks to further fee optimisation.

Fee income from the financial services providers rose by 25% during the year under review to CHF 239 million (previous year: CHF 185 million). The growth was achieved in all distribution units through increased advisor recruitment and higher productivity. The use of digital solutions in the advisory process and an improved product mix, among other things, contributed to the higher productivity.

In 2022, Swiss Life Global Solutions will focus more on innovative insurance solutions and the scaling of business models to further develop profitable new business. In financial advisory, the company is focused on continually increasing the number of advisors and their productivity. Accelerated and systematic digitalisation will form the basis for continuing to offer suitable, high-quality financial services and advice anytime and anywhere in the future. Swiss Life International is targeting further growth in fee and risk business through digitalisation.

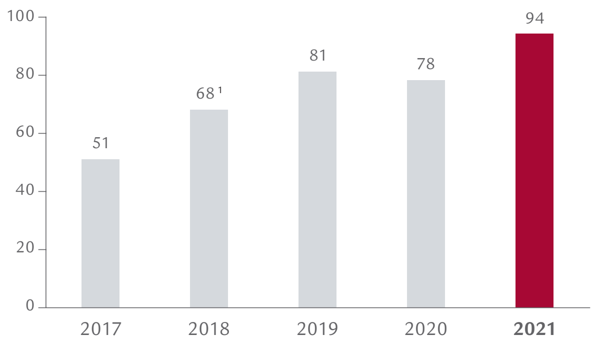
Key figures for International

Amounts in CHF million

	2021	2020	+/–
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**1 198**	1 343	–11%
Net earned premiums	**74**	58	26%
Fee and commission income	**338**	279	21%
Financial result	**48**	23	n/a
Other income	**–13**	14	n/a
TOTAL INCOME	**447**	373	20%
Net insurance benefits and claims	**–31**	–30	5%
Policyholder participation	**–19**	–6	n/a
Interest expense	**–13**	–14	–4%
Operating expense	**–290**	–245	18%
TOTAL EXPENSE	**–353**	–295	20%
SEGMENT RESULT	**94**	78	20%
Assets under control	**23 301**	22 332	4%
Insurance reserves	**22 921**	21 652	6%
Number of employees (full-time equivalents)	**1 052**	985	7%

Segment result International

In CHF million



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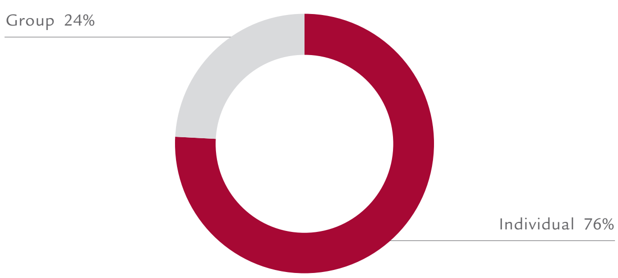
Premiums for International, by type of insurance



Asset Managers

The Asset Managers segment comprises Swiss Life's Group-wide asset management and real estate services activities.

In 2021, Swiss Life Asset Managers achieved a segment result of CHF 374 million (previous year: CHF 345 million), which corresponds to an increase of 9%. Fee income in the year under review increased by 7% in total to CHF 944 million. The growth stems mainly from third-party asset management. Fee income from insurance business increased slightly. Operating expenses, meanwhile, rose by 10%, driven by organic growth, the expansion of real estate project development business and investments in sustainability and digitalisation initiatives.

Assets under management by Swiss Life Asset Managers came to CHF 276.3 billion at the end of 2021. Assets from insurance business fell by around CHF 4.6 billion to CHF 173.5 billion. Due to the regulatory framework conditions and the long-term nature of its liabilities, Swiss Life invests mainly in fixed-income securities, which made up 54% of its portfolio at the end of 2021. The real estate holding increased further from 22% to 24% and the net equity holding was slightly above 4% as at 31 December 2021. Third-party business again grew vigorously: Swiss Life Asset Managers had third-party assets of CHF 102.8 billion under management at the end of 2021, an increase of 12% compared to the end of the previous year. This growth is primarily due to net new assets of CHF 9.4 billion. A further CHF 1.6 billion came from the acquisition of NRP Real Estate. With the acquisition, which was completed on 1 December 2021, Swiss Life Asset Managers is expanding its geographical presence and strengthening access to new investors in the Nordics.

The expansion of the pan-European real estate funds, investing in real estate in various European countries, was pursued further in 2021. Due to the persistently high competitive pressure in the real estate market, the consistent implementation of risk and return specifications remains key for acquisitions. In the real estate project development business, investments were increased in residential and commercial projects, while corporate real estate and logistics were also significantly expanded. In addition, customers' growing need for sustainable infrastructure investments is served from a single source.

Swiss Life Asset Managers promotes the integration of ESG criteria into all core processes, and a broad sustainable product offering meets increased client needs. The target for the directly held real estate portfolio is a 20% reduction in CO_2 intensity by 2030 compared to 2019. In order to reach this milestone, CHF 2 billion is to be invested in the portfolio over this period. Swiss Life Asset Managers is working towards a net-zero target by 2050 in line with the Paris Agreement. Swiss Life Asset Managers also wants to exploit new business opportunities as part of its sustainability strategy. In this context, the company is focusing mainly on investments in solar energy, low-carbon heating, cooling, ventilation and e-mobility, as well as the management of related resource consumption data.

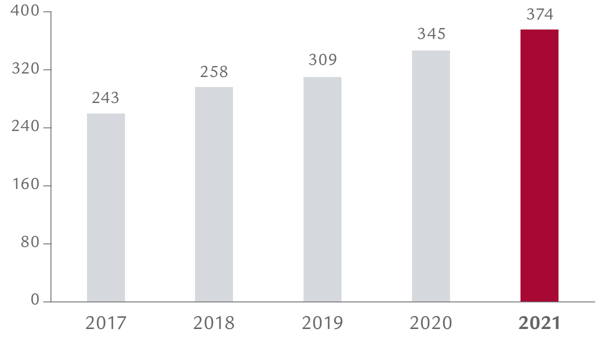
Key figures for Asset Managers

Amounts in CHF million

	2021	2020	+/–
Fee and commission income	**944**	886	7%
Financial result	**13**	17	–23%
Other income	**170**	158	7%
TOTAL INCOME	**1 127**	1 061	6%
Interest expense	**–6**	–5	14%
Operating expense	**–747**	–711	5%
SEGMENT RESULT	**374**	345	9%
Assets under management	**276 339**	269 720	2%
Number of employees (full-time equivalents)	**2 532**	2 384	6%

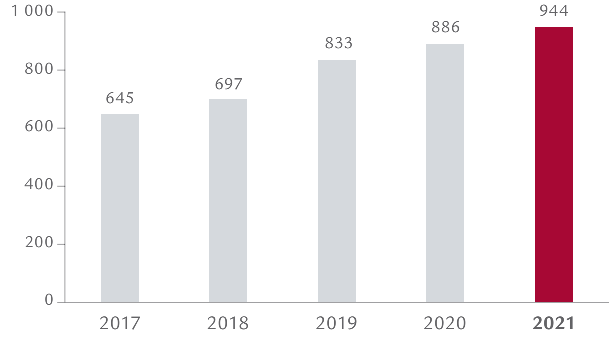
Segment results

In CHF million



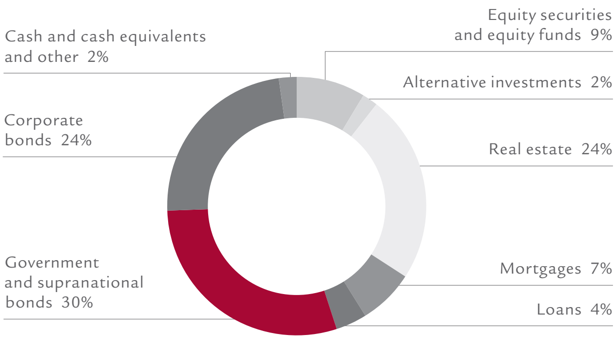
Fee and commission income Asset Managers

In CHF million



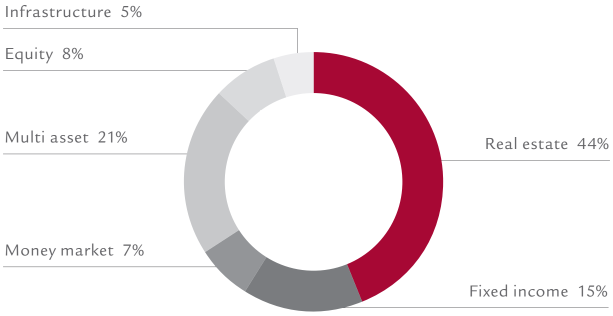
Assets under management for insurance business – breakdown by asset class

As at 31.12.2021



Assets under management for third-party clients – breakdown by asset class

As at 31.12.2021



Corporate Governance

Responsible and sustainable corporate governance is of central importance to the Swiss Life Group.

Swiss Life structures its corporate governance openly and transparently in the interests of its shareholders, policyholders and employees, taking account of leading national and international corporate governance standards.

The corporate governance of Swiss Life Holding Ltd (Swiss Life Holding) is based on the relevant provisions issued by the SIX Swiss Exchange and the Swiss Financial Market Supervisory Authority FINMA and is modelled in particular on the Swiss Code of Best Practice for Corporate Governance issued by the Swiss Business Federation “economiesuisse”, as well as the Organization for Economic Cooperation and Development’s (OECD) principles on corporate governance.

The measures and mechanisms implemented by Swiss Life to ensure good corporate governance work well in practice. Specific adjustments are examined on an ongoing basis, however, in order to adapt the management and control tools and disclosure to current circumstances and to implement further improvements.

This report describes the essential features of corporate governance within the Swiss Life Group. The structure below largely follows the Annex to the Directive on Information Relating to Corporate Governance issued by the SIX Exchange Regulation, which came into force on 18 June 2021. The compensation report on pages 56 to 78 takes into consideration the regulations on transparency stipulated in the Compensation Ordinance and FINMA circular 2010/1 on minimum standards for remuneration schemes of financial institutions.

Group Structure and Shareholders

Group structure

The public limited company Swiss Life Holding was established in 2002 and is incorporated under Swiss law. Its registered office is located in Zurich. Since 19 November 2002, its stock has been listed on the SIX Swiss Exchange. Swiss Life Holding brings together all the Swiss Life Group companies and activities under a single holding company. The holding company structure makes it easier to effect investments, enter into partnerships or cooperation agreements and execute capital market transactions. Transparency is also improved by separating the interests of shareholders from those of policyholders.

The companies falling within the Group's scope of consolidation are presented in the Consolidated Financial Statements (note 35) on pages 345 to 351. Information on the listing on the SIX Swiss Exchange and market capitalisation can be found in the section "Share Performance and Historical Comparison" on pages 376 and 379. The organisational structure of the Group shows the key business markets and areas. The resulting operational responsibilities are reflected in the allocation of responsibilities among the Corporate Executive Board. With regard to insurance operations, one person with responsibility for the market and results is assigned to each specific area.

The operational management structure as at 31 December 2021 is shown on page 50.

Shareholders

The purchase or sale of shares or of acquisition/disposal considerations regarding shares in companies that are domiciled in Switzerland and have their shares listed in Switzerland, must be reported to the company in question and the SIX Swiss Exchange if the shareholdings exceed, fall below or reach certain thresholds. The relevant thresholds are 3, 5, 10, 15, 20, 25, 33⅓, 50 and 66⅔% of the voting rights. The details are set out in the Financial Market Infrastructure Act (FMIA) and in the implementation provisions of the Financial Market Infrastructure Ordinance-FINMA (FMIO-FINMA) and Financial Market Infrastructure Ordinance (FMIO).

The disclosures of shareholdings that exceed the disclosure threshold on the balance sheet date of 31 December 2021 are shown below. In accordance with the disclosure requirements, the percentage figures given relate to the share capital and number of outstanding shares pursuant to the Articles of Association applicable at the time of the relevant disclosure.

UBS Fund Management (Switzerland) AG, P.O. Box, 4002 Basel, Switzerland, reported in a publication of 19 November 2014 that it held 990 414 shares of Swiss Life Holding, equivalent to a 3.09% share of the voting rights.

BlackRock Inc., 55 East 52nd Street, New York 10055, USA, reported in a publication of 1 June 2021 that it held through various companies a total of 5.58% of the voting rights for Swiss Life Holding. At the same time, BlackRock Inc. held sales positions in the amount of 0.002% of the voting rights.

All complete notifications can be seen on the website of the SIX Swiss Exchange's disclosure office at www.six-exchange-regulation.com, "Publications" area, "Major Shareholders" subsection (www.six-exchange-regulation.com/en/home/publications/significant-shareholders.html).

There are no cross participations between Swiss Life Holding or its subsidiaries with other listed companies that exceed the participation threshold of 3%.

Shareholder structure

On the balance sheet date, some 165 000 shareholders and nominees were listed in the Swiss Life Holding share register, of which about 4600 were institutional shareholders. Taken together, the shareholders entered in the share register held around 50% of the shares issued. Over half of these shares were owned by shareholders domiciled in Switzerland. Approximately a third of the registered shares were in private hands.

A table showing the shareholder structure is provided in the section "Share Performance and Historical Comparison" on page 378.

Capital Structure

Capital and changes in capital

The capital structure of Swiss Life Holding was as follows on the balance sheet date:

– Ordinary share capital: CHF 3 152 856.70, divided into 31 528 567 fully paid registered shares with a par value of CHF 0.10 each;
– Conditional share capital: CHF 385 794.80, divided into 3 857 948 registered shares with a par value of CHF 0.10 each;
– Authorised share capital: none.

If the conditional share capital were utilised to the maximum extent possible, the share capital would increase by around 12% (385 794.80 divided by 3 152 856.70 or 3 857 948 divided by 31 528 567).

The conditional share capital is at the disposal of the holders of conversion or option rights granted by Swiss Life Holding or by companies belonging to the Group in connection with the issuing of new or existing convertible bonds, bonds with option rights, loans or other financing instruments ("equity-linked financing instruments"). The shareholders are excluded from subscription rights. The respective owners of the equity-linked financing instruments are entitled to subscribe to the new shares. The Board of Directors is entitled to limit or exclude the preemptive subscription rights of the existing shareholders in connection with the issuing of equity-linked financing instruments up to a value of 3 000 000 registered shares or up to a maximum amount of CHF 300 000, if the equity-linked financing instruments are placed on national or international capital markets or with selected strategic investors or are used in connection with the financing or refinancing of the acquisition of companies, parts of companies, participations or new investment projects. If the preemptive subscription rights are not granted either directly or indirectly when issuing equity-linked financing instruments, the equity-linked financing instruments must be issued according to the prevailing market conditions and the exercise period may not exceed 7 years for option rights and 15 years for conversion rights from the time of issuance of the relevant equity-linked financing instruments.

Since the establishment of Swiss Life Holding on 17 September 2002, a number of capital market transactions have been conducted. A detailed description of the transactions carried out up to and including the end of 2018 can be found in the Corporate Governance section of the annual reports for the relevant years. The annual reports can be accessed at www.swisslife.com, "Investors and Shareholders" area, "Results and Reports" section (www.swisslife.com/annualreports).

In the year under review, as part of the share buyback programme announced by Swiss Life on 29 November 2018, the 628 500 registered shares with a par value of CHF 5.10 each that had been repurchased up to and including 8 March 2019 were cancelled on 17 July 2019 in accordance with the resolution of the Annual General Meeting on 30 April 2019. As a result, the ordinary share capital decreased from CHF 174 537 840.60 to CHF 171 332 490.60.

In 2020, the Annual General Meeting of Swiss Life Holding on 28 April 2020 approved a reduction in share capital by means of a reduction in par value of CHF 5.00 per registered share and the cancellation of 1 580 215 registered shares acquired under the 2018/2019 share buyback programme. The share capital thus fell from CHF 171 332 490.60, divided into 33 594 606 fully paid-up registered shares with a par value of CHF 5.10 each, to CHF 3 201 439.10 fully paid-up registered shares with a par value of CHF 0.10 each. The conditional capital decreased from 19 675 534.80, divided into 3 857 948 registered shares with a par value of CHF 5.10 each, to CHF 385 794.80 divided into 3 857 948 registered shares with a par value of CHF 0.10 each.

In the year under review, the 485 824 registered shares with a par value of CHF 0.10 each acquired by 5 March 2021 as part of the share buyback programme announced by Swiss Life on 28 February 2020 were cancelled in accordance with the resolution of the Annual General Meeting on 23 April 2021. As a result, the ordinary share capital was reduced to CHF 3 152 856.70 shares.

Shares

31 528 567 fully paid-up Swiss Life Holding registered shares with a par value of CHF 0.10 each were outstanding on the balance sheet date. Subject to the ten per cent limit on voting rights set out in the Articles of Association (cf. the section on "Shareholders' participation rights" on pages 79 and 80), each share grants the right to one vote at the Annual General Meeting.

There are no outstanding shares with either increased or limited voting rights, privileged or restricted voting rights, privileged dividend entitlements or other preferential rights.

There are no other equity securities apart from the registered shares mentioned above, nor do any participation certificates or dividend-right certificates exist.

Regulations are in place to govern transactions in Swiss Life Holding shares carried out by Swiss Life Group employees. Pursuant to the Code of Conduct and the Swiss Life Group's Directive on Insider Information, all purchases and sales of Swiss Life Holding securities made by members of senior management or employees who are privy to confidential information are subject to a reporting requirement. Transactions by persons who, by virtue of their position, have regular access to insider information are also subject to a prior approval requirement. A general blackout period is imposed annually from 1 January until 24 hours after the year-end results have been presented and from 1 July until 24 hours after the half-year results have been presented, as well as from 20 days before until 24 hours after publication of the interim statements for the first and third quarters.

Additional information on the Swiss Life share is available in the section "Share Performance and Historical Comparison" on pages 376 to 379.

Limitations on transferability and nominee registrations

Swiss Life Holding shares are not subject to any limitations on transferability. According to the Articles of Association, resolutions for the introduction, amendment or repeal of limitations on transferability must be put before the Annual General Meeting and must be approved by two thirds of the voting shares represented and by an absolute majority of the share par value represented.

The Board of Directors may refuse to recognise an acquirer as a shareholder with voting rights if, upon request, the acquirer does not expressly declare that he has acquired the registered shares in his own name and for his own account.

Swiss and foreign banks, securities brokers and companies acting on their behalf may be entered in the share register as nominees if they are holding shares of Swiss Life Holding in their custody for the account of the beneficial owners. Professional asset managers may also be registered as nominees if, in a fiduciary capacity, they have deposited Swiss Life Holding shares for the account of third parties with Swiss or foreign banks or securities brokers in their own name. Nominees are required to be subject to banking or financial market supervision. A request must be filed to register as a nominee. The voting right representation is restricted to 10% of the share capital overall, whereby nominees who are connected with regard to capital or voting rights under uniform management or contractual agreement will be counted as a single shareholder. The Board of Directors may approve exceptions to these restrictions on registration, observing the principle of responsible judgement. No such exemptions were granted during the period under review.

Convertible bonds and options

Swiss Life Holding has no convertible bonds outstanding on the balance sheet date.

As at 31 December 2021 Swiss Life Holding and its Group companies had not granted any options on rights to participate in Swiss Life Holding.

Board of Directors

Function

The Board of Directors is responsible for all matters that are not reserved for the consideration of the Annual General Meeting (formally the supreme decision-making body of a public limited company) under the terms of the law (Art. 698 of the Swiss Code of Obligations CO) or by the company's Articles of Association. In line with its non-transferable duties prescribed by law, the Board of Directors is responsible, in particular, for the ultimate direction of the group, as well as the supervision of the Corporate Executive Board.

Elections and terms of office

The Board of Directors consists of no fewer than five and no more than 14 members in accordance with the Articles of Association. The Chairman, other members of the Board of Directors and members of the Compensation Committee of the Board of Directors are elected by the Annual General Meeting on an individual basis for a one-year period. The term of one year is deemed to signify the period from one Annual General Meeting up to and including the next. Members whose terms of office are expiring are eligible to stand for immediate re-election.

The Organisational Regulations stipulate that a member of the Board of Directors shall automatically resign from the Board at the Annual General Meeting in the year in which the member reaches the age of 70.

Composition

With the exception of Thomas Buess, up until 28 February 2019 Group Chief Financial Officer (Group CFO), no member of Swiss Life Holding's Board of Directors exercised any duties relating to operational management within the Swiss Life Group in the year under review and during the three financial years preceding the reporting period.

No member of the Board has any significant business relationship with Swiss Life Holding or any other Group companies. The members of the Board of Directors of Swiss Life Holding also make up the Board of Directors of Swiss Life Ltd.

The number of external mandates for members of the Board of Directors and the Corporate Executive Board is limited in the Articles of Association as revised on 23 April 2014 as follows: Members of the Board of Directors may hold no more than 15 additional mandates, a maximum of four of which in other listed companies; members of the Corporate Executive Board may hold no more than 5 additional mandates, a maximum of one of which in another listed company. Mandates in different legal entities that are under joint control or same beneficial ownership are deemed one mandate. This restriction does not apply to mandates that a member of the Board of Directors or the Corporate Executive Board assumes at the request of the company or to mandates in associations, charitable foundations, family foundations and occupational benefit institutions.

The acceptance of appointments to the Board of Directors of other companies requires the consent of the Board of Directors at Swiss Life Holding; the Chairman of the Board of Directors is to be informed of any intention to accept an additional board mandate. Information on additional board mandates held by individual members of the Board of Directors is presented in the following section.

The Articles of Association and Organisational Regulations of Swiss Life Holding can be seen at www.swisslife.com, “Investors and Shareholders” area, “Shareholders and services” section, “Articles of Association” subsection (www.swisslife.com/articles).

The following information on the members of the Board of Directors is based on the situation on the balance sheet date. The CVs of former members of the Board of Directors and information on previous external mandates of current Board members can be found in the Corporate Governance section of the relevant previous annual reports, available at www.swisslife.com, “Investors and Shareholders” area, “Results and reports” section (www.swisslife.com/annual-reports).

Members of the Board of Directors

On the balance sheet date of 31 December 2021, the Board of Directors was composed of the following members.

Name	Main function	Additional functions	Year of admission[1]
Rolf Dörig	Chairman	Chairman’s and Corporate Governance Committee, Chairman	2008
Klaus Tschütscher	Vice Chairman	Chairman’s and Corporate Governance Committee Audit Committee Compensation Committee, Chairman	2013
Thomas Buess	Member	Investment and Risk Committee	2019
Adrienne Corboud Fumagalli	Member	Audit Committee	2014
Ueli Dietiker	Member	Chairman’s and Corporate Governance Committee Investment and Risk Committee, Chairman	2013
Damir Filipovic	Member	Investment and Risk Committee	2011
Frank W. Keuper	Member	Investment and Risk Committee	2013
Stefan Loacker	Member	Audit Committee, Chairman Investment and Risk Committee	2017
Henry Peter	Member	Chairman’s and Corporate Governance Committee Audit Committee	2006
Martin Schmid	Member	Audit Committe Compensation Committee	2018
Franziska Tschudi Sauber	Member	Compensation Committee	2003

[1] Change since AGM of 23 April 2014 due to the Minder Initiative: in accordance with Articles 3, 4 and 29 of the Ordinance against Excessive Compensation in Listed Stock Companies (VegüV), the General Meeting of Shareholders shall elect the members and the Chairman of the Board of Directors individually every year for a term of office of one year each. Furthermore, in accordance with Articles 7 and 29 of the VegüV, the members of the Compensation Committee are also to be elected individually for a term of office of one year each.

Rolf Dörig — Born 1957, Swiss national
Chairman of the Board of Directors

Rolf Dörig laid the groundwork for his professional career by obtaining a doctorate in law (Dr. iur.) from the University of Zurich and being called to the bar. He also completed the Advanced Management Program at Harvard Business School (Boston). Joining Credit Suisse in 1986, he assumed a number of executive responsibilities in various areas of banking and in different geographical markets. As a Member of the Executive Board, he was assigned responsibility for Swiss Corporate and Retail Banking from 2000 onwards. In 2002 he assumed the role of Chairman Switzerland. Following his move to Swiss Life, Rolf Dörig held the positions of Chairman of the Corporate Executive Board from November 2002 to May 2008 and Delegate of the Board of Directors from May 2008 to May 2009.

He became Chairman of the Board of Directors of Swiss Life Holding Ltd in May 2009. From 2009–2020, Rolf Dörig also served as Chairman of the Board of Directors of Adecco Group AG.

Rolf Dörig will be put forward for re-election as Member and Chairman of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
- Danzer Holding AG, Member of the Supervisory Board
- Emil Frey Holding AG, Member of the Board of Directors
- Swiss Insurance Association (SIA), Chairman
- economiesuisse, Member of the Board Committee

Klaus Tschütscher — Born 1967, Liechtenstein national
Vice Chairman of the Board of Directors

Klaus Tschütscher studied law at the University of St. Gallen and obtained a doctorate (Dr. iur.) in 1996. In 2004 he also completed a postgraduate LL.M. degree in International Business Law at the University of Zurich, specialising in banking, capital market and insurance law. He started his career in 1993 as a research assistant at the University of St. Gallen. Two years later he became Head of Legal Services and Deputy Director of Liechtenstein Tax Administration. In this function he was notably a Member of the Liechtenstein OECD delegation and Governor of the European Bank for Reconstruction and Development (EBRD) in London for four years. Klaus Tschütscher went on to start his political career as a Member of government of the Principality of Liechtenstein. Initially he was Deputy Prime Minister from 2005 to 2009, responsible in particular for Justice and Economic Affairs. From 2009 to 2013 Klaus Tschütscher was Prime Minister and Finance Minister of Liechtenstein. He has received various awards and international distinctions. Klaus Tschütscher serves as Vice President and delegate at UNICEF Switzerland and Liechtenstein. Since his withdrawal from politics, Klaus Tschütscher has been a member of the Board of Directors of Swiss Life Holding Ltd. Since January 2014 he has been Owner and Chairman of the Board of Directors of Tschütscher Networks & Expertise AG and supports various start-ups.

Klaus Tschütscher will be put forward for re-election as Member of the Board of Directors and as Member of the Compensation Committee at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– Büchel Holding AG, Member of the Board of Directors
– Grand Resort Bad Ragaz Ltd., Member of the Board of Directors
– responsAbility Investments AG, Member of the Board of Directors
– University of Liechtenstein, President of the University Council
– UNICEF Switzerland and Liechtenstein, Vice President of the Board
– Swiss-Austrian-Liechtenstein Chamber of Commerce, Member of the Governing Council

Thomas Buess — Born 1957, Swiss national
Member of the Board of Directors

After completing his business administration and economics studies at the University of St. Gallen and a two-year research activity at the Institute of International Economics, Thomas Buess launched his career in insurance in 1985. From 1985 to 1993 he assumed various positions in the area of finance at the ELVIA Group. In 1994 he joined Zurich Insurance Group as Chief Financial Officer and Member of the Executive Committee of the Swiss P&C business unit. From 1997 to 1999 he was Chief Financial Officer of all Swiss operations. In 1999 Thomas Buess moved to the USA as Chief Financial Officer of Zurich Insurance Group's North American business area. In 2002 he was appointed Group Chief Financial Officer and Member of the Group Management Board before assuming the role of Chief Operating Officer of Zurich Insurance Global Life in 2004. In January 2009 he moved to Allianz Group as Head of Operational Transformation. In August 2009 Thomas Buess was named Group Chief Financial Officer and Member of the Corporate Executive Board of the Swiss Life Group. After nearly ten years, Thomas Buess handed over his function as Group CFO to his successor at the end of February 2019.

Thomas Buess will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– Cembra Money Bank AG, Member of the Board of Directors and Member of the Audit and Risk Committee
– Sygnum Bank AG, Member of the Board of Directors and Chairman of the Audit and Risk Committee
– Grovana Watch Co Ltd, Member of the Board of Directors (since June 2021)
– KMU Partners Ltd, Member of the Board of Directors (since May 2021)

Adrienne Corboud Fumagalli — Born 1958, Swiss and Italian national
Member of the Board of Directors

Adrienne Corboud Fumagalli is a Doctor of Economics and Social Sciences and a graduate of the University of Fribourg. In 1996 she joined the PTT in the management team of Radiocom (radio, TV, mobile) in charge of New Business Development and the international market. The PTT then became Swisscom and Adrienne Corboud Fumagalli held various positions from 1997 to 2000, ultimately becoming Director of Product Marketing in Radio Broadcasting Services. In November 2000, Adrienne Corboud Fumagalli joined the Kudelski Group as Corporate Secretary and Member of the Corporate Executive Board. In January 2004, she was appointed Executive Vice President in charge of Business Development. From 2008 to 2016, Adrienne Corboud Fumagalli served as Vice President for Innovation and Technology Transfer at EPF Lausanne. From 2017 to 2020, she was also President of the Board of Directors and Chief Executive Officer of Deeption SA (spin-off of the EPF Lausanne Social Media Lab).

Adrienne Corboud Fumagalli will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
- Federal Communications Commission (ComCom), President
- CSD Holding AG, Member of the Board of Directors and Chairwoman of the Nomination and Compensation Committee

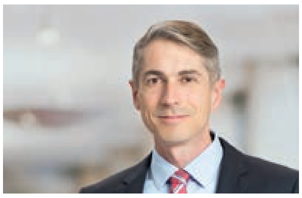
Ueli Dietiker — Born 1953, Swiss national
Member of the Board of Directors

Certified accountant Ueli Dietiker started his career at Ernst & Young. He later assumed management responsibility in the finance division at Motor-Columbus Ltd. From 1995 to 2001 he worked at Cablecom Holdings Ltd, ultimately as CEO. In 2001 he switched to the Swiss telecommunications company Swisscom AG where he held several positions of responsibility. From 2002 until 2006 he was CFO and deputy CEO of the Swisscom Group. In 2006 and the first half of 2007 he was CEO of Swisscom Fixnet AG and afterwards became CFO and deputy CEO of the Swisscom Group again until the end of 2012. From 2013 until the end of February 2018 he had a 50% position at Swisscom, managed selected projects and served on the Board of Directors of various Swisscom subsidiaries and investment companies.

Ueli Dietiker will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
- Sanitas Krankenversicherung and Sanitas Beteiligungen AG, Vice Chairman of the Board of Trustees and Chairman of the Board of Directors
- Zuckermühle Rupperswil AG, Member of the Board of Directors
- BLS Ltd. as well as BLS Netz AG and BLS Fernverkehr AG, Chairman of the Board of Directors
- Renaissance KMU Schweizerische Anlagestiftung, Member of the Board of Trustees
- Emaform AG, Member of the Board of Directors
- Mobilejobs AG, Chairman of the Board of Directors
- Bomatec Holding AG, Member of the Board of Directors
- F&P Robotics AG, Member of the Board of Directors

Damir Filipovic — Born 1970, Swiss national
Member of the Board of Directors



Damir Filipovic studied mathematics at the Swiss Federal Institute of Technology in Zurich (ETHZ), where he qualified in 1995 and gained a doctorate in financial mathematics in 2000. He then held research posts at various universities abroad, including the US universities of Stanford, Columbia and Princeton. He was appointed assistant professor at the University of Princeton in 2002, and then from 2003 to 2004 he worked on the development of the Swiss Solvency Test at the Federal Office of Private Insurance (now FINMA) in Switzerland. Damir Filipovic went on to hold the chair of financial and actuarial mathematics at the Ludwig Maximilian University of Munich from 2004 to 2007. From 2007 to 2009 he was head of the Vienna Institute of Finance, a research institute affiliated to the University of Vienna and the Vienna University of Economics and Business. In 2010 he was appointed Swissquote Chair in Quantitative Finance and Swiss Finance Institute Professor at the Swiss Federal Institute of Technology in Lausanne (EPFL).

Damir Filipovic will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointment:
- Evooq SA, Member of the Board of Directors

Frank W. Keuper — Born 1953, German national
Member of the Board of Directors

Frank W. Keuper studied social and economic sciences at Vienna University of Economics and Business and obtained a doctorate in the same subject. He started his career in the insurance sector in 1985 at the Albingia insurance group as assistant to the Management Board and later became Head of Sales and Marketing. After switching to the Zurich Insurance Group he returned to Albingia in 1992 and served as a Member of the Management Board from 1994 until 2000. He later assumed responsibility as a Member of the Management Board at AXA Versicherung AG for the Private and Corporate Clients division as well as Damages. From 2004 until 2007 he managed DBV Winterthur Holding AG as Chairman of the Management Board and was simultaneously a Member of the Management Board of the Winterthur Group. From 2007 until 2012 Frank W. Keuper was CEO of AXA Konzern AG and a Member of the Executive Committee of AXA Group in Paris.

Frank W. Keuper will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– HanseMerkur Insurance Group, Member of the Supervisory Board
– JCK Holding GmbH Textil KG, Chairman of the Advisory Committee
– HVP Hanse Vertriebspartner AG, Chairman of the Supervisory Board

Stefan Loacker — Born 1969, Austrian national
Member of the Board of Directors

Stefan Loacker studied economics at Vienna University of Economics and Business and at the University of St. Gallen (Mag. rer. soc. oec., lic. oec. HSG). He began his professional career with stints at the Institute of Insurance Economics (I.VW) at the University of St. Gallen and at the then-Rentenanstalt (now Swiss Life) before joining Helvetia Patria Versicherungen in 1997 as assistant to the Executive Board. He was promoted to Head of Business Development, served in that capacity from 2000 to 2002 and subsequently became CFO and Head of IT at ANKER Versicherung (a subsidiary of the Helvetia Group) in Vienna from 2002 to 2005. In 2005 Stefan Loacker took over management of Helvetia Versicherungen AG (previously ANKER Versicherung). He returned to Switzerland in 2007 and, at age 38, became CEO of Helvetia Group. Stefan Loacker led Helvetia Group for nine years before handing over his function as CEO to a successor in 2016. Since October 2016 he has been managing partner of DELOS Management GmbH.

Stefan Loacker will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– Vontobel Holding AG and Bank Vontobel Ltd, Member of the Board of Directors and Member of the Risk and Audit Committee
– SWICA Holding AG, Member of the Board of Directors and Member of the Performance Management Committee and the Audit, Investment and Assurance Committee (since 1 July 2021)
– Institute of Insurance Economics at the University of St. Gallen, Member of the Executive Committee

Henry Peter — Born 1957, Swiss and French national
Member of the Board of Directors

Henry Peter completed his studies in law at the University of Geneva in 1979, and in 1981 he was called to the Geneva bar. Following an assistantship in Geneva, a period of study as a visiting scholar at the University of California in Berkeley and legal work in Lugano, he obtained his PhD at the University of Geneva in 1988. Since 1988 he has been a partner in a Lugano law firm, currently Kellerhals Carrard Lugano SA. He has also served since 1997 as professor of business law, and since 2017 President of the Geneva Centre for Philanthropy, at the University of Geneva. Between 2004 and 2015 he was a Member of the Swiss Takeover Board. Since 2007 he has been a Member of the Sanctions Commission of SIX Swiss Exchange. Since 2021, he has also been Chairman of the Board of Trustees of the Foundation for the Lugano Faculties of the Università della Svizzera italiana and a Member of the University Council of the Università della Svizzera italiana.

Henry Peter will be put forward for re-election as Member of the Board of Directors at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– Sigurd Rück Ltd, Chairman of the Board of Directors
– Casino de Montreux SA, Chairman of the Board of Directors and Member of the Audit Committee
– Consitex SA, Member of the Board of Directors
– Ermenegildo Zegna N.V., Member of the Board of Directors and Chairman of the Nomination and Compensation Committee
– Global Petroprojects Services Ltd, Member of the Board of Directors
– Bank Lombard Odier & Co Ltd, Member of the Board of Directors and Chairman of the Audit Committee
– Swiss Olympic Association, Vice Chairman of the disciplinary chamber in charge of doping cases

Martin Schmid — Born 1969, Swiss national
Member of the Board of Directors

Martin Schmid completed his law degree at University of St. Gallen in 1995 and was admitted to the bar of Canton Graubünden in 1997. Following an assistantship in St. Gallen and a stint as an independent lawyer plus a spell at PricewaterhouseCoopers, he attained a doctorate from the University of St. Gallen in 2005. Martin Schmid was a member of the Cantonal Parliament of Canton Graubünden from 1994 to 2002. He was elected to the government of Canton Graubünden in 2002, where he initially managed the Department for Justice, Security and Health (2003–2007), and then the Department for Finance and Municipalities (2007–2011). He was elected to the Council of States in 2011 and gave up his mandate as a cantonal councillor. In addition to his role as a member of the Council of States, Martin Schmid has worked as a lawyer at the law firm KUNZ SCHMID Rechtsanwälte und Notare AG in Chur since 2012.

Martin Schmid will be put forward for re-election as Member of the Board of Directors and as member of the Compensation Committee at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
– Siegfried Holding Ltd, Vice Chairman of the Board of Directors
– Repower AG, Member of the Board of Directors
– Engadiner Kraftwerke AG, Chairman of the Board of Directors
– Elettricità Industriale SA, Chairman of the Board of Directors
– Calanda Holding AG, Chairman of the Board of Directors
– Fontavis AG, Member of the Board of Directors (until December 2021)
– Dogger Ltd, Member of the Board of Directors
– The Association of the Swiss Natural Gas Industry (Verband der Schweizerischen Gasindustrie [VSG ASIG]), Chairman of the Board of Directors
– Swissgas, Member of the Board of Directors
– Kantonsspital Graubünden Foundation, Chairman of the Board of Trustees
– economiesuisse, Member of the Executive Board
– Entwicklung Schweiz, President of the association
– Institute for Financial Economics and Financial Law (IFF) at the University of St. Gallen, President of the Executive Committee

Franziska Tschudi Sauber — Born 1959, Swiss national
Member of the Board of Directors

Franziska Tschudi graduated in law at the University of Bern and passed her bar exam there in 1984. She studied law at Georgetown University, Washington, D.C., earning an LL.M. in 1986, and passed the bar exam for the US states of New York and Connecticut in 1987. Franziska Tschudi completed postgraduate studies at the University of St. Gallen (1991 to 1993), receiving an Executive MBA. After initially working as an Assistant for Media Law at the Institute for Constitutional and Administrative Law at the University of Bern, and practising business and media law in Zurich, Washington, D.C. and Geneva, she served as Secretary General at SIG Holding AG from 1992 to 1995. She then became a Member of the Executive Board of Weidmann Holding AG ("Weidmann Group"), Rapperswil, in 1995, where she was Head of Corporate Development and, from 1998, Head of the Business Area Electrical Technology Asia/Pacific. She has held the positions of Chief Executive Officer and Delegate of the Board of Directors of Weidmann Holding AG since 2001.

Franziska Tschudi will be put forward for re-election as Member of the Board of Directors and as Member of the Compensation Committee at the Annual General Meeting of Swiss Life Holding on 22 April 2022.

Other appointments:
- Biomed AG, Member of the Board of Directors
- Energie Zürichsee Linth AG, Member of the Board of Directors
- SSE Group (Société Suisse des Explosifs), Member of the Board of Directors (since June 2021)
- economiesuisse, Member of the Executive Board
- Swissmem, Member of the Executive Board
- Commercial Court St. Gallen, part-time commercial judge

Resignations and new Members

Frank Schnewlin (1951) resigned from the Board of Directors at the Annual General Meeting of 23 April 2021 due to having reached the statutory age limit.

Changes in the Board of Directors with effect from the 2022 Annual General Meeting

The Board of Directors proposes Monika Bütler (1961), Honorary Professor at the University of St. Gallen, for election as a new member of the Board of Directors at the Annual General Meeting on 22 April 2022.

Internal organisational structure

In accordance with the Articles of Association, the Board of Directors has issued Organisational Regulations setting forth the internal organisational structure and the duties and competencies of the Board of Directors, the Board of Directors' committees, the Chairman of the Board of Directors and the Corporate Executive Board. The Organisational Regulations are reviewed regularly and adjusted where necessary. They can be found at www.swisslife.com, "Investors and Shareholders" area, "Shareholders and services" section, "Articles of Association" subsection (www.swisslife.com/articles).

The Chairman of the Board of Directors coordinates the work of the Board and the committees, and ensures reporting from the Corporate Executive Board to the Board of Directors. In urgent situations, the Chairman may also determine the necessary measures and take steps falling within the scope of the competencies of the Board until the Board of Directors takes a decision. If a timely decision cannot be reached by the Board of Directors, the Chairman is empowered to take a decision.

The Board of Directors meets as often as business requires, usually at least six times a year. Meetings are generally called by the Chairman. However, any member of the Board of Directors may request that a meeting be called, as may the Corporate Executive Board. In addition to the members of the Board of Directors, the Group CEO also generally attends the meetings or parts of meetings in an advisory capacity, as do other members of the Corporate Executive Board when required.

The Board of Directors met twelve times during the year under review. The meetings lasted around two-and-a-half hours on average. All members of the Board of Directors attended all the meetings, with the exception of two meetings, where individual members were excused. The Group CEO and the other members of the Corporate Executive Board were present at all the meetings apart from one, when a member of the Corporate Executive Board was unable to attend. The Board of Directors conducted parts of the meetings among themselves.

The Board of Directors regularly performs a self-assessment. Furthermore, discussions take place between the Chairman of the Board and its members on an individual basis.

Four standing committees support the work of the Board of Directors as a whole: the Chairman's and Corporate Governance Committee, the Compensation Committee, the Investment and Risk Committee, and the Audit Committee. The Board of Directors may establish other committees to be entrusted with special tasks.

The committees of the Board of Directors sometimes call on the services of external consultants and assess their own work once a year. If the Chairman of the Board of Directors is not a member of a committee of the Board of Directors, he has the right to attend meetings (without voting rights).

The members of the Board of Directors or a committee of the Board of Directors are obliged to leave meetings when issues are discussed that affect their own interests or the interests of natural or legal persons close to them.

Chairman's and Corporate Governance Committee
The Chairman's and Corporate Governance Committee (Chairman's Committee) assists both the Chairman of the Board of Directors in performing his leadership and coordination duties and the Board of Directors with issues relating to corporate governance. The Committee also supports the Board of Directors in key strategic decisions.

The Chairman of the Board of Directors presides over meetings. As a rule, the Group CEO attends the Chairman's Committee meetings or parts of the meetings in an advisory capacity. Other members of the Corporate Executive Board and in-house or external specialists may also be invited. The Chairman's Committee meets at least six times a year.

The Chairman's Committee held eight meetings during the year under review. Each session lasted for just under two hours on average. All members attended all the meetings, with the exception of one meeting, where one member was excused. The Group CEO and Group CFO attended all the meetings.

Compensation Committee
The Compensation Committee supports the Board of Directors with regard to setting the compensation policy and in key personnel decisions regarding appointments to the highest levels of management and related performance-based and market consistent compensation. The fundamental duties and responsibilities of the Compensation Committee are set out in Article 12 of the Articles of Association as amended on 23 April 2014 (www.swisslife.com/articles).

The Compensation Committee generally consists of three members, who are elected by the Annual General Meeting. All members of the Compensation Committee are independent members of the Board of Directors. A Board of Directors member is regarded as being independent if he has not exercised any operational management role within the Swiss Life Group for at least three years and has no or only a minor business relationship with the Group.

The Board of Directors appoints the Chairman of the Compensation Committee from among the latter's members and issues regulations for the Compensation Committee.

The Compensation Committee may invite the Group CEO to some or all of its meetings in an advisory capacity. Other members of the Corporate Executive Board and in-house or external specialists may also be invited. The Compensation Committee meets at least three times a year.

During the year under review, the Compensation Committee convened a total of six times. Each session lasted for around one-and-a-half hours on average. All members attended all the Compensation Committee meetings, with the exception of one meeting, where one member was excused. The Chairman of the Board of Directors also attended five meetings of the Compensation Committee in relation to nomination and succession planning issues in the Board of Directors and Corporate Executive Board.

At the Annual General Meeting of 22 April 2022, the following persons will be proposed for re-election as members of the Compensation Committee: Franziska Tschudi, Klaus Tschütscher and Martin Schmid. It is planned that Klaus Tschütscher will again take over as Chairman of the Compensation Committee.

Investment and Risk Committee

The Investment and Risk Committee assists the Board of Directors in matters concerning investment management, financial management and risk management within the Group. The tasks of the Investment and Risk Committee include drafting proposals on the principal features of asset and liability management (ALM) and submitting them to the Board of Directors, determining the investment policy, assessing capital adequacy, verifying compliance with guidelines on investments, and establishing the risk tolerance in insurance and investment operations. The Investment and Risk Committee is vested with the authority to define various regulations and directives pertaining to the investment activities of the Swiss Life Group and must inform the Board of Directors accordingly. In addition, the Investment and Risk Committee is responsible for making decisions on investments above a certain amount and specifies the terms of significant intra-Group financing.

Generally, the Group CIO, the Group CFO and the Group CRO attend the Investment and Risk Committee meetings or parts of meetings in an advisory capacity. The Group CEO may attend (without the right to vote) the meetings of the Investment and Risk Committee. Further members of the Corporate Executive Board and in-house specialists may also be invited to attend. The Investment and Risk Committee meets at least four times a year.

Nine meetings of the Investment and Risk Committee were held in the year under review. Each session lasted for around two hours on average. All members attended all the meetings. The Chairman of the Board of Directors was also present at all the meetings with one exception. The Group CEO and Group CFO attended eight meetings of the Investment and Risk Committee and the Group CIO attended all eleven meetings. The Group CRO also attended all the meetings.

It is planned that the Investment and Risk Committee will be constituted as follows once voting has been completed at the Annual General Meeting of 22 April 2022: Ueli Dietiker as Chairman, Thomas Buess, Damir Filipovic, Frank W. Keuper and Stefan Loacker as Members.

Audit Committee

The Audit Committee assists the Board of Directors in its supervision of the accounting function and financial reporting activities, as well as compliance with the legal framework. It reviews the appropriateness of the internal control structures and processes used to comply with the legal requirements. It monitors the activities of Corporate Internal Audit and the external audit services, takes due note of their reports and recommendations, and oversees any further measures that may prove necessary. The Committee is empowered to make decisions with respect to defining the terms and conditions for mandates to external auditors and keeps the Board of Directors appropriately informed. Moreover, the Audit Committee issues the regulations for Corporate Internal Audit and sets its annual programme of activities.

Generally, the Group CFO and the Head of Corporate Internal Audit attend the Audit Committee meetings or parts of the meetings in an advisory capacity. The Group CEO may attend the meetings of the Audit Committee (without voting rights). Representatives from the external audit services are also regularly invited (cf. also "Supervisory and control instruments vis-à-vis the auditors", page 82). In addition, further members of the Corporate Executive Board or in-house specialists may also be invited to attend. The Audit Committee meets at least four times a year. The frequency of meetings depends on the financial budgeting and reporting process.

In the year under review, the Audit Committee convened six times. A meeting lasted almost two-and-a-half hours on average. There was full attendance at all meetings. The Chairman of the Board of Directors, with one exception, attended all the meetings of the Audit Committee. The Group CEO attended five and the Group CFO attended all the meetings. The Head of Corporate Internal Audit, as well as representatives of the external auditors, attended all meetings.

It is planned that the Audit Committee will be constituted as follows once voting has been completed at the Annual General Meeting of 22 April 2022: Stefan Loacker as Chairman, Adrienne Corboud Fumagalli, Henry Peter, Martin Schmid and Monika Bütler Members.

Delineation of competencies between the Board of Directors and the Corporate Executive Board

The Organisational Regulations of Swiss Life Holding provide for the comprehensive delegation of the executive management responsibilities of the company to the Group CEO and the Corporate Executive Board, with the exception of those duties reserved for other bodies in accordance with the law, the Articles of Association or the Organisational Regulations themselves.

The Articles of Association of Swiss Life Holding can be seen at www.swisslife.com, "Investor and Shareholders" area, "Shareholders and services" section, "Articles of Association" subsection (www.swisslife.com/articles). The Organisational Regulations can also be found on the Swiss Life website, "Investors and Shareholders" area, "Shareholders and services" section, "Articles of Association" subsection (www.swisslife.com/articles).

The Corporate Executive Board bears responsibility in particular for the implementation of the corporate strategy, for the conditions governing business operations and for financial guidance. It is further responsible for preparing the resolutions for the Board of Directors and its committees, and for monitoring the implementation of these decisions in the Group. It is vested with the authority to rule on business referred to it by the Board of Directors, the Board of Directors' committees and the Chairman of the Board of Directors, insofar as approval or a decision is not reserved exclusively to the delegating body.

Information and control instruments of the Board of Directors vis-à-vis the Corporate Executive Board

The Board of Directors is continually and comprehensively briefed on the activities of the Corporate Executive Board. The Group CEO regularly informs the Chairman of the Board of Directors and the Board of Directors and its committees on the course of business, new business activities and significant projects. The Group CEO informs the Chairman of the Board of Directors immediately of any extraordinary matters. Considerable expenditure which is unbudgeted for and amounts to more than 10% of the relevant budget must be submitted to the Chairman's and Corporate Governance Committee for approval. Similarly, significant investments and divestments require the approval of the Investment and Risk Committee or, when they reach a certain level, the approval of the Board of Directors as a whole.

If required, the Board of Directors and its individual committees regularly invite all or some members of the Corporate Executive Board and in-house specialists to their meetings. Outside the meetings, each member of the Board of Directors may request information about the course of business from the Corporate Executive Board subject to the prior notification of the Chairman of the Board of Directors. Requests for information on individual transactions require the prior approval of the Chairman of the Board of Directors.

The Chairman of the Board of Directors may participate (without voting rights) in the meetings of the Corporate Executive Board. He receives the invitations and the minutes of the meetings.

Corporate Internal Audit, which reports directly to the Chairman of the Board, represents a suitable means of independent monitoring and information gathering for the Board of Directors. Regular meetings take place between the Chairman of the Board of Directors and the Head of Corporate Internal Audit, as well as between the Chairman of the Audit Committee and the Head of Corporate Internal Audit. In the same way, the Group CRO has direct access to the Chairman of the Board of Directors and to the Chairman of the Investment and Risk Committee. This ensures that in addition to regular reporting information is provided in a situation-specific and timely manner.

In accordance with the audit plan approved by the Audit Committee, Corporate Internal Audit draws up topic-related audit reports, which are distributed to the Chairman of the Board of Directors, the Members of the Audit Committee, and the competent management staff and persons in charge of the audited area. In addition, Corporate Internal Audit prepares a written quarterly report for the attention of the Audit Committee at least four times a year. Qualitative risk management is generally discussed by the Audit Committee at least twice a year.

Implementation of the measures recommended by Corporate Internal Audit is monitored by Group Compliance and Operational Risk Management. The Audit Committee regularly receives a report on operational risk management within the Swiss Life Group. The Internal Control System (ICS) is another instrument available to the Board of Directors for information and controlling purposes. Further details are available in the "Risk Management" section from page 84.

The performance of the Corporate Executive Board and the contributions made by the individual members are regularly discussed and evaluated by the Chairman's and Corporate Governance Committee, the Compensation Committee and the Board of Directors, with no members of the Corporate Executive Board being present. The acceptance of directorships and senior political or military roles by members of the Corporate Executive Board is subject to the consent of the Chairman of the Board of Directors.

Corporate Executive Board

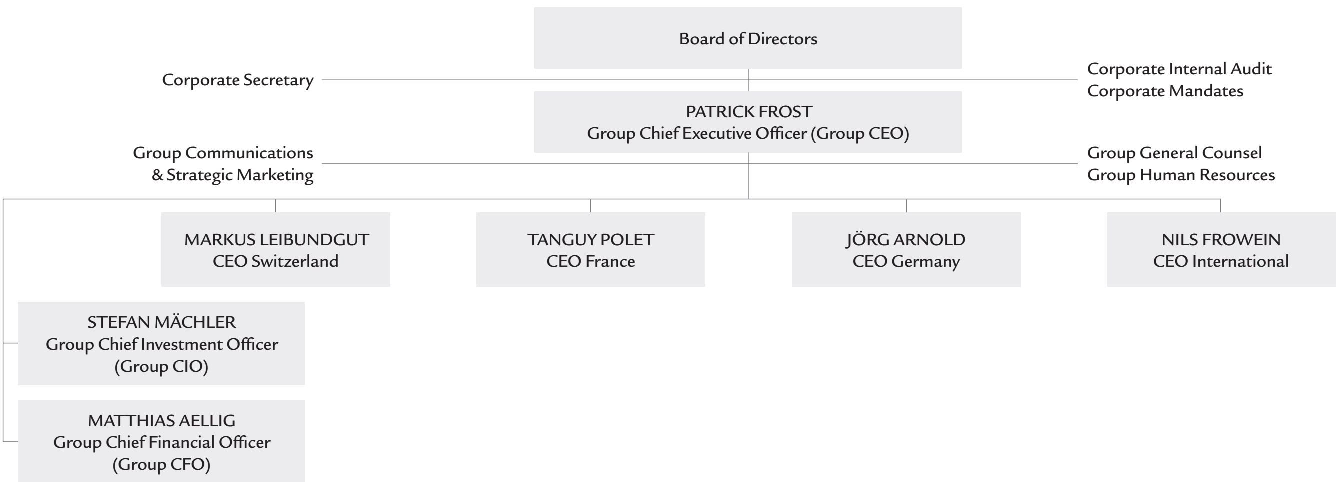
The Group CEO directs the business operations of the Group. The Group CEO, together with the Corporate Executive Board, works out the long-term objectives and strategic orientation of the Group for submission to the Board of Directors and, based on the resolutions of the Board of Directors, ensures the goal-oriented leadership and development of the Group. The Corporate Executive Board can form committees to address specific areas and can delegate competencies to such Corporate Executive Board committees.

The organisation and division of tasks within the Corporate Executive Board generally reflects the key business areas and functions. The members of the Corporate Executive Board have a direct management role with functional management responsibility for cross-divisional competencies. The members of the Corporate Executive Board are responsible for setting objectives, financial planning, HR management and achievement of objectives within their area. They issue directives for their area within the context of legal and regulatory requirements, the relevant regulations and the directives valid for the Group as a whole.

The Corporate Executive Board is responsible for the implementation of the corporate strategy, for the establishment of conditions governing business operations and for financial guidance. It is responsible for the preparation of the resolutions for the Board of Directors and its committees, and for monitoring the implementation of these decisions in the Group. The Corporate Executive Board is vested with the authority to rule on business referred to it by the Board of Directors, the Board of Directors' committees and the Chairman of the Board of Directors, insofar as decision or approval is not reserved exclusively to the delegating body.

The Corporate Executive Board may delegate operational responsibility for the management of subsidiaries to individual members of the Corporate Executive Board.

Management structure of the Swiss Life Group as at 31 December 2021



The following information on the members of the Corporate Executive Board is based on the situation on the balance sheet date. The information on former members of the Corporate Executive Board and information on any previous external mandates can be found in the Corporate Governance section of the relevant previous annual reports, available at www.swisslife.com, "Investors and Shareholders" area, "Results and reports" section (www.swisslife.com/annualreports).

Members of the Corporate Executive Board

On 31 December 2021 the Corporate Executive Board of Swiss Life Holding was composed of the following members:

Name	Function	Member of the Corporate Executive Board since
Patrick Frost	Group CEO	01.07.2006
Markus Leibundgut	CEO Switzerland	01.04.2014
Matthias Aellig	Group CFO	01.03.2019
Tanguy Polet	CEO France	01.03.2021
Jörg Arnold	CEO Germany	01.07.2017
Stefan Mächler	Group CIO	01.09.2014
Nils Frowein	CEO International	01.01.2015

Patrick Frost — Born 1968, Swiss national
Group Chief Executive Officer (Group CEO)

Patrick Frost studied at the ETH in Zurich and the universities of Cologne, Basel and Zurich, obtaining degrees in natural science (dipl. Natural Science (dipl. Natw. ETH), economics (Dr. rer. pol.) and law (lic. iur.)). He began his career in the mid-nineties as an analyst and subsequently as a Portfolio Manager in asset management for Winterthur Group. After two years in the US as a Corporate Bond Manager, he was appointed Head of Fixed Income at Winterthur Group in 2001.

In 2006 Patrick Frost was appointed Member of the Corporate Executive Board and Group Chief Investment Officer of Swiss Life and in this capacity was responsible for the investment management of the Swiss Life Group. Since 1 July 2014 he has been Group Chief Executive Officer (Group CEO) of the Swiss Life Group.

Other appointments:
– Roche Holding AG, Member of the Board of Directors
– Avenir Suisse, Member of the Board of Trustees
– Zurich Chamber of Commerce, Member of the Board of Directors
– Zürcher Volkswirtschaftliche Gesellschaft, (Zurich Economic Society), Chairman of the Board

Markus Leibundgut — Born 1969, Swiss national
Chief Executive Officer Switzerland (CEO Switzerland)

Markus Leibundgut studied Physics and Mathematics at the University of Bern and gained his doctorate in quantum field theory. Having joined McKinsey & Company in 1999 he worked in various positions as a strategic advisor for companies in a number of sectors including technology, telecommunications and management. During his career at McKinsey & Company, Markus Leibundgut focused on consulting in the insurance sector in Europe and Switzerland. He was elected a partner in 2005. From 2009 to 2011 Markus Leibundgut also managed the McKinsey European Life Insurance Center of Competence. He joined Swiss Life in 2012, initially heading the Finance & Actuarial Services business area as CFO and Member of the Executive Board at Swiss Life Switzerland. In 2013 Markus Leibundgut was appointed Chief Operating Officer and Member of the Executive Board of Swiss Life Germany.

From April 2014 to March 2017 Markus Leibundgut was Chief Executive Officer Germany (CEO Germany) and Member of the Corporate Executive Board of the Swiss Life Group.

Markus Leibundgut was appointed Chief Executive Officer Switzerland (CEO Switzerland) in April 2017. He continues as a Member of the Corporate Executive Board of the Swiss Life Group.

Other appointments:
- Palladio Foundation, Member of the Board of Trustees
- Swiss Insurance Association (SIA), Member of the Board of Directors
- Society for the Promotion of the Institute of Insurance Economics of the University of St. Gallen, Member of the Board

Matthias Aellig — Born 1971, Swiss national
Group Chief Financial Officer (Group CFO)

Matthias Aellig studied Physics at the University of Bern. After receiving his doctorate in the field of solar wind and completing a research visit at the Massachusetts Institute of Technology in Cambridge, he joined McKinsey & Company in Zurich as an advisor in 2000, mainly charged with projects in the banking and insurance area. At the end of 2003, Matthias Aellig joined the then-Winterthur Group (now AXA), initially as Head of Value Management and then, as of 2004, as Chief actuary Life, running the Winterthur Group's actuarial office. In 2007 he was named Chief actuary Life at Zurich Switzerland, in which role he was notably responsible for reserving, the group life operating account and market-consistent valuation. In 2010 Matthias Aellig became Chief Risk Officer of the Swiss Life Group. In this function he was charged with the Group-wide enterprise risk management framework, which includes, in addition to quantitative and qualitative risk management, the Group's actuarial office and product and margin management.

Since March 2019, Matthias Aellig has been Group Chief Financial Officer (Group CFO) and Member of the Corporate Executive Board.

Other appointment:
– Swiss Insurance Association (SIA), Chairman of the Finance and Regulation Committee

Tanguy Polet — Born 1970, Belgian national
Chief Executive Officer France (CEO France) from 1 March 2021

Tanguy Polet studied law at the University of Louvain-La-Neuve (Belgium) and graduated in economic and social law. From 1994 he worked as a lawyer in Brussels, successively with Roberti & Associés (now Meritius), Peeters Advocaten-Avocats (Ernst & Young) and Simmons & Simmons. He specialises in commercial and financial law as well as consumer protection. In 2005, Tanguy Polet joined Swiss Life in Belgium as Head of Sales and Marketing and Member of the Executive Board. From 2008 to 2010, he was CEO of Swiss Life Luxembourg before moving to France in 2010, where he became CEO of Swiss Life Banque Privée and member of the Executive Board of Swiss Life France. From 2015 to 2021, Tanguy Polet was Chief Customer Officer for digital transformation and Customer Services and also a member of the Executive Board of Swiss Life France.

Since March 2021, Tanguy Polet has been Chief Executive Officer France (CEO France) and Member of the Corporate Executive Board of the Swiss Life Group.

Jörg Arnold — Born 1964, German national
Chief Executive Officer Germany (CEO Germany)

After completing his studies in business economics at the University of Cologne, Jörg Arnold joined what was then Colonia Versicherung (now the AXA Group) in 1991 as assistant to the CEO. Jörg Arnold worked in a variety of positions at the company, including head of the Distribution Management department and district manager of the Frankfurt branch office, and in 1998 was made sales director and Member of the Executive Committee of Colonia Versicherung at its Berlin branch office. In 2001 he was appointed Head of Sales at Deutsche Ärzteversicherung AG, joining their Management Committee. In 2010 Jörg Arnold took over as CEO of Deutsche Ärzteversicherung AG. In this capacity he was responsible for sales as well as for operations, business development and human resources. In 2014 Jörg Arnold became Global Head of Savings, Retirement & Distribution at AXA Group in Paris within the Life & Savings Global Business Line, which is responsible for the Group's worldwide life insurance business.

Since July 2017 Jörg Arnold has been Chief Executive Officer Germany (CEO Germany) and Member of the Corporate Executive Board of the Swiss Life Group.

Stefan Mächler — Born 1960, Swiss national
Group Chief Investment Officer (Group CIO)

After studying law at the University of St. Gallen, Stefan Mächler (lic. iur. HSG) spent 18 years working for the Credit Suisse Group in the capital market and asset management areas. After nine years abroad and various posts in Tokyo, Osaka, Seoul and Frankfurt, he returned to Switzerland in early 1999 and was appointed Managing Director of Sales & Marketing Europe and Switzerland at Credit Suisse Asset Management. At the same time, he was the driving force behind the foundation of the listed real estate company Swiss Prime Site AG, where he served as Chairman of the Board of Directors until 2005. From 2005 until 2009 he worked for Deutsche Bank, initially assuming responsibility for managing family offices in Switzerland and in the final two years serving as CEO of Privatbank Rüd, Blass & Cie AG. From 2009 until 2014, Stefan Mächler was in charge of asset management at the Swiss Mobiliar Group as Chief Investment Officer and Member of the Group Executive Board.

Since September 2014, Stefan Mächler has been Group Chief Investment Officer (Group CIO) and Member of the Corporate Executive Board of the Swiss Life Group.

Other appointments:
– Ina Invest Holding Ltd, Chairman of the Board of Directors
– Stiftung Technopark Zürich, Member of the Board of Trustees

Nils Frowein — Born 1964, German national
Chief Executive Officer International (CEO International)

Nils Frowein is an economics graduate with German and American accountancy certification. He is a skilled banker and has extensive expertise in the financial services sector and many years of capital market experience. From 1997 until 2004 he worked at the auditing firm BDO Deutsche Warentreuhand AG, where he was responsible for the Financial Advisory Services division, most recently as partner. From 2004 to 2007 Nils Frowein was CFO of financial services provider MLP. There he was significantly involved in laying the strategic foundations for the company. Nils Frowein joined AWD as deputy Chief Executive Officer in January 2008. He was initially Chief Financial Officer and was appointed Chief Operating Officer on 1 September 2008. Between 2009 and 2010 he additionally took charge of the Swiss business of AWD as acting CEO.

Nils Frowein has been Chairman of the Swiss Life subsidiary Chase de Vere in the UK since 2010 and since 2011 Chairman of the Supervisory Board of Swiss Life Select in Austria and the Czech Republic.

Nils Frowein has been Chief Executive Officer of the International market unit (CEO International) since 1 January 2013 and Member of the Corporate Executive Board of the Swiss Life Group since 1 January 2015.

Since 2017 he has in addition been Chairman of Swiss Life Singapore, Swiss Life Luxembourg and Swiss Life Liechtenstein. In October 2018, Nils Frowein became Chairman of the Supervisory Board of Fincentrum, in the Czech Republic and of Swiss Life Select Slovakia.

Other appointments:
– German-Swiss Chamber of Commerce, Member of the Board
– British Swiss Chamber of Commerce, Member of the Board
– International School Hannover Region (ISHR), Member of the Supervisory Board

Resignations and new members

Charles Relecom (1953), CEO France, handed over his executive function in the Corporate Executive Board to Tanguy Polet (1970) on 1 March 2021.

Transfer of Management Tasks

No management tasks have been contractually delegated to third parties by Swiss Life Holding.

Swiss Life Compensation Report for the Financial Year 2021

The General Meeting of Shareholders of Swiss Life Holding on 23 April 2014 approved various provisions of the Articles of Association, in response to a proposal by the Board of Directors pertaining to the implementation of the Ordinance against Excessive Compensation in Listed Stock Companies (Compensation Ordinance, VegüV), which take account of the requirements and powers of the General Meeting of Shareholders in relation to corporate governance and compensation.

With regard to the compensation system, the key principles of the compensation policy of the Swiss Life Group are regulated by the Articles of Association. The members of the Board of Directors are granted exclusively fixed compensation. This is paid partly in blocked Swiss Life Holding shares, with the amount, date of allocation and duration of the blocking period set by the Board of Directors. The members of the Corporate Executive Board are entitled to a fixed basic salary and, if applicable, a short- and long-term variable compensation component. The variable compensation for members of the Corporate Executive Board has been limited under the Articles of Association to a maximum 181% of the fixed basic salary.

Pursuant to the Articles of Association, the General Meeting of Shareholders is responsible for approving the maximum total amount of fixed compensation for the Board of Directors until the next General Meeting. The General Meeting of Shareholders also votes on a prospective basis on the maximum amount of the fixed compensation and the long-term variable compensation component (equity compensation plan) for the Corporate Executive Board for the next financial year. By contrast, the short-term variable compensation component for the Corporate Executive Board is submitted for approval to the General Meeting of Shareholders on a retrospective basis for the previous financial year, in full cognisance of the respective business figures.

Since 2009, Swiss Life has given shareholders the opportunity to hold a separate advisory vote at the General Meeting on the compensation report for the relevant financial year. The outcome of the vote is of material importance for the Board of Directors in their assessment and structuring of compensation.

On the basis of the powers of the General Meeting of Shareholders in relation to compensation under the Articles of Association, which came into effect on 1 January 2015, the General Meeting of Shareholders had approved the compensation for the Board of Directors and the Corporate Executive Board on 28 April 2020 as follows:

- For the Board of Directors: The maximum total amount of fixed compensation until the next Annual General Meeting in 2021 in the amount of CHF 3 200 000 in total.
- For the Corporate Executive Board: The short-term variable compensation component for the 2019 financial year in the amount of CHF 4 290 000 in total (bonus and deferred compensation in cash), determined by the Board of Directors at the beginning of 2020 in view of the 2019 annual results, and the maximum total amount of the fixed compensation and the long-term variable compensation (equity compensation plan) for the 2021 financial year in the amount of CHF 13 800 000 in total.

At the General Meeting of Shareholders of 23 April 2021, the following compensation was approved for the Board of Directors and Corporate Executive Board:

– For the Board of Directors: The maximum total amount of fixed compensation until the next Annual General Meeting in 2022 in the amount of CHF 3 200 000 in total.
– For the Corporate Executive Board: The short-term variable compensation component for the 2020 financial year in the amount of CHF 3 670 000 in total (bonus and deferred compensation in cash), determined by the Board of Directors at the beginning of 2021 in view of the 2020 annual results, and the maximum total amount of the fixed compensation and the long-term variable compensation component (equity compensation plan) for the 2022 financial year in the amount of CHF 13 800 000 in total.

In the same way, the General Meeting on 22 April 2022 will be asked to approve the exclusively fixed compensation to be paid to the Board of Directors until the 2023 Annual General Meeting, the short-term variable compensation component for the Corporate Executive Board for the 2021 financial year and the maximum total amount of fixed compensation (basic salary incl. ancillary benefits and occupational provisions) and of the long-term variable compensation component (equity compensation plan) for the 2023 financial year.

The proposed budget/maximum amount for the fixed and long-term variable compensation for the Corporate Executive Board for the 2023 financial year represents an upper limit, which would only be exhausted in the case of exceptional business performance. The Board of Directors will determine the fixed compensation and the long-term variable compensation component for the Corporate Executive Board at the beginning of 2023 and will detail the key underlying factors in the respective compensation report, on which the shareholders can in turn hold an advisory vote.

The Articles of Association of Swiss Life Holding can be seen and printed out at www.swisslife.com, "Investors and Shareholders" area, "Shareholders and services" section, "Articles of Association" (www.swisslife.com/articles) subsection. For stipulations on compensation and on the approval of compensation for the Board of Directors and the Corporate Executive Board, particular reference is made to Articles 14–16 of the Articles of Association.

Guidelines and standards

The following information takes into account the requirements under the directive of the SIX Exchange Regulation on information relating to corporate governance and Circular 2010/1 of the Swiss Financial Market Supervisory Authority FINMA on minimum standards for remuneration schemes of financial institutions, as well as the transparency requirements under the Compensation Ordinance.

Additional information on compensation and benefit expenditure for the management and employees of the Swiss Life Group can be found in the Consolidated Financial Statements (notes 23 and 29 on pages 303 to 313 and 327 to 328). The information according to Art. 663c of the Swiss Code of Obligations regarding the shareholdings of members of the Board of Directors and the Corporate Executive Board is shown in the Notes to the Swiss Life Holding Financial Statements on pages 368 to 370.

The information on compensation granted to Corporate Executive Board members also includes the variable compensation, which was determined by the Board of Directors at the beginning of 2022 and is published on an accrual basis as compensation for the 2021 financial year. The members of the Board of Directors are granted exclusively fixed compensation, payable 70% in cash and 30% in Swiss Life Holding shares; the allocated shares are subject to a three-year blocking period.

The compensation received by each member of the Board of Directors, and that of the acting Chairman of the Corporate Executive Board (Group CEO), who in the period under review received the highest compensation of the members of the Corporate Executive Board, is disclosed on an individual basis.

Compensation policy principles

The compensation policy principles are governed by Articles 14–16 of the Articles of Association of Swiss Life Holding, which can be seen at www.swisslife.com, “Investors and Shareholders” area, “Shareholders and services” section, “Articles of Association” (www.swisslife.com/articles) subsection. Within this framework, the Board of Directors as a whole establishes the compensation policy guidelines for the Group (incl. variable compensation and equity compensation plans) and relevant guidelines for the employee benefit institutions.

The compensation policy underpins the performance culture required by the corporate strategy and forms part of the HR policy. The aim is to retain well-qualified employees and gain new, highly skilled staff. The compensation system is in line with the market environment and must be competitive. The individual overall compensation takes into account the employee’s professional skills, engagement and personal performance. It comprises the basic salary, a variable short-term component related to achieving annual targets, which is normally paid out in cash and sometimes equities and, if applicable, as deferred compensation in cash, and a long-term variable compensation component in the form of an equity compensation plan, as well as contributions to occupational provisions and risk insurance.

Salary	
Variable compensation	
Short-term variable compensation component *(Bonus in cash and possibly in shares and, if applicable, deferred compensation in cash)*	Long-term variable compensation component *(Equity compensation plan)*
Contributions to occupational provisions and risk insurance	

The salary is determined according to the employee’s function and skill set, and is annually reassessed and adjusted if appropriate. Salary comparison studies and recognised job evaluation systems are used to check appropriateness and to ensure internal and external comparability.

The variable compensation components are linked to the strategic objectives of the Group and the individual divisions, and the associated financial and HR-related targets. They are based on the achievement of annual objectives defined in advance for a period of three years as part of medium-term planning and determined on the basis of the actual performance of individuals or teams in relation to the objectives set (performance-linked payment) and on the degree of achievement of the Swiss Life Group targets as reflected in its annual result (share in the company's success). Quantitative and qualitative performance is also always assessed on the basis of the competencies required for the function held, such as professional expertise, entrepreneurship, task fulfilment, cooperation and leadership. The percentage weighting between the individual and/or team performance and the share in the company's success depends on the position and responsibilities of the function holder.

The share in the company's success is measured using quantitative Group targets (Key Performance Indicators, KPIs), which are defined in advance for the following three years as part of medium-term planning. Besides the annual profit, the main KPIs for the medium-term planning are distribution capacity, the planned cost savings, the risk and fee result, new business profitability, the return on equity and solvency (Swiss Solvency Test, SST). In order to avoid conduct aimed at the short-term achievement of key indicators with a higher weighting, the individual KPIs are not mechanistically weighted in advance. Assuming the generally equal weighting of all KPIs, the individual weighting is determined at the end of each financial year by the Board of Directors as a whole on the basis of a proposal by the Compensation Committee taking all developments into account and consideration (discretionary decision).

Qualitative goals relate in particular to project, risk management or compliance goals and to leadership, sustainability and ESG (environmental, social, corporate governance) requirements. This also includes optimising diversity within the Swiss Life Group, particularly with regard to reducing sustainability risks in general. As a rule, qualitative goals are, where possible and expedient, linked to measurable targets, e.g. in relation to operational ecology and diversity.

Personal performance based on the specified quantitative and qualitative objectives is assessed annually in the employee appraisal procedure implemented throughout the Group (Group Performance System, GPS). Two assessment elements/models are used for determining objectives and evaluating performance: the Group Objectives Model (GOM) relating to qualitative and quantitative objectives and the Group Competency Model (GCM) for measuring and assessing individual competencies and behaviour, including the relevant compliance regulations.

For persons responsible for risk management and risk control, the quantitative objectives are set in such a way that performance is not linked to the result of the monitored business unit, specific products or transactions.

In order to be eligible for any variable compensation, a GPS target achievement of at least 80% is required.

Permanent employment contracts in Switzerland contain notice periods of between three and twelve months, depending on position and seniority. All employment contracts with members of the Corporate Executive Board specify a notice period of twelve months. Members of the Corporate Executive Board have no contractual entitlements to severance payments. Likewise members of the Board of Directors have no such entitlements.

Practice and procedure

Pursuant to the Organisational Regulations, the Board of Directors as a whole is responsible for determining the level and make-up of compensation for its members, whereas the Compensation Committee is responsible for putting forward appropriate proposals (for the internal organisation of the Board of Directors see "Internal organisational structure", pages 45 to 48). The Board of Directors as a whole also establishes the guidelines for the company's compensation policy. In doing so, it takes into consideration the compensation policies of other companies in the financial services industry, drawing its findings from publicly available information and studies by independent external experts. Comparable companies in the insurance sector in Switzerland used for the purposes of providing relevant information for the current compensation policy included Allianz, AXA, Baloise Insurance, Swiss Re, Zurich Insurance Group and Helvetia.

The Board of Directors as a whole sets the level and distribution of the variable compensation pool for all employees on the basis of its compensation policy guidelines at the proposal of the Compensation Committee. When determining the level of the allocation, it takes into consideration the annual result, as well as medium-term planning and the degree of target achievement.

Finally, the Board of Directors as a whole is responsible for determining the individual compensation of members of the Corporate Executive Board.

As part of the implementation of the Compensation Ordinance and based on the amended Articles of Association as in force on 1 January 2015, the General Meeting of Shareholders approves, on the basis of a proposal by the Board of Directors, the maximum total amount of fixed compensation and long-term variable compensation for the Corporate Executive Board for the following financial year. This prospective approval excludes the short-term variable compensation component for the Corporate Executive Board, which is approved by the General Meeting of Shareholders retrospectively for the previous financial year. In addition, the General Meeting of Shareholders can, under Article 16 of the Articles of Association, pass a resolution at any time to retrospectively increase an approved total amount. If new members of the Corporate Executive Board are appointed after a resolution approving the compensation has been passed, the Articles of Association stipulate that a supplementary amount of a maximum 40% of the total amount for the year in question is available for their compensation and to offset any disadvantages in connection with the change of job; this does not require the approval of the General Meeting of Shareholders.

The Board of Directors carries out an annual performance assessment of all members of the Corporate Executive Board, based on preparatory work by the Compensation Committee. In addition, current aspects of HR policy and, in particular, succession planning are regularly discussed at meetings of the Compensation Committee and the Board of Directors as a whole.

The Board of Directors may consult independent professionals where deemed appropriate. In the year under review, Swiss Life was advised on specific compensation-related matters by PricewaterhouseCoopers (PwC).

Within the framework of the compensation arrangements for members of the Corporate Executive Board, “deferred compensation in cash” was introduced as a new compensation component linked to short-term variable compensation on 1 January 2012. On the basis of the corresponding regulations, a portion of the short-term variable cash compensation determined by the Board of Directors is not paid immediately but after a period of three years has elapsed, and provided that the regulatory requirements are satisfied at that point. The allocated deferred compensation in cash represents an entitlement during the three-year deferral period. The underlying “deferred cash plan” also provides for adjustment and reclaiming mechanisms (clawback). A full or partial reduction of the deferred compensation is provided for in the following cases: negative impact of the key figures applying to the allocation of deferred compensation due to a restatement of the annual accounts or damage to Swiss Life as a result of a violation of statutory, regulatory or compliance standards by participants in the plan. If the employment relationship is terminated by a participant during the three-year deferral period for deferred compensation in cash, the entitlements expire worthless (retention component). For the 2021 financial year, the Board of Directors has determined that, as from a variable compensation amount in cash of CHF 500 000, 23% (or 33% for the Group CEO) of the total variable compensation in cash is to be allocated as deferred compensation.

As a long-term variable compensation component linked to the performance of the Swiss Life Holding share price and to the medium-term planning and degree of target achievement, an equity compensation plan has been in place since 2004 for members of the Corporate Executive Board and other key performers within the Swiss Life Group, who are determined by the Corporate Executive Board with the approval of the Compensation Committee. Based on this plan, participants are granted future subscription rights to Swiss Life Holding shares. These subscription rights entitle them to receive Swiss Life Holding shares free of charge after a period of three years has elapsed, provided that the prerequisites under the plan have been satisfied at that point.

Since 2011 participants in the equity compensation plan have been allocated Restricted Share Units (RSUs) on 1 April (2011–2013 equity compensation plans) or on 1 March (equity compensation plans from 2014). The RSUs grant the holder future subscription rights, entitling them to receive Swiss Life Holding shares free of charge after a three-year period has elapsed. The attribution of shares after the expiry of the three-year deferral period is effected on a 1:1 basis (1 RSU = 1 share): the plan is therefore very simple, transparent throughout the whole term and directly linked to the performance of the Swiss Life share price. The value of RSUs during the three-year term develops linearly with the Swiss Life Holding share price and thus symmetrically corresponds with shareholder interests. In all, 57 members of Swiss Life Group senior management participated in the 2018 equity compensation plan, in which a total of 42 950 RSUs were allocated: 11 454 in total to the Corporate Executive Board, of which 2828 to Patrick Frost, in his capacity as Group CEO. A total of 65 members of Swiss Life Group senior management participated in the 2019 equity compensation plan. A total of 40 840 RSUs were allocated: 10 237 in total to the members of the Corporate Executive Board, of which 2496 RSUs to Patrick Frost as Group CEO. 62 persons participated in the 2020 equity compensation plan and a total of 42 553 RSUs were allocated: 10 993 in total to the Corporate Executive Board, of which 2519 to Group CEO Patrick Frost. Altogether 54 persons participated in the 2021 equity compensation plan, in which a total of 37 436 RSUs were allocated: 10 637 in total to the Corporate Executive Board, of which 2409 to Patrick Frost in his capacity as Group CEO. Under the 2022 equity compensation plan, a total of 31 847 RSUs were allocated to 54 members of Swiss Life Group senior management; members of the Corporate Executive Board received a total of 8989 RSUs, of which 1972 were allocated to Group CEO Patrick Frost.

The 2018 RSU plan is based on the three-year “Swiss Life 2018” Group-wide programme, which had been announced at the Swiss Life Group’s Investor Day on 25 November 2015 (see www.swisslife.com/investorday2015). On that basis the Board of Directors set the following performance criteria based on the 2018–2020 mid-term planning (MTP), in each case cumulatively over the three-year period: IFRS profit (50% weighting), the risk and fee result (25% weighting) as well as dividend payments from subsidiaries (“Cash to Swiss Life Holding”, 25% weighting). As part of the “Swiss Life 2018” Group-wide programme, the following target values had been communicated with regard to the performance criteria relevant to the 2018 RSU plan: IFRS profit/equity ratio of 8–10%, risk result of CHF 350–400 million in 2018, fee result of CHF 400–450 million in 2018 and cash remittances to Swiss Life Holding (dividend payments and interest payments on loans and guarantees from subsidiaries) of more than CHF 1.50 billion cumulatively in 2016–2018.

The 2019, 2020 and 2021 RSU plans are based on the three-year "Swiss Life 2021" Group-wide programme, which was announced at the Swiss Life Group Investor Day on 29 November 2018 (see www.swisslife.com/investorday2018). For the purpose of supporting the achievement of the respective corporate goals, the performance criteria have been determined by the Board of Directors, related again to the three-year term based on the MTP 2019–2021 (2019 RSU plan), MTP 2020–2022 (2020 RSU plan) or MTP 2021–2023 (2021 RSU plan), as follows: IFRS profit (50% weighting), the risk and fee result (25% weighting), Cash to Swiss Life Holding (25% weighting). Due to the replacement of accounting standards IFRS 4 and IAS 39 by IFRS 17 and IFRS 9 as of 1 January 2023, in relation to the RSU Plan 2021, for the third plan year (2023), the IFRS profit and fee result targets hitherto based on the MTP 2021–2023 as per IFRS 4/IAS 39 will be replaced by the corresponding MTP 2023–2025 plan values as per IFRS 17/IFRS 9 and the risk result is not taken into account anymore. According to "Swiss Life 2021", the following target values were communicated with regard to the 2019–2021 RSU plan performance criteria: IFRS profit/equity ratio of 8–10%, risk result of CHF 400–450 million in 2021, fee result of CHF 600–650 million in 2021 and cash remittances to Swiss Life Holding of CHF 2.00–2.25 billion cumulatively in 2019–2021.

The 2022 RSU plan is based on the new three-year "Swiss Life 2024" Group-wide programme announced at the Swiss Life Group Investor Day on 25 November 2021 (see www.swisslife.com/investorday2021). The following performance criteria and weightings apply in support of the corresponding corporate goals related to the three-year term of the plan: IFRS profit 2022–2024 (25% weighting) as per the MTP 2022–2024 (year 2022) or MTP 2023–2025 (years 2023 and 2024), fee result for 2022–2024 (25% weighting) as per the MTP 2022–2024 (year 2022) or the MTP 2023–2025 (years 2023 and 2024), cash to Swiss Life Holding for 2022–2024 (50% weighting) as per the MTP 2022–2024. In the context of the "Swiss Life 2024" Group-wide programme, the following target values were communicated with regard to the 2022 RSU plan performance criteria: IFRS profit/equity ratio of 10–12%, fee result of CHF 850–900 million in 2024 and cash remittances to Swiss Life Holding of CHF 2.80–3.00 billion cumulatively in the years 2022–2024.

The individual MTP target figures cannot be prospectively disclosed for reasons of business secrecy. The respective specific target values are set on a basis consistent with the "Swiss Life 2018" (2018 equity compensation plan), "Swiss Life 2021" (2019–2021 equity compensation plans) and "Swiss Life 2024" (2022 equity compensation plan) Group-wide programmes, taking account of the current business development, with comparatively at least equally high requirements for target achievement. If a bandwidth is provided for under the Group-wide programme, the RSU programmes are generally oriented to the upper range of the respective target values.

After expiry of the three-year period of the RSU plan, the target value for each performance criterion is compared with the actual result achieved. The share allocation corresponds to the number of allocated RSUs (1 RSU = 1 share) if all three performance targets have been achieved or exceeded after the three-year period has elapsed; outperformance does not lead to a higher share allocation. If the targets are only partly achieved, the share allocation is reduced linearly in accordance with the weighting of the respective performance target. If the degree of target achievement is under 25%, the RSUs expire worthless.

After expiry of the equity compensation plan, the number of RSUs available for exercise or, respectively, the corresponding share allocation (vesting) according to the effective performance and the corresponding degree of target achievement is disclosed. The corresponding information on the vesting of the various equity compensation plans and the shares allocated, is set out in Note 23 of the Consolidated Financial Statements on pages 311 to 313.

All target values were achieved or exceeded with regard to the 2018 equity compensation plan, which matured during the year under review on 28 February 2021 and was based on the results of the 2018, 2019 and 2020 financial years. If all targets are achieved, the allocation of shares is made on a 1:1 basis; exceeding the targets does not result in a higher allocation of shares.

2018 RSU plan

Amounts in CHF million	Target values (currency adjusted)	Actual results	Degree of target achievement	Weighting
IFRS profit	3 116	3 336	≥100%	50%
Risk and fee result	2 738	2 877	≥100%	25%
Cash to Swiss Life Holding	1 841	2 005	≥100%	25%

All target values were also achieved or exceeded with regard to the 2019 equity compensation plan, which is based on the results of the 2019, 2020 and 2021 financial years. If all targets are achieved, the allocation of shares is made on a 1:1 basis, as mentioned above; exceeding the targets does not result in a higher allocation of shares.

2019 RSU plan

Amounts in CHF million	Target values (currency adjusted)	Actual results	Degree of target achievement	Weighting
IFRS profit	3 307	3 512	≥100%	50%
Risk and fee result	3 009	3 097	≥100%	25%
Cash to Swiss Life Holding	2 043	2 145	≥100%	25%

A separate equity compensation plan (LTI-AM), oriented specifically to the targets of the Group-wide asset management and real estate services activities of Swiss Life Asset Managers, is in place for employees in key positions in the Swiss Life Asset Managers division who do not participate in the Group's equity compensation plan.

The attribution of long-term variable compensation components (equity compensation plans) is deferred for a period of three years from the date of allocation, as is the case with the deferred compensation in cash. Likewise, the equity compensation plans provide for adjustment and reclaiming mechanisms (clawback). These apply in the event of a negative impact of the key figures applying to the allocation of deferred compensation due to a retroactive correction to a restatement of the annual accounts and in the case of damage to Swiss Life as a result of a violation of statutory, regulatory or compliance standards. If the employment relationship is terminated by a participant during the three-year term of the equity compensation plan, the future entitlements expire worthless.

Compensation to members of the Board of Directors

The members of the Board of Directors are granted exclusively fixed compensation. This is paid 70% in cash and 30% in Swiss Life Holding shares; the shares are subject to a three-year-year blocking period from the date of allocation.

The compensation takes into account membership of the Board of Directors of Swiss Life Holding and its subsidiary Swiss Life Ltd, as well as membership of the individual Board Committees, and is commensurate with the individual's function and workload. In accordance with the Articles of Association, it consists of basic compensation for serving on the Boards of Directors of Swiss Life Holding and Swiss Life Ltd, and additional compensation depending on membership of one or more Board committees and any chairing of such committees.

There were no contributions to occupational provisions for the members of the Board of Directors.

For the period from the 2020 Annual General Meeting to the 2021 Annual General Meeting, the General Meeting of Shareholders of 28 April 2020 approved a maximum amount of fixed compensation for the Board of Directors totalling CHF 3 200 000. Effectively the fixed compensation for the Board of Directors during the period in question (2020 General Meeting to 2021 General Meeting) was CHF 3 191 855 in total.

For the period from the 2021 Annual General Meeting to the 2022 Annual General Meeting, the General Meeting of Shareholders of 23 April 2021 again approved a maximum amount of fixed compensation for the Board of Directors totalling CHF 3 200 000. In 2021, the Board of Directors determined the compensation for the members of the Board of Directors unchanged at the same level as in the previous year.

The compensation paid to members of the Board of Directors in the 2021 financial year is shown on an individual basis in the 2021 compensation table below. For comparison purposes, the compensation for the 2020 financial year is shown again after the 2021 compensation table.

Compensation in blocked shares is reported in both tables on the basis of the respective stock exchange closing prices on the day of allocation. The economic value at allocation, which is equal to the tax value, is indicated in footnote 3.

At the General Meeting of 22 April 2022, the Board of Directors will submit for approval to the shareholders the maximum amount of fixed compensation for the Board of Directors for the new term from the 2022 Annual General Meeting until the 2023 Annual General Meeting.

Compensation to the Board of Directors in 2021 (audited)

Amounts in CHF	Compensation in cash	Compensation in blocked shares[3]		
	Amount	Number	Amount (at closing price on allocation)	Aggregate total in cash and shares (amount)[4]
Rolf Dörig, Chairman of the Board of Directors	**840 000**	716	360 522	**1 200 522**
Frank Schnewlin [1]	**81 667**	76	35 028	**116 695**
Thomas Buess	**98 000**	84	42 284	**140 284**
Adrienne Corboud Fumagalli	**98 000**	84	42 284	**140 284**
Ueli Dietiker	**161 000**	138	69 520	**230 520**
Damir Filipovic	**98 000**	84	42 284	**140 284**
Frank W. Keuper	**98 000**	84	42 284	**140 284**
Stefan Loacker	**147 000**	126	63 426	**210 426**
Henry Peter	**126 000**	108	54 378	**180 378**
Martin Schmid [2]	**123 333**	92	46 534	**169 867**
Franziska Tschudi Sauber	**98 000**	84	42 284	**140 284**
Klaus Tschütscher	**200 667**	168	86 352	**287 019**
TOTAL BOARD OF DIRECTORS	**2 169 667**	1 844	927 180	**3 096 847**

[1] Resignation at AGM on 23.4.2021

[2] This includes the compensation of CHF 16 000 for the membership of the Board of Directors of Fontavis AG, a 100% subsidiary of Swiss Life Investment Management Holding AG.

[3] The allocation of shares was effected on 18.6.2021 and 17.12.2021 at the stock exchange closing price of CHF 460.90 and CHF 554.80 respectively. Taking into account the blocking period of three years, the economic value, which is equal to the tax value, is CHF 386.9809 and CHF 465.8212 respectively.

[4] All contributions are gross contributions, i.e. they include employee contributions to AHV/IV/ALV. Employer contributions to AHV/IV/ALV/FAK amounted to a total of CHF 196 734 in the year under review.

Compensation to the Board of Directors in 2020 (audited)

Amounts in CHF	Compensation in cash	Compensation in blocked shares[3]		
	Amount	Number	Amount (at closing price on allocation)	Aggregate total in cash and shares (amount)[4]
Rolf Dörig, Chairman of the Board of Directors	**840 000**	948	360 557	**1 200 557**
Frank Schnewlin	**245 000**	277	105 360	**350 360**
Thomas Buess [1]	**98 000**	112	42 592	**140 592**
Adrienne Corboud Fumagalli	**98 000**	112	42 592	**140 592**
Ueli Dietiker	**161 000**	183	69 594	**230 594**
Damir Filipovic	**98 000**	112	42 592	**140 592**
Frank W. Keuper	**98 000**	112	42 592	**140 592**
Stefan Loacker	**147 000**	167	63 533	**210 533**
Henry Peter	**126 000**	143	54 413	**180 413**
Martin Schmid [2]	**114 000**	112	42 592	**156 592**
Franziska Tschudi Sauber	**98 000**	112	42 592	**140 592**
Klaus Tschütscher	**112 000**	127	48 298	**160 298**
TOTAL BOARD OF DIRECTORS	**2 235 000**	2 517	957 307	**3 192 307**

[1] From March to October 2020, Thomas Buess, Group CFO of Swiss Life from 2009 to February 2019, due to the extraordinary coronavirus situation, took over the project management of the Swiss Life Group Corona Task Force. This operational activity was remunerated with CHF 200 000 in total.

[2] This includes the compensation of CHF 16 000 for the membership of the Board of Directors of Fontavis AG, a 100% subsidiary of Swiss Life Investment Management Holding AG.

[3] The allocation of shares was effected on 18.06.2019 and 16.12.2019 at the stock exchange closing price of CHF 477.50 and CHF 493.10 respectively. Taking into account the blocking period of three years, the economic value, which is equal to the tax value, is CHF 400.9186 and CHF 414.0166 respectively.

[4] All contributions are gross contributions, i.e. they include employee contributions to AHV/IV/ALV. Employer contributions to AHV/IV/ALV/FAK amounted to a total of CHF 194 796 in the year under review.

Compensation to members of the Corporate Executive Board

Compensation remitted to members of the Corporate Executive Board comprises the fixed basic salary, short-term variable compensation in cash and other compensation (child allowances, company cars, premium contributions to 3rd pillar pension plans). The short-term variable compensation in cash is allocated as a bonus and as deferred compensation in cash. The deferred compensation in cash is paid out after a period of three years has elapsed and provided that the regulatory requirements have been satisfied. In addition, a long-term variable compensation component is in place in the form of an equity compensation plan linked to the performance of the Swiss Life Holding share price, respectively to medium-term planning and corresponding target achievement (RSU plan). As already mentioned, participants are entitled to Swiss Life Holding shares after a period of three years has elapsed and provided that the relevant requirements are satisfied at the time of allocation.

The fixed basic salary is determined annually by the Board of Directors, on the basis of a proposal by the Compensation Committee, taking into account the individual member's function-related responsibility and the current market conditions.

The variable compensation components are determined by the Board of Directors in accordance with the compensation policy and based on the company result and the achievement of personal goals during the relevant business year, assessed in the employee appraisal procedure implemented throughout the Group (Group Performance System, GPS).

The amount of the variable compensation (short-term variable compensation in cash and equity compensation plan as a long-term variable compensation component) is limited in the Articles of Association of Swiss Life Holding to a maximum of 181% of the fixed basic salary (statutory "bonus cap", upper limit for the variable compensation). On the basis of the current compensation policy the Board of Directors has, with a view to harmonising fixed and variable compensation in the case of maximum target achievement and departing from a benchmark of 100%, set a range of 100–130% of the fixed basic salary for the variable compensation components; under extraordinarily positive circumstances the Board of Directors may augment this range at its own discretion to a maximum of 150% (Group CEO 165%). The short-term and long-term variable compensation components are, in principle, apportioned equally in a ratio determined by the Board of Directors in consideration of the results achieved in the given financial year (discretionary decision). In the case of an "on target" achievement, the range for variable compensation of members of the Corporate Executive Board is 80–100% of the fixed basic salary ("on-target bonus").

The short-term and long-term components of the variable compensation are allocated in principle in equal amounts (1:1 ratio), whereby the deferred compensation components (RSU plan and deferred compensation in cash) are considered as a whole. The Board of Directors may determine a different ratio for the Corporate Executive Board as a whole or for the Chairman (Group CEO) or individual members of the Corporate Executive Board (discretionary decision).

At Corporate Executive Board level, variable compensation depends 60% directly on the company's success. The Key Performance Indicators (KPIs) used to assess company success include, as mentioned above, key figures relating to annual profit, payout capacity, cost savings, the risk and fee result, new business profitability, return on equity and solvency (Swiss Solvency Test, SST).

40% of the variable compensation is based on Corporate Executive Board members' achievement of specified personal goals. On the one hand, these personal goals are linked back to the company's success, in that each Corporate Executive Board member has to meet personal quantitative objectives contributing to the company's success in in relation to his division. On the other hand, the personal goals cover qualitative aspects, namely sustainability goals, project targets, risk management and compliance goals, as well as requirements relating to leadership and to supporting and further developing corporate culture.

Qualitative goals for 2021 related primarily to the divisional contributions to the new "Swiss Life 2024" Group-wide programme and the digital transformation of the distribution channels for Swiss Life and third-party products (e.g. mortgages). The qualitative sustainability goals that apply equally to all members of the Corporate Executive Board include supporting the implementation and further development of Group-wide efforts in the area of ESG (environmental, social, corporate governance), including the optimisation of diversity in all divisions within Swiss Life, in particular increasing the proportion of women in management.

In order to avoid behaviour aimed at achieving higher-weighted KPIs in the short term, the individual weighting of KPIs used to measure company success is not carried out mechanically in advance, but on the basis of the fundamentally equal weighting of all KPIs at the end of each financial year (discretionary decision). Similarly, the weighting of personal goals is determined by the Board of Directors on the basis of a proposal by the Compensation Committee, taking into account and weighing up all developments at the end of the financial year.

In a very challenging economic environment marked by Covid-19, Swiss Life again achieved a strong annual result during the year under review, clearly exceeding the medium-term planning targets overall. Adjusted profit from operations increased by 15% to CHF 1811 million, and net profit rose by 20% to CHF 1257 million. Adjusted return on equity amounted to 11.0% (target "Swiss Life 2021": 8–10%). Cash remittances to Swiss Life Holding increased by 6%. Cumulatively over three years under the "Swiss Life 2021" Group-wide programme, these remittances amounted to CHF 2.37 billion (target: CHF 2.0 to 2.25 billion). Over the past three years, Swiss Life has implemented two share buyback programmes totalling CHF 1.4 billion. The dividend payout ratio for the 2021 financial year was 61%, above the target range of 50–60%. The new business margin rose to 2.9%, and the value of new business came to CHF 482 million. The cumulative value of new business for the years 2019 to 2021 was CHF 1.5 billion (target "Swiss Life 2021": >CHF 1.2 billion). The fee result of CHF 699 million was well above the target of CHF 600 to 650 million, and the risk result of CHF 419 million was within the target range of CHF 400 to 450 million. Thanks to ongoing cost discipline, the efficiency targets were also achieved. Finally, as at 1 January 2022, Swiss Life estimates its SST ratio at about 220%, based on the regulatory solvency model, which is above the ambition range of 140 to 190%.

With “Swiss Life 2021”, a Group-wide programme was completed very successfully for the fourth time in succession.

Targets from the “Swiss Life 2021” Group-wide programme

Amounts in CHF million	Target	Target achievement
Fee result 2021	600–650	699
Risk result 2021	400–450	419
Value of new business 2019–2021	>1 200	1 508
SST ratio	140–190%	~220%
Cash remittance to Swiss Life Holding 2019–2021	2 000–2 250	2 370
Dividend payout ratio 2021	50–60%	61%
IFRS profit/equity ratio (adjusted return on equity)	8–10%	11.0%

For the 2021 financial year, the General Meeting of Shareholders of 28 April 2020, as mentioned at the start of the present Compensation Report, had approved a maximum total amount of the fixed compensation and the long-term variable compensation component (equity compensation plan) for the Corporate Executive Board totalling CHF 13 800 000, based on the Articles of Association applicable on 1 January 2015. In line with this, the Board of Directors accordingly set a fixed compensation at the beginning of 2021 (basic salary incl. ancillary costs and occupational provisions) of CHF 8 383 044 in total for the members of the Corporate Executive Board. It also granted future subscription rights worth CHF 4 196 403, as long-term variable compensation under the 2021 RSU plan, to the members of the Corporate Executive Board, on 1 March 2021, for the extraordinarily good performance in 2020, when Swiss Life again increased its operational effectiveness and achieved profitable growth. The subscription rights allocated under the 2021 RSU plan entitle the holder to receive Swiss Life Holding shares following a three-year vesting period, provided the requirements are satisfied at that point. The approved budget for the 2021 financial year was applied to the sum of CHF 12 579 447, in view of the excellent business development.

At the General Meeting of Shareholders of 22 April 2022, the Board of Directors will again submit for approval the maximum amount of the fixed compensation and long-term variable compensation component (equity compensation plan) for the Corporate Executive Board for the 2023 financial year.

The compensation for members of the Corporate Executive Board for the 2021 financial year is reported in detail in the 2021 compensation table below. Patrick Frost, Chairman of the Corporate Executive Board (Group CEO) since 1 July 2014, received the highest compensation of the members of the Corporate Executive Board in the 2021 financial year; accordingly his compensation is disclosed individually.

In addition to Group CEO Patrick Frost, seven persons were members of the Corporate Executive Board during the 2021 reporting period, as reported in the compensation table below.

The short-term variable compensation component for the Corporate Executive Board of a total CHF 4 400 000 (cash bonus of CHF 3 780 000 and deferred compensation in cash of CHF 620 000), which was determined by the Board of Directors at the beginning of 2022 for the 2021 financial year and will be proposed to the General Meeting of Shareholders on 22 April 2022 for approval, is disclosed in the following compensation table on an accrual basis as compensation for the 2021 financial year (accrual method). The members of the Corporate Executive Board did not receive any compensation in shares for the 2021 financial year; they are participating in the current equity compensation plan that provides for the allocation of so-called Restricted Share Units (RSUs).

The long-term variable compensation component in the form of the equity compensation plan (RSU plan 2022) is also reported in the compensation table for the 2021 financial year, which serves as the basis for the amount of the allocation and the corresponding number of allocated RSUs (accrual method).

The variable compensation for members of the Corporate Executive Board reflects the excellent business development. The variable compensation components in the year under review amounted to around 163% of the fixed basic salary of the Group CEO and around 124% of the fixed basic salaries of the other Corporate Executive Board members. The variable compensation relative to the fixed basic salary is thus well below the statutory maximum of 181%.

For the 2021 total compensation for Group CEO Patrick Frost, the Board of Directors decided, as in the previous year, in favour of maintaining the fixed salary and applying a correspondingly higher weighting of performance-related variable compensation; with regard to variable compensation, the deferred components (variable deferred compensation in cash and RSUs) were given greater weighting. In determining the variable salary components, the Board of Directors recognised in particular that Patrick Frost successfully led Swiss Life through another very challenging year marked by Covid-19, and that both the corporate goals as per the medium-term planning (MTP) and the personal goals were achieved or exceeded. The qualitative goals of the Group CEO for the 2021 financial year included the implementation of platform concepts to create scalable infrastructures and processes for the benefit of Swiss Life and its customers, the implementation of additional IT security measures in all divisions, the improvement of the results of the employee survey compared to the last employee survey, and the implementation and further development of the Group-wide sustainability strategy. In that connection, the targets presented on 25 November 2021 under the new three-year “Swiss Life 2024” Group-wide programme also apply from the 2022 financial year: CO_2 reduction of 35% per FTE by 2024, 20% reduction of CO_2 emissions from directly owned Swiss Life real estate by 2030, expansion of the product portfolio in accordance with sustainability criteria in the insurance business and increased integration of sustainability aspects in advice.

Expenditure for occupational provisions for members of the Corporate Executive Board in the period under review amounted to CHF 1 629 687. This includes the ordinary annual employer contribution of CHF 296 261 for the occupational benefits of Patrick Frost, Group CEO.

The stated amounts do not include social security contributions (AHV/IV/ALV/FAK) payable by the employer under the law. The respective expenditure is shown in footnote 6 of the 2021 compensation table.

Following the 2021 compensation table, the details of the compensation for 2020 are stated in a separate table for comparison.

Compensation to the Corporate Executive Board in 2021 (audited)

Amounts in CHF	Compensation in cash				Compensation in shares		
	Salary	Bonus for 2021 paid in 2022[3]	Other compensation[4]	Total compensation in cash	Number	Amount	Total compensation in cash and shares (amount)
Patrick Frost, Group CEO	1 500 000	1 000 000	29 640	**2 529 640**	0	0	**2 529 640**
Other members of Corporate Executive Board [1,2]	5 045 451	2 780 000	178 266	**8 003 717**	0	0	**8 003 717**
TOTAL CORPORATE EXECUTIVE BOARD	6 545 451	3 780 000	207 906	**10 533 357**	0	0	**10 533 357**

1 Seven people are included for the period under review. With regard to Charles Relecom, CEO France until 28 February 2021, the remuneration includes his membership of the Corporate Executive Board until 28 February 2021. For Tanguy Polet, CEO France from 1 March 2021, the compensation is calculated pro rata for the period of his membership of the Corporate Executive Board in 2021 from 1 March 2021.
2 The salary amounts also include tax-equalisation payments and international travel expenses totalling CHF 239 912.
3 The short-term variable compensation component for the 2021 financial year (bonus and deferred compensation in cash) was determined by the Board of Directors at the beginning of 2022 for the 2021 financial year.
4 Child allowances (CHF 15 100), company cars (CHF 17 273), premium contributions to 3rd pillar pension plans (CHF 135 439), other (CHF 40 094) in total amounts.

Amounts in CHF	Expenditure for occupational provisions		
	Regular contributions[5]	Extraordinary contributions	Aggregate total compensation in cash and in shares and occupational provisions expense (amount)[6]
Patrick Frost, Group CEO	296 261	0	**2 825 901**
Other members of Corporate Executive Board	1 333 426	0	**9 337 143**
TOTAL CORPORATE EXECUTIVE BOARD	1 629 687	0	**12 163 044**

5 Pursuant to the pension fund regulations, occupational provisions were financed by the employer and the employee at a ratio of 70% to 30%.
6 All contributions are gross contributions, i.e. they include employee contributions to AHV/IV/ALV. Employer contributions to AHV/IV/ALV/FAK amounted to a total of CHF 812 377 in the year under review.

Amounts in CHF	Variable deferred compensation in cash[3]	Restricted Share Units (RSUs) 2022 RSU plan[8,9]		
	Amount[7]	Number	Amount	Aggregate total compensation incl. deferred compensation in cash and RSUs (amount)
Patrick Frost, Group CEO	**500 000**	1 972	950 307	**4 276 208**
Other members of Corporate Executive Board	**120 000**	7 017	3 381 493	**12 838 636**
TOTAL CORPORATE EXECUTIVE BOARD	**620 000**	8 989	4 331 800	**17 114 844**

7 The variable deferred compensation in cash is paid out after a deferral period of three years, provided the requirements are satisfied at that point.
8 The RSUs represent future subscription rights that entitle the individuals concerned to receive Swiss Life Holding shares after a period of three years, provided the requirements are satisfied at that point.
9 For the 2022 RSU plan beginning 01.03.2022 the 2021 financial year forms the basis for the amount of the allocation and the corresponding number of allocated RSUs. The allocation of RSUs on 01.03.2022 was effected at a fair value of CHF 481.90 was calculated by the independent consultancy firm KPMG AG, Zurich.

Compensation to the Corporate Executive Board in 2020 (audited)

Amounts in CHF	Compensation in cash				Compensation in shares		
	Salary	Bonus for 2020 paid in 2021[3]	Other compensation[4]	Total compensation in cash	Number	Amount	Total compensation in cash and shares (amount)
Patrick Frost, Group CEO	1 500 000	750 000	29 599	**2 279 599**	0	0	**2 279 599**
Other members of Corporate Executive Board[1,2]	5 003 710	2 545 000	205 819	**7 754 529**	0	0	**7 754 529**
TOTAL CORPORATE EXECUTIVE BOARD	6 503 710	3 295 000	235 418	**10 034 128**	0	0	**10 034 128**

1 6 individuals were taken into account in the period under review.
2 The salary amounts also include tax-equalisation payments and international travel expenses totalling CHF 205 800.
3 The short-term variable compensation component for the 2020 financial year (bonus and deferred compensation in cash) was determined by the Board of Directors at the beginning of 2021 for the 2020 financial year.
4 Child allowances (CHF 13 200), company cars (CHF 13 884), premium contributions to 3rd pillar pension plans (CHF 169 236), other (CHF 39 098) in total amounts.

Amounts in CHF	Expenditure for occupational provisions		
	Regular contributions[5]	Extraordinary contributions	Aggregate total compensation in cash and in shares and occupational provisions expense (amount)[6]
Patrick Frost, Group CEO	275 470	0	**2 555 069**
Other members of Corporate Executive Board	1 320 930	0	**9 075 459**
TOTAL CORPORATE EXECUTIVE BOARD	1 596 400	0	**11 630 528**

5 Pursuant to the pension fund regulations, occupational provisions were financed by the employer and the employee at a ratio of 70% to 30%.
6 All contributions are gross contributions, i.e. they include employee contributions to AHV/IV/ALV. Employer contributions to AHV/IV/ALV/FAK amounted to a total of CHF 926 811 in the year under review.

Amounts in CHF	Variable deferred compensation in cash[3]	Restricted Share Units (RSUs) 2021 RSU plan[8,9]		
	Amount[7]	Number	Amount	Aggregate total compensation incl. deferred compensation in cash and RSUs (amount)
Patrick Frost, Group CEO	**375 000**	2 409	950 375	**3 880 444**
Other members of Corporate Executive Board	**0**	8 228	3 246 028	**12 321 487**
TOTAL CORPORATE EXECUTIVE BOARD	**375 000**	10 637	4 196 403	**16 201 931**

7 The variable deferred compensation in cash is paid out after a deferral period of three years, provided the requirements are satisfied at that point.
8 The RSUs represent future subscription rights that entitle the individuals concerned to receive Swiss Life Holding shares after a period of three years, provided the requirements are satisfied at that point.
9 For the 2021 RSU plan beginning 01.03.2021 the 2020 financial year forms the basis for the amount of the allocation and the corresponding number of allocated RSUs. The allocation of RSUs on 01.03.2021 was effected at a fair value of CHF 394.51 as calculated by the independent consultancy firm KPMG AG, Zurich.

Additional fees and compensation to members of governing bodies[1]

No additional fees and compensation were paid to members of governing bodies in the year under review.

Compensation to former members of governing bodies[1]

No compensation was paid to former members of governing bodies in the year under review.

Compensation to closely linked parties[1,2]

No compensation was paid to closely linked parties in the year under review.

Loans and credits to members of governing bodies[1]

In accordance with Article 20 of the Articles of Association, which can be seen at www.swisslife.com, “Investors and Shareholders” area, “Shareholders and services” section, “Articles of Association” subsection (www.swisslife.com/articles), the Company may grant members of the Board of Directors and the Corporate Executive Board secured loans and credits at usual market terms for up to CHF 10 million each and unsecured loans and credit of up to CHF 0.5 million each.

No loans or credit were granted to members of governing bodies in the year under review; as at the balance sheet date, there are no outstanding loans or credit to members of governing bodies.

Loans and credits to former members of governing bodies[1]

No loans or credit were granted to former members of governing bodies in the year under review; as at the balance sheet date, there are no outstanding loans or credit to former members of governing bodies.

Loans and credits to closely linked parties[1,2]

No loans or credit were granted to closely linked parties in the year under review; as at the balance sheet date, there are no outstanding loans or credit to closely linked parties.

[1] audited

[2] “Closely linked parties” are natural persons and legal entities (in the sense of Art. 678 of the Swiss Code of Obligations and Art. 16 of the Compensation Ordinance) that have close personal, economic, legal or de facto ties with members of governing bodies. This typically includes spouses, minor children, companies controlled by members of governing bodies, and natural or legal persons serving as members of governing bodies in a fiduciary capacity.

Equity risk of the Corporate Executive Board/Share ownership guidelines

The equity risk of the members of the Corporate Executive Board as at the balance sheet date (share ownership and future subscription rights to Swiss Life Holding shares) is set out under the heading "Share ownership/Participation rights" below. As at 31 December 2021, the corresponding equity risk of Group CEO Patrick Frost is multiple times higher than his basic salary in cash.

The future subscription rights to Swiss Life Holding shares granted to the members of the Corporate Executive Board as a long-term variable compensation component under the Group-wide equity compensation plan are blocked during the three-year term, which correspondingly increases the minimum equity risk cumulatively over three years.

Share ownership/Participation rights

As at the balance sheet date of 31 December 2021, acting members of the Board of Directors and the Corporate Executive Board (including closely linked parties) held the following number of registered Swiss Life Holding shares and future subscription rights to Swiss Life Holding shares in the form of Restricted Share Units (RSU):

Board of Directors

	SLH shares 31.12.2021
Rolf Dörig, Chairman of the Board of Directors	32 772
Thomas Buess	23 118
Adrienne Corboud Fumagalli	990
Ueli Dietiker	1 477
Damir Filipovic	1 973
Frank W. Keuper	1 210
Stefan Loacker	1 141
Henry Peter	13 656
Martin Schmid	578
Franziska Tschudi Sauber	3 427
Klaus Tschütscher	1 332
TOTAL BOARD OF DIRECTORS	81 674

Corporate Executive Board

	Restricted Share Units (RSUs) 31.12.2021 [1]	SLH shares 31.12.2021
Patrick Frost, Group CEO	**7 424**	**27 965**
Matthias Aellig	**3 904**	**5 374**
Jörg Arnold	**3 855**	**2 807**
Nils Frowein	**3 751**	**4 825**
Markus Leibundgut	**4 596**	**7 578**
Stefan Mächler	**4 246**	**5 000**
Tanguy Polet	**3 009**	**3 478**
TOTAL CORPORATE EXECUTIVE BOARD	**30 785**	**57 027**

[1] Total number of RSUs allocated in the years 2019, 2020 and 2021 in connection with the relevant equity compensation plan. The RSUs represent future subscription rights that entitle the individuals concerned to receive SLH shares after a period of three years, provided that the relevant conditions are met at that point. In addition to the reported shareholding, Thomas Buess held a total of 1314 RSUs as at the balance sheet date of 31 December 2021, which were allocated to him in 2019 in the context of his former function as Group CFO and Member of the Corporate Executive Board of Swiss Life.

Shareholdings as well as future subscription rights to Swiss Life Holding shares as at 31 December 2020 are shown in the Notes to the Swiss Life Holding Financial Statements on page 364.

Options

No share options have been granted in the Swiss Life Group since 2003 and no options are outstanding.

Further information

In the form of an overview, the following additional information is provided on the Swiss Life Group compensation systems for the 2021 financial year:

In CHF (unless otherwise indicated)

Total compensation [1]	**1 116 388 949**
of which total variable compensation (total pool) [2]	214 170 897
Number of persons who received variable compensation	8 850
Total outstanding deferred compensation	**16 868 216**
of which cash payment	865 258
of which shares	0
of which options	0
of which others (Restricted Share Units, RSU)	16 002 958
Charges and credits in the financial year from compensation for previous financial years [3]	**127 332**
Board of Directors, Executive Board and persons whose activities have a significant influence on the risk profile of the company	
Total sign-on payments made in the financial year [4]	0
Total severance payments made in the financial year [5]	0

1 The totality of any monetary value which the company distributes to a person directly or indirectly for the work performed for the company, e.g. in the form of cash payments, non-cash benefits, expenditure which establishes or increases entitlements to occupational provisions, pensions, shares or other allocation of shareholding rights as well as the forgiving, extinguishing or renunciation of any claims or debts.

2 Part of the total compensation, the granting or the amount of which is at the discretion of the company or which is contingent on fulfilment of predefined conditions. This includes compensation contingent on performance or meeting certain targets. Sign-on payments and severance payments also fall within the scope of the definition of variable compensation.

3 Decrease in expenses affecting net income for variable compensation for the 2021 financial year.

4 Compensation which is agreed on the conclusion of an employment agreement to be paid or be due once. Also deemed to constitute a sign-on payment shall be compensation for benefits foregone vis-à-vis a previous employer.

5 Compensation which is agreed in connection with the termination of an employment relationship.

Report of the Statutory Auditor

Report of the statutory auditor

to the General Meeting of Swiss Life Holding Ltd

Zürich

We have audited the compensation report of Swiss Life Holding Ltd for the year ended 31 December 2021. The audit was limited to the information contained on pages 67 and 72 to 74 of the compensation report.

Board of Directors' responsibility

The Board of Directors is responsible for the preparation and overall fair presentation of the compensation report in accordance with Swiss law and the Ordinance against Excessive Compensation in Stock Exchange Listed Companies (Ordinance). The Board of Directors is also responsible for designing the compensation system and defining individual compensation packages.

Auditor's responsibility

Our responsibility is to express an opinion on the compensation report. We conducted our audit in accordance with Swiss Auditing Standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the compensation report complies with Swiss law and articles 14–16 of the Ordinance.

An audit involves performing procedures to obtain audit evidence on the disclosures made in the compensation report with regard to compensation, loans and credits in accordance with articles 14–16 of the Ordinance. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatements in the compensation report, whether due to fraud or error. This audit also includes evaluating the reasonableness of the methods applied to value components of compensation, as well as assessing the overall presentation of the compensation report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Opinion

In our opinion, the compensation report of Swiss Life Holding Ltd for the year ended 31 December 2021 complies with Swiss law and articles 14–16 of the Ordinance.

PricewaterhouseCoopers AG

Peter Eberli	Beat Walter
Audit expert Auditor in charge	Audit expert

Zürich, 14 March 2022

PricewaterhouseCoopers AG, Birchstrasse 160, Postfach, CH-8050 Zürich, Switzerland
Telefon: +41 58 792 44 00, Telefax: +41 58 792 44 10, www.pwc.ch

Shareholders' Participation Rights

Restrictions on voting rights

In exercising voting rights, no shareholder can collect more than 10% of the total share capital directly or indirectly in respect of his own shares and those he represents. Legal entities and partnerships which are connected through capital, voting rights, uniform management or in any other way, as well as individuals or legal entities and partnerships which act in concert by virtue of agreement, as a syndicate or in any other way, are deemed to be a single person. Any amendment to or revocation of restrictions on voting rights must be approved by at least two thirds of the voting shares represented at the Annual General Meeting and an absolute majority of the share par value represented. The Board of Directors can permit exceptions to this limit on the basis of its discretionary powers. During the year under review, no such exceptions were granted.

Right of representation

Under the terms of the Articles of Association, a shareholder may be represented by a legal representative, or, if a written power of attorney exists, by another shareholder entitled to vote or by the independent voting representative.

Independent voting representative

The Annual General Meeting elects an independent voting representative. His term of office ends after completion of the next ordinary Annual General Meeting. Re-election is possible. The independent voting representative is obliged to exercise the represented voting rights pursuant to the instructions given. He can be represented at the Annual General Meeting by an assistant. He remains fully responsible for compliance with his obligations. If the company does not have an independent voting representative, the Board of Directors appoints one for the next Annual General Meeting.

Required majorities

In addition to the resolutions provided for by law, a qualified majority (corresponding to at least two thirds of the voting shares represented and an absolute majority of the share par value represented) is required to:

– change provisions concerning restrictions on voting rights
– dissolve the company (liquidation)
– dismiss more than one third of the members of the Board of Directors
– change these provisions of the Articles of Association

Convocation of the Annual General Meeting and agenda

The rules set out in the Articles of Association for convening an Annual General Meeting and drawing up the agenda comply with the stipulations of the law. Shareholders who represent at least 0.25% of the share capital can submit a written request within a time limit published in advance by Swiss Life Holding for the inclusion on the agenda of an item for discussion, together with the relevant motions. The written application must be accompanied by a blocking certificate issued by a bank to confirm that the shares are deposited with it until after the Annual General Meeting.

Entry in the share register

Entries can be made in the share register up to the day before the Annual General Meeting. In all cases, however, the company reserves the right to adhere to the legal maximum period of 20 days for recognition of entries in the share register in accordance with Art. 685g of the Swiss Code of Obligations. For administrative reasons (postal delivery times), the deadline for registering to participate in the Annual General Meeting is usually seven calendar days before the event takes place.

Voting system and procedures

Based on a corresponding authorisation in the Articles of Association, the presiding officer at Swiss Life Holding's Annual General Meeting generally requests that votes be taken electronically. Swiss Life Holding uses a certified electronic voting system which permits balloting with remote-controlled handsets and records the exact number of voting shares represented.

Changes of Control and Defence Measures

Duty to make an offer

Swiss Life Holding's Articles of Association provide for neither an "opting up" nor an "opting out" clause within the meaning of Art. 135 para. 1 and Art. 125 paras 3 and 4 of the Financial Market Infrastructure Act (FMIA).

Clauses on changes of control

No contractual provisions exist in favour of the Board of Directors or the Corporate Executive Board with regard to changes in control of the company.

Auditors

As was the case last year, PricewaterhouseCoopers (PwC) is again serving as external statutory auditor for all Swiss Life Group companies that are directly or indirectly held by Swiss Life Holding under its scope of consolidation.

PwC confirms that it meets the legal requirements concerning professional qualification and independence.

Duration of the mandate and term of office of the lead auditor

The Articles of Association stipulate that the external auditor is to be elected by the Annual General Meeting for one financial year at a time. When Swiss Life Holding was established in 2002, PwC was named statutory auditor and Group auditor. Since then PwC has been elected without fail. PwC has also acted as statutory auditor for Swiss Life Ltd since 1994. Swiss Life Holding last invited tenders for its statutory auditor and Group auditor mandate for the 2008 financial year. On completion of the evaluation process, the Board of Directors, in accordance with the proposal of the Audit Committee, again nominated PwC as its statutory auditor and Group auditor at the Annual General Meeting.

The partner at PwC in charge of auditing the Swiss Life Holding annual financial statements and consolidated financial statements (lead auditor) has exercised this function since 2018.

The role of lead auditor rotates in compliance with the term of office regulations stipulated by the Swiss Code of Obligations, the independency guidelines set forth by Expert Suisse, and internal guidelines at PwC. Under the Swiss Code of Obligations and the independency guidelines set forth by the Swiss Institute of Certified Accountants and Tax Consultants, the maximum term of office of the lead auditor is limited to seven years.

Auditing fees

In 2021 the auditing fees credited to PwC came to about CHF 10.0 million (previous year: CHF 9.2 million). This includes the fees for reviewing the 2021 half-year accounts.

Additional fees

PwC invoiced additional fees of approximately CHF 0.4 million in 2021 (prior year: CHF 0.3 million), for services in the areas of risk management, taxes, fiscal and legal consulting and other advisory services. All services were performed in compliance with the relevant independency regulations set out in the Swiss Code of Obligations, the Audit Supervision Act and FINMA circular 2013/3, “Auditing”.

Supervisory and control instruments vis-à-vis the auditors

The Audit Committee maintains regular contact with the external auditors. It evaluates the independence of the external auditors and identifies possible conflicts of interest. It also examines the terms and conditions of the external audit mandates and assesses the audit plan and strategy for the year in question.

The external auditors submit regular written reports on the status of the auditing work. They also submit detailed reports on the half-year and annual financial statements to the Audit Committee. At the end of the year, the external auditors draw up a comprehensive report for the attention of the Annual General Meeting and a detailed report on the financial year just completed for the attention of the Audit Committee, the Board of Directors and the Swiss Financial Market Supervisory Authority FINMA.

The Audit Committee also acknowledges and approves the various recommendations of the external auditors, including the Management Letter. If required, the committee discusses with representatives of the external auditors any issues which could have a major impact, either collectively or individually, on the financial situation or the result of the audit.

In the year under review, representatives of the external auditors attended all Audit Committee meetings, either in their entirety or for specific items on the agenda.

Information Policy

The Communications and Investor Relations areas provide up-to-date reports to private and institutional investors, financial analysts, journalists and the public.

Key facts and figures about the Swiss Life Group and info kits on previous years' reports are available on the internet at www.swisslife.com, "Investors and Shareholders" area, "Results and Reports" section (www.swisslife.com/results). Details on events relevant to shareholders, analysts and the media (Annual General Meetings, media conferences etc.) can be found at www.swisslife.com, "Investors and Shareholders" area, "Financial Calendar" section (www.swisslife.com/financialcalendar).

At www.swisslife.com/subscription, all interested parties can subscribe to the company's mailing list so as to receive timely ad hoc reports and media releases free of charge via the e-mail distribution system. These releases are also published on the Swiss Life website at the same time as they are sent to subscribers, and are available online for at least two years at www.swisslife.com, "Media" area, "Media releases" section (www.swisslife.com/mediareleases).

In addition to its comprehensive Annual Report and Financial Statements, Swiss Life Holding also publishes its half-year results. Furthermore, in May and November of each year, it publishes specific details on the previous quarter. All Swiss Life's annual reports since 1998 and all half-year reports since 2001 can be accessed on the internet at www.swisslife.com, "Investors and Shareholders" area, "Results and Reports" section, www.swisslife.com/annualreports). A report detailing the key facts and figures on business operations is sent out on an annual basis to all the shareholders listed in the share register.

On 25 November 2021, furthermore, Swiss Life presented its targets for 2024 as part of its Investor Day. The relevant information and presentations can be accessed on the internet at www.swisslife.com, "Investors and Shareholders" area, "Investor Days" section (www.swisslife.com/investordays).

Contact details are available at the end of this Annual Report.

Risk Management

A key pillar of Swiss Life's responsible and sustainable business is its integrated, value-oriented risk management involving both quantitative and qualitative elements. The goal is to protect customers' funds and ensure the best possible investment of risk capital, while complying with regulatory requirements and taking account of the persistently challenging capital market environment.

Risk management is a key component of Swiss Life's management process. The responsible committees of the Corporate Executive Board and the Board of Directors continually monitor and manage risks, and their decisions are then incorporated into the annual planning process. On the one hand they conduct qualitative assessments of strategic risks, as well as evaluating operational risks, the internal control system (ICS) and measures aimed at continually improving information and system security. On the other hand, they also cover quantitative elements, such as risk tolerance of the Swiss Life Group, risk budgeting for the insurance units and Asset Liability Management's investment strategy. The Board of Directors employs a limits framework based on solvency ratios and economic capitalisation to determine Swiss Life's risk appetite. Limits for the financial risks taken by the individual business units are based on local regulatory provisions and risk appetite at Group level, and are used to determine their investment objectives.

The key risk management elements are presented and discussed below. Additional statements on the risk management principles and procedures plus the risk budgeting process, asset liability management and the management of insurance risks (including mortality, disability and longevity) are included in Annex 5 of the consolidated financial statements. In addition to the key risk management elements described above, Swiss Life also analyses systemic risks in cooperation with the Swiss Financial Market Supervisory Authority FINMA.

Strategic risk management

Swiss Life uses structured processes to determine the comprehensive risk profile to deal with risks that could jeopardise strategic target achievement. Swiss Life incorporates all the information on risks and corresponding earnings opportunities in its strategic decisions as part of its strategic risk management process. An understanding of the interplay of individual risks is essential so that the factors which influence risk can already be factored in and properly addressed when strategies are being developed.

Emerging risks are a key element of strategic risk: they are regularly analysed and assessed in various risk categories. Examples of such risk categories include demographic and social transformation as well as political or regulatory changes. Any risks in connection with environmental, human rights and governance are also included in the emerging risk process and assessed in the overall risk profile.

Operational risk management and the internal control system

Operational risk management at Swiss Life employs methods and processes to identify, assess, control and avoid operational risks. In this process, operational risks are defined as the risk of negative consequences that result from shortcomings or failures stemming from internal processes, people, systems or external events. Swiss Life's internal control system consists of the entirety of procedures, methods and measures prescribed by the Board of Directors and by the Corporate Executive Board to ensure the orderly conduct of business. The focus is on the reliability of financial and non-financial reporting, the effectiveness of business processes and compliance with relevant laws and regulations issued to protect the company's assets. Risk Management prepares and maintains corresponding internal directives and minimum requirements for qualitative risk management and the internal control system (ICS). These are based on the internationally recognised standard "Internal Control – Integrated Framework (2013)" issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

Information and system security

Swiss Life depends on its information systems and communication technologies for the attainment of the operational goals derived from its business strategy. Ensuring the availability, confidentiality and integrity of systems, data and information is a central component of its internal control system.

Risk Management prepares and maintains directives and minimum requirements for information security. These are based on leading and internationally recognised Data Security standards such as British Standards ISO/IEC 27001 and 27002, the Control Objectives for Information and Related Technology (CobiT) Framework v2019, the Center of Internet Security (CIS) Controls v7.1 and the Cyber Security Framework v1.1 of the National Institute of Standards and Technology (NIST). Line management implements these requirements, and compliance with them is assessed at Group and divisional level in cooperation with information security experts. This includes many different topics such as end-device encryption, remote network access control, vulnerability management, security operations, disaster recovery and cross-functional IT controls. Corporate Internal Audit reviews the area of information security several times a year and periodically reviews data protection to assess the risk exposure as part of its internal auditing activities. Any weaknesses are addressed by means of appropriate measures.

All Swiss Life employees, including external staff, undergo regular information security and data protection training in their divisions. Relevant information or system security incidents are recorded and communicated to the appropriate units for analysis and rectification. Major breaches are reported to the regulatory authorities. Information security is closely linked to the applicable local data protection provisions, such as the Swiss Federal Act on Data Protection (DSG) or the European General Data Protection Regulation (GDPR). More information on data protection can be found in the sustainability report in the chapter on Compliance.

Business continuity management

Business continuity management (BCM) is a Group-wide approach at Swiss Life to identify and assess business-critical processes and document continuity plans. These entail temporary measures being taken in the event of an emergency or crisis such as a pandemic or hacker attacks until business can return to normal. The continuity plans are tested annually.

Sustainability aspects

As part of its Group-wide sustainability strategy, Swiss Life is also integrating sustainability and climate-related aspects into its existing risk management standards for the management of the business.

Swiss Life has assessed sustainability as a strategic risk at Group level since 2021. This also includes climate risks such as physical risks and risks in the context of the transition to a low-carbon and climate-resilient society.

In addition to its annual business and sustainability report, Swiss Life started publishing a climate report in 2021, based on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). The climate report, which describes how climate risks are addressed, is available online at www.swisslife.com/tcfd-report.

Capital management

Solvency model

The standard Swiss Solvency Test (SST) model, with company-specific adjustments, is used to determine regulatory solvency. SST sets out the capital requirements valid for insurance companies and groups in Switzerland. The SST capital requirements are based on the understanding that insurers will meet their obligations towards policyholders even under difficult conditions. In addition to this solvency model, Swiss Life calculates economic solvency based on an internal model for capital and solvency as the standard model is too simplified to be used for business management. Monitoring of solvency in accordance with the solvency model and the internal economic model for capital and solvency is performed continuously. Calibration is based on the full SST calculations at the beginning of the calendar year.

Economic assessment

For risk and capital management decisions, Swiss Life uses an integrated approach. The economic capital of a life insurance company for its shareholders comprises its economic net worth and the present value of future profits. The capital required is determined bottom-up for each large business area and takes into account market, credit and insurance risks. These risks are calculated on the basis of loss distributions using a specified risk measure. The overall capital requirements are obtained by taking into consideration respective diversification effects.

Economic and regulatory capital requirements and the profit target are the main elements in risk budgeting. Based on the overall risk budget set by the Investment and Risk Committee of the Board of Directors, the Group Risk Committee of the Corporate Executive Board defines the risk limits for the business areas. Adherence to these limits is checked continuously.

Standard & Poor’s rating capital

In the Standard & Poor’s risk-based model, the total adjusted capital is the measure used for available capital, set against the capital required given the target rating category (target capital). The calculation of target capital takes into account, in particular, insurance risks, asset value volatility and credit risks. Swiss Life has established a target capital level in line with its rating ambition. Within the capital analysis, in addition to assessing capital adequacy, Standard & Poor’s assesses the quality of capital with respect to its structure (including the share of equity and hybrid capital). Capital adequacy is monitored on an ongoing basis according to the Standard & Poor’s model.

In September 2021 – in the light of Swiss Life’s improved diversification of profit sources and its capital position, which has stabilised at a sound level – Standard & Poor’s confirmed its rating “A+”, outlook stable.

Sustainability Report

Dear reader

Last year we further anchored the topic of "sustainability" in our everyday business. The focus of the sustainable orientation of our business activities in the year under review was the development of our new sustainability strategy for the years up to 2024 in which we prioritise those areas upon which we can exert a direct influence. These include the activities in our business behaviour, in our role as asset owner and manager, in the way we run our insurance and advisory business and last but not least in our role as an employer. In addition, we have, for example, refined our human rights approach in all relevant business areas and anchored it more firmly in our directives. We have set out our principles in a Group-wide declaration on respect for human rights.

Our sustainability strategy is a fundamental part of our new Group-wide programme "Swiss Life 2024". It links initiatives and goals so that we can report transparently on our contribution to people's lives, to society and to the environment.

We are embarking on the new strategic phase from a strong starting position. In recent years, we have not only developed and consolidated our internal processes and organisation in the area of sustainability, but in 2018 already set ourselves specific quantitative goals for reducing CO_2 emissions. These included the switch to 100% electricity from renewable energy sources and a 10% reduction in greenhouse gas emissions per full-time employee (FTE) compared to 2016. We have not only achieved this goal but even exceeded it.

With the new strategy we are now increasing our ambitions and have set ourselves the following targets by 2024:

- In operational ecology, we will reduce CO_2 emissions per full-time employee (FTE) by 35% compared to 2019. This will primarily be achieved through a reduction in travel as well as the shift towards lower-emission mobility and the purchase of sustainably produced electricity. In addition, we will fully neutralise the measured, unavoidable CO_2 emissions related to our operating activities.
- From its own analyses, Swiss Life knows that the CO_2 intensity of its securities portfolio is very good compared to corresponding benchmarks. Swiss Life aims to maintain this position over the coming years.
- In our sphere of influence as real estate owner and manager, we will reduce the CO_2 intensity of our directly held real estate by 20% by 2030 compared to 2019.
- Throughout the Group, we will respond to the increasing customer demand for sustainable solutions and expand our product offering.
- Our advisors will further integrate sustainability aspects into their advisory processes. We will accordingly invest in the competencies of our advisory teams and in their systems and tools.

With these measures, we aim to make our contribution to sustainable development – for the benefit of people, society and the environment.

Patrick Frost
CEO

Sustainability Strategy

Sustainability is at the heart of what Swiss Life does to enable current and future generations to lead a self-determined life.

Our own market research shows: nine out of ten people feel it is important for financial and pension services providers to act sustainably. They expect these companies to play an active role in society and to account for how they manage natural resources, how they act in an ecologically responsible manner, how they live up to their social role and how in doing so they make a positive contribution to the future for posterity.

People are aware that sustainability starts with themselves, and they wish to make a contribution. That's where Swiss Life comes in: Swiss Life enables people to lead a self-determined life. This includes supporting people in shaping their financial future according to their own requirements also in terms of sustainability.

As part of its new sustainability strategy, Swiss Life has defined four fields of action up until 2024: its business behaviour, its role as an asset owner and manager, the way it runs its insurance and advisory business and its role as an employer. Within the framework of all these fields of action, Swiss Life makes a direct contribution to people's lives, to society and to the environment.

Sustainability is an integral part of our business and at the heart of what we do

Specific targets up until 2024

The sustainability strategy of Swiss Life is an integral part of the new Group-wide programme "Swiss Life 2024". To this end, the company has set out clear goals for making progress in the area of sustainability and making this measurable and transparent for stakeholder groups.

Swiss Life has expanded its targets as part of the "Swiss Life 2024" sustainability strategy. The focus is placed on those areas in which Swiss Life can exert a direct influence and generate an impact:

1. In operational ecology, CO_2 emissions per full-time employee (FTE) will be reduced by 35% by 2024 compared to 2019. This will primarily be achieved by reducing travel and the use of electricity from sustainable production. In addition, the measured, unavoidable CO_2 emissions from operational ecology will be fully neutralised by certified projects in the core European markets. As a result, Swiss Life's business activities will be net-zero from 2022.

2. In the sphere of influence as asset owner and manager, the CO_2 intensity of real estate held directly for investment purposes will be reduced by 20% by 2030 compared to 2019. In addition, the excellent positioning of ESG integration will be further pursued as part of the responsible investment approach. This covers around 90% of all Swiss Life assets under management. Swiss Life is thus significantly better than the corresponding benchmarks in terms of the CO_2 intensity of its securities portfolio. Swiss Life aims to maintain this position over the next three years.

3. With its own products and solutions, Swiss Life will meet the growing customer demand for sustainable solutions and expand its product offering.

4. Swiss Life also wants to leverage the market strength of its advisors and consistently anchor sustainability in its advisory business. This includes the integration of sustainability aspects in the advisory process, the further development of relevant competencies and the integration of own and third-party products in the product offering.

Sustainability targets up to 2024

Business behaviour

Reduce CO_2 emissions per FTE by 35% by 2024[1] and compensate emissions to reach net-zero operations

- Reduction of **business travel**
- Further improvement of **energy efficiency**
- **Reach net-zero operations** from 2022 through compensation of all measured, unavoidable CO_2 emissions of own business activities

Asset owner & manager

Reduce CO_2 emission intensity for directly owned real estate by 20% by 2030[1]

- Strong **ESG integration:** Responsible investment strategy covers **around 90% of AuM**
- Maintain strong **ESG risk management** while seizing opportunities and solutions
- **Securities portfolio:** Maintain lower carbon intensity than relevant benchmarks

Insurance products

Expand offering with sustainability solutions

- Respond to increasing market demand and **expand value-creating offering** with sustainable solutions
- Continue to integrate sustainability criteria in the **underwriting** process

Advice

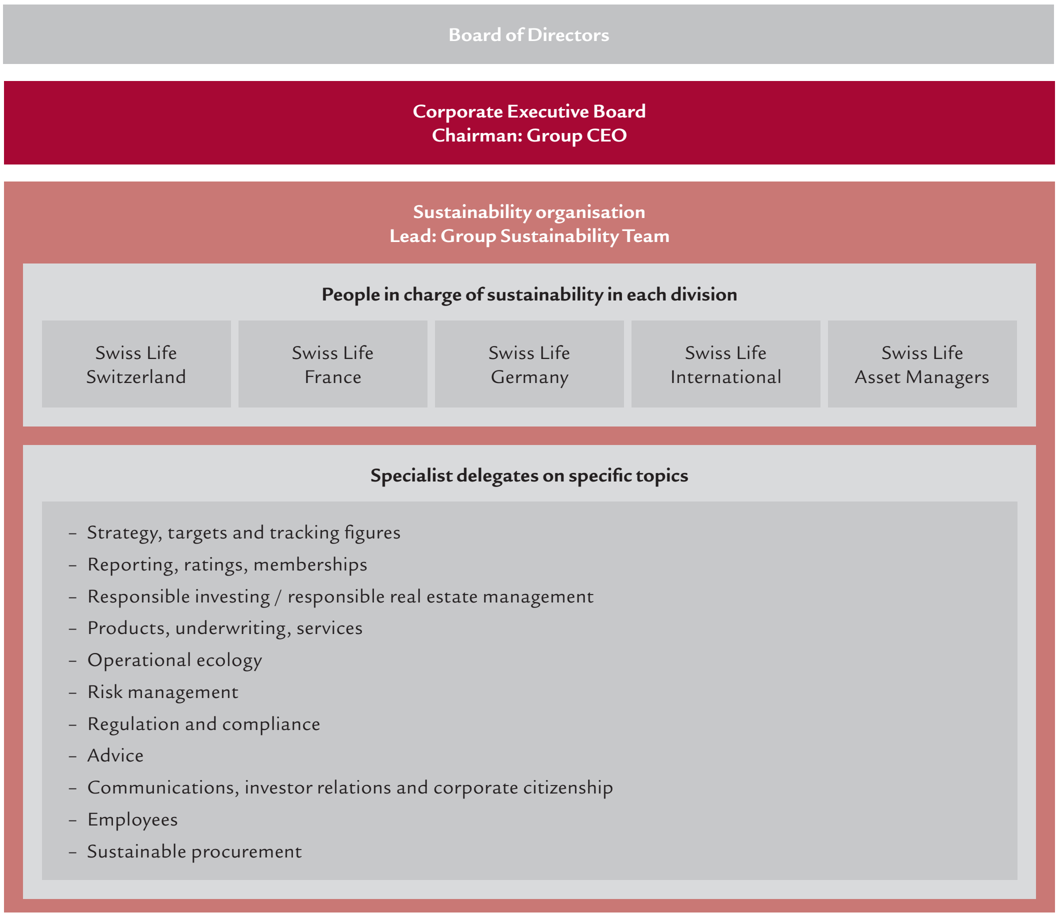
Integrate sustainability in the advisory process

- Adapt **advisory processes** and tools to meet growing customer sustainability expectations
- Systematically **enhance competencies** and integrate new own and 3rd-party sustainability offerings

[1] Compared to 2019

Organisational implementation

Organisational structure



The highest management body in matters of sustainability is the Corporate Executive Board, chaired by the Group CEO. The Board of Directors – the supreme authority for strategic issues – is kept regularly informed about measures and progress in the area of sustainability and included in the decision-making process.

The Swiss Life Group Sustainability team is responsible for the coordination, steering and implementation of measures at Group level. This team ensures that the focus areas defined by Swiss Life's Group-wide sustainability strategy are integrated within and implemented by the divisions. The team also ensures the involvement of the Corporate Executive Board as a management body, reports on progress and engages in dialogue with key stakeholder groups at Group level.

The sustainability organisation is aligned to Swiss Life's multi-divisional organisation: it comprises sustainability delegates from all divisions as well as specialist delegates. The sustainability delegates from the divisions ensure that the Group-wide sustainability strategy is implemented on site with corresponding measures and initiatives, taking account of local regulatory requirements. They also ensure that the management teams and divisional CEOs are involved in the decision-making process. Swiss Life has defined eleven subject areas for specialist management which are assigned to corresponding specialist delegates and in which representatives of the divisions participate. Swiss Life Group's sustainability organisation altogether comprised around 52 full-time equivalents (FTE) in 2021.

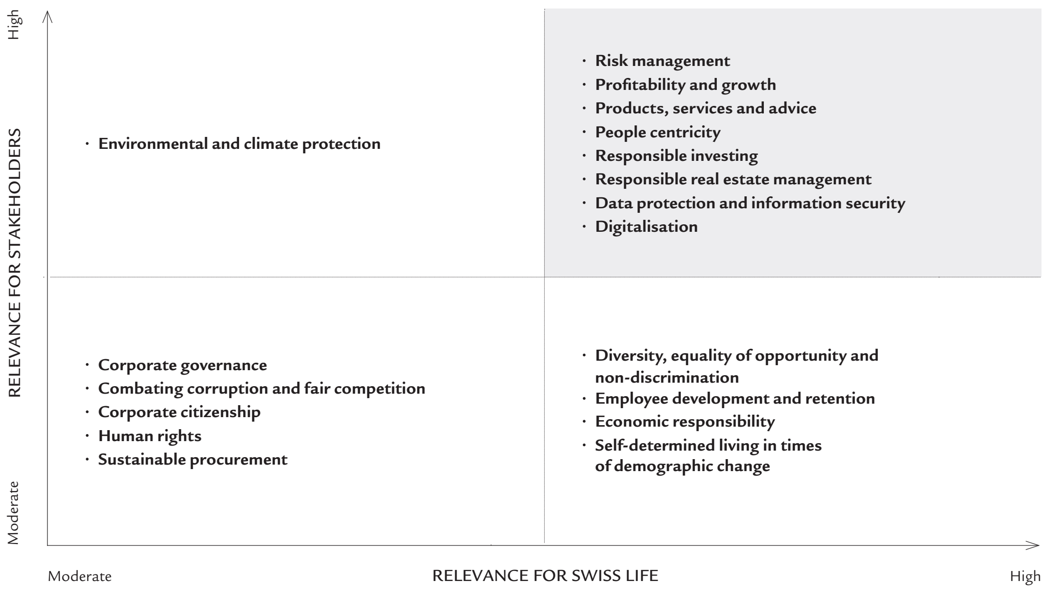
Materiality Matrix

Swiss Life's materiality matrix shows which topics are relevant for Swiss Life and its stakeholders. The matrix forms a basis for the sustainability strategy and sustainability reporting.

Swiss Life has reported on the basis of the Global Reporting Initiative's standards since 2016. In 2015 it produced the first version of its materiality matrix in a multi-step materiality process involving internal and external stakeholders. Since then, the matrix has been regularly reviewed and further developed. In 2019, Swiss Life performed an extensive re-evaluation of the key topics to reflect the various stakeholders' changing expectations, developments in its business environment and the latest standards (see Annual Report 2019, pages 84–85; GRI 102-46).

In 2021, Swiss Life re-evaluated the key topics as part of its new sustainability strategy. The strategic work has shown that the sustainability matrix defined in 2019 can continue to be used as the basis for the 2021 sustainability reporting (GRI 102-49).

Materiality matrix of the Swiss Life Group



(GRI 102-47)
To enhance readability, the dimension "Impact on sustainable development" is not directly integrated into the materiality matrix.

The four topics rated as having the greatest impact on sustainable development are:

– Responsible investing
– Responsible real estate management
– Risk management
– Data protection and information security

Overview of the material sustainability topics[1]

Risk management[2]
Business conduct in compliance with the law is a given for Swiss Life. Swiss Life accompanies its customers over many years. Responsible risk management is thus indispensable.

Profitability and growth
Swiss Life's business model is aligned to long-term, profitable growth within the framework of the corporate strategy, focusing on profit growth and quality, efficiency, and financial strength.

Products, services and advice
Through its advice, products and services, Swiss Life aims to create optimal customer value and ensure sustainable profitability for the company. Swiss Life wishes increasingly to integrate sustainability criteria into its product and service offering and also to anchor them in its advisory business.

People centricity
Swiss Life puts people first and advocates encounters on an equal footing – whether in customer advising, processes, products and services, dealing with employees, using technology or in its role in society as a whole. The expansion of solutions and advice on the theme of sustainability serves to meet a customer need, as shown by the relevant market research.

Responsible investing
Swiss Life's investment strategy has a long-term and sustainable focus. The goal is for long-term and stable returns. In addition to complying with the regulatory requirements, Swiss Life consistently takes account of ethical principles and environmental, social and governance (ESG) topics. Around 90% of the assets under management of Swiss Life Asset Managers are subject to the "responsible investment" approach.

Responsible real estate management
Swiss Life is one of Europe's leading real estate investors and has the biggest private real estate portfolio in Switzerland. It systematically integrates sustainability criteria into the entire value creation process of real estate investments and aims to reduce the CO_2 intensity of real estate held directly for investment purposes by 20% by 2030 compared to 2019.

Data protection and information security
There are Group-wide data protection and information security standards. Information security at Swiss Life is closely related to locally applicable data protection provisions, such as the Swiss Federal Act on Data Protection and the European Union's General Data Protection Regulation (GDPR).

[1] The subject parameters and the impact of Swiss Life on the material topics are set out in the relevant sections.
[2] This topic is discussed in the Annual Report in the section "Risk Management" from page 84.

Digitalisation
Swiss Life is pursuing digitalisation along the entire value chain, using it to create relevant and sustainable added value for customers and employees.

Diversity, equality of opportunity and non-discrimination
Diversity, equality of opportunity and non-discrimination are part of Swiss Life's corporate culture. Swiss Life accordingly promotes potential, abilities and skills equally among all employees of all ages.

Employee development and retention
The Swiss Life corporate culture is based on mutual respect and trustworthy cooperation. Regular feedback and professional development interviews and the recognition and appreciation of performance are important prerequisites for corporate success. Swiss Life conducts a Group-wide employee survey on engagement every two years to gauge employee satisfaction and where there is room for improvement.

Economic responsibility
As a corporation, Swiss Life takes social and economic responsibility by enabling its customers to lead a self-determined life. As a long-term investor, Swiss Life contributes to the stability of the financial centre. Swiss Life also meets its social and economic responsibility in its role as an employer and taxpayer.

Self-determined living in times of demographic change[1]
Enabling people to lead a self-determined life is Swiss Life's purpose. That includes its contribution to the public debate on demographic change and people's growing responsibility for managing their own future provisions.

Environmental and climate protection
Swiss Life places a high value on environmental and climate protection: as a real estate owner and in its business operations, Swiss Life places importance on efficient use of resources, renewable energy and measures to reduce CO_2 emissions. By 2024, the company aims to reduce the CO_2 emissions of its own business activity per FTE by 35%.

Corporate governance[2]
Responsible and sustainable corporate governance is of central importance for Swiss Life. It structures its corporate governance openly and transparently in compliance with the acknowledged national and international standards.

[1] This topic is discussed in the Annual Report in the section "Strategy and Brand" from page 8.
[2] This topic is discussed in the Annual Report in the section "Corporate Governance" from page 28.

Combating corruption and fair competition
Swiss Life does everything in its power to comply with the legal and regulatory requirements and to prevent all forms of corruption and bribery. Therefore, Compliance monitors and assesses the legal and regulatory environment and focuses on training and raising employee awareness.

Corporate citizenship
Swiss Life fosters contacts with representatives of its political and business world and liaises with trade and umbrella associations. In addition, Swiss Life is committed to projects and institutions in the areas of culture, science, education, the environment and research.

Human rights
Swiss Life prioritises high social standards in its own operations and expects similar standards from its business partners and suppliers. Swiss Life respects the internationally recognised rights set out in the UN Guiding Principles on Business and Human Rights (UNGPs). As a signatory of the UN Global Compact, Swiss Life makes an annual public commitment to respect and support human rights. Swiss Life's principles for respecting human rights are set out in a Group-wide statement.

Sustainable procurement
In its cooperation with service providers and suppliers, Swiss Life requires them also to meet high standards in terms of sustainability and human rights. When selecting suppliers and partners, Swiss Life bases its decisions on ethical, social and ecological principles and works with local suppliers whenever possible.

Sustainability in Business Behaviour

Swiss Life maintains high standards for its own business conduct. Diligence and responsible action are the basis for successful and sustainable business operations.

Profitability and Growth

The economic performance and long-term profitability of Swiss Life are fundamental to the success and sustainability of its corporate management.

Swiss Life's business model is aligned to the long term. It is committed to keeping the promises made to its customers over decades. That is why sustainable, long-term investing plays a central role in the life insurance business. Swiss Life has geared its investment strategy to ensuring that the interest margin remains positive for more than three decades, even if interest rates stay low. In addition, Swiss Life has continuously developed its business in recent years. With its successful expansion of asset management for third parties, growth in advisory channels, modern products and targeted acquisitions, Swiss Life has significantly increased the contribution made by the fee business in recent years, and thus reduced its dependency on the investment result. With its presence in attractive European markets and a distribution network of over 17 000 advisors, Swiss Life enjoys a unique position in the pensions market and is therefore very well placed to continue growing profitably in the future.

Thanks to the consistent implementation of its strategy, Swiss Life has successfully completed its last four Group-wide programmes. The company has also achieved or even exceeded all its financial targets in the "Swiss Life 2021" programme, which was completed in the 2021 reporting year.

In its new Group-wide programme "Swiss Life 2024", the company is continuing resolutely on its chosen path and is committed to deepening customer relationships, expanding advisory organisations, ensuring operational scalability and anchoring the sustainability strategy. The starting point of the Group-wide programme remains Swiss Life's purpose of enabling people to lead a self-determined life. Swiss Life's corporate responsibility and sustainability strategy are part of the Group-wide programme and targets for 2024. Swiss Life thus continues to create sustainable value for its stakeholder groups.

Further information on the "Swiss Life 2024" Group-wide programme and the Swiss Life Group strategy may be found in the Annual Report in the "Strategy and Brand" section from page 8.

Compliance

Swiss Life sets great store by compliance with all legal provisions and regulatory requirements. Correct and honest employee behaviour is an indispensable prerequisite for this and is part of the corporate culture.

Code of Conduct

Integrity and trustworthiness	Avoidance of conflicts of interest; mandates and secondary commercial activities; pecuniary advantages and invitations; insider information
External representation of Swiss Life	Authorisations; corporate communication; corporate identity
Confidentiality and data protection	General information on data handling, special protection of personal data and commercial secrets, need-to-know principle, data security and use of IT resources
Prevention of money laundering, combating terrorism financing, sanctions and embargos	Customer identification and monitoring of business relationships for money-laundering, the financing of terrorism, sanctions and embargos
Conduct towards customers	Due diligence in advising and how to deal with complaints
Cooperation with business partners	Due diligence in the selection of business partners including the incorporation of ethical considerations and environmental factors in the selection process
Products	Review of products
Contracts and agreements	Contracts, anti-competitive behaviour and copyright
Personal conduct and security at the workplace	Non-discrimination, dealing with private activities, collegiality and handling access rights
Reporting of material misconduct and implementing the Code of Conduct	Identifying and reporting misconduct; reporting investigations or legal proceedings, implementation of the Code of Conduct

The Code of Conduct contains Swiss Life's Group-wide values and principles of business ethics and its rules of conduct, which are binding for all employees. These include content concerning topics ranging from bribery and corruption to non-discrimination and are listed in detail in the illustration.

The Code of Conduct is reviewed at regular intervals and adjusted as necessary. Acceptance and observance of the Code of Conduct is confirmed by all employees when they join the company. In addition, regular training ensures that the employees are kept informed about the relevant compliance topics and directives. The Code of Conduct can be viewed at www.swisslife.com/en/coc.

Swiss Life has local internal reporting offices that promptly investigate any suspected violations of the Code of Conduct. In this context, anonymous reports are also accepted.

Business conduct compliant with the law and conducive to integrity

Established processes ensure adequate identification, management and monitoring of compliance and data protection risks at Swiss Life. Compliance monitors and assesses the legal and regulatory environment, taking account of local legislation. The aim is to comply with legal and regulatory requirements and to prevent all forms of corruption and bribery. Swiss Life also considers it very important to observe and comply with sanctions and embargoes, as well as with provisions relating to the prevention of money laundering.

Regular risk assessments as well as ongoing and comprehensive compliance reporting to the Audit Committee of the Board of Directors and the Risk Committee of the Corporate Executive Board are carried out to enable the latter to assume their respective responsibilities.

The compliance framework is subject to periodic review and is reworked and adapted to new prerequisites as necessary. The duties, responsibilities and competencies of Compliance are set out and documented within the governance framework of Swiss Life.

Swiss Life incurred no significant monetary penalties or fines during the year under review. However, according to the media release of 14 May 2021, Swiss Life reached an agreement with the US Department of Justice (DoJ) regarding its former cross-border business with US clients.

Directives system

Swiss Life maintains a complete set of directives to ensure that the Code of Conduct is put into practice in daily activities. The directives contain binding Group-wide minimum standards which are included in the local regulations of all business units. Swiss Life periodically reviews the directives in terms of relevance and accuracy and, if necessary, adjusts them to new regulatory and business requirements.

Training

Regular training ensures that the employees are kept informed about the relevant compliance topics and directives. Within six months of joining, all new employees throughout the Group receive training on the Code of Conduct and essential rules of behaviour as well as on the data protection and data security requirements. Also within this period, all new employees are given training – to the extent relevant for their area of work – in preventing money-laundering, in combating the financing of terrorism and in sanctions and embargoes. All employees also undergo refresher training on these issues every two years. During these training sessions, participants are required to confirm their adherence to the Code of Conduct. Participation in such training courses is mandatory and subject to monitoring, and the aim is a 100% participation and success rate. Divisions for which the regulator has prescribed more frequent training must undergo refreshers more often. As of 2020, moreover, contractors with a special relationship with Swiss Life are also being trained in compliance issues or required to give a contractual assurance that they will comply with the Code of Conduct.

Data protection

Data protection has priority at Swiss Life. All legal, regulatory and internal requirements are implemented throughout the Group. Swiss Life has defined Group-wide standards for data protection which cover all areas of business and are specified and implemented through divisional data protection directives and data protection declaration forms. These govern the processing, storage, deletion, archiving and transfer of data and documents. In addition, Swiss Life has binding standards and regulations for uniform data classification, the handling of personal and sensitive personal data and for trade secrets, as well as for the rights of data subjects, such as the right to access, rectification and deletion. When processing personal data, Swiss Life consistently complies with the applicable regulations for Switzerland and the EU, and with other local laws. The Swiss division has also had its information security certified in accordance with ISO 27001. Swiss Life provides personal data to third parties only if the latter are to process it on behalf of Swiss Life.

Breaches of data protection must be reported immediately to Compliance, and information security incidents are handled consistently throughout the Group as part of operational risk management. The compliance framework contains defined processes for dealing with infringements of data protection. These include, for example, informing the data subjects and supervisory authorities.

There were no significant data protection breaches within the Swiss Life Group during the reporting year. However, a Swiss Life Group company was fined in July 2021 due to a data protection infringement dating from 2018 that was not correctly reported.

The individual divisions have their own data protection officers and ensure that their employees are all given regular mandatory training in the material. The departments implement these requirements and assess their observance in collaboration with the relevant divisional Compliance teams, as well as at Group level. Compliance regularly assesses the implementation and observance of the applicable provisions. The Board of Directors' Audit Committee and the Corporate Executive Board's Risk Committee are kept informed on an ongoing basis about data protection topics within the framework of compliance reporting, thus assuming their responsibility in the area of data protection. Corporate Internal Audit regularly reviews data protection in a risk-oriented manner as part of its internal auditing activities and addresses any weak spots with appropriate measures.

Data are secured and protected with the appropriate organisational and technical protection measures and are a part of risk management. More information on risk management can be found in the Annual Report in the "Risk Management" section from page 84.

Digitalisation

Swiss Life is pursuing digitalisation along the entire value chain. The focus is on initiatives that create sustainable added value for customers and employees.

As a pensions and financial services company, Swiss Life puts people at the centre of its business. The same applies to digitalisation: more than 17 000 advisors who conduct Swiss Life's dialogue with customers have access at all times to digital solutions that support them in the advisory process. Personal contact remains a decisive factor in this regard. The purposeful combination of personal advice and digital support is at the root of Swiss Life's "phygital approach". This approach ultimately leaves advisors with more time to give their customers personal advice. They make targeted use of digital aids where this creates added value for customers, such as identifying the best solution for them.

Close to customers despite the pandemic

Following the sharp increase in the previous year due to the large number of digital customer contacts, the number of consultations remained high in 2021. Thanks to early investments in digital initiatives and tools, Swiss Life had already created the technological framework before the Covid-19 pandemic to remain available to its customers despite various measures to contain the pandemic. As in 2020, digital communication tools, such as video consulting, continued to be used. Due to the much more frequent use of virtual advisory services, CO_2 emissions remained at a low level in the 2021 reporting year owing to advisors' ongoing restricted travel activities. This in turn has had a positive impact on Swiss Life's carbon footprint (see section on "Contribution to the Environment").

Digital customer portals and new forms of collaboration

In addition to its personal advice, Swiss Life also offers its customers access to online portals, where they can view their documents anytime and anywhere, make appointments, request offers and make changes quickly and easily. Online tools are also provided so that customers can simulate scenarios on their own. They can decide how they wish to interact with Swiss Life and choose their own mode of access. Swiss Life applies industry standards and uses digital solutions to avoid discontinuities in the use of media, reduce the amount of printed paper and guarantee high quality.

It also makes use of digital platforms within the company. Group-wide collaboration software makes it possible to hold internal and external meetings in virtual rooms and to jointly edit or share files. Thanks to early investments in the digital workplace and mobile working, Swiss Life was already able to operate well across organisational and divisional lines when the Covid-19 pandemic broke out in 2020. These capabilities were further expanded in 2021. This enabled Swiss Life to continue to maintain smooth business processes in 2021 and to remain available for its customers and partners.

Strengthening cyber resilience

Swiss Life is implementing a Group-wide cyber security programme, which will run until the end of 2023, to further strengthen cyber resilience. The aim is to guarantee equally strong and extensive defence measures across all divisional and organisational units.

These will also undergo continuous further development in order to ensure that rapidly changing cyber-attack methods are taken into account. Swiss Life follows the recommendations of the Center for Internet Security (CIS) and is an active member of this organisation. The security measures implemented are internally validated by Risk Management and subjected to a regular independent external review. The Swiss Life Corporate Executive Board is also regularly involved on the issue.

Procurement

Swiss Life requires its external service providers and suppliers to comply with high sustainability standards and accept their responsibility towards their employees, society and the environment.

Group-wide principles for sustainable procurement

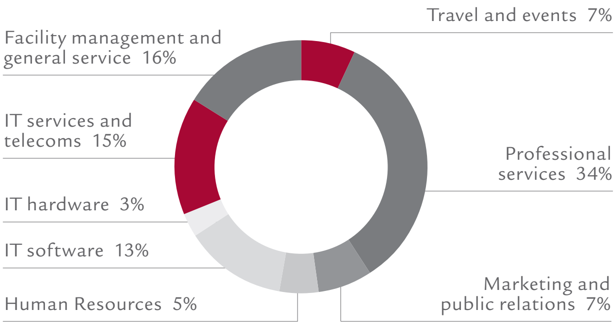
Our standards as a consumer	✔ We treat our suppliers and service providers fairly ✔ We communicate clearly and understandably ✔ We buy locally and sustainably
Our expectations of suppliers and service providers	✔ Compliance with Swiss Life principles ✔ Compliance with legal regulations must be assured at all times ✔ We expect our suppliers to honour the same social, human rights and environmental standards as we do
Our expectations for products and services	✔ Satisfaction of Swiss Life's general expectations regarding people, society and the environment ✔ Environmentally-friendly and sustainable distribution, transport and production appropriate to the product

Swiss Life mainly accesses products and services from the following categories for its insurance business:

- Professional services (such as advisory services)
- Marketing and public relations
- Human resources
- IT services and telecoms
- IT software and IT hardware
- Facility management services (e.g. security personnel, building maintenance, cleaning) and general services (refreshments, electricity, gas, etc.)
- Travel and events

Percentage split of purchasing volume by category

As at 31.12.2021



When selecting suppliers, Swiss Life is also guided by ethical, ecological and economic principles and works with local suppliers or suppliers in OECD countries where this makes sense and is possible.

Most of the suppliers and service providers in Switzerland are domestically based. About 20% are from the EU.

Swiss Life works mainly with national suppliers also in its other core markets of France and Germany. Foreign suppliers account for under 5% in both countries.

When working with major international companies in the IT area, Swiss Life works wherever possible with their national companies at all locations so that emissions from travel are kept as low as possible.

Moreover, Swiss Life is one of Europe's leading real estate investors and has the biggest private real estate portfolio in Switzerland. In this context, Swiss Life mainly uses external services for architecture and expert planning services plus general construction services.

Guidelines for suppliers and service providers

Swiss Life revised its directive on Group-wide procurement in 2021. The aim was to reflect Swiss Life's sustainability principles even better in the directive documents and tighten the existing regulations accordingly. Special attention was paid to the issues of labour standards and human rights.

In all divisions, companies that wish to work with Swiss Life must be able to ensure compliance with the relevant statutory provisions and the standards of Swiss Life. Evaluation of key suppliers and service providers is integrated in the Swiss Life Group's risk management framework. If any of the agreed standards are violated, Swiss Life demands that corrective measures be implemented. In the event of serious or repeated violations, the cooperation will be terminated. The right to carry out possible audits of suppliers and service providers is contractually agreed. This may include requesting confirmation of ISO certification, checking the validity of such certification and analysing the underlying reports.

When concluding contracts with suppliers and service providers in the core markets of Switzerland, France and Germany, Swiss Life expects them to guarantee the following standards as a rule:

- Compliance with applicable environmental and climate protection standards
- Compliance with legal regulations on working hours and ensuring working conditions that do not endanger employee health or security
- Fulfilment of legal regulations relating to salaries, compensating of overtime and payouts
- Ensuring that their employees can work in an environment free of discrimination on the basis of race, gender, religion, origin, disability, age, sexual orientation, handicap or other attributes
- Respect for employees' rights of association and collective bargaining
- Renunciation of child and forced labour
- Compliance with the Universal Declaration of Human Rights (UDHR)

With regard to compliance with human rights, Swiss Life also expects its service providers and suppliers to comply with the same international human rights standards as Swiss Life (see section on "Human Rights"). It communicates this expectation to suppliers via the procurement departments of the business units and has set this out accordingly in a Group-wide internal directive.

In its core markets of Switzerland, France and Germany, Swiss Life gives preference to products and services from companies that can be shown to have a certified environmental management system (ISO 14001 or EMAS) and general quality certification (e.g. ISO 9001 or ISAE 3402).

Swiss Life aims to enhance the monitoring of the environmental, social and ethical risks of its strategic suppliers through appropriate monitoring platforms in all its core markets. At the start of 2020, moreover, Swiss Life launched a Group-wide initiative for the continuous development of sustainable procurement principles. As part of this initiative, Swiss Life has harmonised the procurement of office IT equipment across the Group and exclusively procures sustainability-certified devices under global contracts. Swiss Life has switched to certified paper for its new procurement of brochures for customer advisors.

Sustainability as an Asset Owner and Manager

Swiss Life systematically integrates ecological and social factors and aspects of good corporate governance into the investment process. The responsible investment approach covers around 90% of assets under management. In the year under review, the existing approach was supplemented by a net-zero target for the real estate investment portfolio.

Swiss Life is an asset manager for its proprietary insurance companies and for third-party clients such as pension funds, other insurance companies and private investors. The long-term protection of customer funds and the optimal allocation of risk capital are the main objectives. Invested assets must be secure, profitable and liquid in their entirety. Due to the long-term nature of its liabilities, Swiss Life invests predominantly in fixed-income securities such as government and corporate bonds as well as real estate, equities and infrastructure. Its investment decisions have always been informed by a long-term assessment of risks and returns.

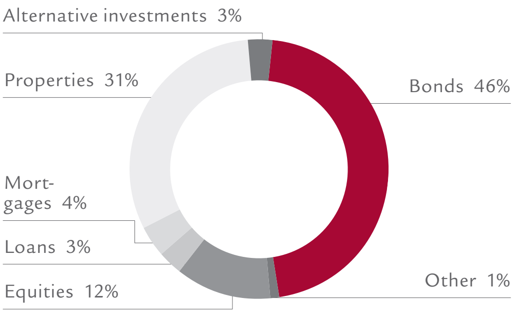
To further strengthen its commitment to responsible investing, Swiss Life has formalised its approach to integrating ESG criteria into investment and risk management processes. The resulting Responsible Investment Framework is aligned to the Principles for Responsible Investment (PRI). Swiss Life and all its subsidiaries are fully committed to the PRI and disclose their responsible investment activities accordingly. This was recognised in the last available PRI assessment, among other things with an A+ rating in the "Strategy and Governance" module.

For the prevention of "greenwashing", Swiss Life relies on clear and transparent communication with its stakeholders to address sustainability aspects . In the case of products in particular, it is ensured that adequate control mechanisms exist and that definitions are based, where appropriate, on established industry standards.

As a major investor, Swiss Life is committed to ensuring that direct investments in its portfolio are in line with Swiss Life's fundamental standards and values. As a signatory to the UN Global Compact, Swiss Life is committed among other things to the fundamental principles for upholding human rights and protecting the environment.

Assets under management[1] – breakdown by asset class

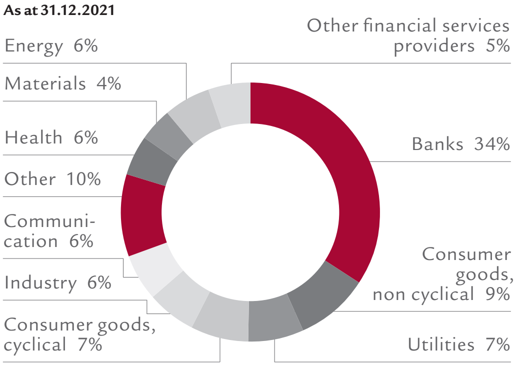
As at 31.12.2021



[1] Total assets under management for insurance business and third-party-clients

Corporate bond portfolio[1] – breakdown by industry sector

As at 31.12.2021



[1] Managed corporate bonds for the insurance business (CHF 41.9 billion)

Systematic integration of ESG criteria

Swiss Life systematically integrates ecological and social factors, including aspects of good corporate governance, into the investment process and risk management for all asset classes. This results in a broader information base and more balanced risk cover.

ESG factors are taken into account in around 90% of the total assets managed by Swiss Life. The remaining assets under management are investment products, such as mortgages and discretionary mandates. Due to the product structure, the sustainability approach is not yet applicable to these assets. Swiss Life applies its sustainability approach not only to proprietary assets but also to third-party assets.

Responsible Investment Report

Further details about responsible investment are published in the cross-asset-class "Responsible Investment Report". The report can be downloaded via the following link: www.swisslife-am.com/rireport.

Securities

Securities make up the largest share of Swiss Life's total assets under management. Swiss Life takes a large number of measures into account in the investment process for securities: these include, among others, ESG thresholds, the systematic exclusion of non-compliant companies and the exercise of voting rights at shareholder meetings.

In the investment process for securities – such as shares and corporate and government bonds – Swiss Life uses, among other things, analyses by an independent international ESG research and valuation service provider. ESG information on over 14 000 share and bond issuers worldwide helps Swiss Life to swiftly identify and anticipate the risks relating to environmental and social issues as well as governance aspects. This also ensures early recognition of risks arising from ESG problems such as infringements of labour law, shortcomings in corporate governance and indications of corruption or environmental risks relating to climate change. From its own analyses, Swiss Life knows that the carbon intensity of the securities portfolio is very good compared to corresponding benchmarks. Swiss Life aims to maintain this position over the coming years.

Swiss Life sets ESG thresholds based on external ratings to steer clear of issuers with a poor ESG performance for new investments. Specifically, issuers that have a low ESG rating or are involved in serious ESG controversies are avoided. In its credit analyses of issuers of fixed-income investments, Swiss Life also takes climate indicators such as carbon intensity into account in addition to ESG ratings and controversy assessments. On this basis, it draws up detailed credit reports, which are analysed by the risk committees.

Unlike fixed-income investments, for which Swiss Life pursues an active investment approach, a passive approach is taken for equity investments. As a result, there is limited flexibility to exclude investments from the investment universe. In most of the equity investment strategies, however, ESG ratings or controversies are used as a factor to optimise the portfolio. In addition, a great deal of importance is attached to the exercise of shareholder voting rights in equity investments. Furthermore, exposure to portfolio companies was introduced as a pilot phase in the year under review.

Climate risks and exit from coal for power stations

Swiss Life supports the goals of the Paris Climate Agreement. For example, it has defined a strategy for its insurance business investments to exit the carbon-intensive coal sector. Swiss Life refrains from investing in bonds issued by companies which derive more than 10% of their revenue from the mining, extraction and sale of coal for power stations. A corresponding threshold also applies to infrastructure investments: Swiss Life does not invest in projects or companies in which more than 10% of the company or project valuation is attributable to contributions from transactions involving coal for power stations.

Swiss Life endeavours to persuade third-party customers to apply a similar exit strategy to their assets.

Climate change and the associated risks are also key in ensuring that Swiss Life assumes its responsibility in the form of "active ownership" to promote responsible investing. Among others, Swiss Life has joined the Climate Action 100+ investor initiative to work with others in the area of climate change. The initiative calls on the world's largest greenhouse gas emitters to change their business models. Swiss Life is also continuing its green investment programme. This draws on the carbon intensity of companies and countries to manage the carbon intensity of the portfolios. In this context, Swiss Life has also set itself the goal of investing CHF 2 billion in green bonds by the end of 2023.

Further selective exclusions

For all its assets, Swiss Life has defined specific limits for investments in the defence industry. Swiss Life recognises that sovereign states have a right to self-defence but refrains from investing in companies that are significantly involved in the production of internationally banned armaments such as land mines, cluster ammunition, nuclear, biological and chemical weapons. For this, it uses data from an independent ESG research and valuation service provider plus the generally known exclusion lists for controversial weapons published by PAX, an international non-profit and NGO-type peace organisation, and from SVVK-ASIR, the Swiss association for responsible investments.

Proxy voting and engagement

Swiss Life also represents its interests by exercising voting rights and assumes its responsibility through "active ownership". In this way, it strives to increase the company's long-term value. ESG factors are used to make a balanced assessment of the purpose of motions and the overall benefits for the respective company's shareholders. Particularly for motions in the environmental and social fields, an in-depth analysis is carried out in order to verify their added value for the company. When exercising voting rights, Swiss Life uses analyses and services provided by the external voting rights consultant Institutional Shareholder Services (ISS) and other sources. In 2021, Swiss Life voted 5372 times at 283 annual general meetings. In 0.5% of cases it deviated from the recommendations made by ISS and in 8% of cases it voted against the respective Board of Directors. In addition, the first proactive engagements in the securities area were successfully carried out in the year under review. Based on a catalogue of criteria and the analysis of internal specialists, five portfolio companies were selected for dialogue on ongoing controversies. Discussions with, for example, BHP provided new insights, which among other things will feed into the credit analysis. Based on the results of this pilot phase, Swiss Life will fully integrate the engagement framework into its processes in the coming months.

Scenario analyses

Swiss Life seeks to minimise the transitory and physical risks associated with climate change for the long-term sustainable management of its investment portfolio. For this reason, in addition to carbon intensity, the company is also integrating forward-looking indicators from scenario analyses into its investment and risk management processes. In order to more easily assess its understanding of climate-related risks, Swiss Life has been participating in the Paris Agreement Capital Transition Assessment (PACTA) since 2017. This has been organised by the Swiss Federal Office for the Environment (FOEN) and the 2° Investing Initiative. Swiss Life is gradually continuing the integration of the climate scenario metrics and the further application of various transition scenarios.

Real Estate Management

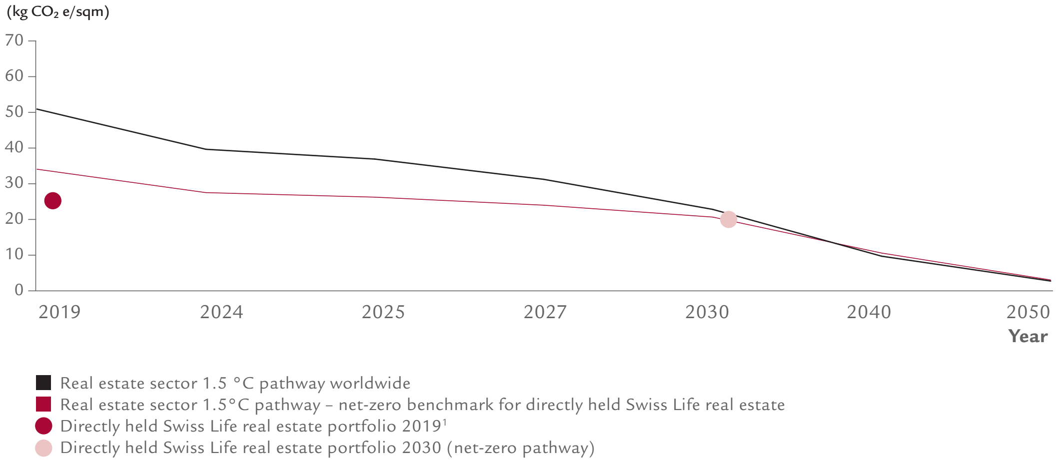
As a major real estate owner, Swiss Life can make an important contribution to reducing carbon emissions in its own portfolio. Swiss Life is therefore pursuing a net-zero reduction target for its directly held investment properties.

Swiss Life is one of Europe's leading real estate investors and has the biggest private real estate portfolio in Switzerland. Preserving and increasing value in the long term and ensuring sustainable earnings are of central significance to Swiss Life. All decisions are thus oriented to a long-term property life cycle.

Net-zero targets for real estate

Swiss Life has in recent years focused on gradually integrating ESG criteria on a systematic basis into its real estate portfolio and asset management. The company expanded this approach in the year under review to include a CO_2 reduction target for its directly held real estate portfolio. The reduction target is in line with the goals of the Paris Climate Agreement. In order to focus on the 1.5° target, Swiss Life has set itself the goal of reducing the CO_2 emissions of its entire directly held building stock by around 20% by 2030 compared to 2019.

Carbon intensity



[1] The carbon intensity corresponds to 63% of the floor area of the PAM real estate portfolio directly owned by Swiss Life. The greenhouse gas emissions of office buildings used by the company are included in operational ecology and are excluded from the calculation of the starting point.

Swiss Life's real estate portfolio is already in a good position in terms of CO_2 emissions compared to the average real estate portfolio in the countries in which Swiss Life operates. With a carbon intensity of 26 kg CO_2 equivalents per square metre floor area, the starting point for 2019 is already well below the global net-zero target of the real estate sector. This starting point is also below the net-zero scenario benchmark of Swiss Life, which reflects the specific composition of the Swiss Life real estate portfolio in terms of geography and investment type. With the further reduction by 2030, Swiss Life is aiming for a carbon intensity of 20 kg per square metre floor area.

A total of around CHF 2 billion will be invested over this period in order to achieve this goal. To monitor the achievement of these objectives, Swiss Life also introduced a specially developed cockpit which it integrated into its existing IT systems.

In order to integrate sustainability criteria systematically into the overall value creation process of real estate investments, Swiss Life has developed its own Responsible Property Investment Framework. Applying to all real estate management activities, this optimises the environmental and social aspects of the real estate portfolio:

- In the transaction process, a due diligence checklist is used to identify sustainability opportunities and thus highlight potential to increase value. At the same time, this checklist allows early identification of potential risks so that value can be preserved in the long term.
- Sustainability aspects play a central role in real estate development, from the feasibility study to the construction decision, and are integrated into the planning process. Swiss Life defines minimum energy standards, examines ecological risk profiles, analyses the socio-economic effects of real estate development projects and decides on the certification of buildings according to sustainability labels such as Minergie, DGNB, SGNI, LEED, BREEAM and HQE. These labels provide external confirmation of the sustainable quality of the property.
- Implementing sustainability measures in property management – for example extensive renovation, specific optimisation measures, efficient in-house utilities and maintenance work – helps reduce energy consumption in the portfolio. In turn, the associated increase in the energy efficiency of the properties leads to a reduction in CO_2 emissions. Energy-related maintenance measures (e.g. replacement of heating generators or refurbishment of the building shell) can thus produce energy and CO_2 savings of up to 50% for the properties affected. In this way, dependence on fossil fuels is reduced further, with a shift to renewable energy sources (e.g. photovoltaics, district heating, geothermal energy, use of river and sea water or pellets).
- By making energy-saving adjustments to technical installations and carrying out smaller-scale maintenance measures with a shorter payback period (e.g. lighting systems or insulation of water pipes), Swiss Life brings about improvements outside of major renovation cycles. Energy and CO_2 savings of around 10% can be achieved through these optimisation measures.

Global Real Estate Sustainability Benchmark

Since 2018, Swiss Life has participated in the annual Global Real Estate Sustainability Benchmark (GRESB). This sustainability benchmarking analysis enables Swiss Life to systematically measure sustainability aspects of the real estate portfolios evaluated and integrate them into its facility management. In 2021, almost 65% of the total real estate assets under management and around 82% of the proprietary insurance asset management portfolio of Swiss Life Asset Managers were submitted to the GRESB. GRESB coverage is already 100% for the Swiss portfolio. Eighteen out of a total of 22 audited portfolios were awarded the "Green Star" label.

Infrastructure Investments

When implementing infrastructure projects, Swiss Life takes economic, ecological and social factors as well as corporate management aspects into account throughout the entire life cycle.

Swiss Life already incorporates ESG considerations, including a systematic ESG analysis, in the due diligence process of infrastructure investments. Each investment recommendation includes an ESG section that indicates the rating for 12 ESG topics and an aggregated ESG score. The rating is based on a systematic ESG questionnaire developed in-house to assess indicators in various areas and cover all ESG topics. Swiss Life also monitors ESG criteria and relevant developments on a quarterly basis as part of the regular monitoring processes of its underlying assets.

The infrastructure funds managed by Swiss Life Asset Managers hold several renewable energy infrastructure real assets as direct investments. At the end of the year under review, 18% of the infrastructure portfolio of Swiss Life Asset Managers was invested in renewable energy facilities. In total, these facilities produce renewable energy for the equivalent of approximately 500 000 households. Swiss Life's infrastructure investments thus contribute to achieving the goals of the Paris Climate Agreement.

During the reporting year, Swiss Life Asset Managers successfully had two more of its infrastructure funds and their portfolio companies assessed by GRESB. The positive assessment results of the core infrastructure funds reflect the commitment of Swiss Life Asset Managers to promote ESG integration and GRESB transparency within the portfolio companies.

Sustainable Products in Asset Management

Swiss Life offers a range of sustainable products in asset management that meet the requirements of the EU Transparency Regulation (SFDR).

In third-party asset management, clients can access Swiss Life's ESG competencies and experience. In asset management, Swiss Life has a range of sustainable investment products in the largest asset classes: bonds, equities, real estate and infrastructure. In addition, so-called impact products (compliant with Art. 9 SFDR) have been developed in the real estate and equities areas. They focus on investments that measurably promote sustainable development. Furthermore, Swiss Life is developing new investment solutions and strategies in various asset classes that focus on specific ESG topics or on companies that meet strict sustainability criteria.

The transposition period for the EU Transparency Regulation (SFDR, see box) expired in March of the year under review. Based on this regulation, Swiss Life divided its third-party client products into categories and adapted the public documents accordingly. In a further step, Swiss Life is utilising the insights gained and analysing the proprietary insurance asset management portfolio in accordance with SFDR. This includes an examination of the steps that would be necessary for the entire portfolio to have an ESG strategy or be declared compliant with Art. 8 SFDR.

SFDR

In March 2021, the Transparency Regulation (Sustainable Finance Disclosure Regulation; SFDR) came into force in the EU. This regulation defines various transparency obligations, especially for financial and insurance products. Various transparency requirements apply depending on a product's sustainability. There are essentially three groups of products:
- Art. 6 Products: Either include sustainability risks in investment decisions or disregard them.
- Art. 8 Products: Promote ecological or social characteristics
- Art. 9 Products: Target sustainable investments

Sustainability in Insurance and Advisory

Swiss Life's advisory and product strategy combines optimal customer value with profitable and sustainable business behaviour.

Swiss Life offers private and corporate clients comprehensive and individual advice plus a broad range of proprietary and partner products through its financial advisors, agents and distribution partners. Swiss Life Select, the subsidiary specialising in financial planning for private households and the brokering of financial products, and the advisors at Tecis, Horbach, Proventus, Chase de Vere and Fincentrum use the Best Select approach to enable their customers to choose the product that suits them best. In this way, customers are given access to an extensive range of products from a large number of suppliers.

Insurance Business

Swiss Life offers its customers a wide range of solutions for their financial security and future provisions. Their term often extends over many years or even decades. Taking sustainability into account in product design and underwriting is therefore crucial.

As part of its new Group-wide programme "Swiss Life 2024", Swiss Life further developed its Group-wide approach for the integration of sustainability criteria in the insurance area during the year under review. Swiss Life's underwriting process ensures that the insured portfolio complies with the company's fundamental standards and values. Risk underwriting is in keeping with the regulatory requirements and with Swiss Life's commitment to holistic and value-oriented risk management.

Life insurance and risk products make a significant contribution to a self-determined life for insured persons. Product solutions with a savings component make it possible to provide for retirement and close any gaps in coverage. Insurance against the risks of death and disability can provide an insured person's dependants with material security or mitigate the financial impact of disability.

Moreover, these products play a significant role in occupational pensions in many developed markets. Prior to signing a contract, Swiss Life routinely evaluates sustainability factors as part of the risk assessment in addition to the medical and financial aspects. As part of its social responsibility, Swiss Life seeks to provide insurance cover for all legitimate companies and individuals. It is thus selective in the way it decides on any rejections or exclusions on the grounds of sustainability.

Swiss Life insures people and does not wish to exclude them from any relevant insurance cover because their employer falls short in terms of sustainability. If, during the risk assessment, Swiss Life identifies indications of violations of applicable laws, a lack of respect for human rights or has other reservations regarding the lawfulness of the applicant, the insurance application may be rejected following appropriate clarification with the applicant. Swiss Life continues to promote active, sustainability-related dialogue with its customers, for example in the Swiss group life business by incorporating the responsible investment approach into customer information and communication or raising awareness by conveying its sustainability approach on the various Boards of Trustees.

Customer centricity and Group-wide value proposition standards

Long-term benefit commitments and obligations arising from pension and financial products call for a precise analysis of the legal and regulatory environment and the associated risk in advance. This also provides the basis for customer-oriented advice and is a major factor in the avoidance of mistakes or violations in advising, and their possible consequences.

Swiss Life makes sure that it can deliver its value proposition through mandatory Group-wide regulations that are implemented through corresponding local directives:

– The specific structure of products and services is based on Group-wide standards and stringent compliance with local regulatory requirements and legislation. The ability of the local Compliance teams to make adjustments, even to existing products and services, is guaranteed. Group-wide standards for the development of products and services are also adapted to framework conditions as required.

– Product management is regulated through a number of directives at Group level. To this end Swiss Life has established a uniform, auditable product development process. This process defines the minimum requirements for local product development as well as the approval and escalation process for initiatives at Group level. The observance of laws and provisions, practical customer value and the quality of customer documentation are naturally essential criteria in the assessment process.

Sustainable insurance and pension products

Swiss Life has products with integrated sustainability aspects in various markets. For example, Swiss Life in Switzerland now offers a digitalised pillar 3a solution based on transparent investment portfolios and geared to consistently sustainable investments. The Investo Green pension insurance, which supports environmental and social features depending on the fund selection made by the customers, can be concluded at Swiss Life Germany in the area of unit-linked life insurance. It is possible to select funds that follow a sustainable approach.

As part of its new sustainability strategy, Swiss Life has set itself the goal of meeting customer demand for sustainable solutions with its own products and solutions and expanding its product range accordingly.

Swiss Life is therefore working on further sustainable insurance, pension and financial products by way of an ongoing product development process and increasingly also opening up digital sales channels for this purpose.

Advisory

Sustainability is an integral part of Swiss Life's core business and becoming increasingly important in the context of advice.

Own market research studies on sustainability show that although customers are interested in sustainable products, they do not know exactly how to put their goals and wishes in this regard into practice. Swiss Life advisors therefore have an important role to play: they support customers in realising their needs and visions of sustainability. This is also a source of new business opportunities for Swiss Life.

Advisory competence and transparency

All Group divisions have launched local products with sustainability aspects in recent years. ESG factors are thus also included in the advisory processes for these products and solutions, and Swiss Life stepped up integration of the corresponding sustainability aspects in the advisory process and marketing and sales documents in 2021. This way the company is also meeting growing customer expectations.

Swiss Life will in future integrate the poll of (potential) customers' individual sustainability preferences directly into its advisory processes and instruments in its divisions within the European Union in accordance with the regulatory requirements. In this way, the company aims to ensure that advisors carry out the appropriate suitability test to identify sustainability preferences and enable (potential) customers to make decisions which are based on a good information basis. With this aim, Swiss Life adheres to regulatory requirements of the European Union. Swiss Life is also preparing the poll of sustainability preferences and their standardised integration into the advisory processes and instruments in Switzerland. Advisors are already being made aware of the identification of corresponding customer needs and are offering sustainable solutions, provided these are already available in the desired product category.

Furthermore, as part of its new sustainability strategy, Swiss Life has set itself the goal of utilising its advisors' market strength and consistently anchoring sustainability in its advisory business. For the coming year, Swiss Life plans to systematically expand and strengthen competencies in its advisory organisations and to integrate new own and third-party sustainability offerings. It also intends to expand further the market strength of its advisors.

People Centricity

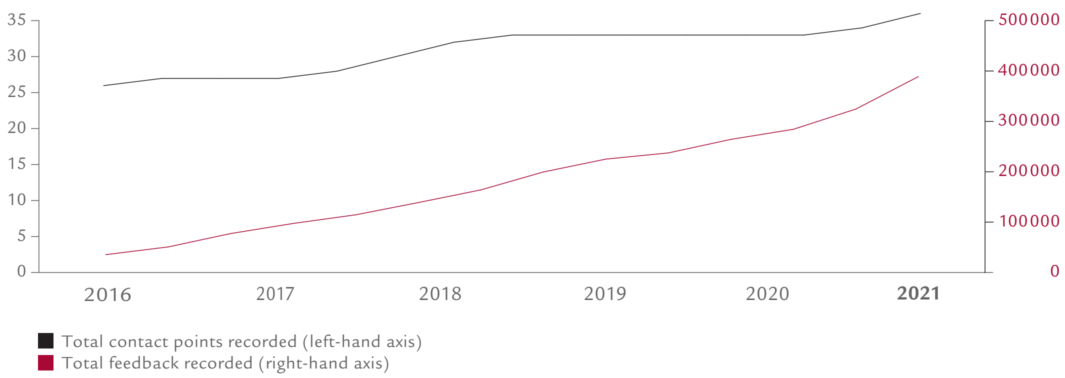
Swiss Life puts people first in all its activities: the products and advice that it offers are geared to people's needs. Knowing them and providing solutions for them is essential for Swiss Life to build a sustainable, long-term business relationship.

Focusing on people and enabling them to lead a self-determined life is what drives Swiss Life – in providing customer advice, in its treatment of employees and in its role in society. Fulfilling the needs of its customers is a key criterion in this regard.

Swiss Life therefore continuously assesses customer satisfaction at the key contact points. Directly following interaction, customers are asked at selected contact points about their experience, satisfaction and willingness to recommend Swiss Life. Anyone who gives a negative response is contacted within 48 hours. This enables Swiss Life to ensure it has understood the reasons for a negative review and can offer the customer a solution. Customer satisfaction is surveyed in close collaboration with an independent market research institute.

The Direct Customer Feedback programme has been continuously expanded in recent years.

Development of Direct Customer Feedback programme



Net Promoter Score (NPS)

Swiss Life bases its quantitative measurement of customer satisfaction on the Net Promoter Score (NPS), which indicates a customer's willingness to recommend a provider to family and friends. The NPS is surveyed continuously and reported internally on a quarterly basis. Moreover, the NPS is a component of the objectives-setting process and of performance reviews of employees with customer contact.

The Swiss Life NPS has improved significantly at the key contact points – Consulting and Service Center – over the past four years, thanks to regular customer feedback analysis and the improvements derived from it.

Development of the NPS at the Consulting contact point

	2021	2020	2019	2018
Switzerland Individual life	**+65**	+57	+59	+51
Switzerland Swiss Life Select	**+59**	+52	+48	+41
France	**+76**	+66	+57	+52
Germany Swiss Life Select	**+85**	+69	+64	+62
Austria Swiss Life Select	**+66**	+56	+58	+49
UK Chase de Vere	**+72**	+58	+56	+52

At the Consulting contact point, the NPS continued to develop positively in 2021 – thanks, among other things, to the fully digitalised advisory platform in conjunction with our focus on competent, personal advice.

Development of the NPS at the Service Center contact point

	2021	2020	2019	2018
Switzerland Individual life	**+40**	+39	+37	+33
France	**+4**	–12	–13	–13
Germany Swiss Life Select	**+38**	+18	+9	+11

The NPS was also increased at the Service Center contact point. Continuous process optimisations, independent quality assurance by employees and personal, human service played a key role here. Customer feedback is regularly analysed and used to enhance processes.

Promoting and consolidating a customer-oriented work culture

In addition, Swiss Life surveys the internal perception of customer orientation. This has been surveyed as part of a Group-wide survey on employee engagement since 2019. The survey is held biannually and conducted in cooperation with an independent consulting agency.

The 2021 survey showed that an unchanged high share of 86% of all employees see Swiss Life as a customer-oriented company. The results were thus four percentage points above those for the most successful companies worldwide and nine percentage points above the global average for companies in the financial sector.

Transparent product information and promotion of financial literacy

In addition to a customer-focused advisory approach, Swiss Life pays great attention to extensive and understandable documentation. In addition to product documents on various insurance and provisions topics on the local websites or customer portals, supporting video sequences are also available along with publications for download.

Swiss Life would like to help people develop their financial literacy so they can make better decisions. That is why, among other things, it has supported the Swiss financial literacy platform fintool.ch for years now. In Germany, through the Swiss Life Stiftung für Chancenreichtum und Zukunft (Foundation for Opportunities and the Future), Swiss Life specifically assists projects that promote the education of socially disadvantaged children and young people and support them in difficult life situations.

Sustainability as an Employer

The success of Swiss Life is based on the skills and engagement of its employees. Swiss Life promotes the continuous development of its employees and offers them a working environment where they act with personal responsibility.

Leadership and Employee Communication

The Swiss Life corporate culture gives employees plenty of scope to take responsibility. This attitude is a key success factor in Swiss Life's leadership. By delegating competencies and responsibilities to employees, managers not only foster their innovation and ability to act independently but also express respect and appreciation. The fact that employees value this trust that is placed in them is reflected among other things in their above-average commitment. As a basis for successful leadership and communication, Swiss Life has established behavioural principles applicable throughout the Group that serve as a formal framework.

Swiss Life's behavioural principles:

- I think consistently from the customer's point of view.
- I collaborate effectively in the best interests of the company.
- I act in an efficient and goal-oriented way.
- I work in a committed and agile manner.
- I build trust by listening and communicating openly.
- I pursue continual self-development.

The behavioural principles for managers:

- I think and act in an exemplary manner and in the best interests of the company.
- I create meaning and understanding within the context of our purpose.
- I trust my employees.
- I encourage appreciative collaboration.
- I promote the development of my employees.
- I set and achieve ambitious goals.

Transparent human resources management through standardised processes

The following Group-wide standard HR management processes are used to provide optimal support to managers and employees.

- Regular discussions with all employees
- Regular performance appraisals and feedback processes (setting of objectives and assessment/management by objective) with 100% of the employees
- Discussions regarding career development and measures
- Decisions on salaries and promotions
- Strategy and value-oriented behaviour
- Assessment and management of employee risks

Full-time equivalents by country

	2021	2020	2019
Switzerland	**3 766**	3 646	3 364
France	**2 918**	2 802	2 664
Germany	**2 343**	2 296	2 242
Luxembourg	**235**	227	209
Liechtenstein	**21**	23	22
Other	**936**	829	829
TOTAL	**10 219**	9 823	9 330

Employees by country

	2021	2020	2019
Switzerland	**4 198**	4 094	3 765
France	**3 022**	2 877	2 757
Germany	**2 447**	2 417	2 556
Luxembourg	**248**	240	220
Liechtenstein	**28**	26	24
Other	**947**	870	897
TOTAL	**10 890**	10 524	10 219

Employees by gender

in %	2021	2020	2019
Women	**47**	47	47
Men	**53**	53	53

Employees by age group

in %	2021	2020	2019
<30	**15**	15	16
30–50	**58**	58	56
>50	**27**	27	28

Newly hired employees by gender per segment

	2021				2020				2019			
	Men	in %	Women	in %	Men	in %	Women	in %	Men	in %	Women	in %
Switzerland	**200**	**57.8**	**146**	**42.2**	250	60.5	163	39.5	218	68.7	99	31.3
France	**293**	**46.1**	**342**	**53.9**	251	42.0	347	58.0	200	41.0	287	59.0
Germany	**127**	**46.9**	**144**	**53.1**	178	45.2	216	54.8	232	54.5	194	45.5
International	**112**	**48.5**	**119**	**51.5**	80	46.2	93	53.8	106	49.8	107	50.2
Asset Managers	**354**	**53.4**	**309**	**46.6**	338	47.7	371	52.3	291	42.9	387	57.1
Other	**6**	**50.0**	**6**	**50.0**	8	50.0	8	50.0	4	100.0	–	–
TOTAL	**1 092**	**50.6**	**1 066**	**49.4**	1 105	48.0	1 198	52.0	1 051	50.5	1 074	49.5

Departures of employees by gender per segment

	2021				2020				2019			
	Men	in %	Women	in %	Men	in %	Women	in %	Men	in %	Women	in %
Switzerland	**187**	**68.0**	**88**	**32.0**	145	60.4	95	39.6	178	71.2	72	28.8
France	**232**	**44.9**	**285**	**55.1**	181	40.8	263	59.2	226	44.3	284	55.7
Germany	**87**	**58.0**	**63**	**42.0**	96	45.5	115	54.5	131	45.5	157	54.5
International	**108**	**50.5**	**106**	**49.5**	55	40.2	82	59.8	89	47.8	97	52.2
Asset Managers	**251**	**44.7**	**311**	**55.3**	209	48.5	222	51.5	223	46.4	258	53.6
Other	**2**	**33.3**	**4**	**66.7**	7	58.3	5	41.7	1	25.0	3	75.0
TOTAL	**867**	**50.3**	**857**	**49.7**	693	47.0	782	53.0	848	49.3	871	50.7

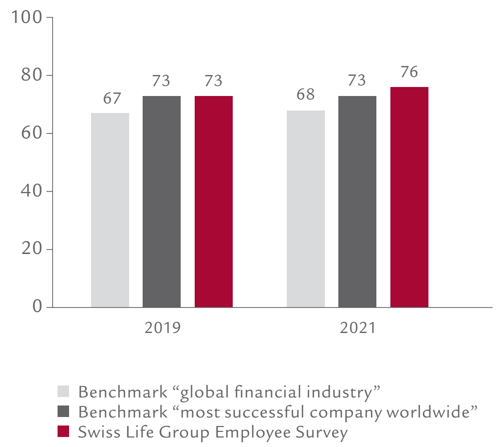
Employee Survey 2021

Swiss Life performs a Group-wide employee survey on engagement every two years in cooperation with an independent research institute[1] to gauge employee satisfaction and where there is room for improvement. In addition to commitment, in the last survey employees were able to express their views on other topics in their working environment, such as their direct manager, cooperation, sustainability, diversity and inclusion. The results were discussed with the employees in the divisions. Now the action points that are to be worked on in order to achieve improvements are being defined together with the employees.

The engagement score illustrated in the diagram below shows the great extent to which employees are prepared to go the extra mile for Swiss Life.

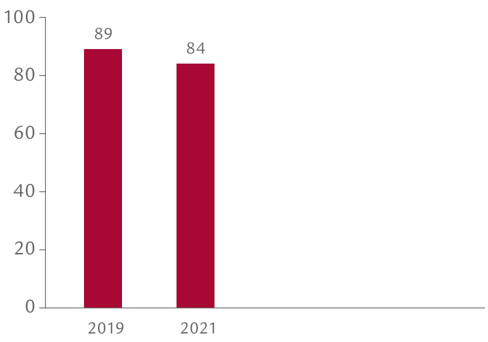
Swiss Life Group engagement values and benchmarks

In %



Swiss Life Group Employee Survey response rate

In %



[1] Korn Ferry 2021

Awards

Swiss Life's commitment is also recognised by external organisations:

Division	2021	2020	2019
Switzerland	Top 100 most attractive Employers by «Universum»[1] Most attractive employer For students and young employees by «Universum»[1] Top Employer (Swiss Life Select) «Best Recruiter» – Silber-Award Top apprenticeship company for young sports talents Swiss Olympic St. Gallen Diversity Benchmarking – We participate 2021	Top 100 most attractive Employers by «Universum»[1] Most attractive employer For students by "Universum"1 Top Employer (Swiss Life Select) «Best Recruiter» – Silber-Award Top apprenticeship company for young sports talents Swiss Olympic	Top 100 most attractive Employers by «Universum»[1] Top Employer (Swiss Life Select) «Best Recruiter» – Silber-Award Top apprenticeship company for young sports talents Swiss Olympic
France	Top Employer (Top Employer Certification)	Certification (Top Employer Certification)	
Germany	Top Employer (Top Employer Certification)	Top Employer (Top Employer Certification)	Top Employer (Top Employer Certification)
International			Family-friendly company Swiss Life Liechtenstein Great Place to Work Schweiz
Asset Managers	Fair Trainee Programme by Tendence (Corpus Sireo) Top employer in the real estate sector (3rd place BEOS) Red Dot Winner: Brands & Communication Design 2021	Fair Trainee Programme by Tendence (Corpus Sireo) Top employer in the property industry by Immobilienzeitschrift (BEOS) Real Estate Manager Award in the Human Resources Category (BEOS) Best Recruiter – silver award (AM Switzerland)	Top employer in the property industry by Immobilienzeitschrift (Corpus Sireo) TOP Job (BEOS) Best Recruiter – silver award (AM Switzerland)

[1] Employer Branding Research Company, Stockholm

Employee Retention

Swiss Life supports its employees in shaping their working lives themselves through all phases of their career. With its Group-wide "Actively shaping your career" programme, Swiss Life aims to strengthen the individual resources of its employees. This takes into account and balances different operational requirements and personal needs in various phases of their working and private life.

Attractive benefits for employees

Employees of the Swiss Life Group benefit from a wide range of operational benefits at all locations. These include the following:

- Generous contributions to insurance schemes covering the areas of health (health insurance), pensions (retirement provisions) and risk (death and disability)
- Discounts on public transport
- Bonuses for recruiting new employees
- Anniversary payments or additional leave
- Professional support for professional or private challenges
- Allowances for weddings and births
- The option of part-time employment at the end of an employee's career
- Professional Support with caring for family members

Work-life balance

Swiss Life wishes to support its employees in reconciling work and private life and offers them corresponding solutions at all locations:

- Paid maternity/paternity leave in excess of the legally required minimum
- Various time-out models
- Flexible working arrangements that facilitate location-independent working
- Opportunities for part-time employment and job sharing at all hierarchical levels
- Support in the search for childcare facilities or care for family members

Number of employees taking maternity/paternity leave

	2021				2020			
	Men	in %	Women	in %	Men	in %	Women	in %
Switzerland	**29**	**49.2**	**30**	**50.8**	2	6.7	28	93.3
France	**52**	**33.8**	**102**	**66.2**	35	32.4	73	67.6
Germany	**49**	**40.5**	**72**	**59.5**	34	49.3	35	50.7
International	**15**	**26.3**	**42**	**73.7**	7	11.9	52	88.1
Asset Managers	**63**	**43.8**	**81**	**56.3**	41	40.6	60	59.4
Other	**4**	**80.0**	**1**	**20.0**	–	–	1	100.0
TOTAL	**212**	**39.3**	**328**	**60.7**	119	32.3	249	67.7

Number of employees who returned to work following completion of maternity/paternity leave

	2021				2020			
	Men	in %	Women	in %	Men	in %	Women	in %
Switzerland	**28**	**96.6**	**19**	**63.3**	2	100.0	28	100.0
France	**50**	**96.2**	**76**	**74.5**	35	100.0	40	54.8
Germany	**42**	**85.7**	**35**	**48.6**	31	91.2	29	82.9
International	**18**	**120.0**	**22**	**52.4**	7	100.0	25	48.1
Asset Managers	**61**	**96.8**	**88**	**108.6**	34	82.9	45	75.0
Other	**4**	**100.0**	**–**	**–**	–	–	1	100.0
TOTAL	**203**	**95.8**	**240**	**73.2**	109	91.6	168	67.5

The number of employees who returned in the year under review following maternity/paternity leave may be greater than the number of employees who went on maternity/paternity leave. It is thus possible for the values to exceed 100%. Maternity/paternity leave may have started in the previous year and ended in the year under review.

Employee Development

Continuous further development and regular investment in the employability of its employees are central to Swiss Life. Employees benefit from a broad range of training and development programmes. This is continuously reviewed, further developed and expanded by an expert committee in accordance with new needs and requirements. The offering is freely accessible to all employees so that they can pursue further training in line with their individual needs in their day-to-day work, regardless of time or place.

Swiss Life additionally offers its employees attractive training programmes through targeted partnerships with educational institutions such as universities:

– In cooperation with the Mendo training institution and the Institute for Financial Planning (IfFP), Swiss Life Switzerland offers its sales force employees the opportunity to qualify as a certified financial advisor IAF or Swiss federally certified financial advisor. There is also the option of taking the examination for insurance intermediaries of the Insurance Industry Vocational Training Association (VBV) that is recognised throughout Switzerland. By joining the Cicero register (the seal of approval for excellence in insurance advising), sales force employees undertake to continuously develop their skills further. Customers benefit from in-depth expertise that is fully up to date at all times.
– For the training and certification of sales and asset management staff, Swiss Life France has entered into partnerships with KEDGE Business School, EM Normandie Business School and Université Paris Dauphine – PSL.
– Within the framework of initial training or during the course of study, Swiss Life collaborates at its Munich location with the relevant vocational schools, the Berufsbildungswerk der Deutschen Versicherungswirtschaft (BWV Munich) and the University of Applied Management (HAM).
– Swiss Life Asset Managers sponsors various thesis awards in the area of the promotion of young talent: Together with Lucerne University of Applied Sciences and Arts, it presents the "Swiss Life Thesis Award" for the best Bachelor's and Master's theses in the field of finance and sponsors the Swiss Life MFE Award (Master of Financial Engineering, MFE) of EPFL Lausanne.

The Swiss Life Group also offers junior staff a wide range of vocational training courses, apprenticeships, internships, graduate and trainee programmes and combined university degrees. At the Swiss location, some 90% of trainees, interns and graduates on graduate training programmes are offered employment on completion of their training.

Open positions filled by internal candidates

In 2021	Number of vacancies filled	Number of vacancies filled by internal candidates	in %
Switzerland	346	39	11.3
France	635	46	7.2
Germany	271	39	14.4
International	231	63	27.3
Asset Managers	663	76	11.5
Other	12	6	50.0
TOTAL	2 158	269	12.5

Specific development for talented employees

As one of Europe's leading comprehensive life and pensions and financial solutions providers, Swiss Life positions itself as a top employer that attracts and retains talented employees and supports their development. Employees with a high level of performance and strong potential can be nominated for attractive programmes at Swiss Life. Such programmes, in which participants prepare for future roles as project, team, department heads or specialists, also include presentations to the Executive Board or Corporate Executive Board. This way Swiss Life pursues its goal of offering employees prospects within the company. This targeted succession planning enables key positions to be filled with qualified young staff from within the company.

With the introduction of the Group-wide personnel information system (Workday) by 2024, Swiss Life aims to enhance the consistency of HR management processes. The implementation of systematic and comprehensive succession planning adds value. Finding suitable successors for strategic positions at an early stage is of utmost relevance for Swiss Life. A standardised process is used to identify business-critical succession positions, nominate internal and external candidates, assess their readiness and development needs, and create and manage succession pools and succession plans.

The individual divisions have specific programmes to help prepare future first and second-level managers (team leaders and department heads) as well as project managers and specialists for their future roles through training modules and project work.

The Key Persons Programme (KPP) is intended for Swiss Life Group management, specialists and project managers who are already in a key function at a senior level or show potential for such a function. The aim of the Group-wide programme is to prepare people who show the desire and ability to help shape the company's future in their own areas for a key position so that they can live up to their role as decision maker. The programme also plays a role in employee and succession planning. Within a 12-month period, the participants acquire a detailed insight into the most important business areas within the Swiss Life Group, give and receive new impulses and apply what they have learnt to their daily work. The KPP's focus themes are:

– People leadership and communication
– Finance
– Innovation
– Corporate Strategy
– Trends and organisational development

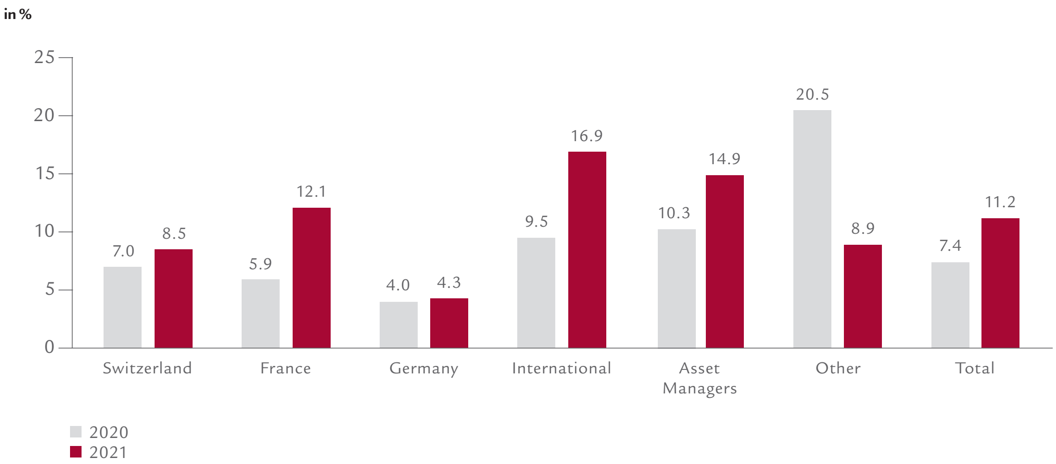
As a result of the Covid-19 pandemic, a substantial part of the programme's resources were invested in organisational development: participants in the two current classes, KPP 2019 and 2020, have spent several months developing concrete ideas as part of a so-called coronavirus mandate on how Swiss Life can emerge stronger from the Covid-19 pandemic. The seven projects selected by the Corporate Executive Board were each sponsored by a representative. The projects include a new digital client platform, specific support measures in the area of virtual and hybrid leadership and new approaches in the area of sustainability.

Alumni of the Key Persons Programme meet the participants every year at the "Shaping the Future Day" event. This conference looks in further detail at strategically relevant issues in the context of implementing the current corporate programme; this involves discussing them with the Group Executive Board and other key people. Additional programmes are also planned in the future to further exploit the potential of the alumni pool.

Average length of service of employees per segment in years

	2021	2020
Switzerland	11	11
France	10	11
Germany	10	10
International	5	6
Asset Managers	5	5
Other	10	10
TOTAL	9	9

Turnover by segment – Net employee turnover (resignation by employees)

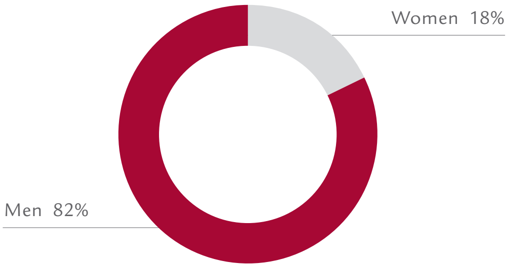


Collaboration and Diversity

At Swiss Life, employee diversity is valued and deployed as an element of business success. Mutual respect and a collaborative working culture across linguistic, cultural and national borders are fundamental for this. Different perspectives and approaches, experiences, ideas and skills lead to innovation and serve to secure the long-term success of Swiss Life, including when competing for qualified professionals.

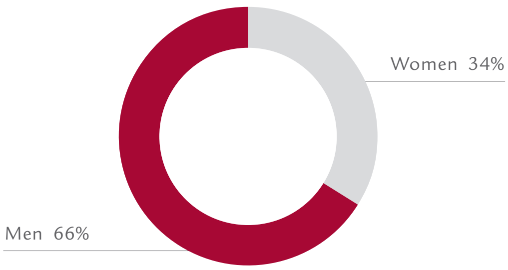
Board of Directors by gender

Total 11 as at 31.12.2021



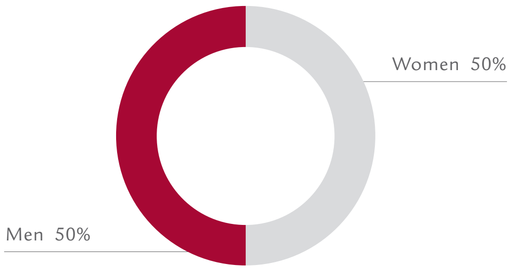
Employees with management functions by gender[1]

Total 1 627 as at 31.12.2021



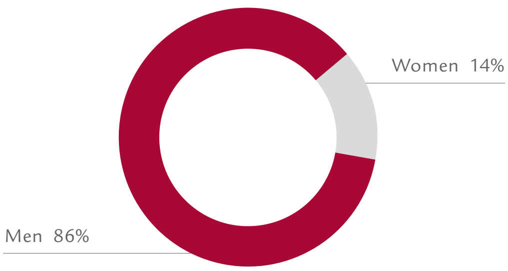
Employees without management functions by gender

Total 9 263 as at 31.12.2021



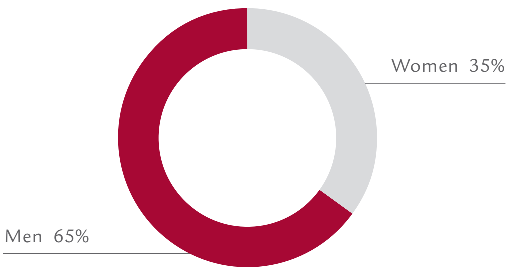
Employees at senior and executive management levels by gender[1,2]

Total 64 as at 31.12.2021



Employees at middle and lower management levels by gender[1,3]

Total 1 563 as at 31.12.2021



[1] Positions with leadership responsibility
[2] Members of the Group, division and business area management
[3] Department and team heads

Diversity and respect as the basis for collaboration based on trust

The Group-wide Guideline on combating discrimination and promoting diversity and inclusion according to the International Labour Organisation (ILO) Conventions forms the basis for the divisions' specific initiatives and programmes. These enable Swiss Life to pursue the goal of increasing diversity in its workforce as a whole. These include:

- Flexible working and development models for all career phases up to and beyond normal retirement age
- Reverse mentoring (junior coaches the senior)
- Swiss Life Switzerland's participation in the "St. Gallen Diversity Benchmarking" of the University of St. Gallen (HSG), insurance sector
- Participation in a Swiss Life Switzerland project that gives girls the opportunity to see female role models before and during their career choice
- Participation of Swiss Life Switzerland in the expert group of the "MOZART" ("models for the future labour market 45+") project. This forms part of the national "AGE-NT" innovation network which is financed by the State Secretariat for Education, Research and Innovation (SERI)
- Launch of a three-year plan for employees with disabilities at Swiss Life France that comprises job offers, workplace adaptation and the like
- Partnership of Swiss Life France with the national association "LADAPT" (L'association pour l'insertion professionnelle et sociale des personnes handicapées)
- Swiss Life Germany has provided specific training on "How women successfully shape their career" and on addressing unconscious bias towards women
- Proactive addressing of unconscious prejudices in the context of recruitment processes and succession planning (e.g. through cooperation with UNIVERSA, University of St. Gallen) at the Asset Managers division
- "WoMentoring Programme" of Swiss Life Select in Austria, which aims to appeal to women who are prepared to act as change agents to actively support others on their way to the top
- Swiss Life's engagement in Luxembourg as part of the "Action Positive" government initiative aimed at enhancing gender diversity

Employees by contract type

	Total 10 890 as at 31.12.2021					Total 10 524 as at 31.12.2020					Total 10 219 as at 31.12.2019				
	Men	in %	Women	in %	Total in %	Men	in %	Women	in %	Total in %	Men	in %	Women	in %	Total in %
Employees full-time	**5 293**	**59.2**	**3 646**	**40.8**	**82.1**	5 126	59	3 500	41	82	4 937	60	3 329	40	81
Employees part-time	**441**	**22.6**	**1 510**	**77.4**	**17.9**	434	23	1 464	77	18	459	24	1 494	76	19
Permanent employment contracts	**5 643**	**53.1**	**4 985**	**46.9**	**97.6**	5 440	53	4 779	47	97	5 276	53	4 605	47	97
Temporary employment contracts	**91**	**37.8**	**171**	**62.2**	**2.4**	120	39	185	61	3	116	34	222	66	3

The Swiss Life Group uses targeted processes, training courses, guidelines and regulations to ensure altogether that no bullying or discrimination on the basis of gender, ethnicity, language, religion, confession, national origin, age, sexual orientation, physical or mental handicap, marital status, political views, company rank, working model or level of employment, education or other (visible or invisible) personal characteristics is tolerated. Moreover, Swiss Life has established management processes and informal and confidential complaints channels (e.g. an ombuds office managed by a third party) for receiving and handling cases of discrimination and complaints.

Fair employment procedures free of discrimination

In accordance with valid national and international law and the conventions of the International Labour Organization (ILO), the Swiss Life Group adopts fair and non-discriminatory employment procedures with the aim of ensuring equal opportunity. Recruitment or promotion is based exclusively on ability, competence and potential in accordance with the requirements of the position in question. Fair and equal compensation for all employees is ensured by the Group Compensation Policy, which is applicable throughout the Group. For a number of years, Swiss Life has had processes and instruments for removing the gender-specific salary gap at all its national companies. Some examples include:

- Swiss Life actively promotes equal pay for women and men at its Swiss location and has for several years used the "Logib" software of the Federal Office for Gender Equality to review equal pay. The revised Federal Act on Gender Equality came into force on 1 July 2020. Employers with more than 100 employees are obliged to carry out an equal pay analysis and have it reviewed by an independent body. All Swiss Life companies audited by PricewaterhouseCoopers AG (PwC) at the Swiss location meet the legal requirements for observing equal pay.
- At the French location, the occupational equality index, as defined in the "Avenir professionnel" law, resulted in a score for Swiss Life France of 88 points out of 100 in 2019 and 92 points out of 100 in 2020. Analysis of the results makes it possible to define measures, such as salary increases following maternity leave and the representation of women in senior management positions. For 2020, the equal pay index for Swiss Life Asset Managers France is 94 points out of 100, a significant improvement on 2019. Further negotiations with the social partners are under way.
- In Germany, the Transparency in Wage Structures Act (EntGTranspG) applies, which prohibits unequal pay on the grounds of gender. Men and women must receive equal pay for equal work.
- Swiss Life International publishes a gender pay report every year at its UK location. It contains the following four key figures: average and median figures on salary and bonus differentials, figures on the proportion of employees receiving a bonus, and percentiles by gender.

Health and Safety

Good working conditions influence employee health. Swiss Life attaches great importance to ensuring a holistic work structure with a variety of tasks. Furthermore, it promotes social interaction and autonomy, and offers professional scope as well as learning and development opportunities. The aim is always to ensure that employees' work is meaningful and to show them appreciation. Swiss Life aims to offer its employees a safe and healthy working environment.

Occupational safety and health management

The nature of employment at a service provider means that general health and safety risks are relatively low. The framework conditions for health and safety at the workplace, which are provided by European and local laws and regulations, apply to all Swiss Life companies and form the basis of all health management standards and guidelines.

To ensure employees' safety and health, the divisions employ staff at their locations who are specialised in these areas. Moreover, managers are responsible for helping employees to comply with occupational safety measures and for protecting their health. Together, experts and managers review the impact of the measures taken on an ongoing basis and initiate improvements where necessary.

Hazard identification, risk assessment and investigation of work-related incidents are integrated into the management system and guaranteed by the relevant regulations and processes, which in turn are based on the aforementioned legal principles. Some examples include:

- At Swiss Life France, a committee for the management of health, safety and working conditions meets quarterly in the presence of employee representatives (employee participation). Accidents at work are analysed and subject to a risk assessment and, if necessary, result in the adaptation of safety measures. An annual review and a risk prevention programme are established and are the subject of reports submitted to the elected staff representative. Health services and local representatives support employees in matters relating to health and working conditions. In addition, three specially trained mediators are responsible for preventing harassment and sexist remarks.
- At the Luxembourg location of the International division, a staff delegate oversees health and safety aspects in accordance with the legal requirements and in cooperation with the designated employee representative.

A wide selection of services to promote health and well-being

All divisions have a wide range of preventive measures for employees to help them stay healthy: These include:

- Prevention offers for psychosocial risks such as stress, ill-health, addiction, conflicts, mobbing, sexual harassment and discrimination, crisis management, conflicts at the workplace, partnership problems
- Support with the organisation and financing of long-term care services
- Access to an occupational physician
- Free flu vaccination
- Health offerings such as a sports club, company fitness, on-site physiotherapy and relaxation rooms
- Ergonomically designed workstations
- E-learning offerings on health and well-being

Employee participation in the area of occupational safety and health protection is coordinated with the social partners on the basis of collective agreements. These offerings are accessible to employees via various communication channels, including the intranet; managers also inform employees on a regular basis via management channels.

All employees of the Swiss Life Group have access at all times to online training options consisting of text content, short videos, checklists and learning programmes on the topic of occupational safety and health protection which they can use wherever they happen to be.

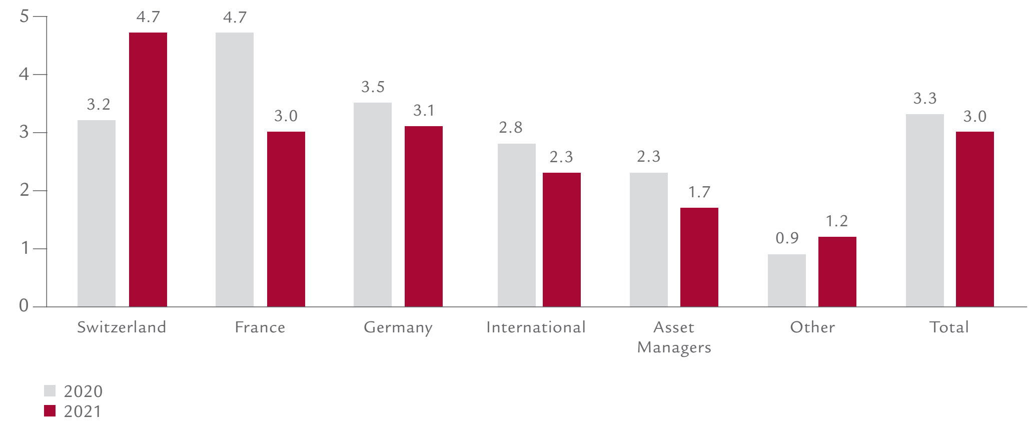
Thus employee health and prevention programmes are a central focus of the Swiss Life Group's corporate activities. The emphasis is on preventive care. In cooperation with their social partners, all divisions offer facilities for exercise and sport, massage and therapy plus relaxation rooms and a full range of advice, including in the areas of nutrition and social counselling. Safety at the workplace (with regard to equipment, work tools and instruction) is continuously monitored and adapted to changing requirements.

In the context of the Covid-19 pandemic, comprehensive measures to protect employees have been launched at all locations, for example:

- Swiss Life has implemented the following measures at the Swiss location: a coronavirus information centre, implementation of the home-working instructions of the Federal Office of Public Health (FOPH), directives for meetings, client visits and professional events to ensure compliance with the hygiene measures (sales force organisation), online “collaboration hacks” on the topic of virtual cooperation, and training modules for management development such as managing remotely, onboarding of employees and managing virtual teams.
- To supplement the services provided by the medical service as part of the “Health Check Management Service Covid-19” action plan, psychological care and stress management facilities have been made available in France. In addition, regular reports are submitted to the responsible internal units and the authorities (DUER/RPS Covid).
- Swiss Life Germany has set up a task force that provides regular advice on measures to protect its employees and implements them at the individual locations, taking account of current developments and recommendations. Furthermore, all interested employees of Swiss Life Germany have been offered a Covid-19 vaccination in cooperation with the company medical practices.
- The International Division has set up a weekly committee to analyse the situation in its eight countries and coordinate the measures in compliance with local regulations. Particular attention has been paid to direct contact with all employees in order to avoid the risk of psychological problems by providing early support. In addition, supportive online training courses have been held.
- Swiss Life Asset Managers has implemented the following measures: a coronavirus information centre, directives for meetings, client visits and professional events to ensure compliance with the hygiene measures (e.g. sales organisation), online formats on the topics of virtual cooperation and resilience at the workplace, and training modules for management development such as managing remotely, onboarding of new employees and managing virtual teams.

Absence by segment

in %



Social Partnership

The employee-employer relationship at Swiss Life is characterised by close contact between employee representatives and the Corporate Executive Board. Since 1996, Swiss Life has had a European Works Council (pursuant to EU Directives 94/45/EC and 2009/38/EC).

The ten-person “Europa Forum”, a committee comprising delegates from four countries, meets regularly with representatives of the Corporate Executive Board at ordinary and extraordinary meetings. It deals with transnational information and consultation on topics which affect all Swiss Life employees. The focal points for 2021 were the Covid-19 pandemic, the “Swiss Life 2021” Group-wide strategy, sustainability, diversity and inclusion, and the “Swiss Life Way of Working” initiative.

Freedom of association and the right to collective bargaining are guaranteed by local legislation (EU Charter Art. 12, Swiss Federal Constitution Art. 23); they form the basis for internal guidelines. Collective bargaining agreements exist in France, Germany and Luxembourg (GRI 102-41).

Detailed information on social partnerships, collective bargaining agreements and works agreements at the individual companies of the Swiss Life Group can be found at www.swisslife.com/socialpartnership.

Contribution to Society

Swiss Life makes a direct contribution to societal challenges: it helps people to avoid growing financial gaps in the areas of future provisions, risk protection and health. In addition, Swiss Life supports projects and institutions in the fields of culture, science, education and research.

Economic Responsibility

Swiss Life makes an important contribution to society, both as a provider of products and services and as an employer, taxpayer and investor.

In Switzerland, the insurance sector as a whole generates gross value-added of approximately CHF 30 billion and makes a significant contribution of nearly 5% to the country's economic output. Insurance companies use statistical means to transform hazards and uncertainties into risks that can be assessed and managed. Over the past centuries they have thus fundamentally shaped society's view of risk: instead of being viewed as a potential loss, risks are now seen rather as an opportunity to break new ground.

However, Swiss Life's economic contribution is much more than that.

- Pension and insurance gaps are increasing worldwide. The impact of the rapidly ageing population and the high level of indebtedness of the pension systems in many countries are generally underestimated. The longer people live, the more responsibility they have to assume for their own provisions.
- Swiss Life covers risks and, with its products and services, offers people the chance to focus on their skills. That allows them to look to the future with self-determination and confidence. Swiss Life's services help people to accumulate capital, and ensure they achieve financial security.
- Through their expertise and work, Swiss Life advisors make a key contribution to giving people a better understanding of their financial and pension situation.
- As a long-term investor, Swiss Life also contributes to the stability of the financial centre and provides vital capital to companies and institutions.
- Swiss Life is one of Europe's leading institutional real estate investors and has the biggest private real estate portfolio in Switzerland. It invests several hundred million francs a year in the renovation of its properties; in doing so it helps to shape the urban landscape and create living and working space, while also being a major client for the construction industry.
- As a taxpayer, Swiss Life makes a contribution to the economy and to society. The company ensures the tax compliance of its companies and provides transparent annual reporting with a Tax Policy and Transparency Report.
- And as an employer, Swiss Life offers many people jobs as well as training opportunities for young people.

Swiss Life's business thus makes a contribution to the sustainability of society. At the same time, self-determination is a basic human need and informs the company purpose of Swiss Life: Swiss Life enables people to lead a self-determined life.

Political Commitment

Swiss Life cultivates an active dialogue with politicians and contributes its viewpoints, as political and regulatory conditions have a major influence on its operating environment and the pension planning of its customers. They affect product design and processes as well as the way in which information is reported to shareholders, supervisory authorities and the public.

Swiss Life is committed to promoting a competitive business location and appropriate regulation in all its markets. In this, it focuses on the most significant issues for its business areas, for example pensions and insurance, investment and asset management, real estate management, customer advice, and insurance solvency and consumer protection requirements.

The Political Communication Steering Committee set up by Swiss Life defines the strategic focus. The members of this committee are the Group CEO and the Group CFO, the CEOs of the divisions headquartered in Switzerland, the General Counsel, the Chief Risk Officer, the Head of Group Communications and Strategic Marketing, and the Head of Group Human Resources. The steering committee meets four times a year and defines its political priorities. The Swiss Life Group's Public Affairs team is responsible for implementing the measures at operational level.

Stakeholder management and work on industry associations

Swiss Life fosters contacts with representatives of the political, administrative and business communities as well as with supervisory authorities. In its direct exchanges with political groups, Swiss Life aims to understand their opinions, expectations and perceptions better while at the same time gauging how the enactment or amendment of legal principles could affect its business. In Switzerland, parties of the political centre-right and individual politicians receive financial support, mainly for their election campaigns. The total amount of support provided during the year under review was again around CHF 500 000. No significant support was provided to political parties in the markets outside Switzerland. In this area, the company is guided by the rules in the Swiss Life Group Code of Conduct, as specified in the internal directive "Code of Conduct". These rules stipulate that donations to political parties must be free of any obligation.

Political advocacy work and communication are closely coordinated with industry associations in all the divisions. Moreover, a number of company executives are members of various national industry associations in particular. The Chairman of Swiss Life's Board of Directors, Rolf Dörig, is Chairman of the Swiss Insurance Association (SIA). In addition, members of the Corporate Executive Board and Swiss Life employees work on various SIA committees.

Swiss Life France is a member of the French Insurance Federation (Fédération française de l'assurance, FFA), France's largest trade association in the insurance sector. The company is represented through a number of employees who actively participate in the committees for different insurance-related topics.

With its Public Affairs unit, Swiss Life Germany adopts positions on the most relevant current regulatory issues. These are projected to decision-makers in politics and society as well as through the committees of key industry associations. Swiss Life Germany is a member of the German Insurance Association (GDV) and of various associations representing intermediaries, such as the Verband unabhängiger Finanzdienstleistungs-Unternehmen in Europa e.V. (VOTUM).

In Switzerland, Swiss Life Asset Managers is a member of the Board of the Swiss Real Estate Association (VIS) and of the Asset Management Association Switzerland, and is also a member of the Conference of Investment Foundation Managers (KGAST) through the Swiss Life Investment Foundation. The managing director of subsidiary Livit Ltd chairs the Swiss Real Estate Association (SVIT Schweiz).

Swiss Life International is a member of country-specific industry associations in its markets of Liechtenstein, Luxembourg, the UK, Austria, Singapore, Slovakia and the Czech Republic, and a member of the Association of International Life Offices (AILO).

Committed to the militia system

Swiss Life is committed to Switzerland's militia system (part-time public service). This promotes better understanding between the worlds of politics, society and business and enables valuable knowledge transfer. Swiss Life therefore supports employees who take on a political or public office. Full-time employees can use up to 20% of their working hours for such work. In addition, Swiss Life organises regular events in Switzerland for employees who hold public or political mandates.

Corporate Citizenship

Swiss Life supports projects and institutions in the fields of social affairs, culture, science, education and research and operates a total of seven of its own foundations in its various core markets. The focus is on encouraging commitment, self-determination and confidence.

Switzerland

- In 2005, Swiss Life founded the **“Perspectives”** Foundation, which supports charitable initiatives in the fields of health, science, education, culture and sport and donates CHF 1.3 to 1.5 million every year to social charity projects in Switzerland. In 2021, support totalling around CHF 1.4 million was provided for 141 projects and organisations. All funds are made available in their entirety by the founder, Swiss Life.

- A second foundation Swiss Life runs in its home market of Switzerland is the “**Anniversary Foundation for Public Health and Medical Research”**, founded in 1957 on the occasion of the company’s centenary. It supports medical research projects and specific charitable organisations for people with physical and mental disabilities. Swiss Life has made annual donations of around CHF 400 000 to this foundation in recent years.

- The Swiss Life Select distribution company operates the **“Confidence for Children”** foundation in Switzerland. This seeks to improve the life and development opportunities of disadvantaged children and give them a better chance of leading a self-determined and independent life. Among its key undertakings are two projects in Kyrgyzstan providing medical care to children with cleft lips and palates. The foundation receives key support from Swiss Life Select’s financial advisors and employees,. who donated around CHF 142 000 to the foundation in 2021. Swiss Life Select Switzerland pays all the foundation’s administrative costs.

- In addition to these commitments to foundations, Swiss Life promotes Swiss film-making and helps artists go their own creative way. Due to the global pandemic, 2021 was a challenging year full of uncertainty for cultural production. Swiss Life stood by its commitments even during this challenging period and provided all the support that had been pledged. For example, Swiss Life supported both the Solothurn and Locarno film festivals in 2021. Moreover, Swiss Life has supported classical music in Switzerland for years through its financial commitment to Tonhalle-Orchester Zurich, the Zurich Opera House, the Lucerne Festival and the Davos Festival.

- Swiss Life Asset Managers has sponsored the **“Swiss Life Thesis Award”** for the past eight years. The Award, presented in cooperation with the Institute for Financial Services Zug (IFZ), part of Lucerne University of Applied Sciences and Arts, and the business journal Finanz und Wirtschaft, provides a platform for innovative and practice-oriented research work at Swiss universities. The best theses in the fields of investment, financial markets, financial services companies, financial instruments and corporate finance are singled out for awards each year. The “Swiss Life Thesis Award” comes to CHF 20 000 in total.

France

- Since its inception in 2008, the **"Fondation Swiss Life"** has been supporting long-term projects with its partners in the fields of health, art and social engagement. The most important projects in the field of health are support for cancer research ("Une Jonquille contre le cancer" with the Curie Institute, Breast Cancer Awareness Month) and support for Alzheimer patients and their carers (adapted visits to museums and cultural institutions, concerts, travel therapies). The "Fondation Swiss Life" also supports artistic creativity, with the "Prix Swiss Life à 4 Mains" awarded for works in photography and music. In 2021, "Le bleu du ciel" by Edouard Taufenbach (photography) and Régis Campo (music) toured several cities, including Paris, Roubaix, Arles and Bordeaux. In 2021, the employee volunteer programme "Aider à aider" supported eight solidarity projects of Swiss Life employees throughout France. Fondation Swiss Life donated a total of EUR 291 000 to all the various initiatives during 2021.

Germany

- Through the **"Swiss Life Stiftung für Chancenreichtum und Zukunft"** (Foundation for opportunities and the future), Swiss Life Germany has since 2016 been doing its part for educational equity and equal opportunity in Germany. It works towards having as many people as possible – regardless of their social background – remain curious, acquire knowledge and, as a result, lead a self-determined life. The foundation is mainly financed with donations from employees and distribution partners. Swiss Life Germany covers its personnel and administrative costs, thus allowing 100% of donation revenues to go towards project work. This organisation is a pure support foundation: it supported more than 70 initiatives with a total of over EUR 950 000 in 2021.

- In 2019, the "Swiss Life Stiftung für Chancenreichtum und Zukunft" initiated a multi-year strategic cooperative project with **"KinderHelden"**, a mentoring initiative that offers improved educational opportunities to primary school children with a difficult background and helps them integrate into society. With the support of the foundation, two further locations have already been opened, in Hanover and Munich. Employees and distribution partners serve as mentors on a voluntary basis for children from disadvantaged backgrounds. Especially during the Covid-19 pandemic, this individual support is even more important for the children than in "normal" times.

Austria

- Swiss Life Select in Austria runs a foundation called **“Zuversicht für Kinder”** (“Giving children confidence”). During the reporting year, it supported 26 local and international aid projects as well as medical aid in specific cases. Donations of about EUR 70 000 were collected, mainly from Swiss Life Select financial advisors. With their help and the support of customers and private individuals, numerous children were given a new perspective in life. In addition, for the past five years Swiss Life Select in Austria has been a sponsor of the “Junge Philharmonie Wien” (Vienna young people’s philharmonic orchestra).

Contribution to People's Lives

Today, people make a point of exchanging ideas about how they can act sustainably. They feel the need to make their own active contribution to sustainable development. Swiss Life aims to provide answers to this and to enable people to lead a self-determined life.

Self-Determined Life – Our Purpose

People are at the heart of our business: financial advice, asset management, life insurance and risk products all contribute significantly to enabling people to lead a self-determined life.

People expect companies to play an active role in society and make a positive contribution to the future of current and future generations. At the same time, they realise that sustainability begins with them and wish to make their own active contribution – including in terms of their finances and pension situation.

That's where Swiss Life comes in: Swiss Life enables people to lead a self-determined life. This includes supporting them in shaping their financial future according to their requirements, including the sustainable ones. More than 17 000 advisors at Swiss Life actively contribute to making people's expectations and needs regarding sustainability and their financial and pension situation understandable and tangible. Their advice offer customers options and create the basis for self-determined decisions. This enables customers to see that their decision counts.

Swiss Life offers its customers a value proposition, which often extends over generations. Thanks to its products and services, Swiss Life is able to provide people with fitting answers to the question of how to shape their pension provision and finances in a demonstrably sustainable manner, and to address their needs. To this end, it can offer both its own sustainable solutions and products from third-party providers.

Respect for Human Rights

Swiss Life has committed itself to social and environmental standards in all its areas of influence. In the year under review, the human rights approach was refined in all relevant business areas and integrated more strongly in the directives. It is now set out in a Group-wide declaration on respect for human rights.

Swiss Life Life respects the internationally recognised rights set out in the UN Guiding Principles on Business and Human Rights (UNGPs). In this respect Swiss Life adheres to:

- the International Bill of Human Rights
- the core standards and principles of the International Labour Organization (ILO), including the Convention on Discrimination (No. 111) and the Convention on the Minimum Age for the Effective Abolition of Child Labour (No. 138) and the Convention on Prohibition and Immediate Action to Eliminate the Worst Forms of Child Labour (No. 182).

As a signatory to the UN Global Compact, Swiss Life makes an annual public commitment to respect and support human rights and comply with the ten principles of the United Nations Global Compact (UNGC). Additionally, Swiss Life adheres to international general and sector-specific standards, such as the Principles for Responsible Investment (PRI) and the Principles for Sustainable Insurance (PSI).

Approach and due diligence

Swiss Life aims to avoid, address or mitigate any possible negative impacts with regard to Swiss Life's activities or those of related third parties. This applies particularly to four areas:

- In its business behaviour
- As an asset owner and manager
- In its insurance and advisory business
- As an employer

Swiss Life has internal policies and procedures in place for each area.

Since the end of 2021, the company has set out how it assumes its responsibility with regard to the protection of human rights in the four aforementioned areas in a Group-wide declaration on respect for human rights. This can be downloaded at www.swisslife.com/sustainability under "Human rights".

Contribution to the Environment

Swiss Life supports the Paris Climate Agreement and aims to make an active contribution to climate protection through its own measures. The continuous reduction of CO_2 emissions is an important part of the sustainability strategy.

Swiss Life Climate Strategy

Swiss Life recognises that climate change, if left unmitigated, will have negative effects on society and the global economy. Swiss Life wishes to contribute to the transition to a low-carbon and climate-resilient economy in line with the Paris Climate Agreement. Furthermore, Swiss Life expects further increases in transparency requirements from stakeholders (e.g. customers, regulators, regulatory authorities, investors and employees) regarding products and services and an increasing demand for sustainable products. Moreover, Swiss Life's investments in securities, real estate and infrastructure could be affected by the physical impacts of climate change and the transition to a low-carbon and climate-resilient economy.

→ In addition to its Sustainability Report, Swiss Life also publishes a report based on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which can be downloaded at www.swisslife.com/tcfd-report.

Operational Ecology

Operational ecology comprises operational environmental management at the Swiss Life Group's own locations and emissions arising from its business behaviour and employees.

A Group-wide working group designs and implements the measures and goals of operational ecology. Experts from all Swiss Life divisions are represented in this working group.

In 2018, Swiss Life set itself specific quantitative targets in operational ecology for the reduction of CO_2 emissions by the end of 2021. These included:

- An increase in the share of electricity from renewable energy sources at company buildings to 100%
- The continuous reduction of fossil fuels at business premises within its investment cycles
- The reduction of greenhouse gas emissions per FTE by 10% compared to 2016

Swiss Life achieved or exceeded these targets at the end of 2021. All company buildings are supplied with electricity from renewable energy sources and fossil fuels are being used less and less. In addition, Swiss Life has reduced its greenhouse gas emissions per FTE by about 55% from 3311 kg to 1476 kg by the end of 2021 compared to 2016, thereby significantly exceeding its target.

In its Group-wide programme "Swiss Life 2024", Swiss Life has set itself new goals for operational ecology in the sustainability strategy. It aims to reduce CO_2 emissions per FTE by a further 35% by the end of 2024 compared to 2019, primarily by reducing business travel as well as making more use of lower emission mobility and procuring electricity from sustainable production. As part of its investment cycles, it also intends to further reduce fossil fuels for the heating of company buildings.

The measured, unavoidable CO_2 emissions from operational ecology for the 2021 reporting year will be fully neutralised in 2022 by certified projects in the core European markets. As a result, Swiss Life's operational activities will be net-zero from 2022.

Operational ecology targets 2024

Reduce CO_2 emissions per FTE by 35% by 2024[1] and compensate emissions to reach net-zero operations

- Reduction of **business travel**
- Further improvement of **energy efficiency**
- Reach **net-zero operations** from 2022 through compensation of all measured, unavoidable CO_2 emissions of own business activities

[1] Compared to 2019

Recording environmental indicators

In 2021, Swiss Life further standardised its recording of environmental indicators. It re-evaluated the data collection process and summarised it in a Group-wide company manual. In addition, data collection software was introduced to automate the consolidation and extrapolation of data and the calculation of emissions. This has significantly improved the quality and accuracy of data collection and emission calculation. CO_2 emissions are in accordance with the internationally recognised standards of the Greenhouse Gas Protocol Corporate Standard (GHG Protocol Corporate Standard). The CO_2 emissions of all Swiss Life business locations are calculated using emission factors from the Ecoinvent and Ademe scientific databases. The science-based CO_2 equivalents used for the determination include all relevant greenhouse gases:

- Scope 1 emissions comprise fuel consumption for heating buildings and for the company's own fleet of vehicles.
- Scope 2 emissions comprise consumption of purchased electricity and district heating at the business locations.
- Swiss Life currently records four Scope 3 emissions categories:
  - Category 1 "Goods and services purchased" comprises paper consumption and water procurement at the operating sites. Other purchased services, such as server capacities, which are also relevant for Swiss Life, are not yet included in this category.
  - Category 3 "Energy activities" comprises the upstream processes for the production of the purchased building energy that are not included in Scopes 1 and 2.
  - Category 5 "Waste" comprises emissions resulting from the disposal of waste at the business locations.
  - Category 6 "Business travel" comprises the kilometres employees travel for business by train, car or plane.

The other categories are either not relevant for Swiss Life or the data is not yet available in a satisfactory quality. Category 7 "Employee Commuting" is among the Scope 3 emissions relevant to Swiss Life but not recorded. The categories 13 "Downstream leased assets" and 15 "Investments" are dealt with in the "Metrics and Targets" section of the TCFD report at www.swisslife.com/tcfd-report. For these two categories, the weighted average carbon intensity values are reported.

The data is collected once a year for all locations at which more than 30 FTE work. Environmental officers at these locations collect the data and enter them in the system. Locations or individual data points that cannot be recorded are extrapolated per country. Energy, paper and water consumption as well as the amount of waste are extrapolated per country for non-recorded Internal Services FTE. Business travel was extrapolated for non-recorded Sales Force FTE per country. This data is then allocated to the respective categories. Average emission factors of the respective categories are used to calculate the emissions based on the extrapolated data. The aim is to continuously reduce the extrapolation. From 2019 to 2021, the average share of the extrapolation was reduced from about 20% to about 5%.

The environmental indicators for 2021 were assured by an independent auditor for the first time (pages 168 to 170).

Amendment of historical comparative data for 2019 and 2020 (GRI 102-48)

Due to the comprehensive adjustment of the process for the collection and calculation of environmental data, the historical comparative data for 2019 and 2020 have also changed and therefore been recalculated accordingly. This allowed the data to be adapted retrospectively to current standards and made comparable. It is not possible to compare the adjusted values with the values from previous years' reports.

The main changes are:

- The CO_2 balance is now calculated in accordance with the standards of the GHG Protocol Corporate Standard – previously the standard of the Association for Environmental Management and Sustainability at Financial Institutions (VfU)
- The emission factors were updated to contemporary values as per the scientific databases Ecoinvent and Ademe
- The structure of the metrics has been further standardised
- The extrapolations have been improved and their share reduced further.

Absolute environmental indicators

Indicator	Unit	2021	2020[1]	2019[1]
TOTAL BUILDING ENERGY	kWh	**36 127 586**	35 045 099	46 836 684
Electricity consumption in buildings	kWh	**18 429 450**	19 372 119	24 956 283
Proportion of renewable electricity	%	**100**	89	71
Fuel consumption in buildings	kWh	**13 463 628**	11 506 046	10 714 614
Fossil fuel consumption	kWh	**12 715 301**	10 825 272	10 463 726
Renewable energy consumption	kWh	**748 327**	680 774	250 888
Proportion of renewable fuels	%	**6**	6	2
Consumption of district heating in buildings	kWh	**2 535 065**	2 234 785	1 712 738
Extrapolation of entire building energy Group	kWh	**1 699 443**	1 932 149	9 453 049
TOTAL BUSINESS TRAVEL	km	**35 486 181**	30 412 731	55 026 785
Rail journeys	km	**6 800 421**	4 217 275	13 743 024
Car trips own fleet and leased vehicles	km	**14 692 678**	18 384 380	14 573 114
Car trips in third-party vehicles – rental cars, travel expenses and taxis	km	**10 841 792**	3 884 740	11 357 627
Air transport	km	**2 677 749**	2 984 351	10 167 538
Extrapolation of all business travel Group	km	**473 540**	941 984	5 185 482
TOTAL PAPER CONSUMPTION	kg	**664 263**	621 906	1 062 370
Proportion of recycled paper	%	**19**	10	11
Extrapolation of total paper consumption Group	kg	**34 242**	39 752	194 131
TOTAL WATER CONSUMPTION	m^3	**59 655**	63 217	99 873
Extrapolation of total water consumption Group	m^3	**3 494**	3 855	20 676
TOTAL WASTE	kg	**585 826**	564 268	988 074
Extrapolation of total waste Group	kg	**34 493**	33 352	193 367
TOTAL LOSS OF COOLANTS AND REFRIGERANTS	kg	**25**	–	–
TOTAL EMISSIONS	t CO_2e	**15 080**	13 865	22 740
Scope 1 emissions	t CO_2e	**8 585**	9 313	9 844
Scope 2 emissions	t CO_2e	**516**	782	3 492
Scope 3 emissions	t CO_2e	**5 979**	3 770	9 405
Scope 3 emissions Cat. 1 “Purchased goods & services (paper, water)”	t CO_2e	**592**	586	957
Scope 3 emissions Cat. 3 “Energy activities”	t CO_2e	**1 045**	932	1 421
Scope 3 emissions Cat. 5 “Waste”	t CO_2e	**170**	196	343
Scope 3 emissions Cat. 6 “Business travel”	t CO_2e	**4 172**	2 057	6 683

Relative environmental indicators per FTE

Indicator	Unit	2021	2020[1]	2019[1]
Number of full-time employees	FTE	**10 219**	9 824	9 330
Building energy	kWh/FTE	**3 535**	3 567	5 020
Business travel	km/FTE	**3 473**	3 096	5 898
Paper consumption	kg/FTE	**65**	63	114
Water consumption	m^3/FTE	**6**	6	11
Waste	kg/FTE	**57**	57	106
TOTAL EMISSIONS	kg CO_2e/FTE	**1 476**	1 411	2 437
Scope 1 emissions	kg CO_2e/FTE	**840**	948	1 055
Scope 2 emissions	kg CO_2e/FTE	**51**	80	374
Scope 3 emissions	kg CO_2e/FTE	**585**	384	1 008

[1] All values for 2020 and 2019 have been recalculated to enable comparison with 2021.

Evolution of environmental indicators per FTE

In 2021, the impact of the Covid-19 pandemic continued to have a strong effect on environmental indicators. On the one hand, the still high proportion of people working from home led to lower electricity and water consumption figures and a reduction in waste. On the other hand, increased ventilation and heating requirements more than offset the energy reduction caused by under-occupancy in office buildings. Overall, total emissions per FTE increased by 5% compared to the previous year. This is mainly due to the resumption of business travel, mainly by car. Paper consumption also increased slightly again in 2021 compared to 2020.

Swiss Life has achieved its goal of obtaining 100% electricity from renewable energy sources by the end of 2021. By the end of 2024, Swiss Life wants to reduce total emissions per FTE by 35% compared to 2019. At the end of 2021, total emissions per FTE were 39% lower than in 2019, partly due to effects resulting from restrictions during the pandemic.

Measures taken within the Swiss Life Group

Switzerland

- In Switzerland, Swiss Life is a member of the Zurich Energy Model and has been obtaining all its electricity from renewable energy sources for over ten years. Founded in 1987, the Energy Model Zurich is an association of companies that set themselves voluntary targets for energy efficiency. In setting its new targets for 2020, Swiss Life renewed its pledge to increase energy efficiency at its Zurich location by 1.5% annually until 2030.

- Swiss Life's head office in Zurich is virtually carbon-neutral. Since the early 1990s, the building has been cooled and heated with water from Lake Zurich. Rainwater is used for sanitary installations at the Zurich business premises. Thirty percent of the energy used for heating Swiss Life's Binz Center property is biogas sourced from Switzerland. In 2021, Swiss Life increased its recycled share of copy and printing paper. The recycled share of total paper consumption is to be increased to up to 80% by 2024. Swiss Life uses one of the most ecological labels, which guarantees 100% paper fibres from recycled paper and avoids the use of hazardous chemicals in production. Swiss Life also promotes the use of public transport by offering its employees discounts on passes for local public transport companies. In addition, Swiss Life supports cycling and e-biking by offering discounts on local cycle rental systems. Separation of waste is ensured at all locations. In the Zurich company buildings, for example, there are recycling stations on all floors so that PET, cardboard and coffee cups can be disposed of separately.

- With its operational ecology programme, Swiss Life wants to make an active contribution to climate protection. This is why it set up the Swiss Climate Foundation in 2008 in cooperation with other Swiss companies. The foundation supports SMEs in becoming more energy efficient and reducing their CO_2 emissions. Swiss Life makes an active contribution to the foundation through its chairmanship of the advisory board.

France

– In 2021, Swiss Life France launched an environmental programme pooling four priorities for reducing CO_2 emissions in its own operations. These comprise the reduction of resource consumption and enhancement of waste separation, the reduction of CO_2 emissions into the air, the strengthening of employee environmental awareness and the involvement of business partners and suppliers. Numerous measures have been defined for these four priority areas. For example, one of the two Swiss Life France data centres has been outsourced to an efficient data hosting specialist, thereby reducing CO_2 emissions.

Germany

– In Germany, the two main Swiss Life branch offices – in Garching near Munich and in Hanover – have repeatedly been awarded the ECOPROFIT seal for their outstanding commitment to corporate environmental protection. The seal rewards efforts to reduce CO_2 emissions and save resources.

– Swiss Life Germany has also been represented in the Klima-Allianz der Stadt Hannover (Climate Alliance of the City of Hanover) network for over ten years and, in cooperation with other companies, undertakes to reduce CO_2 emissions and increase energy efficiency in this urban area.

– Swiss Life Germany has taken a step towards a more sustainable future together with Plant-my-Tree. Ten thousand trees have been planted on a site in Südharz-Hayn – an important contribution to the ongoing survival of regional forests. Over the decades, this will create a new natural habitat for animals and plants.

– The digitalisation of processes holds great potential for climate protection. This includes the e-signature, a customer portal for avoiding printouts, and sustainable application, contract and commission processes. The aim is to make the customer process as independent of time and location as possible in order not only to increase customer satisfaction, but also to reduce emissions caused by paper printing and mobility.

Swiss Life International

– The offices in Liechtenstein, Luxembourg, the UK, Austria, the Czech Republic, Singapore and Slovakia are housed in modern, energy-efficient premises. The environmental impact is steadily being reduced in all areas through progressive digitalisation and optimised use of workplaces. The most important measures include reducing paper consumption and waste and encouraging the use of public transport.

Carbon Disclosure Project (CDP)

Since 2011, the Swiss Life Group has taken part in the CDP (Carbon Disclosure Project) survey. The CDP is an independent charitable organisation which holds the world's most comprehensive collection of corporate information on climate change. Swiss Life was awarded a B– rating in 2021.

Independent Limited Assurance Report

Independent Limited Assurance Report

on Selected Indicators in the Sustainability Report 2021 to the Management of Swiss Life Holding AG

Zurich

We have been engaged by Management to perform assurance procedures to provide limited assurance on Selected Indicators in the Sustainability Report 2021 of Swiss Life Holding AG and its consolidated subsidiaries ('Swiss Life') for the year ended 31 December 2021.

Scope and subject matter

The following indicators in the Sustainability Report 2021 were subject to our engagement ('Selected Indicators'):

- The Carbon intensity 2019 of the directly held real estate portfolio on pages 119 and 120.
- The environmental indicators for the year 2021 in the table on page 164.

We do not comment on, nor conclude on, any comparative prior year figures or any prospective information.

Criteria

The Selected Indicators in the Sustainability Report 2021 were prepared by the Management of Swiss Life based on the following Criteria:

- The Carbon intensity 2019 of the directly held real estate portfolio according to the description in the appendix of the TCFD Report 2021. The TCFD Report 2021 is available on the website of Swiss Life under the section «Environment».
- The environmental indicators are based on the GHG-Protocol Corporate Standard and its specific application as described on page 162 of the Sustainability Report 2021.

Inherent limitations

The accuracy and completeness of the Selected Indicators in the Sustainability Report 2021 are subject to inherent limitations given their nature and methods for determining, calculating and estimating such data and non-exhaustive related definitions. Our assurance report should therefore be read in connection with the Criteria. Further, the greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Management's responsibility

The Management of Swiss Life Holding AG is responsible for the Criteria and its selection as well as for the preparation and presentation of the Selected Indicators in the Sustainability Report 2021 in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of such internal control as determined necessary to enable the preparation of the Selected Indicators in the Sustainability Report 2021 that are free from material misstatement, whether due to fraud or error as well as adequate record keeping and overall responsibility for the Sustainability Report 2021.

Independence and quality control

We are independent of Swiss Life in accordance with the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code). We have fulfilled our other ethical responsibilities in accordance with the IESBA Code, which is founded

PricewaterhouseCoopers AG, Birchstrasse 160, Postfach, CH-8050 Zürich, Switzerland
Telefon: +41 58 792 44 00, Telefax: +41 58 792 44 10, www.pwc.ch

on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

PricewaterhouseCoopers AG applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Practitioner's responsibility

Our responsibility is to perform an assurance engagement and to express a limited assurance conclusion on the Selected Indicators in the Sustainability Report 2021. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised*), "Assurance Engagements other than Audits or Reviews of Historical Financial Information"*, and with ISAE 3410, *"Assurance Engagements on Greenhouse Gas Statements"*, issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Selected Indicators in the Sustainability Report 2021 were prepared, in all material aspects, in accordance with the Criteria.

Based on risk and materiality considerations, we performed our procedures to obtain sufficient appropriate assurance evidence. The procedures selected depend on the assurance practitioner's judgement. A limited assurance engagement under ISAE 3000 and ISAE 3410 is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. Consequently, the nature, timing and extent of procedures for gathering sufficient appropriate evidence are deliberately limited relative to a reasonable assurance engagement and therefore less assurance is obtained with a limited assurance engagement than for a reasonable assurance engagement.

Summary of the work performed

Our limited assurance procedures included, but were not limited to the following work:

- Inquiries of the relevant stakeholders for the Selected Indicators in the Sustainability Report 2021
- Inspection of relevant documents
- Sample based testing of underlying data
- Reconciliation of data sources with financial reporting data and other underlying records
- Reperformance of relevant calculations
- Analytical procedures

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our assurance conclusion.

Conclusion

Based on the procedures we performed, and evidence obtained, nothing has come to our attention that causes us to believe that the Selected Indicators in the Sustainability Report 2021 of Swiss Life are not prepared, in all material respects, in accordance with the Criteria.

Restriction of use and purpose of the report

This report is prepared for, and only for, the Management of Swiss Life Holding AG, and solely for the purpose of reporting to them on Selected indicators in the Sustainability Report 2021 and no other purpose. We do not, in giving our conclusion, accept or assume responsibility (legal or otherwise) or accept liability for, or in connection with, any other purpose for which our report including the conclusion may be used, or to any other person to whom our report is shown or into whose hands it may come, and no other persons shall be entitled to rely on our conclusion.

We permit the distribution of our report, in full only, together with Sustainability Report 2021 to enable the Management to demonstrate that they have discharged their governance responsibilities by commissioning an independent assurance report over the Selected Indicators in the Sustainability Report 2021 of Swiss Life without assuming or accepting any responsibility or liability to any third parties on our part. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of Swiss Life Holding AG for our work or this report.

PricewaterhouseCoopers AG

Peter Eberli Carlos Arias

Zurich, 14 March 2022

'The maintenance and integrity of Swiss Life's website is the responsibility of the Management; the work carried out by us does not involve consideration of the maintenance and integrity of Swiss Life's website, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Indicators in the Sustainability Report 2021 or the Criteria since they were initially presented on Swiss Life's website.

Information on Memberships and Standards

Swiss Life adheres to recognised standards for sustainability reporting and is both a member of a wide range of organisations and networks in the area of sustainability and a co-signatory of initiatives.

Contribution to the Sustainable Development Goals (SDG)

The United Nations' 17 Sustainable Development Goals (SDGs) are the heart of the Agenda 2030 for Sustainable Development. Swiss Life is transparent about which of these goals it is particularly contributing to.

In this report, Swiss Life focuses on those sustainable development goals where the company is currently having the biggest impact through its business activities, investments and social commitment. Swiss Life is thus restricting itself to eleven of the 17 SDGs. Compared with the previous year, two additional SDGs are listed.

SDG (target)	Our contribution
 Ensure healthy lives and promote well-being for all at all ages	Swiss Life is committed to raising society's awareness of the issue of health care and protection against financial risks and actively addressing the attendant challenges. Swiss Life supports its customers in making all the necessary preparations early so that they can lead a self-determined life even in the event of illness. Swiss Life supports its employees, for example, by offering them flexible working models and a wide range of health and prevention services. See also "Insurance Business" (pages 125–126) and "Sustainability as an Employer", subsection "Health and Safety" (pages 145–147).
 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Swiss Life supports its employees in maintaining their employability and promotes their ongoing development. This includes continuous internal and external education for employees of all ages, training for apprentices and trainees and entry-level opportunities for university graduates. In addition, Swiss Life uses its own foundations to support institutions that help people from a wide range of backgrounds educate and better themselves. See also "Sustainability as an Employer", subsection "Employee Development" (pages 139–141) and "Corporate Citizenship" (pages 153–155).
 Achieve gender equality and empower all women and girls	In keeping with current national and international law, as well as the conventions of the International Labour Organization (ILO), Swiss Life applies fair employment procedures that are free of discrimination with the aim of guaranteeing and promoting equal opportunities. Fair and equal compensation for all employees is ensured by the Group Compensation Policy, which is applicable throughout the Group. For a number of years, Swiss Life has had processes and instruments for removing the gender-specific salary gap at all its national companies. See also "Sustainability as an Employer" subsection "Collaboration and Diversity" (pages 142–144).

SDG (target)	Our contribution
7 AFFORDABLE AND CLEAN ENERGY Ensure access to affordable, reliable, sustainable and modern energy for all	Swiss Life specifically uses some of its investments to support climate-friendly technologies, projects and initiatives. In this context, Swiss Life has set itself the goal of investing CHF 2 billion in green bonds by 2023. The Swiss Life Group also includes a leading investment manager for clean energy and infrastructure funds in Switzerland. These infrastructure portfolios are focused on thermal, water, solar and wind power. Swiss Life supplies its own office locations with electricity from renewable energy sources. In addition, it aims to continuously increase energy efficiency. See also “Sustainability as an Asset Owner and Manager” (pages 114–123).
8 DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Swiss Life makes a major contribution to the economy and society, both as a provider of products and services and as an employer, taxpayer and investor. In addition, it cultivates a fair employee-employer relationship that is governed by social partnerships and collective and works agreements. See also “Economic Responsibility” (page 150) and “Social Partnership” (page 148).
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Swiss Life strengthens innovation and digitalisation along the entire value chain. The focus is on measures that create sustainable added value for customers and employees. Furthermore, Swiss Life invests through its own funds in the renewal of infrastructure and the development of innovative real estate projects. See also “Digitalisation” (pages 108–109) and “Sustainability as an Asset Owner and Manager” (pages 114–123).
10 REDUCED INEQUALITIES Reduce inequality within and among countries	Swiss Life is committed to social and environmental standards in all spheres of influence and thus actively contributes to reducing social and ecological inequalities. Swiss Life also cultivates an active dialogue with political leaders and is committed to promoting a competitive business location and appropriate regulation in all markets. See also “Political Commitment” (pages 151–152) and “Respect for Human Rights” (page 158).

SDG (target)	Our contribution
11 SUSTAINABLE CITIES AND COMMUNITIES Make cities and human settlements inclusive, safe, resilient and sustainable	Swiss Life is one of Europe's leading real estate investors and has the biggest private real estate portfolio in Switzerland. The majority of its properties are in urban areas. As a builder, property owner and asset manager, Swiss Life aims to use ecological and economic resources with maximum efficiency and to make an active contribution to sustainable urban development. See also "Real Estate Management" (pages 119–121).
12 RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns	As a builder and in its own operations, Swiss Life supports the sparing use of resources. Swiss Life publishes annual figures on waste and paper consumption as well as the other key indicators for operational ecology. Furthermore, Swiss Life uses Group-wide targets to ensure that the company can make further progress in the realm of operational ecology. When selecting suppliers and service providers, Swiss Life works with local contractors whenever possible and gives preference to products and services from companies that have implemented a certified environmental protection system. See also "Real Estate Management" (pages 119–121), "Procurement" (pages 110–113) and "Contribution to the Environment" (pages 159–170).
13 CLIMATE ACTION Take urgent action to combat climate change and its impacts	Swiss Life makes an active contribution to climate protection by reducing CO_2 emissions and has set itself Group-wide targets for this purpose. In addition to reducing greenhouse gas emissions in its own operations, Swiss Life systematically integrates environmental aspects into asset management and real estate management. Following the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), Swiss Life publishes a report which, among other things, shows the opportunities and risks associated with climate change. See also "Sustainability as an Asset Owner and Manager" (pages 114–123) and "Contribution to the Environment" (pages 159–170).
17 PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Swiss Life is a member of a wide variety of organisations and networks in the area of sustainability, as well as being a co-signatory of various initiatives. For example, Swiss Life is involved in working groups and networks, ensures the transfer of know-how and is in dialogue with key stakeholder groups to help shape sustainable development. See also "Memberships" (page 182).

UN Global Compact Progress Report

As a signatory of the UN Global Compact, Swiss Life supports its ten principles of sustainability and contributes to making globalisation socially and ecologically compatible.

Declaration of support

In 2018 Swiss Life signed the principles of the UN Global Compact. We acknowledge the ten principles, because we want to accept our responsibility as a company in the key areas of human rights, labour, the environment and anti-corruption and publicly affirm these global values. The focal areas of the UN Global Compact are reflected in both our Code of Conduct and our materiality matrix. The way in which we contribute to meeting these principles within our area of responsibility is shown in our annual progress report.

Patrick Frost
CEO

Human rights
Principles 1 and 2:
- Businesses should support and respect the protection of internationally proclaimed human rights and
- make sure they are not complicit in human rights abuses.

→ "Compliance" (pages 104–107)
→ "Procurement" (pages 110–113)
→ "Sustainability as an Asset Owner and Manager" (pages 114–123)
→ "Respect for Human Rights" (page 158)

Labour

Principles 3, 4, 5 and 6:

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- the elimination of all forms of forced and compulsory labour;
- the effective abolition of child labour; and
- the elimination of discrimination in respect of employment and occupation.

→ "Procurement" (pages 110–113)
→ "Sustainability as an Employer" (pages 131–148)

Environment

Principles 7, 8 and 9:

- Businesses should support a precautionary approach to environmental challenges;
- undertake initiatives to promote greater environmental responsibility; and
- encourage the development and diffusion of environmentally friendly technologies.

→ "Procurement" (pages 110–113)
→ "Sustainability as an Asset Owner and Manager" (pages 114–123)
→ "Real Estate Management" (pages 119–121)
→ "Contribution to the Environment" (pages 159–170)

Anti-Corruption

Principle 10:

- Businesses should work against corruption in all its forms, including extortion and bribery.

→ "Compliance" (pages 104–107)
→ "Procurement" (pages 110–113)

Information on the UNEP FI Principles for Sustainable Insurance (PSI)

Swiss Life supports the PSI with the aim of collaborating with its competitors in the insurance industry to promote sustainable development.

Principle 1

We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.

→ "Sustainability in Business Behaviour" (pages 102–113)
→ "Compliance" (pages 104–107)
→ "Procurement" (pages 110–113)
→ "Sustainability as an Asset Owner and Manager" (pages 114–123)

Principle 2

We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risks and develop solutions.

→ "Procurement" (pages 110–113)
→ "Sustainability as an Asset Owner and Manager" (pages 114–123)
→ "Real Estate Management" (pages 119–121)

Principle 3

We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.

→ "Compliance" (pages 104–107)
→ "Political Commitment" (pages 151–152)

Principle 4

We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.

→ "Information on Memberships and Standards" (pages 171–187)

Information on Sustainability Reporting

Consistent reporting to stakeholder groups

The annual reporting on sustainability aims to create transparency and strengthen communication with the stakeholder groups. Swiss Life's stakeholder groups include all stakeholders who are directly or indirectly affected by the company's business activities or who have a significant influence on Swiss Life's business activities. These include employees, customers, investors and representatives of the media, politics and associations. Swiss Life is in regular dialogue with all relevant stakeholder groups. It is thus aware of their requirements and expectations and able to react to challenges or changes (GRI 102-40, 102-42, 102-43, 102-44). Further information on our dialogue with stakeholder groups is available on the Swiss Life website at www.swisslife.com/stakeholder-communication.

Reporting according to the European Non-Financial Reporting Directive (NFRD)

The Swiss Life Group's Sustainability Report is in conformity with the EU's NFRD Directive. In this sustainability report Swiss Life reports on environmental issues (pages 159–170), employee issues (pages 131–148), social issues (pages 153–157) as well as on respect for human rights (page 158) and the fight against corruption and bribery (pages 104–107). The pages cited also provide information on the concepts and associated results, as well as on due diligence processes and risk management. With their two dimensions "relevance for Swiss Life" and "impact on sustainable development", the principal topics reflect the NFRD Directive's requirements regarding the purpose of the non-financial content of the report.

Reporting in accordance with the standards of the Global Reporting Initiative (GRI)

The Swiss Life Sustainability Report meets the requirements of the GRI Standards, a framework for transparent sustainability reporting. The 2021 report covers the Switzerland, France, Germany, International and Asset Managers segments. This report has been prepared in accordance with the GRI Standards: Core option. The aim of the GRI Standards is, on the one hand, to support companies, governments and non-governmental organisations (NGOs) in focusing their reporting on topics that are material from the perspective of their stakeholders and their influence on sustainable development. On the other hand, the standardised format of the reports, based on key figures, also contributes to the comparability and transparency of sustainability reporting.

Reporting according to the Sustainability Accounting Standards Board (SASB)

Swiss Life's Sustainability Report for the 2021 financial year is based on the provisions of the SASB standard for the insurance industry. SASB is a US-based non-profit organisation that provides industry-specific reporting standards to strengthen communication between companies and financial market participants on the financial impact of sustainability issues. The corresponding content references can be found in the combined GRI and SASB content index on pages 183–187.

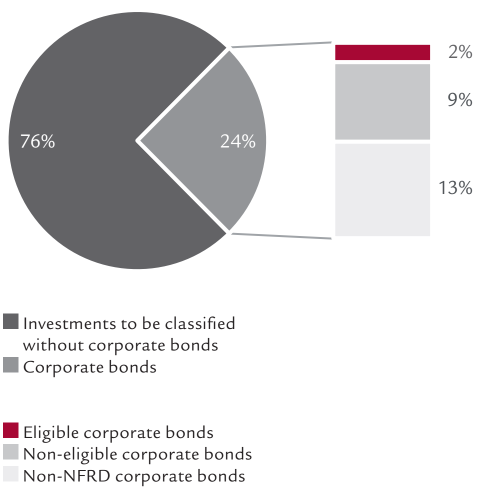
EU Taxonomy Information for the Insurance Group

This section summarises key figures relating to investments according to Art. 8 of the EU Taxonomy Regulation.

In accordance with Article 8 of the EU Taxonomy Regulation, Swiss Life is for the first time publishing metrics on EU taxonomy eligible investments as at 31 December 2021 for the two environmental objectives climate protection and adaptation to climate change. The following EU taxonomy metrics apply equally to both environmental objectives. As the Swiss parent company of EU companies, Swiss Life voluntarily publishes the metrics on behalf of its EU subsidiaries.

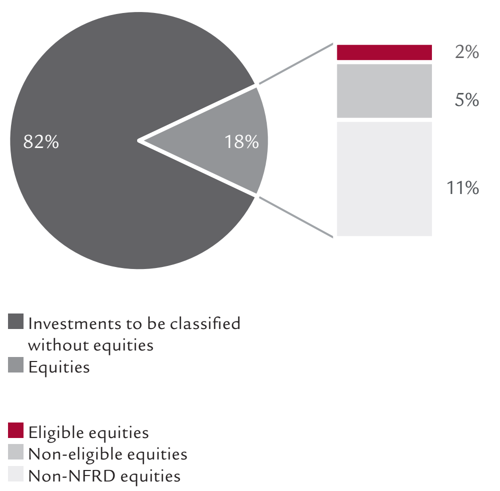
Eligible corporate bonds

(Environmental targets 1+2 of the Taxonomy Regulation) in %



Eligible equities

(Environmental targets 1+2 of the Taxonomy Regulation) in %



The investments to be classified according to the EU Taxonomy Regulation comprise all on-balance sheet investments[1] with the exception of government, central bank and supranational issued securities. These investments correspond to the total of the above pie charts for corporate bonds and equities.

Government, central bank and supranational issued securities account for around 18% of total investments. Derivatives account for around 1% of total investments. As at 31 December 2021, the classified investments in the corporate bond (24%) and equity (18%) asset classes total 42% of the investments to be classified. The eligibility of the other investments to be classified according to the EU Taxonomy Regulation, such as real estate, cannot be determined due to insufficient data.

[1] Investments from unit-linked contracts are included in the analysis

Currently, 4% of the investments to be classified are eligible (of which corporate bonds: 2% and equities: 2%). 14% of the investments to be classified are not eligible (corporate bonds: 9% and equities: 5%). 24% of the classified investments are investments in companies that do not fall within the scope of the EU Non-Financial Reporting Directive (NFRD) (marked in the chart as non-NFRD; corporate bonds: 13% and equities: 11%). Overall, valuation on the basis of the fair value approach was used to determine the taxonomy-related metrics for investments. The allocation of securities (corporate bonds and equities) is based on the EU Taxonomy Compass (NACE[1] code mapping). The sustainability strategy, product design processes and engagement with clients and counterparties are explained in the sections "Sustainability strategy," "Sustainability as an Asset Owner and Manager" and "Sustainability in Insurance Business and Advice." Aspects of climate protection and adaptation to climate change are highlighted in the TCFD Report at www.swisslife.com/tcfd-report.

EU-Taxonomy Regulation

In June 2020, the Taxonomy Regulation was published in the Official Journal of the EU. The regulation implements a classification system that can be used to define business activities, services or products as sustainable. According to the regulation, a business activity or product is sustainable if it contributes substantially to climate change mitigation and adaptation (two of the EU's priority environmental targets) while not having a significantly negative impact on these two objectives or four other EU environmental targets (circular economy, water protection, waste prevention, biodiversity), complies with minimum social protection requirements and meets technical criteria.

[1] Nomenclature statistique des activités économiques dans la Communauté européenne (economic classification system)

Memberships

The Swiss Life Group is a member of all sorts of organisations and networks in the area of sustainability, as well as co-signatory of initiatives. These include the following:

– **Principles for Responsible Investment (PRI):** unpri.org
– **Principles for Sustainable Insurance (PSI):** unepfi.org/psi
– **UN Global Compact (UNGC):** unglobalcompact.org
– **Global Real Estate Sustainability Benchmark (GRESB):** gresb.com
– **Carbon Disclosure Project (CDP):** cdp.net
– **Task Force on Climate-Related Financial Disclosures (TCFD):** fsb-tcfd.org
– **Institutional Investors Group on Climate Change (IIGCC):** iigcc.org
– **Forum Nachhaltige Geldanlagen (Sustainable Investment Forum):** forum-ng.org
– **Climate Action 100+ (CA100+):** climateaction100.org
– **International Corporate Governance Network (ICGN):** icgn.org

In addition to its involvement in local industry associations, Swiss Life is active at its local locations in the following organisations:

– **Swiss Sustainable Finance (SSF):** sustainablefinance.ch
– **Swiss Climate Foundation:** klimastiftung.ch
– **Zurich Energy Model:** energiemodell-zuerich.ch
– **Observatoire de l'immobilier durable (Green Building Observatory):** o-immobilierdurable.fr
– **Plan Bâtiment Durable (Sustainable Building Plan):** planbatimentdurable.fr
– **Netzwerk der Klima-Allianz der Stadt Hannover (Network of the Climate Alliance of the City of Hanover)**: klimaallianz-hannover.de
– **UK Sustainable Investment and Finance Association (UKSIF):** uksif.org

Do you have any questions or suggestions about sustainability at Swiss Life? Write to us at sustainability@swisslife.ch.

GRI and SASB Content Index

MATERIALITY DISCLOSURES SERVICE 2022

For the Materiality Disclosures Service, the GRI Services Team checked that the GRI Content Index is clearly set out and that the references for items 102-40 to 102-49 match the corresponding contents in the Report. The Materiality Disclosures Service was performed on the German version of the report.

GRI Standards and Disclosures	SASB Disclosures	**GENERAL STANDARD DISCLOSURES**	Reference/Information
GRI 101: 2016		FOUNDATION	
GRI 102: 2016		GENERAL DISCLOSURES	
		ORGANISATIONAL PROFILE	
GRI 102-1		Name of the organisation	Swiss Life Holding Ltd
GRI 102-2		Activities, brands, products and services	p. 8–14, 124–130
GRI 102-3		Location of headquarters	Zurich
GRI 102-4		Location of operations	p. 5
GRI 102-5		Ownership and legal form	p. 30–34
GRI 102-6		Markets served	p. 5
GRI 102-7		Scale of the organisation	p. 4–5
GRI 102-8		Information on employees and other workers	p. 133, 143
GRI 102-9		Supply chain	p. 110–113
GRI 102-10		Significant changes to the organisation and its supply chain	No significant changes
GRI 102-11		Precautionary principle or approach	p. 87, 114, 118, 160, 176
GRI 102-12		External initiatives	p. 151–152
GRI 102-13		Membership of associations	p. 151–152, 182
		STRATEGY	
GRI 102-14		Statement from senior decision-maker	p. 91
		ETHICS AND INTEGRITY	
GRI 102-16		Values, principles, standards and norms of behaviour	p. 104–107, 132
		GOVERNANCE	
GRI 102-18		Governance structure	p. 50
		STAKEHOLDER ENGAGEMENT	
GRI 102-40		List of stakeholder groups	p. 178
GRI 102-41		Collective bargaining agreements	p. 148
GRI 102-42		Identifying and selecting stakeholders	p. 178
GRI 102-43		Approach to stakeholder engagement	p. 178
GRI 102-44		Key topics and concerns raised	p. 178
		REPORTING PRACTICE	
GRI 102-45		Entities included in the consolidated financial statements	p. 345
GRI 102-46		Defining report content and topic boundaries	p. 97
GRI 102-47		List of material topics	p. 97
GRI 102-48		Restatements of information	p. 163
GRI 102-49		Changes in reporting	p. 97
GRI 102-50		Reporting period	01.01.2021–31.12.2021
GRI 102-51		Date of most recent report	2020 Sustainability Report, published in March 2021
GRI 102-52		Reporting cycle	Annual
GRI 102-53		Contact point for questions regarding the report	Media Relations, p. 380
GRI 102-54		Claims of reporting in accordance with the GRI standards	p. 178
GRI 102-55		GRI content index	p. 183–187
GRI 102-56		External assurance	External assurance of environmental indicators pp. 168-170

GRI Standards and Disclosures	SASB Disclosures	**TOPIC-SPECIFIC STANDARDS AND DISCLOSURES**	Reference/Information	Omission
GRI 200		ECONOMIC		
GRI 201: 2016		ECONOMIC PERFORMANCE		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 103	
GRI 201-1		Direct economic value generated and distributed	p. 196–201	
GRI 201-2		Financial implications and other risks and opportunities due to climate change	p. 160	
GRI 203: 2016		INDIRECT ECONOMIC IMPACTS		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 150	
GRI 203-1		Infrastructure investments and services supported	p. 153–155	
GRI 203-2		Significant indirect economic impacts	p. 150	
		SELF-DETERMINED LIFE IN TIMES OF DEMOGRAPHIC CHANGE / PRODUCTS, SERVICES AND ADVICE		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 124–127	
	FN-IN-000.A	Number of current policies by segment	Not relevant	
	FN-IN-410b.1	Net premiums written for energy efficiency and low-carbon technologies	Not relevant	
	FN-IN-410b.2	Description of products or product characteristics, promotion of health, safety and/or environment-friendly behaviour	Swiss Life has been offering premium rates in Switzerland for several years, distinguishing between smokers and non-smokers. Thus the risk premium in death benefit insurance for a non-smoker is lower than for a smoker. Although mostly actuarially based, Swiss Life thus creates an incentive to lead a lifestyle that is conducive to longer life expectancy.	
		RESPONSIBLE INVESTMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 114–115	
	FN-IN-410a.1	Total number of investments by industry and asset class	p. 115	
	FN-IN-410a.2	Description of the approach to incorporating ESG factors into investment management processes and strategies	p. 114–122	
		RESPONSIBLE REAL ESTATE MANAGEMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 119–121	
		DIGITALISATION		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 108–109	
GRI 205: 2016		ANTI-CORRUPTION		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 104–107	
GRI 205-3		Confirmed incidents of corruption and actions taken	None	
GRI 206: 2016		ANTI-COMPETITIVE BEHAVIOUR		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 104–107	
GRI 206-1		Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	None	

GRI Standards and Disclosures	SASB Disclosures	TOPIC-SPECIFIC STANDARDS AND DISCLOSURES	Reference/Information	Omission
		RISK MANAGEMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	S. 84–88	
	FN-IN-450a.1	Probable maximum loss (PML) of insured products as a result of weather-related natural disasters	Not relevant	
	FN-IN-450a.2	Financial losses from insurance payments for modelled and non-modelled natural disasters by type of event and geographic region	Not relevant	
	FN-IN-450a.3	Description of the approach to incorporating environmental risks into insurance business processes for individual contracts and the management of company-wide risks	p. 123, 126–127	
	FN-IN-550a.1	Exposure with respect to derivative instruments, by category	p. 248–254	
	FN-IN-550a.2	Total fair value of securities transactions in relation to collateral assets	p. 256	
	FN-IN-550a.3	Description of the approach to managing capital- and liquidity-related risks in relation to systemic non-insurance activities	p. 243–259	
GRI 300		ENVIRONMENTAL		
GRI 301: 2016		MATERIALS		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 161–167	
GRI 301-1		Materials used by weight or volume	p. 164	
GRI 301-2		Recycled input materials used	p. 164	
GRI 302: 2016		ENERGY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 161–167	
GRI 302-1		Energy consumption within the organisation	p. 164	
GRI 302-2		Energy consumption outside of the organisation	p. 164	
GRI 302-3		Energy intensity	p. 164	
GRI 302-4		Reduction of energy consumption	p. 164	
GRI 305: 2016		EMISSIONS		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 161–167	
GRI 305-1		Direct (Scope 1) GHG emissions	p. 164	
GRI 305-2		Energy indirect (Scope 2) GHG emissions	p. 164	
GRI 305-3		Other indirect (Scope 3) GHG emissions	p. 164	
GRI 305-4		GHG emissions intensity	p. 164	
GRI 305-5		Reduction of GHG emissions	p. 164	
GRI 308: 2016		SUPPLIER ENVIRONMENTAL ASSESSMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 110–113	
GRI 308-1		New suppliers that were screened using environmental criteria	p. 110–113	

GRI Standards and Disclosures	SASB Disclosures	**TOPIC-SPECIFIC STANDARDS AND DISCLOSURES**	Reference/Information	Omission
GRI 400		SOCIAL		
		PEOPLE CENTRICITY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 128	
		Net promoter score (NPS)	p. 129	
	FN-IN-270a.3	Customer retention rate	Swiss Life does not currently publish complaints statistics. Information on customer satisfaction can be found on pages 128–130.	
	FN-IN-270a.4	Product information for customers	p. 130	
GRI 401: 2016		EMPLOYMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 131–133	
GRI 401-1		New employee hires and employee turnover	p. 134, 141	
GRI 401-3		Parental leave	p. 137–138	
GRI 402: 2016		LABOUR/MANAGEMENT RELATIONS		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 131–148	
GRI 402-1		Minimum notice periods regarding operational changes	p. 148	
GRI 403: 2018		OCCUPATIONAL HEALTH AND SAFETY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 145–147	
GRI 403-1		Occupational health and safety management system	p. 145	
GRI 403-2		Hazard identification, risk assessment and incident investigation	p. 145–147	
GRI 403-3		Occupational health services	p. 145–147	
GRI 403-4		Worker participation, consultation and communication on occupational health and safety	p. 145–147	
GRI 403-5		Worker training on occupational health and safety	p. 146	
GRI 403-6		Promotion of worker health	p. 146–147	
GRI 403-7		Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 145–147	
GRI 403-9		Work-related injuries	p. 147	
GRI 403-10		Work-related ill health	p. 147	
GRI 404: 2016		TRAINING AND EDUCATION		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 139–141	
GRI 404-2		Programs for upgrading employee skills and transition assistance programs	p. 139–141	
GRI 404-3		Percentage of employees receiving regular performance and career development reviews	p. 133	
GRI 405: 2016		DIVERSITY AND EQUAL OPPORTUNITY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 142–144	
GRI 405-1		Diversity of governance bodies and employees	p. 142	
GRI 405-2		Ratio of basic salary and remuneration of women to men	p. 144	

GRI Standards and Disclosures	SASB Disclosures	**TOPIC-SPECIFIC STANDARDS AND DISCLOSURES**	Reference/Information	Omission
GRI 406: 2016		NON-DISCRIMINATION		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 142–144	
GRI 406-1		Incidents of discrimination and corrective actions taken	None	
GRI 412: 2016		HUMAN RIGHTS ASSESSMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 158	
GRI 412-3		Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	p. 158	
GRI 414: 2016		SUPPLIER SOCIAL ASSESSMENT		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 112–113	
GRI 414-1		New suppliers that were screened using social criteria	p. 112–113	
GRI 415: 2016		PUBLIC POLICY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 151–152	
GRI 415-1		Political contributions	p. 151	
GRI 417: 2016		MARKETING AND LABELING		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 125–127	
GRI 417-1		Requirements for product and service information and labeling	p. 123, 125–127	
GRI 417-2	FN-IN-270a.1	Incidents of non-compliance concerning product and service information and labeling	None	
	FN-IN-270a.2	Ratio of appeals to claims made	Swiss Life does not currently publish complaints statistics. Information on customer satisfaction can be found on pages 129–130.	
GRI 418: 2016		CUSTOMER PRIVACY		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 106–107	
GRI 418-1		Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 107	
GRI 419: 2016		SOCIO ECONOMIC COMPLIANCE		
GRI 103: 2016 103-1/103-2/103-3		Management approach	p. 104–107	
GRI 419-1		Non-compliance with laws and regulations in the social and economic area	p. 105	

Sustainability Indicators

Topic	Metric	2021	2020	2019	Reference
SUSTAINABILITY ORGANISATION					
NUMBER OF FTE IN SUSTAINABILITY ORGANISATION					
	Total FTE	**52**	31	n/a	AR, p. 96
ENVIRONMENT [1]					
GHG EMISSIONS					
	Total emissions (in kg CO_2-e/FTE)	**1 476**	1 411	2 437	AR, p. 164
	Scope 1 emissions (in kg CO_2-e/FTE)	**840**	948	1 055	AR, p. 164
	Scope 2 emissions (in kg CO_2-e/FTE)	**51**	80	374	AR, p. 164
	Scope 3 emissions (in kg CO_2-e/FTE)	**585**	384	1 008	AR, p. 164
	Targets to reduce GHG emissions	**yes**	yes	yes	AR, p. 161–162
ENERGY					
	Total building energy (in KWh/FTE)	**3 535**	3 567	5 020	AR, p. 164
	Proportion of renewable electricity in %	**100**	89	71	AR, p. 164
	Proportion of renewable fuels in %	**6**	6	2	AR, p. 164
	Targets to reduce energy consumption	**yes**	yes	yes	AR, p. 161–162
BUSINESS TRAVEL					
	Total business travel (in km/FTE)	**3 473**	3 096	5 898	AR, p. 164
	Proportion of rail transport in %	**19**	14	28	AR, p. 164
	Proportion of car trips in %	**73**	76	52	AR, p. 164
	Proportion of air traffic in %	**8**	10	20	AR, p. 164
PAPER CONSUMPTION					
	Total paper consumption (in kg/FTE)	**65**	63	114	AR, p. 164
	Proportion of recycled paper (in %)	**19**	10	11	AR, p. 164
WATER					
	Total water consumption (in m^3/FTE)	**6**	6	11	AR, p. 164
WASTE					
	Total waste (in kg/FTE)	**57**	57	106	AR, p. 164
CORPORATE ENVIRONMENTAL PROTECTION GUIDELINES AND INITIATIVES					
	Energy efficiency policy	**yes**	yes	yes	AR, p. 161–167
	Emissions reduction initiatives	**yes**	yes	yes	AR, p. 161–167
	Waste reduction policy	**yes**	yes	yes	AR, p. 161–167
	Environmental information verified	**yes**	no	no	AR, p. 168–170
	Participation CDP (Carbon Disclosure Project)	**yes**	yes	yes	AR, p. 167
SOCIAL					
HEALTH & SAFETY					
	Health and safety policy	**yes**	yes	yes	AR, p. 145–147
	Health and safety policy is group-wide	**yes**	yes	yes	AR, p. 145–147
	Workforce absences employees, total	**3.0%**	3.3%	3.7%	AR, p. 147
	Workforce absences per segment	**yes**	yes	yes	AR, p. 147
EMPLOYMENT AND EMPLOYEE RETENTION					
	Total number of employees	**10 890**	10 524	10 219	AR, p. 133
	Total number of part-time employees	**1 951**	1 901	1 953	AR, p. 143
	Employee turnover	**11.2%**	7.4%	8.4%	AR, p. 141
	Fluctuation target	**no**	no	no	
	Company monitors employee satisfaction on a regular basis	**yes**	yes	yes	AR, p. 135
	Major layoffs in the last three years (affecting 10% of staff or over 1000 employees)	**no**	no	no	
	Major merger or acquisition in the last three years (affecting large proportion of staff)	**no**	no	no	

[1] All values in the "Environment" category for 2020 and 2019 have been recalculated to enable comparison with 2021.
AR = Annual report

Topic	Metric	2021	2020	2019	Reference
TRAINING & HUMAN CAPITAL DEVELOPMENT					
	Formal talent pipeline development strategy (forecasts hiring needs, actively develops new pools of talent)	**yes**	yes	yes	AR, p. 139–141
	Graduate/trainee apprenticeship program	**yes**	yes	yes	AR, p. 139–141
	Job-specific development training programs	**yes**	yes	yes	AR, p. 139–140
	Leadership training and skills development	**yes**	yes	yes	AR, p. 140–141
	Partnerships with educational institutions	**yes**	yes	yes	AR, p. 139–141
	Share of employees with professional development interviews/annual performance reviews	**100%**	100%	100%	AR, p. 133
LABOUR & HUMAN RIGHTS					
	UN Global Compact Signatory	**yes**	yes	yes	AR, p. 175–176
	Human rights policy	**yes**	yes	yes	AR, p. 158
	Collective employment contracts	**yes**	yes	yes	AR, p. 148
SUPPLY CHAIN					
	Guidelines for social assessment of suppliers	**yes**	yes	yes	AR, p. 110–113
	Guidelines for environmental assessment of suppliers	**yes**	yes	yes	AR, p. 110–113
	Inclusion of ESG criteria in supplier contracts	**yes**	yes	yes	AR, p. 110–113
PHILANTHROPY					
	Company has foundations	**yes**	yes	yes	AR, p. 153–155
	Total Group-wide foundation expenditures (in CHF million)	**3.3**	3.2	3.0	AR, p. 153–155
ETHICS AND COMPLIANCE					
	Business ethics guidelines incl. conflicts of interest	**yes**	yes	yes	AR, p. 104; Code of Conduct
	Anti-bribery guidelines	**yes**	yes	yes	AR, p. 104; Code of Conduct
	Guidelines on the prevention of money-laundering and on sanctions and embargoes	**yes**	yes	yes	AR, p. 104; Code of Conduct
	Employee protection/Whistle blowing policy	**yes**	yes	yes	AR, p. 104; Code of Conduct
	Employee training on ethics and compliance	**yes**	yes	yes	AR, p. 105
	Monitoring by the Board of Directors	**yes**	yes	yes	Articles of Association of Swiss Life Holding Ltd, Clause 11
DIVERSITY & INCLUSION					
	Women in workforce	**47%**	47%	47%	AR, p. 133
	Proportion of women with management functions [1]	**34%**	33%	32%	AR, p. 142
	Proportion of women at senior and executive management levels [1,2]	**14%**	9%	n/a	AR, p. 142
	Proportion of women at middle and lower management levels [1,3]	**35%**	34%	n/a	AR, p. 142
	Gender equality policy and diversity activities	**yes**	yes	yes	AR, p. 143–144
	Equal pay guidelines	**yes**	yes	yes	AR, p. 143–144

1 Positions with leadership responsibility
2 Members of the Group, division and business area management
3 Department and team heads
AR = Annual report

Topic	Metric	2021	2020	2019	Reference
RESPONSIBLE INVESTING					
	Exclusion criteria exist	**yes**	yes	yes	AR, p. 116–118
	Responsible Investment Policy	**yes**	yes	yes	AR, p. 114–123
	ESG integration in asset management	**yes**	yes	yes	AR, p. 114
	Scope of ESG integration strategy (% of assets under management)	**89%**	90%	90%	AR, p. 114
	Active ownership guidelines	**yes**	yes	under develop-ment	AR, p. 118
	Total number of Annual General Meetings at which Swiss Life Asset Managers voted	**283**	310	361	AR, p. 118
	Total number of agenda items where Swiss Life Asset Managers voted	**5 372**	5 750	4749	AR, p. 118
	Proportion of votes against the management recommendation at the Annual General Meetings	**8%**	9%	9%	AR, p. 118
	ESG products	**yes**	yes	under develop-ment	AR, p. 123
	Participation in impact investments (in CHF million)	**145**	25	7	AR, p. 116–118
	Participation in green bonds (in CHF million)	**1 216**	541	150	AR, p. 116–118
	Sustainable real estate strategy	**yes**	yes	yes	AR, p. 119–121
	Member of Principles for Responsible Investment (PRI)	**yes**	yes	yes	AR, p. 114
	Number of ESG specialists (in FTE)	**25**	13	5	swisslife-am.com/rireport
UNDERWRITING RISK MANAGEMENT					
	Obesity and emerging health issues listed as a business risk factor	**yes**	yes	yes	AR, Notes of the Consolidated Financial Statements, Note 5 “ Risk management policies and procedures” and Note 5.5 “ Insurance risk management objectives and policies”
	Aging population and demographic change listed as a business risk factor	**yes**	yes	yes	AR, Notes of the Consolidated Financial Statements, Note 5 “ Risk management policies and procedures” and Note 5.5 “ Insurance risk management objectives and policies”
	Principles for Sustainable Insurance	**yes**	yes	no	AR, p. 177
DATA PROTECTION & SECURITY					
	Data privacy policy	**yes**	yes	yes	AR, p. 104–107; Code of Conduct
	Guidelines on the protection of customer data and other personal data	**yes**	yes	yes	AR, p. 104–107; Code of Conduct
	Granting of data subjects’ rights (right to information, correction, blocking, forwarding of personal data)	**yes**	yes	yes	Applicable law and internal guidelines
	Prohibition of access to personal data by unauthorised persons	**yes**	yes	yes	AR, p. 104–107; Code of Conduct
	Regular internal audits of the IT systems	**yes**	yes	yes	See AR Risk Management section – Informations- and system security, AR, p. 86–87
CUSTOMER RETENTION AND PROTECTION					
	Guidelines on due diligence in advisory services and how to deal with complaints	**yes**	yes	yes	AR, p. 127–130
	Auditable product development process	**yes**	yes	yes	AR, p. 125–126

AR = Annual report

Topic	Metric	2021	2020	2019	Reference
GOVERNANCE					
BOARD OF DIRECTORS					
	Total directors	**11**	12	12	AR, p. 36
	Independence	**91%**	92%	92%	AR, p. 36
	Average term of office (years)	**9**	9	8	AR, p. 36
	CEO duality	**no**	no	no	AR, p. 36
	Independent chairperson	**yes**	yes	yes	AR, p. 36
	Former CEO or equivalent on Board	**yes**	yes	yes	AR, p. 36
	Voting rights of largest shareholder	**>5%**	>5%	>5%	AR, p. 30–31
BOARD DIVERSITY					
	Number of women on the Board	**2**	2	2	AR, p. 36, 142
	Proportion of women on the Board	**18%**	17%	17%	AR, p. 142
	Average age of Board member	**60**	60	59	AR, p. 37–44
	Commitment to Board diversity	**yes**	yes	yes	AR, p. 36–44
CSR-GOVERNANCE					
	CSR/sustainability committee at Corporate Executive Board level	**yes**	yes	yes	AR, p. 95–96
	Sustainability strategy	**yes**	yes	under development	AR, p. 92–94
COMPENSATION					
	CEO total summary compensation (in CHF million)	**4.3**	3.9	4.3	AR, p. 72
	Clawback policy	**yes**	yes	yes	AR, p. 68–71
	Equal remuneration policy	**yes**	yes	yes	AR, p. 56
OWNERSHIP & CONTROL					
	Controlling shareholder	**no**	no	no	AR, p. 30–31
	Deviation from one share one vote	**yes**	yes	yes	AR, p. 33
RISK MANAGEMENT					
	Company has a risk management framework	**yes**	yes	yes	AR, p. 84–88
	Climate change listed as a business risk factor	**yes**	yes	yes	AR, p. 87, 160
	Climate reporting according to the recommendations of the Task Force on Climate-related Financial Disclosures	**yes**	yes	under development	swisslife.com/tcfd-report
	Risk management system covers reputational risks	**yes**	yes	yes	AR, p. 84–88
	Risk management system covers market conduct risks	**yes**	yes	yes	AR, p. 84–88
	Risk management covers systemic risks	**yes**	yes	yes	AR, p. 84–88
	Risk management covers human rights risks	**yes**	under development	n/a	AR, p. 84–88
	Risk management covers climate risks	**yes**	yes	yes	AR, p. 84–88
	Board oversight of risk management	**yes**	yes	yes	AR, p. 85

AR = Annual report

Consolidated Financial Statements

Consolidated Statement of Income

Consolidated statement of income for the years ended 31 December

In CHF million

	Notes	2021	2020
INCOME			
Premiums earned on insurance contracts		13 778	14 621
Premiums earned on investment contracts with discretionary participation		790	851
Premiums ceded to reinsurers		–179	–169
Net earned premiums	7	14 389	15 304
Policy fees earned on insurance contracts		35	27
Policy fees earned on investment and unit-linked contracts		408	342
Net earned policy fees	7	443	370
Commission income	8	1 853	1 588
Investment income	5, 8	3 918	4 021
Net gains/losses on financial assets	5, 8	715	–796
Net gains/losses on financial instruments at fair value through profit or loss	5, 8	–953	191
Net gains/losses on investment property	5, 14	1 505	847
Share of profit or loss of associates	5, 15	8	9
Other income	8	340	195
TOTAL INCOME		22 219	21 728
EXPENSES			
Benefits and claims under insurance contracts		–13 658	–14 891
Benefits and claims under investment contracts with discretionary participation		–800	–846
Benefits and claims recovered from reinsurers		115	109
Net insurance benefits and claims	8	–14 343	–15 629
Policyholder participation		–2 001	–910
Interest expense	8	–172	–127
Commission expense	8	–1 520	–1 293
Employee benefits expense	8	–1 210	–1 070
Depreciation and amortisation expense	8	–466	–450
Impairment of property and equipment and intangible assets	16, 17	–15	–21
Other expenses	8	–709	–756
TOTAL EXPENSES		–20 435	–20 256
PROFIT FROM OPERATIONS		1 783	1 472
Borrowing costs		–121	–121
PROFIT BEFORE INCOME TAX		1 663	1 351
Income tax expense	24	–406	–300
NET PROFIT		1 257	1 051
Net profit attributable to			
equity holders of Swiss Life Holding		1 247	1 046
non-controlling interests		10	5
NET PROFIT		1 257	1 051
Earnings per share attributable to equity holders of Swiss Life Holding			
Basic earnings per share (in CHF)	6	40.05	32.87
Diluted earnings per share (in CHF)	6	39.93	32.78

Consolidated Statement of Comprehensive Income

Consolidated statement of comprehensive income for the years ended 31 December

In CHF million

	2021	2020
NET PROFIT	**1 257**	1 051
OTHER COMPREHENSIVE INCOME		
ITEMS THAT MAY BE RECLASSIFIED TO THE INCOME STATEMENT		
Exchange differences on translating foreign operations	**–153**	–347
Net investment hedges	**–22**	321
Financial assets available for sale	**–4 092**	2 880
Cash flow hedges	**–335**	259
Debt securities reclassified to loans and receivables	**2**	9
Adjustments relating to items that may be reclassified:		
Policyholder participation	**2 855**	–2 478
Shadow accounting	**129**	–43
Income tax	**307**	–145
TOTAL	**–1 310**	456
ITEMS THAT WILL NOT BE RECLASSIFIED TO THE INCOME STATEMENT		
Revaluation surplus on investment property	**–4**	0
Remeasurements on defined benefit pension liability	**333**	0
Adjustments relating to items that will not be reclassified:		
Policyholder participation	**–179**	–4
Shadow accounting	**0**	0
Income tax	**–32**	1
TOTAL	**117**	–3
NET OTHER COMPREHENSIVE INCOME	**–1 193**	453
TOTAL NET COMPREHENSIVE INCOME	**63**	1 505
Total net comprehensive income attributable to		
equity holders of Swiss Life Holding	**56**	1 499
non-controlling interests	**8**	5
TOTAL NET COMPREHENSIVE INCOME	**63**	1 505

Consolidated Balance Sheet

Consolidated balance sheet

In CHF million

	Notes	31.12.2021	31.12.2020
ASSETS			
Cash and cash equivalents		**7 208**	7 865
Derivatives	9, 31	**2 768**	3 008
Assets held for sale		**69**	1
Financial assets at fair value through profit or loss	10	**53 313**	47 336
Financial assets available for sale	11	**101 471**	108 441
Loans and receivables	12, 30	**24 260**	23 357
Financial assets pledged as collateral	13, 31, 33	**4 140**	4 064
Investment property [1]	14, 30	**41 234**	38 120
Investments in associates	15	**172**	172
Reinsurance assets		**570**	556
Property and equipment [2]	16	**557**	515
Intangible assets including intangible insurance assets	17	**3 395**	3 058
Current income tax assets		**34**	24
Deferred income tax assets	24	**71**	79
Other assets	18	**1 164**	942
TOTAL ASSETS		**240 424**	237 538

[1] Including IFRS 16 right-of-use assets of CHF 112 million (2020: CHF 101 million)
[2] Including IFRS 16 right-of-use assets of CHF 139 million (2020: CHF 131 million)

Consolidated balance sheet

In CHF million

	Notes	31.12.2021	31.12.2020
LIABILITIES AND EQUITY			
LIABILITIES			
Derivatives	9, 31	**1 746**	1 387
Investment and unit-linked contracts	19	**44 837**	42 024
Borrowings	20, 30	**4 099**	3 949
Other financial liabilities [1]	21, 30	**20 738**	19 882
Insurance liabilities	22	**130 258**	128 776
Policyholder participation liabilities		**17 401**	18 824
Employee benefit liabilities	23	**1 581**	1 993
Current income tax liabilities		**341**	310
Deferred income tax liabilities	24	**2 430**	2 636
Provisions	25	**48**	121
Other liabilities	18	**423**	371
TOTAL LIABILITIES		**223 902**	220 275
EQUITY			
Share capital	26	**3**	3
Share premium	26	**15**	14
Treasury shares	26	**–285**	–77
Accumulated other comprehensive income	26	**2 804**	3 995
Retained earnings	26	**13 189**	12 810
TOTAL SHAREHOLDERS' EQUITY		**15 727**	16 745
Hybrid equity	26	**675**	425
Non-controlling interests	26	**120**	93
TOTAL EQUITY		**16 522**	17 263
TOTAL LIABILITIES AND EQUITY		**240 424**	237 538

[1] Including IFRS 16 lease liabilities of CHF 224 million (2020: CHF 220 million)

Consolidated Statement of Cash Flows

Consolidated statement of cash flows for the years ended 31 December

In CHF million

	2021	2020
CASH FLOWS FROM OPERATING ACTIVITIES		
Premiums, policy fees and deposits received, net of reinsurance	**18 310**	18 317
Benefits and claims paid, net of reinsurance	**–15 282**	–15 028
Interest received	**2 643**	2 805
Dividends received	**646**	647
Commissions received	**1 810**	1 534
Rentals received	**1 364**	1 253
Interest paid on borrowings and other liabilities	**–202**	–171
Commissions, employee benefit and other payments	**–3 973**	–3 304
Net cash flows from		
derivatives	**–1 161**	783
financial instruments at fair value through profit or loss	**–3 123**	–4 450
financial assets available for sale	**2 341**	–628
loans	**–756**	–1 156
investment property	**–2 111**	–3 189
financial liabilities	**394**	3 244
other operating assets and liabilities	**–281**	103
Income taxes paid	**–323**	–295
TOTAL NET CASH FLOWS FROM OPERATING ACTIVITIES	**296**	464

Consolidated statement of cash flows for the years ended 31 December

In CHF million

	Notes	2021	2020
TOTAL NET CASH FLOWS FROM OPERATING ACTIVITIES		**296**	464
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchases of investments in associates		**–10**	–5
Sales of investments in associates		**45**	3
Dividends received from associates		**4**	10
Purchases of property and equipment		**–72**	–28
Sales of property and equipment		**1**	1
Purchases of computer software and other intangible assets		**–17**	–15
Acquisitions of subsidiaries, net of cash and cash equivalents	28	**–143**	–6
Disposals of subsidiaries, net of cash and cash equivalents		**–**	10
TOTAL NET CASH FLOWS FROM INVESTING ACTIVITIES		**–192**	–31
CASH FLOWS FROM FINANCING ACTIVITIES			
Issuance of debt instruments	20	**894**	–
Redemption of debt instruments	20	**–650**	–
Lease principal payments [1]		**–38**	–39
Issuance of hybrid equity	26	**248**	–
Par value reduction		**–**	–159
Purchases of treasury shares		**–425**	–43
Purchases of non-controlling interests		**2**	–
Interest paid on hybrid equity		**–11**	–9
Dividends paid to equity holders of Swiss Life Holding		**–654**	–477
Dividends paid to non-controlling interests		**–2**	–1
TOTAL NET CASH FLOWS FROM FINANCING ACTIVITIES		**–634**	–728
TOTAL CHANGE IN CASH AND CASH EQUIVALENTS		**–530**	–295
Cash and cash equivalents as at 1 January		**7 865**	8 247
Foreign currency differences		**–127**	–87
Total change in cash and cash equivalents		**–530**	–295
TOTAL CASH AND CASH EQUIVALENTS AS AT END OF PERIOD		**7 208**	7 865
COMPONENTS OF CASH AND CASH EQUIVALENTS			
Cash on hand and demand deposits		**6 366**	5 179
Cash equivalents		**3**	19
Cash and cash equivalents for the account and risk of the Swiss Life Group's customers		**839**	2 667
TOTAL CASH AND CASH EQUIVALENTS AS AT END OF PERIOD		**7 208**	7 865

[1] Total cash outflow for leases CHF 44 million (2020: CHF 45 million)

Consolidated Statement of Changes in Equity

Consolidated statement of changes in equity for the year ended 31 December 2021

In CHF million

	Notes	Share capital	Share premium	Treasury shares	Accumulated other comprehensive income	Retained earnings	Total shareholders' equity	Hybrid equity	Non-controlling interests	Total equity
Balance as at 1 January		3	14	–77	3 995	12 810	16 745	425	93	17 263
Total net comprehensive income		–	–	–	–1 191	1 247	56	–	8	63
Issuance of hybrid equity		–	–	–	–	–2[1]	–2	250	–	248
Equity-settled share-based payments		–	17	–	–	–	17	–	–	17
Purchases of treasury shares		–	–	–16	–	–	–16	–	–	–16
Share buyback	1	–	–	–409	–	–	–409	–	–	–409
Cancellation of treasury shares		0	–	205	–	–205	–	–	–	–
Allocation of treasury shares under equity compensation plans		–	–13	13	–	–	–	–	–	–
Acquisitions of subsidiaries		–	–	–	–	–	–	–	19	19
Changes in ownership interest in subsidiaries		–	–	–	–	2	2	–	2	4
Dividends	1, 26	–	–	–	–	–654	–654	–	–2	–656
Interest on hybrid equity	26	–	–	–	–	–11	–11	–	–	–11
Income tax effects		–	–3	–	–	2	–1	–	–	–1
BALANCE AS AT END OF PERIOD		3	15	–285	2 804	13 189	15 727	675	120	16 522

[1] Issuance costs

Consolidated statement of changes in equity for the year ended 31 December 2020

In CHF million

	Notes	Share capital	Share premium	Treasury shares	Accumulated other comprehensive income	Retained earnings	Total shareholders' equity	Hybrid equity	Non-controlling interests	Total equity
Balance as at 1 January		171	7	–787	3 542	12 988	15 920	425	89	16 435
Total net comprehensive income		–	–	–	453	1 046	1 499	–	5	1 505
Reduction in par value		–168	9	–	–	–	–159	–	–	–159
Equity-settled share-based payments		–	15	–	–	–	15	–	–	15
Purchases of treasury shares		–	–	–14	–	–	–14	–	–	–14
Share buyback		–	–	–29	–	–	–29	–	–	–29
Cancellation of treasury shares		0	–	740	–	–740	–	–	–	–
Allocation of treasury shares under equity compensation plans		–	–13	13	–	–	–	–	–	–
Disposals of subsidiaries		–	–	–	–	–	–	–	–1	–1
Dividends	26	–	–	–	–	–477	–477	–	–1	–478
Interest on hybrid equity	26	–	–	–	–	–9	–9	–	–	–9
Income tax effects		–	–4	–	–	2	–2	–	–	–2
BALANCE AS AT END OF PERIOD		3	14	–77	3 995	12 810	16 745	425	93	17 263

Notes to the Consolidated Financial Statements

1 General Information

The Swiss Life Group is one of Europe's leading comprehensive life and pensions and financial solutions providers. In its core markets of Switzerland, France and Germany, Swiss Life offers individuals and corporations comprehensive and individual advice plus a broad range of own and partner products through its sales force and distribution partners such as brokers and banks.

Swiss Life Select, Tecis, Horbach, Proventus, Chase de Vere and Fincentrum advisors choose suitable products for customers from the market according to the Best Select approach. Swiss Life provides multinational corporations with employee benefits solutions and high net worth individuals with structured life and pensions products. Swiss Life Asset Managers offers institutional and private investors access to investment and asset management solutions.

Placement of hybrid bonds

In March 2021, Swiss Life placed a CHF 250 million perpetual subordinated bond, first callable in September 2026 (coupon until first call date: 1.75%), presented in equity, and a CHF 250 million dated subordinated bond with final maturity in 2041, first callable in September 2031 (coupon until first call date: 2.125%), presented in liabilities.

Dividend payment

For the 2020 financial year, Swiss Life paid a dividend to the shareholders of Swiss Life Holding Ltd (hereinafter referred to as "Swiss Life Holding") of CHF 21.00 per registered share in April 2021. This payment amounted to CHF 654 million in total.

Share buyback programmes

As announced during the investor's day on 25 November 2021, Swiss Life started a new CHF 1 billion share buyback programme in December 2021. By 31 December 2021, 68 000 shares had been purchased for CHF 38 million at an average price of CHF 552.15 per share. The programme will be completed in May 2023.

In May 2021, Swiss Life completed the CHF 400 million share buyback programme, which had been announced in February 2020. Between March 2020 und May 2021 a total of 908 423 own shares were repurchased at an average purchase price of CHF 440.32 per share. In 2021, 829 099 shares were purchased for CHF 371 million (2020: 79 324 shares for CHF 29 million). 485 824 of the repurchased shares were cancelled in July 2021.

Resolution with the United States Department of Justice

As disclosed in a press release dated 14 May 2021, Swiss Life has reached a resolution with the US Department of Justice (DOJ) concerning the DOJ’s inquiry into the legacy business with US clients that had been announced in September 2017. The resolution is in the form of a Deferred Prosecution Agreement (DPA) with a three-year term. The financial payment required as part of this resolution is in line with the provision of CHF 70 million charged against the 2020 results as announced on 2 March 2021.

Approval of financial statements

On 14 March 2022, the Board of Directors approved the annual financial statements and the financial report and authorised them for issue. The financial report, therefore, only reflects events up to that date.

2 Summary of Significant Accounting Policies

The principal accounting policies are set out below. These policies have been applied consistently to all the periods presented unless otherwise stated.

2.1 Basis of preparation

The consolidated financial statements of Swiss Life have been prepared in accordance and compliance with International Financial Reporting Standards (IFRS). The consolidated financial statements have been prepared on a historical cost basis, except for the following assets and liabilities, which are stated at their fair value: derivatives, financial assets and liabilities at fair value through profit or loss, financial assets classified as available for sale and investment property.

The preparation of consolidated financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Group's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the consolidated financial statements, are disclosed in note 3.

Figures may not add up exactly due to rounding.

2.2 Changes in accounting policies

In September 2016, the International Accounting Standards Board (IASB) amended IFRS 4 (applying IFRS 9 financial instruments with IFRS 4 insurance contracts) by introducing an optional temporary exemption from applying IFRS 9 for companies whose activities are predominantly connected with insurance. The use of this deferral approach to IFRS 9 has been aligned with the amended effective date of IFRS 17, so that qualifying insurance entities would only be required to apply IFRS 9 for annual periods beginning on or after 1 January 2023.

The Swiss Life Group made an assessment of whether it is eligible for the temporary exemption and decided to adopt the option of deferring the application of IFRS 9.

The Swiss Life Group determined its eligibility by comparing the carrying amount of its liabilities arising from contracts within the scope of IFRS 4 and liabilities relating to the insurance business such as investment contracts at FVPL (unit-linked), hybrid debt, post-employment liabilities, insurance payables and policyholder deposits with the total carrying amount of its liabilities. The insurance-related liabilities represent 93 per cent of the total carrying amount of its liabilities based on 31 December 2015.

In response to the IBOR reform, the IASB amended the IFRS Standards IFRS 9 Financial Instruments, IAS 39 Financial Instruments: Recognition and Measurement, IFRS 7 Financial Instruments: Disclosures and IFRS 16 Leases in August 2020. The amendments introduce a practical expedient if a change to a financial contract results directly from the IBOR reform and occurs on an "economically equivalent" basis. In these cases, changes will be accounted for by updating the effective interest rate. A similar practical expedient applies under IFRS 16 Leases for lessees when accounting for lease modifications which are a result of the IBOR reform. The amendments also modify some specific hedge accounting requirements. For example, hedging relationships will not have to be discontinued because of changes to the hedge documentation required solely by the IBOR reform. Swiss Life adopted the amendments with effect from 1 January 2021. They have no material impact on the consolidated financial statements.

Other new or amended standards and interpretations did not have an impact on the consolidated financial statements.

2.3 Consolidation principles

The Group's consolidated financial statements include the assets, liabilities, income and expenses of Swiss Life Holding and its subsidiaries. A subsidiary is an entity over which Swiss Life Holding has control. Control is achieved if Swiss Life Holding has the power over the subsidiary, is exposed, or has rights, to variable returns from its involvement with the subsidiary and has the ability to use its power to affect its returns. Subsidiaries are consolidated from the date on which effective control is obtained. All intercompany balances, transactions and unrealised gains on such transactions have been eliminated. Unrealised losses have been eliminated unless the transaction provides evidence of an impairment of the asset transferred. A listing of the Group's significant subsidiaries is set out in note 35. The financial effect of acquisitions and disposals of subsidiaries is shown in note 28. Changes in the Group's ownership interests in subsidiaries that do not result in the Group losing control over the subsidiaries are accounted for as equity transactions.

The Swiss Life Group acts as a fund manager for various investment funds. In order to determine if the Group controls an investment fund, aggregate economic interest (including performance fees, if any) is taken into account. Third-party rights to remove the fund manager without cause (kick-out rights) are also taken into account.

Associates for which the Group has significant influence are accounted for using the equity method. Significant influence is the power to participate in the financial and operating policy decisions of the investee, but is not control or joint control over those decisions. The investment is initially recognised at cost and subsequently adjusted to recognise the Group's share of the post-acquisition profits or losses of the investee in profit or loss, and the Group's share of movements in other comprehensive income of the investee in other comprehensive income. The Group's share of net income is included from the date on which significant influence begins until the date on which significant influence ceases. Unrealised gains arising from transactions with associates are eliminated to the extent of the Group's interest. Unrealised losses are eliminated unless the transaction provides evidence of an impairment of the asset transferred. The carrying amount includes goodwill on the acquisition.

The Group has elected to measure the performance of certain associates that are held by the insurance business at fair value through profit or loss instead of applying the equity method. Changes in the fair value of such investments are included in net gains/losses on financial instruments at fair value through profit or loss.

A listing of the Group's principal associates is shown in note 15.

Non-controlling interest is the part of profit or loss and net assets of a subsidiary attributable to equity interest that is not controlled, directly or indirectly, through subsidiaries by the parent.

The amount of non-controlling interest comprises the proportion of the net fair value of the identifiable assets, liabilities and contingent liabilities not attributable, directly or indirectly, to the parent at the date of the original acquisition, goodwill attributable to non-controlling interest, if any, and the proportion of changes in equity not attributable, directly or indirectly, to the parent since the date of acquisition. Summarised financial information of subsidiaries with material non-controlling interests is set out in note 26.

2.4 Foreign currency translation and transactions

Functional and presentation currency

Items included in the consolidated financial statements of the Group are measured using the currency of the primary economic environment in which the Group's entities operate (the "functional currency"). The consolidated financial statements are presented in millions of Swiss francs (CHF), which is the Group's presentation currency.

Foreign currency exchange rates

In CHF	For the balance sheet		For the income statement	
	31.12.2021	31.12.2020	**Average 2021**	Average 2020
1 British pound (GBP)	**1.2335**	1.2083	**1.2579**	1.2051
1 Czech koruna (CZK)	**0.0417**	0.0412	**0.0422**	0.0404
1 Euro (EUR)	**1.0377**	1.0821	**1.0814**	1.0717
100 Norwegian kroner (NOK)	**10.3485**	n/a	**10.6334**	n/a
1 Singapore dollar (SGD)	**0.6763**	0.6699	**0.6804**	0.6806
1 US dollar (USD)	**0.9114**	0.8852	**0.9143**	0.9387

Foreign currency translation

On consolidation, assets and liabilities of Group entities denominated in foreign currencies are translated into Swiss francs at year-end exchange rates. Income and expense items are translated into Swiss francs at the annual average exchange rate. Goodwill reported before 1 January 2005 is translated at historical exchange rates. Goodwill for which the acquisition date is on or after 1 January 2005 is carried in the foreign operation's functional currency and is translated into Swiss francs at year-end exchange rates. The resulting translation differences are recorded in other comprehensive income as cumulative translation adjustments. On disposal of foreign entities (loss of control), such translation differences are recognised in profit or loss as part of the gain or loss related to the sale.

Foreign currency transactions

For individual Group entities, foreign currency transactions are accounted for using the exchange rate at the date of the transaction. Outstanding balances in foreign currencies at year-end arising from foreign currency transactions are translated at year-end exchange rates for monetary items, while historical rates are used for non-monetary items. Those non-monetary items in foreign currencies recorded at fair values are translated at the exchange rate on the revaluation date.

2.5 Cash and cash equivalents

Cash amounts represent cash on hand and demand deposits. Cash equivalents are primarily short-term highly liquid investments with an original maturity of 90 days or less. Cash and cash equivalents include cash and cash equivalents for the account and risk of the Swiss Life Group's customers.

2.6 Derivatives

The Group enters into forward contracts, futures, forward rate agreements, currency and interest rate swaps, options and other derivative financial instruments for hedging risk exposures or for trading purposes. The notional amounts or contract volumes of derivatives, which are used to express the volume of instruments outstanding and to provide a basis for comparison with other financial instruments, do not, except for certain foreign exchange contracts, represent the amounts that are effectively exchanged by the parties and, therefore, do not measure the Group's exposure to credit risk. The amounts exchanged are calculated on the basis of the notional amounts or contract volumes and other terms of the derivatives that relate to interest or exchange rates, securities prices and the volatility of these rates and prices.

All derivative financial instruments are initially recognised at fair value on the date on which a derivative contract is entered into and are subsequently remeasured at their fair value as assets when favourable to the Group and as liabilities when unfavourable. Gains and losses arising on remeasurement to fair value are recognised immediately in profit or loss, except for derivatives that are used for cash flow hedging or for net investment hedges.

Derivatives embedded in other financial instruments or in insurance contracts which are not closely related to the host contract are separated and measured at fair value, unless they represent surrender options with a fixed strike price embedded in host insurance contracts and host investment contracts with discretionary participation features. Changes in the fair value are included in profit or loss. Derivatives embedded in insurance contracts which are closely related or which are insurance contracts themselves, such as guaranteed annuity options or guaranteed interest rates, are reflected in the measurement of the insurance liabilities. Options, guarantees and other derivatives embedded in an insurance contract that do not carry any insurance risk are recognised as derivatives.

Derivatives and other financial instruments are also used to hedge or modify exposures to interest rate, foreign currency and other risks if certain criteria are met. Such financial instruments are designated to offset changes in the fair value of an asset or liability and unrecognised firm commitments (fair value hedge), or changes in future cash flows of an asset, liability or a highly probable forecast transaction (cash flow hedge) or hedges of net investments in foreign operations. In a qualifying fair value hedge, the change in fair value of a hedging derivative is recognised in profit or loss. The change in fair value of the hedged item attributable to the hedged risk adjusts the carrying value of the hedged item and is also recognised in profit or loss.

In a qualifying cash flow hedge, the effective portion of the gain or loss on the hedging derivative is recognised in other comprehensive income. Any ineffective portion of the gain or loss is recognised immediately in profit or loss. For a hedged forecast transaction that results in the recognition of a financial asset or liability, the associated gain or loss recognised in other comprehensive income is reclassified into profit or loss in the same period or periods during which the asset acquired or liability assumed affects profit or loss. When a hedging instrument expires or is sold, or a hedge no longer meets the criteria for hedge accounting, any cumulative hedging gain or loss at that time remains in other comprehensive income and is recognised when the forecast transaction is ultimately recognised in profit or loss. However, when a forecast transaction is no longer expected to occur, the cumulative hedging gain or loss is immediately transferred from other comprehensive income to profit or loss.

Hedges of net investments in foreign operations (net investment hedges) are accounted for similarly to cash flow hedges, i.e. the effective portion of the gain or loss on the hedging instrument is recognised in other comprehensive income and any ineffective portion is recognised immediately in profit or loss. On the disposal of the foreign operation, the gains or losses included in other comprehensive income are reclassified to profit or loss.

When a hedge relationship is no longer effective, expires or is terminated, hedge accounting is discontinued from that point on.

2.7 Financial assets

"Regular way" purchases and sales of financial assets are recorded on the trade date. The amortisation of premiums and discounts is computed using the effective interest method and is recognised in profit or loss as an adjustment of yield. Dividends are recorded as investment income on the ex-dividend date. Interest income is recognised on an accrual basis.

A financial asset is derecognised when the contractual rights to the cash flows from the financial asset have expired or substantially all risks and rewards of ownership have been transferred or the risks and rewards have neither been transferred nor retained, but control of the asset has been transferred.

Financial assets at fair value through profit or loss (FVPL)
Financial assets at fair value through profit or loss comprise financial assets designated as at fair value through profit or loss. Financial assets are irrevocably designated as such on initial recognition in the following instances:

- Financial assets backing insurance liabilities and liabilities arising from investment contracts for the account and risk of the Swiss Life Group's customers (contracts with unit-linked features, separate accounts, private placement life insurance) in order to avoid measurement inconsistencies with the corresponding liabilities.
- Certain equity instruments with a quoted price in an active market which are managed on a fair value basis.
- Certain financial assets with embedded derivatives which otherwise would have to be separated.

- Certain financial assets and financial liabilities where a measurement or recognition inconsistency can be avoided (“accounting mismatch”) that would otherwise arise from measuring those assets or liabilities or recognising the gains and losses on them on different bases.

Interest, dividend income and realised and unrealised gains and losses are included in net gains/losses on financial instruments at fair value through profit or loss.

Financial assets available for sale (AFS)
Financial assets classified as available for sale are carried at fair value. Financial assets are classified as available for sale if they do not qualify as held to maturity, loans and receivables or if they are not designated as at fair value through profit or loss. Gains and losses arising from fair value changes, being the difference between fair value and cost/amortised cost, are reported in other comprehensive income. On disposal of an AFS investment, the cumulative gain or loss is transferred from other comprehensive income to profit or loss for the period. Gains and losses on disposal are determined using the average cost method.

Loans and receivables
Loans and receivables are non-derivative financial assets with fixed or determinable payments. Loans include loans originated by the Group and investments in debt instruments which are not quoted in an active market and for which no intention of sale exists in the near term. Loans are initially recognised at fair value, net of transaction costs, or direct origination costs. Subsequent measurement is at amortised cost using the effective interest method.

Debt securities reclassified from financial assets available for sale to loans and receivables due to the disappearance of an active market are not reclassified back to available for sale if the market becomes active again.

Financial assets pledged as collateral
Transfers of securities under repurchase agreements or under lending agreements continue to be recognised if substantially all the risks and rewards of ownership are retained. They are accounted for as collateralised borrowings, i.e. the cash received is recognised with a corresponding obligation to return it, which is included in other financial liabilities.

Financial assets that have been sold under a repurchase agreement or lent under an agreement to return them, and where the transferee has the right to sell or repledge the securities given as collateral, are reclassified to financial assets pledged as collateral.

Measurement rules are consistent with the ones for corresponding unrestricted financial assets.

2.8 Impairment of financial assets

The Group reviews the carrying value of financial assets regularly for indications of impairment.

Financial assets at amortised cost
The Group assesses at each balance sheet date if there is objective evidence that a financial asset or a group of financial assets is impaired. It is assessed whether there is objective evidence of impairment individually for financial assets that are individually significant, and collectively for financial assets that are not individually significant.

A financial asset or a group of financial assets is impaired and impairment losses are incurred if, and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a "loss event") and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated. Loans and receivables are assessed for impairment when a significant decrease in market value related to credit risk arises, namely after a downgrade of a debtor's rating below single B– after initial recognition (i.e. CCC or lower according to Standard and Poor's or equivalent) or when payments of principal and/or interest are overdue by more than 90 days. If there is objective evidence that an impairment loss on loans and receivables has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows (excluding future credit losses that have not been incurred) discounted at the financial asset's original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account and the amount of the loss is recognised in profit or loss. If a loan has a variable interest rate, the discount rate for measuring any impairment loss is the current effective interest rate determined under the contract.

For the purposes of a collective evaluation of impairment, financial assets are grouped on the basis of similar credit risk characteristics. Those characteristics are relevant to the estimation of future cash flows from groups of such assets by being indicative of the debtors' ability to pay all amounts due according to the contractual terms of the assets being evaluated.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised (such as an improvement in the debtor's credit rating), the previously recognised impairment loss is reversed by the amount that represents the difference between the carrying amount and the new amortised cost value by adjusting the allowance account. The amount of the reversal is recognised in profit or loss.

Financial assets carried at fair value (available for sale)
At each balance sheet date, an assessment is made whether there is objective evidence that a financial asset or a group of financial assets is impaired. In the case of an equity instrument classified as available for sale, a significant or prolonged decline in the fair value of the security below its cost is considered objective evidence of impairment. In this respect, a decline of 30% or more is regarded as significant, and a period of 12 months or longer is considered to be prolonged. In such a situation, the impairment loss – measured as the difference between the acquisition cost and the current fair value – is removed from other comprehensive income and recognised in profit or loss. After recognition of an impairment loss, any further declines in fair value are recognised in profit or loss, and subsequent increases in fair value are recognised in other comprehensive income.

Available-for-sale debt instruments are assessed for impairment when a significant decrease in market value related to credit risk arises, namely after a downgrade of a debtor's rating below single B– after initial recognition (i.e. CCC or lower according to Standard and Poor's or equivalent) or when payments of principal and/or interest are overdue by more than 90 days. If, in a subsequent period, the fair value of a debt instrument classified as available for sale increases and the increase can be objectively related to an event after the impairment loss was recognised, the impairment loss is reversed through profit or loss.

Impairment losses are presented in the income statement as part of net gains and losses on financial assets.

2.9 Investment property

Investment property is property (land or a building or both) held by the Group to earn rentals or for capital appreciation or both, rather than for administrative purposes.

Investment property includes completed investment property and investment property under construction. Completed investment property consists of investments in residential, commercial and mixed-use properties primarily located within Switzerland.

Some properties comprise a portion that is held to earn rentals or for capital appreciation and another portion that is held for administrative purposes. If these portions could be sold separately, they are accounted for separately. If these portions could not be sold separately, the portion is investment property only if an insignificant portion is held for administrative purposes.

Investment property is carried at fair value and changes in fair values are recognised in profit or loss. Fair values are determined either on the basis of periodic independent valuations or by using discounted cash flow projections. The valuation of each investment property is reviewed by an independent recognised valuer at least once every three years. Rental income is recognised on a straight-line basis over the lease term. The fair value of an investment property is measured based on its highest and best use. The highest and best use of an investment property takes into account the use of the asset that is physically possible, legally permissible and financially feasible.

Investment property under construction is also measured at fair value with changes in fair value being recognised in profit or loss. However, where the fair value is not reliably determinable, the property is measured at cost until either its fair value becomes reliably measurable or construction is completed.

Investment property being redeveloped for continuing use as investment property, or for which the market has become less active, continues to be measured at fair value.

If an item of property and equipment becomes an investment property because its use has changed, the positive difference resulting between the carrying amount and the fair value of this item at the date of transfer is recognised in other comprehensive income as a revaluation surplus. However, to the extent a fair value gain reverses a previous impairment loss, the gain is recognised in profit or loss. Any resulting decrease in the carrying amount of the property is recognised in net profit or loss for the period. Upon the disposal of such investment property, any revaluation surplus included in other comprehensive income is transferred to retained earnings; the transfer is not made through profit or loss.

If an investment property becomes owner-occupied, it is reclassified as property and equipment, and its fair value at the date of reclassification becomes its cost for subsequent measurement purposes.

2.10 Insurance operations

Definition of insurance contracts
Insurance contracts are contracts under which one party accepts significant insurance risk from another party (the policyholder) by agreeing to compensate the policyholder if a specified uncertain future event adversely affects the policyholder. Significant insurance risk exists if an insured event could cause an insurer to pay significant additional benefits in any scenario, excluding scenarios that lack commercial substance (i.e. have no discernible effect on the economics of the transaction). The classification of contracts identifies both the insurance contracts that the Group issues and reinsurance contracts that the Group holds. By Group policy, Swiss Life considers those contracts to be insurance contracts that require the payment of additional benefits in excess of 10% of the benefits that would be payable if the insured event had not occurred, excluding scenarios that lack commercial substance.

The Group has assessed the significance of insurance risk on a contract-by-contract basis. Contracts that do not transfer insurance risk at inception but at a later date are classified as insurance from inception unless the Group remains free to price the insurance premium at a later date. In this case, the contract is classified as insurance when the insurance premiums are specified. A contract that qualifies as an insurance contract remains an insurance contract until all rights and obligations are extinguished or expire.

Contracts under which the transfer of insurance risk to the Group from the policyholder is not significant are classified as investment contracts.

Investment contracts with and without discretionary participation features
For investment contracts that contain discretionary participation features (see below), the same recognition and measurement principles as for insurance contracts apply. For investment contracts without discretionary participation features, the recognition and measurement rules for financial instruments apply.

Recognition and measurement principles
Subject to certain limitations, the Group uses its existing accounting policies for the recognition and measurement of insurance contracts and investment contracts with discretionary participation features that it issues (including related deferred acquisition costs and related intangible assets) and reinsurance contracts that it holds. The existing accounting policies for recognition and measurement have primarily been based on the requirements of the Generally Accepted Accounting Principles in the United States (status of US GAAP as of the first application of IFRS 4).

The accounting policies for insurance contracts and investment contracts with discretionary participation features have been modified as appropriate to be consistent with the IFRS requirements. Guidance in dealing with similar and related issues, definitions, recognition and measurement criteria for assets, liabilities, income and expenses as set out in the IASB Framework for the Preparation and Presentation of Financial Statements has been considered.

Discretionary participation features (DPF)
Discretionary participation features are defined in IFRS 4 Insurance Contracts as contractual rights to receive, as a supplement to guaranteed benefits, additional benefits which are likely to be a significant portion of the total contractual benefits and whose amount or timing is contractually at the discretion of the issuer. These DPF are contractually based on the performance of a specified pool of contracts or a specified type of contract or on the realised and unrealised investment returns on a specified pool of assets held by the issuer or on the profit or loss of the company. The unrealised investment returns comprise gains/losses recognised in other comprehensive income.

The bonuses which are allocated to the policyholders in the participating insurance business (insurance and investment contracts) in Switzerland, France, Germany, Luxembourg and Liechtenstein follow the definition of DPF as set out in IFRS 4 Insurance Contracts.

IFRS 4 Insurance Contracts is silent on the measurement of the amounts identified as DPF. This topic will be addressed in IFRS 17 Insurance Contracts. Cash flows to policyholders that vary depending on returns on underlying items are included in the measurement of insurance liabilities. If these cash flows are substantial, a modification of the general measurement model in IFRS 17 Insurance Contracts applies ("variable fee approach" for direct participating contracts).

The accounting for the amounts identified as DPF has been done as follows:

In jurisdictions where no statutory minimum distribution ratio ("legal quote") exists, the contractual right to receive, as a supplement to guaranteed benefits, additional benefits which are likely to be a significant portion of the total contractual benefits arise when management ratifies the allocation of policyholder bonuses. When ratified by management, a corresponding liability is set up. To the extent discretion with regard to amount and/or timing is involved, these amounts are included within policyholder participation liabilities. In that respect the policyholder bonus reserve set up in the statutory accounts for these contracts is regarded as discretionary. For these contracts the entire DPF is classified as a liability.

In other jurisdictions, a statutory minimum distribution ratio ("legal quote") exists for certain types of business. Geographical areas in which the Swiss Life Group is present and in which such a statutory minimum distribution ratio ("legal quote") exists are as follows: Switzerland (only group business subject to "legal quote"), France (life insurance business) and Germany. For these contracts the Swiss Life Group defines DPF as the policyholder bonus reserve set up in the statutory accounts and the amount of temporary valuation differences between the IFRS basis and the statutory basis on the assets and liabilities relating to the respective insurance portfolio measured using the statutory minimum distribution ratio ("legal quote"). The policy of the Swiss Life Group is to classify as a liability the entire DPF as defined.

When such temporary valuation differences disappear (e.g. management decides to realise certain unrealised gains and losses on assets), additional benefits which arise from the application of the statutory minimum distribution ratio (“legal quote”) are allocated to the policyholders and become part of their guaranteed benefits. These amounts are always accounted for as liabilities.

Because there is a direct effect on the measurement of DPF liabilities when asset gains or losses are realised, changes in these liabilities are recognised in other comprehensive income when, and only when, the valuation differences on the assets arise from gains or losses recognised in other comprehensive income (“shadow accounting”).

As the liabilities to policyholders arising from the insurance business are fully recognised, no further liabilities relating to the rights arising from DPF have been set up.

The statutory minimum distribution ratios (“legal quote”) relating to the Swiss Life Group’s operations are as follows:

Switzerland
Group business subject to “legal quote”: at least 90% of the calculated income on the savings, risk and cost components minus the expenses thereof must be allocated to the policyholders. All other business: no “legal quote”.

France
In life insurance business, 85% of the net investment returns and 90% of any other results are allocated to the policyholders as a minimum.

Germany
A minimum of 90% of the net investment returns, a minimum of 90% of the risk result and a minimum of 50% of the positive other result including expenses/costs are allocated to the policyholder. A negative investment result can be offset with positive other profit sources.

Luxembourg/Liechtenstein
No statutory minimum distribution ratios are in place.

Non-discretionary participation features
Certain policyholder participation systems do not satisfy the criteria for discretionary participation features. These policyholder bonuses might be guaranteed elements. Some policyholder bonuses are based on benchmark interest rates which are credited to the policyholders. For certain products, policyholder bonuses are based on the development of biometric parameters such as mortality and morbidity. These policyholder bonuses are allocated based on the risk result of the contracts involved. The amount and timing of these bonuses are not subject to management discretion and are accrued to the policyholders’ liabilities based on the relevant contractual terms and conditions.

For investment-type products, bonuses are only accrued on deposits under policyholder accounts if the policyholders were entitled to receive those bonuses upon surrender at the balance sheet date.

Income and related expenses from insurance contracts and investment contracts with discretionary participation features
Premiums from traditional life insurance contracts are recognised when due from the policyholder. Insurance liabilities are established in order to recognise future benefits and expenses. Benefits are recognised as an expense when due.

Amounts collected as premiums from investment-type contracts such as universal life and unit-linked contracts are reported as deposits. Only those parts of the premiums used to cover the insured risks and associated costs are treated as premium income. These include fees for the cost of insurance, administrative charges and surrender charges. Benefits recognised under expenses include claims for benefits incurred in the period under review that exceed the related deposits under policyholder contracts and interest that is credited to the appropriate insurance policy accounts.

For contracts with a short duration (e.g. most non-life contracts), premiums are recorded as written upon inception of the contract and are earned primarily on a pro-rata basis over the term of the related policy coverage. The unearned premium reserve represents the portion of the premiums written relating to the unexpired terms of coverage.

Insurance liabilities and liabilities from investment contracts
Future life policyholder benefit liabilities
These liabilities are determined by using the net-level-premium method. Depending on the type of profit participation, the calculations are based on various actuarial assumptions as to mortality, interest rates, investment returns, expenses and persistency, including a margin for adverse deviation. The assumptions are initially set at contract issue and are locked in except for deficiency.

Policyholder deposits
For investment-type contracts, savings premiums collected are reported as deposits (deposit accounting). The liabilities relating to these contracts comprise the accumulation of deposits received plus interest credited less expenses, insurance charges and withdrawals.

Liability adequacy test
If the actual results show that the carrying amount of the insurance liabilities together with anticipated future revenues (less related deferred acquisition costs [DAC] and related intangible assets) are not adequate to meet the future obligations and to recover the unamortised DAC or intangible assets, the entire deficiency is recognised in profit or loss, either by reducing the unamortised DAC or intangible assets or by increasing the insurance liabilities. The liability adequacy test is performed at portfolio level at each reporting date in accordance with a loss recognition test considering current estimates of future cash flows including those resulting from embedded options and guarantees.

Liabilities for claims and claim settlement costs
Liabilities for unpaid claims and claim settlement costs are for future payment obligations under insurance claims for which normally either the amount of benefits to be paid or the date when payments must be made is not yet fixed. They include claims reported at the balance sheet date, claims incurred but not yet reported, and claim settlement expenses. Liabilities for unpaid claims and claim settlement costs are calculated at the estimated amount considered necessary

to settle future claims in full, using actuarial methods. These methods are continually reviewed and updated. Claim reserves are not discounted except for claims with determinable and fixed payment terms.

Embedded options and guarantees in insurance contracts

Insurance contracts often contain embedded derivatives. Embedded derivatives which are not closely related to their host insurance contracts are separated and measured separately at fair value. Exposure to embedded options and guarantees in insurance contracts which are closely related or which are insurance contracts themselves, such as guaranteed annuity options or guaranteed interest rates, is reflected in the measurement of the insurance liabilities.

Reinsurance

The Group assumes and/or cedes insurance in the normal course of business. Reinsurance assets principally include receivables due from both insurance and reinsurance companies for ceded insurance liabilities. Amounts recoverable or due under reinsurance contracts are recognised in a manner consistent with the reinsured risks and in accordance with the terms of the reinsurance contract. Reinsurance is presented in the consolidated balance sheet and income statement on a gross basis unless a right and the intention to offset exist.

Reinsurance contracts that do not transfer insurance risk are accounted for as financial reinsurance and are included in financial assets or liabilities. A deposit asset or liability is recognised based on the consideration paid or received, less any explicitly identified premiums or fees retained by the reinsured. These contracts are primarily measured at amortised cost using the effective interest method with future cash flows being estimated to calculate the effective interest rate.

If a reinsurance asset is impaired, the impairment loss is recognised in profit or loss and the carrying amount is reduced accordingly.

Separate account / unit-linked contracts / private placement life insurance

Separate account contracts represent life insurance contracts with a separated part that is invested in assets managed for the account and risk of the Swiss Life Group's customers according to their specific investment objectives. Separate account liabilities are included in insurance liabilities. Separate account liabilities include the right of the policyholder to participate in the performance of the underlying assets.

Unit-linked contracts are insurance or investment contracts where the insurance benefits are linked to the unit values of investment funds. Certain unit-linked contracts contain guaranteed minimum insurance benefits. The deposit components of unit-linked liabilities are measured at fair value through profit and loss and are included in investment and unit-linked contracts ("unbundling of deposit components"). The components of the unit-linked liabilities that cover insurance risk, if any, are carried under insurance liabilities.

Liabilities relating to private placement life insurance are measured at fair value through profit and loss and are included in investment and unit-linked contracts.

Assets associated with separate account/unit-linked contracts and private placement life insurance are included in financial assets designated as at fair value through profit or loss, derivatives and cash and cash equivalents. The related income and gains or losses are included in the income statement under the respective line items. The Group has allocated on a rational basis the proportion of acquisition costs related to the insurance and deposit components. The accounting policy for deferred acquisition costs applies to the portion of acquisition costs associated with the insurance component, and the policy for deferred origination costs applies to the other portion (see 2.16 Intangible assets).

Administrative and surrender charges are included in policy fee income.

2.11 Property and equipment

Property and equipment are carried at cost less accumulated depreciation. Land is carried at cost and not depreciated. Depreciation is principally calculated using the straight-line method to allocate the cost of assets to their residual values over the assets' estimated useful life as follows: buildings 25 to 50 years; furniture and fixtures five to ten years; computer hardware three to five years.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

Subsequent costs are included in the asset's carrying amount or are recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Group and the cost of the item can be measured reliably. All other repair and maintenance costs are charged to the income statement during the financial period in which they are incurred. Borrowing costs directly attributable to the construction or acquisition of a qualifying asset are capitalised as part of the cost of that asset. Realised gains and losses on disposals are determined by comparing proceeds with the carrying amount and are included in profit or loss.

Property and equipment are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. The recoverable amount is the higher of the asset's fair value less costs to sell and value in use.

2.12 Inventory property

Inventory property comprises land and buildings that are intended for sale in the ordinary course of business or in the process of construction or development for such a sale, primarily property acquired with a view to subsequent disposal in the near future or for development and resale. Such property is included in other assets.

Inventory property is measured at the lower of cost and net realisable value. Acquisition costs comprise the purchase price and other costs directly attributable to the acquisition of the property (notary fees etc.). Construction costs include costs directly related to the process of construction of a property. Construction and other related costs are included in inventory property until disposal.

The estimated net realisable value is the proceeds expected to be realised from the sale in the ordinary course of business, less estimated costs to be incurred for renovation, refurbishment and disposal.

Revenue from sales is recognised when construction is complete and legal title to the property has been transferred to the buyer.

2.13 Leases

Future lease payments that are fixed or variable based on an index or rate are discounted and recorded on the balance sheet as a lease liability, included in other financial liabilities. The lease liability is amortised by the payments made to the lessor, less the interest expense.

At inception of the lease contract, the leased asset is capitalised (right-of-use asset), measured at the initial amount of the lease liability plus any additional initial payments made before the initial capitalisation and any payments for restoring the leased asset at the end of the lease term. The right-of-use asset is depreciated on a straight-line basis over the useful life of the underlying asset, if the ownership of the underlying asset will be transferred to the lessee by the end of the lease term or a purchase option is reasonably certain to be exercised. Otherwise, the right-of-use asset is depreciated over the useful life of the underlying asset, or the lease term, whichever is shorter. The right-of-use assets are included in property and equipment.

Purchase options, penalties, and changes to the lease term are considered in the measurement of the lease liability if reasonably certain. As an exemption, variable payments, payments for short-term leases with an initial lease term of less than twelve months and low-value leases with an initial value of less than CHF 5000 are expensed as they occur.

2.14 Investment management

Revenue consists principally of investment management fees, commission revenue from distribution and sales of investment fund units. Such revenue is recognised when earned, i.e. when the services are rendered.

Incremental costs that are directly attributable to securing an investment management contract are recognised as an asset if they can be identified separately and measured reliably and if it is probable that they will be recovered. Such deferred origination costs are included in intangible assets. Deferred investment management fees are included in other liabilities.

2.15 Commission income and expense

Revenue consists principally of brokerage fees, recurring fees for existing business and other fees. Such revenue is recognised when earned, i.e. when the services are rendered. Cancellations are recorded as a deduction of commission income.

Expenses primarily comprise commissions paid to independent financial advisors, fees for asset management and other (advisory) services.

2.16 Intangible assets

Present value of future profits (PVP) arising from acquired insurance contracts and investment contracts with discretionary participation features (DPF)
On acquisition of a portfolio of insurance contracts or a portfolio of investment contracts with discretionary participation features (DPF), either directly from another insurer or through the acquisition of a subsidiary undertaking, the Group recognises an intangible asset representing the present value of future profits (PVP) embedded in the contracts acquired. The PVP represents the difference between the fair value of the contractual rights acquired and insurance obligations assumed and a liability measured in accordance with the accounting policies for insurance contracts and investment contracts with DPF. The PVP is determined by estimating the net present value of future cash flows from the contracts in force at the date of acquisition. For acquired insurance and investment contracts with DPF, future positive cash flows generally include net valuation premiums while future negative cash flows include policyholders' benefits and certain maintenance expenses.

PVP is amortised in proportion to gross profits or gross margins over the effective life of the acquired contracts, which generally ranges from 20 to 30 years. Realised gains/losses are thereby taken into account as well as gains/losses recognised in other comprehensive income (unrealised gains/losses). If these unrealised gains/losses were to be realised, the gross profits or gross margins used to amortise PVP would be affected. Therefore, an adjustment relating to these unrealised gains/losses is recognised in other comprehensive income and is also reflected in the amount of PVP in the balance sheet ("shadow accounting").

PVP is subject to impairment tests. The effect of changes in estimated gross profits or margins on unamortised PVP is reflected as an expense in the period in which such estimates of expected future profits or margins are revised.

Deferred acquisition costs (DAC)
Costs that vary with and are directly related to the acquisition of new and renewed insurance contracts and investment contracts with discretionary participation features, including commissions, underwriting costs, agency and policy issue expenses, are deferred. Deferred acquisition costs are periodically reviewed to ensure that they are recoverable from future revenues.

For participating life insurance contracts, where the contribution principle applies to the allocation of the policyholder bonus, the deferred acquisition costs are amortised over the life of the contract based on the present value of the estimated gross margin amounts expected to be realised. Expected gross margins include expected premiums and investment results less expected benefit claims and administrative expenses, anticipated changes to future life policyholder benefit liabilities and expected annual policyholder bonuses.

Deferred acquisition costs for other traditional life insurance contracts and annuities with life contingencies are amortised in proportion to the expected premiums.

Deferred acquisition costs for investment-type contracts such as universal life contracts are amortised over the life of the contract based on the present value of the estimated gross profits or gross margins expected to be realised. The estimated gross profits are made up of margins available from mortality charges and contract-administration costs, investment earnings spreads, surrender charges and other expected assessments and credits.

When DAC are amortised in proportion to gross profits or gross margins on the acquired contracts, realised gains/losses are taken into account as well as gains/losses recognised in other comprehensive income (unrealised gains/losses). If these gains/losses were to be realised, the gross profits or gross margins used to amortise DAC would be affected. Therefore, an adjustment relating to these unrealised gains/losses is recognised in other comprehensive income and is also reflected in the amount of DAC in the balance sheet ("shadow accounting").

Assumptions used to estimate the future value of expected gross margins and profits are evaluated regularly and adjusted if estimates change. Deviations of actual results from estimated experience are reflected in profit or loss.

For short-duration contracts, acquisition costs are amortised over the period in which the related premiums written are earned, in proportion to premium revenue.

Deferred origination costs (DOC)
Incremental costs of obtaining investment management services for investment contracts without DPF are recognised as an intangible asset if they are expected to be recovered. The asset represents the contractual right to benefit from providing investment management services and is amortised on a straight-line basis consistent with the transfer to the customer of the investment management services. The asset is reviewed for impairment regularly. Costs to obtain a contract that would have been incurred regardless of whether the contract was obtained are recognised as an expense when incurred.

Deferred origination costs are generally amortised on a straight-line basis over the life of the contracts.

Goodwill
The Group's acquisitions of other companies are accounted for under the acquisition method.

Goodwill represents the excess of the fair value of the consideration transferred and the amount of any non-controlling interest recognised, if applicable, over the fair value of the assets and liabilities recognised at the date of acquisition. The Group has the option for each business combination in which control is achieved without buying all of the equity of the acquiree to recognise 100% of the goodwill in business combinations, not just the acquirer's portion of the goodwill ("full goodwill method"). Goodwill on acquisitions of subsidiaries is included in intangible assets.

Acquisition-related costs are expensed. Goodwill on associates is included in the carrying amount of the investment.

For the purpose of impairment testing, goodwill is allocated to cash-generating units. Goodwill is tested for impairment annually and whenever there is an indication that the unit may be impaired. Goodwill is carried at cost less accumulated impairment losses. Impairment losses on goodwill are not reversed in subsequent periods.

Gains and losses on the disposal of an entity include the carrying amount of goodwill relating to the entity sold.

Negative goodwill is immediately recognised in profit and loss.

Customer relationships
Customer relationships consist of established relationships with customers through contracts that have been acquired in a business combination or non-contractual customer relationships that meet the requirement for separate recognition. They have a definite useful life of generally 5 to 20 years. Amortisation is calculated using the straight-line method over their useful lives.

Computer software
Acquired computer software licences are capitalised on the basis of the costs incurred to acquire and bring to use the specific software. These costs are amortised on a straight-line basis for the expected useful life up to three years. Costs associated with developing or maintaining computer software programs are recognised as an expense as incurred. Development costs that are directly associated with identifiable software products controlled by the Group and that will probably generate future economic benefits are capitalised. Direct costs include the software development team's employee costs. Computer software development costs recognised as assets are amortised using the straight-line method over their useful lives, not exceeding a period of three years.

Brands and other
Brands and other intangible assets with a definite useful life of generally 5 to 20 years are amortised using the straight-line method over their useful lives.

2.17 Impairment of non-financial assets

For non-financial assets the recoverable amount is measured as the higher of the fair value less costs of disposal and its value in use. Fair value less costs of disposal is the price that would be received to sell an asset in an orderly transaction between market participants at the measurement date, less the costs of disposal. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit from its continuing use.

Impairment losses and reversals on non-financial assets are recognised in profit or loss.

2.18 Income taxes

Current and deferred income taxes are recognised in profit or loss except when they relate to items recognised directly in equity. Income taxes are calculated using the tax rates enacted or substantively enacted as of the balance sheet date.

Deferred income taxes are recognised for all temporary differences between the carrying amounts of assets and liabilities in the consolidated balance sheet and the tax bases of these assets and liabilities using the balance sheet liability method. Current income taxes and deferred income taxes are charged or credited directly to equity if the income taxes relate to items that are credited or charged in the same or a different period, directly to equity.

Deferred income tax assets are recognised only to the extent that it is probable that future taxable profits will be available against which they can be used. For unused tax losses a deferred income tax asset is recognised to the extent that it is probable that these losses can be offset against future taxable profits. Deferred income tax liabilities represent income taxes payable in the future in respect of taxable temporary differences.

A deferred income tax liability is recognised for taxable temporary differences relating to investments in subsidiaries, branches and associates, except where the Group is able to control the timing of the reversal of the temporary difference and it is probable that the temporary difference will not reverse in the foreseeable future.

Where the entity has a legally enforceable right to set off current tax assets against current tax liabilities and the deferred income tax assets and deferred income tax liabilities relate to income taxes levied by the same tax authority, the corresponding assets and liabilities are presented on a net basis.

2.19 Assets held for sale and associated liabilities

A disposal group consists of a group of assets to be disposed of, by sale or otherwise, together as a group in a single transaction, and liabilities directly associated with these assets. Non-current assets classified as held for sale and disposal groups are measured at the lower of the carrying amount and the fair value less costs to sell. The carrying amount will be recovered through a highly probable sale transaction rather than through continuing use. Assets held for sale and the associated liabilities are presented separately in the balance sheet.

2.20 Financial liabilities

Financial liabilities are recognised in the balance sheet when the Swiss Life Group becomes a party to the contractual provisions of the instrument. A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

Borrowings

Borrowings are recognised initially in the amount of the proceeds received, net of transaction costs incurred. Borrowings are subsequently stated at amortised cost using the effective interest method. Any difference between the proceeds (net of transaction costs) and the redemption value is recognised in profit or loss over the period of the borrowings.

Based on the terms and conditions, such as repayment provisions and contractual interest payments, certain hybrid instruments are considered financial liabilities.

Debt instruments with embedded conversion options to a fixed number of shares of the Group are separated into a debt and an equity component. The difference between the proceeds and fair value of the debt component at issuance is recorded in equity. The fair value of the debt component at issuance is determined using a market interest rate for similar instruments with no conversion rights. The Group does not recognise any change in the value of these options in subsequent reporting periods.

Borrowing costs presented in the consolidated statement of income relate to the interest expense on the financial liabilities classified as borrowings, whilst interest expense presented in the consolidated statement of income relates to interest expense on insurance and investment contract deposits and other financial liabilities.

Other financial liabilities

For deposits with fixed and guaranteed terms the amortised cost basis is used. Initial recognition is at the proceeds received, net of transaction costs incurred. Subsequently, they are stated at amortised cost using the effective interest method. Any difference between the proceeds (net of transaction costs) and the redemption value is recognised in profit or loss over the period of the deposits. For repurchase agreements, initial recognition is at the amount of cash received, net of transaction costs incurred. Subsequently, the difference between the amount of cash initially received and the amount of cash exchanged upon maturity is amortised over the life of the agreement using the effective interest method.

Financial liabilities arising from third-party interest in consolidated investment funds are irrevocably designated as at fair value through profit or loss, as the related assets are managed and their performance is evaluated on a fair value basis.

2.21 Employee benefits

Post-employment benefits
The Swiss Life Group provides post-employment benefits under two types of arrangement: defined benefit plans and defined contribution plans.

The assets of these plans are generally held separately from the Group's general assets in trustee-administered funds. Defined benefit plan contributions are based upon regulatory requirements and/or plan terms. The Group's defined benefit obligations and the related defined benefit costs are determined at each balance sheet date by a qualified actuary using the Projected Unit Credit Method.

The amount recognised in the consolidated balance sheet represents the present value of the defined benefit obligations reduced by the fair value of plan assets. Any surplus resulting from this calculation is limited to the present value of any economic benefits available in the form of refunds from the plans or reductions in future contributions to the plans (asset ceiling).

Remeasurements, comprising actuarial gains and losses, the effect of the changes of the asset ceiling and the return on plan assets (excluding interest), are reflected immediately in the consolidated balance sheet and in other comprehensive income in the period in which they occur. Such remeasurements recognised in other comprehensive income will subsequently not be reclassified to profit or loss. Past service cost is recognised in profit or loss in the period of a plan amendment. Net interest is calculated by applying the discount rate at the beginning of the period to the net defined benefit asset or liability. Defined benefit costs comprise service costs and net interest expense, which are presented in the income statement under employee benefits expense.

Insurance contracts issued to a defined benefit pension plan covering own employees have generally been eliminated. However, certain assets relating to these plans qualify as plan assets and are therefore not eliminated.

The Group recognises the contribution payable to a defined contribution plan in exchange for the services of the employees rendered during the period as an expense.

Healthcare benefits
Some Group companies provide healthcare benefits to their retirees. The entitlement to these benefits is usually based on the employee remaining in service up to the retirement age and the completion of a minimum service period. The expected costs of these benefits are accounted for in the same manner as for defined benefit plans.

Share-based payments
The Group operates equity-settled, share-based compensation plans. The fair value of the employee services received in exchange for the grant of the shares is recognised in profit or loss with a corresponding increase in equity. As the fair value of the services received cannot reliably be measured, the value is measured by reference to the fair value of the equity instruments granted and the price the employees are required to pay.

2.22 Provisions and contingent liabilities

Provisions are liabilities with uncertainties as to the amount or timing of payments. Provisions are recognised if there is a present obligation that probably requires an outflow of resources and a reliable estimate can be made at the balance sheet date and be measured on a best estimate basis. Contingent liabilities are disclosed in the Notes if there is a possible obligation or a present obligation that may, but probably will not, require an outflow of resources or the amount of the obligation cannot be measured with sufficient reliability.

2.23 Treasury shares

Treasury shares are presented in the consolidated balance sheet as a deduction from equity and are recorded at cost. The difference between the purchase price and the sales proceeds is included in share premium.

2.24 Offsetting

Financial assets and liabilities are offset and the net amount is reported in the balance sheet when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis, or to realise the asset and settle the liability simultaneously.

2.25 Forthcoming changes in accounting policies

In January 2020 an amendment to IAS 1 Presentation of Financial Statements was published clarifying that liabilities are classified as either current or non-current, depending on the rights regarding the settlement of the liability that exist at the end of the reporting period, and not depending on expectations or management intentions. The effective date of the amendment will be 1 January 2023.

In May 2017, IFRS 17 Insurance Contracts was published and replaces IFRS 4 insurance contracts, which currently permits a wide variety of practices. IFRS 17 will fundamentally change the accounting by entities that issue insurance contracts, reinsurance contracts and investment contracts with discretionary participation features. IFRS 17 requires a current measurement model, where estimates are remeasured in each reporting period. The measurement is based on the building blocks of discounted, probability-weighted cash flows, a risk adjustment and a contractual service margin ("CSM") representing the unearned profits of the contract. The CSM is released to profit or loss based on the transfer of services in each period. An entity groups contracts of similar risks which are managed together and separates the contracts that are onerous at initial recognition from contracts that are not onerous at initial recognition. On a group of onerous contracts a loss is recognised in profit or loss at initial recognition. A loss is also immediately recognised in profit or loss if a group of contracts becomes onerous on subsequent measurement. The standard provides a simplified accounting approach for certain short-duration contracts, as well as an accounting policy choice to recognise the impact of changes in discount rates and other assumptions that relate to financial risks either in profit or loss, or in other comprehensive income. The variable fee approach is required for insurance contracts that specify a link between payments to the policyholder and the returns on underlying items. Requirements in IFRS 17 align the presentation of revenue with other industries. Revenue is allocated to periods in proportion to the value of expected coverage and other services that the insurer provides in the period, and claims are presented when incurred. The disclosure requirements are more detailed than currently required under IFRS 4. On transition to IFRS 17, an entity applies the standard fully retrospectively to groups of insurance contracts, unless it is impracticable, in which case there is a choice between a modified retrospective approach and the fair value approach. IFRS 17 will be effective for reporting periods beginning on or after 1 January 2023. The Swiss Life Group is currently assessing the impact on its consolidated financial statements, which will be significant.

In July 2014 the IASB completed IFRS 9 Financial Instruments. The new standard replaces IAS 39 Financial Instruments: Recognition and Measurement. IFRS 9 covers classification and measurement of financial instruments, impairment of financial assets and hedge accounting. Classification determines how financial assets and financial liabilities are accounted for in financial statements and how they are measured on an ongoing basis. Financial assets are classified on the basis of the business model within which they are held and their contractual cash flow characteristics. An expected-loss impairment model is introduced. Under the new model, an impairment loss is recognised immediately, regardless of whether the credit event actually has occurred. The new model for hedge accounting aligns accounting treatment more closely with risk management activities. IFRS 9 was effective for annual periods beginning on or after 1 January 2018. However, as set out above, the Swiss Life Group will defer the application of IFRS 9 until 1 January 2023 and therefore continues to apply IAS 39 Financial Instruments: Recognition and Measurement, as its activities were predominantly connected with insurance on 31 December 2015.

Other new or amended standards and interpretations, such as the amendments to IAS 1 Presentation of Financial Statements, IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors and IAS 12 Income Taxes, that the IASB published in 2021 with an effective date of 1 January 2023, will not have an impact on the Group’s accounting policies.

3 Critical Accounting Estimates and Judgements in Applying Accounting Policies

Certain reported amounts of assets and liabilities are subject to estimates and judgements. Estimates and judgements by management are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The sensitivity analysis with regard to insurance risk and market risk is set out in note 5.

Estimates and judgements in applying fair value measurement to financial instruments and investment property are described in note 30.

Impairment of available-for-sale debt instruments and loans and receivables

As a Group policy, available-for-sale debt securities and loans and receivables are assessed for impairment when a significant decrease in market value related to credit risk arises, namely after a downgrade of a debtor's rating below single B– after initial recognition (i.e. CCC or lower according to Standard and Poor's or equivalent) or when payments of principal and/or interest are overdue by more than 90 days.

The carrying amounts of available-for-sale debt securities and loans and receivables are set out in notes 11, 12 and 13.

Impairment of available-for-sale equity instruments

At each balance sheet date, an assessment is made whether there is objective evidence that an available-for-sale equity instrument is impaired. A significant or prolonged decline in the fair value of the security below its cost is considered objective evidence of impairment. In this respect, a decline of 30% or more is regarded as significant, and a period of 12 months or longer is considered to be prolonged.

The carrying amount of available-for-sale equity instruments is set out in note 11.

Insurance liabilities

Past experience, adjusted for the effect of current developments and probable trends, is assumed to be an appropriate basis for predicting future events. Actuarial estimates for incurred but not reported losses are continually reviewed and updated and adjustments resulting from this review are reflected in income.

For insurance contracts and investment contracts with discretionary participation features with fixed and guaranteed terms, the definition of estimates occurs in two stages. At inception of the contract, estimates of future deaths, surrender, exercise of policyholder options, investment returns and administrative expenses are made and form the assumptions used for calculating the liabilities during the life of the contract. A margin for risk and uncertainty (adverse deviation) is added to these assumptions. These assumptions are "locked in" for the duration of the contract. Subsequently, new estimates are made at each reporting date in order to determine whether the values of the liabilities so established are adequate in the light of these latest estimates (liability adequacy test). If the valuation of the liabilities is deemed adequate, the assumptions are not altered. However, if the valuation of the liabilities is deemed inadequate, the assumptions underlying the valuation of the liabilities are altered ("unlocked") to reflect the latest estimates; no margin is added to the assumptions in this event.

For insurance contracts and investment contracts with discretionary participation features without fixed and guaranteed terms, future premiums can be increased in line with experience. The assumptions used to determine the liabilities do not contain margins and are not locked in but are updated at each reporting date to reflect the latest estimates.

Mortality and longevity
Pricing and valuation assumptions for mortality and longevity are generally based on the statistics provided by national insurance associations and complemented with internal claims experience reflecting own company records.

In Switzerland, mortality tables are usually reviewed every five years when new statistics from the Swiss Insurance Association become available. The tables are updated for significant changes.

In France, life annuities in payment are reserved using the regulatory tables TGH05/TGF05 and non-life annuities in payment are reserved with the regulatory table TD 88/90.

In Germany, mortality tables provided by the German Actuarial Association are in use. They are verified periodically by the Association and updated, if necessary. Best estimate assumptions are deduced from these generally accepted tables.

In Luxembourg, mortality tables are updated when significant changes arise.

Morbidity and disability
For the individual and group life business in Switzerland internal tables are in place. In the individual life business, the internal disability rates are based on Swiss Insurance Association statistics and reflect the average situation of the past in the Swiss market. In the individual life business, only reactivation is considered, whereas increased mortality is also taken into account in group life business. In the individual life business, disability tables are usually reviewed every five years when new statistics from the Swiss Insurance Association become available.

In the group life business, tariffs can be adjusted due to loss experience with regard to disability each year. In the group life business, the tables are based on own company records reflecting loss experience. Especially in the group life business, changes in the labour market may have a significant influence on disability. The tables are updated for significant changes.

In France, individual and group disability annuities are reserved using tables certified by an independent actuary.

In Germany, disability insurance products for the group life business are based on tables of the German Actuarial Association, which are reviewed periodically. New disability insurance products for the individual life business are developed in close collaboration with reinsurance companies, which evaluate pricing and valuation assumptions for disability and morbidity on statistics provided by the database of reinsurance pool results. Furthermore, own company records and occupation classes are considered. Similar to the disability insurance products for the individual life business, assumptions for pricing and valuation of nursing care insurance products are acquired in cooperation with reinsurance companies. In particular, best estimate assumptions are considered with respect to claims experience.

In Luxembourg, pricing reflects industry tables and own company records.

Policyholder options

Policyholders are typically offered products which include options such as the right to terminate the contract early or to convert the accumulated funds into a life annuity at maturity. In case of early termination the policyholder receives a specified surrender value or a value which varies in response to the change in financial variables, such as an equity price or an index. In the case of the conversion option, the policyholder has the right to convert an assured sum into a fixed life annuity. The option values typically depend on both biometric assumptions and market variables such as interest rates or the value of the assets backing the liabilities. In certain countries and markets, policyholder behavioural assumptions are based on own company records. The assumptions vary by product type and policy duration.

Expenses and inflation

In Switzerland, expenses are taken into account in the pricing of the contracts using internal statistics. Such calculated amounts are allocated to the different lines of business. Inflation is reflected in these calculations.

In France, expense allocation is based on an activity-based cost methodology. Recurrent costs are subdivided into the following main cost categories: acquisition costs, administration costs and asset management costs.

In Germany, expenses are divided into the following cost categories based on German regulation: acquisition costs, administration costs, regulatory costs and asset management expenses. They are subdivided into recurring and non-recurring costs. All recurring costs except asset management expenses are allocated to the different lines of business and transformed into cost parameters. An assumption on future inflation is applied to all cost parameters in euro.

In Luxembourg, expense allocation is based on an activity-based cost methodology. Recurring costs are subdivided into the following main cost categories: acquisition costs, administration costs and asset management costs, which are allocated by lines of business.

Investment returns

Assumptions relating to investment returns are based on the strategic asset allocation. From this gross investment return, projected asset management fees are deducted to obtain a net investment return.

The interest rates used in actuarial formulae to determine the present value of future benefits and contributions caused by an insurance contract are called technical interest rates. The technical interest rates have to be approved by the regulator. In certain countries, the insurance liabilities are based on the technical interest rates.

The carrying amount of insurance liabilities is set out in note 22.

Impairment of goodwill

Goodwill is tested for impairment annually (in autumn), or more frequently if events or changes in circumstances indicate that goodwill might be impaired. The recoverable amounts of the business relating to the cash generating unit each goodwill is assigned to have been determined based on value-in-use calculations. These calculations require the use of estimates which are set out in note 17.

The carrying amount of goodwill is set out in note 17.

Defined benefit liabilities

The Swiss Life Group uses certain assumptions relating to the calculation of the defined benefit liabilities. These assumptions comprise future salary increases and future pension increases, which have been derived from estimates based on past experience. Assumptions are also made for mortality, employee turnover and discount rates. In determining the discount rate, the Swiss Life Group takes into account published rates of well-known external providers. The discount rates reflect the expected timing of benefit payments under the plans and are based on a yield curve approach.

The carrying amounts of defined benefit liabilities and the assumptions are set out in note 23.

Income taxes

Deferred income tax assets are recognised for unused tax-loss carryforwards and unused tax credits to the extent that realisation of the related tax benefit is probable. The assessment of the probability with regard to the realisation of the tax benefit involves assumptions based on the history of the entity and budgeted data for the future.

The carrying amounts of deferred income tax assets and liabilities are set out in note 24.

Provisions

The recognition of provisions involves assumptions about the probability, amount and timing of an outflow of resources embodying economic benefits. A provision is recognised to the extent that an outflow of resources embodying economic benefits is probable and a reliable estimate can be made.

The carrying amount of provisions is set out in note 25.

4 Segment Information

Operating segments are components of an entity about which separate financial information is available that is evaluated regularly by management (Corporate Executive Board) in deciding how to allocate resources and in assessing performance.

The accounting policies for the segments are the same as those described in the Summary of Significant Accounting Policies section. Intersegmental services and transfers of assets and liabilities are treated as if the transactions were with third parties, i.e. at market prices applicable at the time of the transaction.

Corporate costs were not allocated to the individual segments as they consist of general administrative expenses and head office expenses that relate to the Swiss Life Group as a whole, as well as borrowing costs and income tax expense.

The reportable segments have been identified based on information about the components of the entity that management uses to make decisions about operating matters. The business is managed based on IFRS results.

The information provided to management focuses on product lines and services. The organisational and management structure within the insurance business is geographical. The reportable segments have therefore been identified as follows:

- Switzerland
- France
- Germany
- International
- Asset Managers
- Other

The segments “Switzerland”, “France”, “Germany” and “International” primarily consist of life insurance operations and distribution units. The life insurance operations offer a broad range of life, pension, health, annuity and investment-type policies to both groups and individuals, including disability coverage. The Group’s strategy focuses primarily on life and pensions in Switzerland, France and Germany and on cross-border business from Liechtenstein, Luxembourg and Singapore. These segments also include a number of companies which hold investments mainly pertaining to life insurance.

"International" comprises the cross-border insurance operations in Liechtenstein, Luxembourg and Singapore, the Fincentrum and Swiss Life Select units operating in Austria, Czech Republic and Slovakia, and Chase de Vere operating in the United Kingdom.

Non-life operations involve operations in the segment "France" and mainly include property and casualty, liability and motor insurance and accident and health insurance.

"Asset Managers" refers to the management of assets for institutional clients and the Group's insurance business, as well as the provision of expert advice for such clients.

"Other" principally refers to various finance and service companies.

The statement of income and the balance sheet for the segments are provided on the following pages.

Statement of income for the year ended 31 December 2021

In CHF million	Switzer-land	France	Germany	Inter-national	Asset Managers	Other	Total before elimi-nations	Elimi-nations	Total
INCOME									
Premiums earned on insurance contracts	8 588	4 035	1 086	93	–	–	13 802	–24	13 778
Premiums earned on investment contracts with discretionary participation	790	–	–	–	–	–	790	–	790
Premiums ceded to reinsurers	–10	–129	–45	–19	–	–	–203	24	–179
Net earned premiums	9 368	3 905	1 041	74	–	–	14 389	0	14 389
Policy fees earned on insurance contracts	4	4	27	0	–	–	35	–	35
Policy fees earned on investment and unit-linked contracts	62	244	19	83	–	–	408	0	408
Net earned policy fees	66	247	46	83	–	–	443	0	443
Commission income	264	167	652	254	944	1	2 282	–429	1 853
Investment income	2 709	662	500	28	4	18	3 920	–2	3 918
Net gains/losses on financial assets	140	273	327	20	–2	–44	715	–	715
Net gains/losses on financial instruments at fair value through profit or loss	–1 034	–65	167	0	0	–20	–953	0	–953
Net gains/losses on investment property	1 280	105	113	–	7	–	1 505	–	1 505
Share of profit or loss of associates	1	2	0	–	5	–	8	–	8
Other income	115	7	4	–13	170	58	342	–2	340
TOTAL INCOME	12 909	5 304	2 851	447	1 127	14	22 652	–433	22 219
of which intersegment	116	–47	–36	–3	403	1	433	–433	
EXPENSES									
Benefits and claims under insurance contracts	–8 948	–3 527	–1 153	–40	–	–	–13 667	9	–13 658
Benefits and claims under investment contracts with discretionary participation	–800	–	–	–	–	–	–800	–	–800
Benefits and claims recovered from reinsurers	7	84	25	8	–	–	125	–9	115
Net insurance benefits and claims	–9 740	–3 443	–1 128	–31	–	–	–14 343	0	–14 343
Policyholder participation	–1 137	–303	–543	–19	–	–	–2 001	0	–2 001
Interest expense	–33	–76	–48	–13	–6	1	–176	5	–172
Commission expense	–546	–574	–579	–170	–79	0	–1 948	429	–1 520
Employee benefits expense	–303	–228	–163	–64	–385	–3	–1 147	–3	–1 149
Depreciation and amortisation expense	–137	–219	–63	–19	–27	0	–466	–	–466
Impairment of property and equipment and intangible assets	–	–	0	–	–15	–	–15	–	–15
Other expenses	–114	–174	–80	–36	–240	–18	–662	3	–660
TOTAL EXPENSES	–12 011	–5 017	–2 604	–353	–753	–20	–20 758	433	–20 325
of which intersegment	–296	–31	–60	5	–47	–4	–433	433	
SEGMENT RESULT	897	287	247	94	374	–6	1 893	–	1 893
Unallocated corporate costs									–110
PROFIT FROM OPERATIONS									1 783
Borrowing costs									–121
Income tax expense									–406
NET PROFIT									1 257
Additions to non-current assets	2 238	235	693	114	205	–	3 485	–	3 485

Statement of income for the year ended 31 December 2020

In CHF million	Switzer-land	France	Germany	Inter-national	Asset Managers	Other	Total before elimi-nations	Elimi-nations	Total
INCOME									
Premiums earned on insurance contracts	9 854	3 625	1 090	75	–	–	14 644	–22	14 621
Premiums earned on investment contracts with discretionary participation	851	–	–	–	–	–	851	–	851
Premiums ceded to reinsurers	–9	–122	–43	–17	–	–	–191	22	–169
Net earned premiums	10 695	3 503	1 047	58	–	–	15 304	0	15 304
Policy fees earned on insurance contracts	5	4	18	0	–	–	27	–	27
Policy fees earned on investment and unit-linked contracts	47	203	13	80	–	–	342	–	342
Net earned policy fees	52	207	31	80	–	–	370	–	370
Commission income	246	131	521	199	886	1	1 984	–397	1 588
Investment income	2 754	722	492	31	2	24	4 024	–2	4 021
Net gains/losses on financial assets	–708	–95	58	–9	–7	–35	–796	–	–796
Net gains/losses on financial instruments at fair value through profit or loss	–42	81	121	1	6	25	191	–	191
Net gains/losses on investment property	668	63	99	–	16	–	847	–	847
Share of profit or loss of associates	6	3	0	–	0	–	9	–	9
Other income	38	3	–16	14	158	0	197	–2	195
TOTAL INCOME	13 708	4 618	2 353	373	1 061	15	22 129	–401	21 728
of which intersegment	2	19	6	–5	376	3	401	–401	
EXPENSES									
Benefits and claims under insurance contracts	–10 762	–2 919	–1 179	–36	–	–	–14 896	4	–14 891
Benefits and claims under investment contracts with discretionary participation	–846	–	–	–	–	–	–846	–	–846
Benefits and claims recovered from reinsurers	7	78	23	6	–	–	113	–4	109
Net insurance benefits and claims	–11 602	–2 841	–1 157	–30	–	–	–15 629	0	–15 629
Policyholder participation	–268	–409	–227	–6	–	–	–910	0	–910
Interest expense	–27	–76	–11	–14	–5	1	–132	5	–127
Commission expense	–530	–481	–469	–137	–72	0	–1 690	397	–1 293
Employee benefits expense	–218	–214	–160	–60	–346	–4	–1 002	–3	–1 005
Depreciation and amortisation expense	–121	–206	–77	–17	–30	0	–450	–	–450
Impairment of property and equipment and intangible assets	–	–	0	0	–21	–	–21	–	–21
Other expenses	–113	–174	–73	–31	–242	–83	–716	1	–715
TOTAL EXPENSES	–12 878	–4 401	–2 174	–295	–716	–87	–20 551	401	–20 150
of which intersegment	–276	–27	–55	1	–38	–6	–401	401	
SEGMENT RESULT	830	217	180	78	345	–72	1 578	–	1 578
Unallocated corporate costs									–106
PROFIT FROM OPERATIONS									1 472
Borrowing costs									–121
Income tax expense									–300
NET PROFIT									1 051
Additions to non-current assets	3 191	413	198	27	95	–	3 923	–	3 923

Balance sheet as at 31 December 2021

In CHF million	Switzer-land	France	Germany	Inter-national	Asset Managers	Other	Total before elimi-nations	Elimi-nations	Total
ASSETS									
Cash and cash equivalents	3 093	2 518	358	901	287	51	7 208	–	7 208
Derivatives	2 680	108	32	–	3	6	2 829	–61	2 768
Assets held for sale	69	–	–	–	–	–	69	–	69
Financial assets at fair value through profit or loss	7 732	19 960	4 890	20 840	10	–	53 433	–120	53 313
Financial assets available for sale	69 856	20 150	9 067	1 529	19	850	101 471	–	101 471
Loans and receivables	16 182	3 499	5 544	212	472	2 895	28 805	–4 546	24 260
Financial assets pledged as collateral	2 490	1 486	–	–	–	164	4 140	–	4 140
Investment property	34 175	3 210	3 673	–	176	–	41 234	–	41 234
Investments in associates	34	90	44	–	3	–	172	–	172
Reinsurance assets	32	296	139	145	–	–	612	–42	570
Property and equipment	226	112	138	29	51	0	557	–	557
Intangible assets including intangible insurance assets	741	401	1 361	428	464	–	3 395	–	3 395
Other assets	595	58	81	9	598	3	1 344	–180	1 164
SEGMENT ASSETS	137 906	51 889	25 327	24 092	2 084	3 970	245 267	–4 948	240 319
Income tax assets									105
TOTAL ASSETS									240 424
LIABILITIES AND EQUITY									
LIABILITIES									
Derivatives	1 555	113	81	–	–	58	1 807	–61	1 746
Investment and unit-linked contracts	7 404	13 373	1 397	22 697	–	–	44 872	–35	44 837
Other financial liabilities	11 832	6 540	2 520	318	546	422	22 178	–1 439	20 738
Insurance liabilities	89 586	24 505	16 053	197	–	–	130 342	–84	130 258
Policyholder participation liabilities	9 982	4 133	3 264	27	–	–	17 406	–5	17 401
Employee benefit liabilities	1 110	100	176	11	182	3	1 581	–	1 581
Provisions	14	9	3	5	8	10	48	–	48
Other liabilities	164	124	72	16	27	21	425	–2	423
SEGMENT LIABILITIES	121 647	48 897	23 568	23 270	763	514	218 658	–1 626	217 032
Borrowings									4 099
Income tax liabilities									2 771
EQUITY									16 522
TOTAL LIABILITIES AND EQUITY									240 424

Balance sheet as at 31 December 2020

In CHF million	Switzer-land	France	Germany	Inter-national	Asset Managers	Other	Total before elimi-nations	Elimi-nations	Total
ASSETS									
Cash and cash equivalents	2 700	1 782	432	2 671	247	32	7 865	–	7 865
Derivatives	2 647	323	92	–	–	11	3 073	–65	3 008
Assets held for sale	1	–	–	–	–	–	1	–	1
Financial assets at fair value through profit or loss	8 022	17 128	4 295	17 890	0	–	47 336	–	47 336
Financial assets available for sale	74 214	21 825	9 849	1 683	1	869	108 441	–	108 441
Loans and receivables	15 101	3 139	5 990	171	419	2 843	27 663	–4 307	23 357
Financial assets pledged as collateral	2 506	1 453	–	61	–	45	4 064	–	4 064
Investment property	31 645	3 270	3 085	–	119	–	38 120	–	38 120
Investments in associates	31	91	48	–	3	–	172	–	172
Reinsurance assets	31	290	132	106	–	–	559	–4	556
Property and equipment	233	67	134	25	57	0	515	–	515
Intangible assets including intangible insurance assets	687	366	1 300	340	365	–	3 058	–	3 058
Other assets	609	54	22	8	447	7	1 146	–205	942
SEGMENT ASSETS	138 429	49 788	25 378	22 955	1 658	3 806	242 015	–4 580	237 435
Income tax assets									103
TOTAL ASSETS									237 538
LIABILITIES AND EQUITY									
LIABILITIES									
Derivatives	1 384	17	3	–	–	49	1 452	–65	1 387
Investment and unit-linked contracts	6 931	12 454	1 206	21 433	–	–	42 024	–	42 024
Other financial liabilities	12 039	6 048	1 808	431	549	324	21 199	–1 318	19 882
Insurance liabilities	89 689	22 504	16 468	197	–	–	128 858	–82	128 776
Policyholder participation liabilities	9 852	5 220	3 729	22	–	–	18 824	0	18 824
Employee benefit liabilities	1 464	106	209	14	197	2	1 993	–	1 993
Provisions	14	11	9	4	7	76	121	–	121
Other liabilities	155	115	56	15	24	7	372	–1	371
SEGMENT LIABILITIES	121 529	46 475	23 488	22 117	776	458	214 844	–1 466	213 379
Borrowings									3 949
Income tax liabilities									2 946
EQUITY									17 263
TOTAL LIABILITIES AND EQUITY									237 538

Premiums and policy fees from external customers

In CHF million	Net earned premiums		Net earned policy fees	
	2021	2020	**2021**	2020
LIFE				
Individual life	**4 228**	4 062	**421**	352
Group life	**9 735**	10 851	**22**	18
TOTAL LIFE	**13 963**	14 913	**443**	370
NON-LIFE				
Accident and health	**12**	11	**–**	–
Property, casualty and other	**413**	379	**–**	–
TOTAL NON-LIFE	**426**	390	**–**	–
TOTAL	**14 389**	15 304	**443**	370

The Swiss Life Group operates in selected countries. The Group's income and non-current assets by geographical location are detailed below.

In CHF million	Total income		Non-current assets	
	2021	2020	**31.12.2021**	31.12.2020
Switzerland	**13 021**	13 771	**31 496**	29 826
France	**5 350**	4 627	**5 035**	4 907
Germany	**2 971**	2 598	**5 507**	3 077
Other countries [1]	**876**	732	**1 645**	2 515
TOTAL	**22 219**	21 728	**43 684**	40 324

[1] Includes Luxembourg, United Kingdom and Other countries (previously reported separately) which are not material individually and in aggregate

Non-current assets for this purpose consist of investment property, property and equipment and intangible assets (except for intangible assets arising from insurance contracts).

Information about major customers

No revenue from transactions with a single external customer amounted to more than 10% of the Group's revenue.

5 Risk Management Policies and Procedures

The Group’s core business is life insurance and pensions. A life insurance and pensions contract represents a long-term promise to the policyholder. To fulfil its future payment obligations to the policyholders, the insurance entities of the Group must be financially sound over an extended period of time. The ability to remain financially sound and strong depends on a number of risk factors. The Group’s risk map can be broadly divided into financial, insurance, strategic and operational risks. All of these risk categories may affect the financial stability of the Group.

Risks must be identified, assessed, managed and monitored locally and aggregated at Group level. During the year, regular reports covering interest rate risk, equity and real estate price risk, currency risk, credit risk, liquidity risk and insurance risk are prepared by the local insurance units and consolidated at Swiss Life Ltd and at Group level. Strategic and operational risks are assessed and reported on an annual basis.

The risk appetite is defined and set by the Board of Directors using limit frameworks based on solvency ratios and economic capitalisation. Furthermore, it is allocated by the Group Risk Committee of the Corporate Executive Board to the relevant units in the insurance business. This risk budget at unit level is used as a framework for the asset and liability management process, the objective of which is to define a strategic asset allocation. From this strategic asset allocation a scenario-based expected return is calculated, which forms the basis for the Group’s mid-term planning.

Risk management functions are performed at several levels by corresponding bodies within the Swiss Life Group, such as the Investment and Risk Committee at the level of the Board of Directors of the Swiss Life Group and the Group Risk Committee at the level of the Corporate Executive Board of the Swiss Life Group. The risk management functions at the level of the individual operations of the Swiss Life Group are organised accordingly.

Group risk management is responsible for the definition of the Group-wide methodology for the measurement of the risks and produces a consolidated risk report which aggregates the main quantitative elements of the risk management of the Swiss Life Group’s operations. Furthermore, Group risk management also produces consolidated views on the strategic and operational risks of the Swiss Life Group.

Since the Group’s core business is insurance, its risk management is in line with the two main regulatory solvency frameworks in Switzerland (SST) and throughout Europe (Solvency II), as well as economic considerations. In addition to general governance aspects and extensive reporting requirements, this includes an annual Own Risk and Solvency Assessment (ORSA) at Group level covering a comprehensive risk assessment as well as the integration of risk and solvency aspects in the overall management of the Swiss Life Group.

The information below focuses first on the risk budgeting and asset and liability management process and then on the principal risk categories faced by the Swiss Life Group.

5.1 Risk budgeting and limit setting

Based on the risk appetite determined by the Board of Directors and using the same frameworks, the Group Risk Committee of the Corporate Executive Board sets risk budgets for the relevant units in the insurance business under consideration of local regulatory constraints. This process ensures a consistent and efficient use of the risk capacity of Swiss Life.

To control and steer exposure to risks, capital and exposure limits are defined in addition. They include capital limits for market and credit risk and, more specifically, capital limits for interest rate and credit spread risk as well as exposure limits for net equity and foreign currency.

5.2 Asset and liability management (ALM)

The main objective of the ALM process is to ensure that the Swiss Life Group's insurance operations can meet their commitments to policyholders at all times while also adequately compensating shareholders for making risk capital available. Based on the economic principles of risk management and on the risk appetite definition applied in the risk budgeting process, ALM comprises the following main activity: the determination of the strategic asset allocation and of the risk capital and exposure sublimits.

The ALM process is centrally coordinated and steered at Group level by means of local asset and liability management committees with representatives from local senior management and representatives from the Group. The local units are in charge of implementing the decisions. The process requires the involvement of investment management, finance, actuarial and risk functions.

Consideration of constraints
Aspects other than the economic view, such as regulatory requirements including solvency, statutory minimum distribution ratios ("legal quote"), funding ratios, local accounting rules and International Financial Reporting Standards, liquidity requirements and rating targets, are also to be considered in the ALM process.

Depending on the regulatory framework in which the Swiss Life Group's insurance operations evolve, the asset portfolios might need to be split to reflect the various categories of insurance products. The asset portfolios of the insurance operations in Switzerland have been separated to distinguish between individual life and group life. As a consequence, such separation is also reflected in the ALM process. Insurance companies are generally obliged to hold tied assets in view of claims arising from insurance contracts. Special rules apply to investments in tied assets. They specify the eligible asset classes as well as requirements to be met in terms of investment organisation and processes.

Strategic asset allocation
Defining the strategic asset allocation is the first major task of the ALM process and aims at achieving an efficient risk capital allocation, i.e. optimising the returns on the asset portfolio for the available risk capital defined within the risk budgeting process, taking into account all known constraints.

The liabilities are largely predefined in terms of amount and timing of the payments and the associated assumptions are regularly reviewed. The corresponding asset portfolios mainly comprise fixed-income instruments. This way, the impact of interest rate fluctuations and the risk capital consumption are strategically optimised under a risk/return point of view, thus ensuring that the policyholders receive the benefits consistent with their products. Policyholders may benefit from the ensuing investment returns in the form of discretionary participation, while shareholders may benefit from an increase in the value of their investment in the Swiss Life Group.

The strategic asset allocation is therefore determined on the basis of the insurance liabilities and the risk capacity of the Swiss Life Group's insurance operations. The strategic asset allocation is reviewed at least once a year and adjusted if necessary.

Distribution policy
The distribution policy seeks to align the interests of the different groups of stakeholders. Holders of traditional life insurance policies favour a guaranteed minimum interest rate coupled with regular and appropriate discretionary participation, whereas shareholders place greater emphasis on returns commensurate with the level of risk they are exposed to. The focus of the Swiss Life Group lies on the sustainability of the business model and should balance the policyholders' and shareholders' expectations.

External constraints must be considered in the definition of the distribution policy. Important elements influencing such policy are minimum guaranteed interest rates and the statutory minimum distribution ratio ("legal quote"), which depend on the regulatory environments of the Swiss Life Group's insurance operations.

Product design
The targets of risk management are supported by product management principles. Product design defines among other things which guarantees and benefits are built into a specific product to respond to the demand from and expectations of customers. The actuarial bases used for this purpose support each individual product generating a sufficient contribution margin. To ensure that the Group's principles are observed, guidelines and directives on product management and underwriting are in place. Since the Group's insurance entities operate in a number of different countries, the local regulatory constraints may have an impact on the business units' product range. These constraints must always be observed.

5.3 Contracts for the account and risk of the Swiss Life Group's customers

The assets relating to certain life insurance and investment contracts are managed for the account and risk of the Swiss Life Group's customers (separate account/unit-linked contracts, private placement life insurance). They are segregated and managed to meet specific investment objectives of the policyholders. The assets back the insurance liabilities and the financial liabilities arising from these contracts. The fair values of the liabilities reflect the fair values of the assets. Certain contracts with unit-linked features contain financial and insurance guarantees. The liabilities relating to these guarantees are included in the financial and the insurance liabilities, respectively.

The assets and liabilities from separate account/unit-linked contracts and private placement life insurance are generally excluded from the Swiss Life Group's financial risk management considerations to the extent that the risks are borne by the customers.

Assets for the account and risk of the Swiss Life Group's customers

In CHF million

	31.12.2021	31.12.2020
Cash and cash equivalents	839	2 667
Derivatives	0	0
Financial assets at fair value through profit or loss		
Debt securities	7 256	7 683
Equity securities	6 073	5 759
Investment funds	29 977	23 337
Other	18	15
Investment property	394	307
TOTAL ASSETS FOR THE ACCOUNT AND RISK OF THE SWISS LIFE GROUP'S CUSTOMERS	44 556	39 768

Liabilities linked to assets for the account and risk of the Swiss Life Group's customers

In CHF million

	Notes	31.12.2021	31.12.2020
Unit-linked contracts	19	27 592	25 693
Investment contracts	19	6 213	5 315
Insurance liabilities	22	10 448	8 399
TOTAL LIABILITIES LINKED TO ASSETS FOR THE ACCOUNT AND RISK OF THE SWISS LIFE GROUP'S CUSTOMERS		44 253	39 407

The financial result for the years ended 31 December for the account and risk of the Swiss Life Group and the Swiss Life Group's customers was as follows.

In CHF million		Assets and liabilities for the account and risk of the Swiss Life Group		Assets and liabilities for the account and risk of the Swiss Life Group's customers		Total	
	Notes	2021	2020	2021	2020	2021	2020
Investment income	8	**3 909**	4 012	**10**	9	**3 918**	4 021
Net gains/losses on financial assets	8	**707**	–795	**7**	–1	**715**	–796
Net gains/losses on financial instruments at fair value through profit or loss	8	**–980**	191	**27**	–1	**–953**	191
Net gains/losses on investment property		**1 493**	847	**13**	0	**1 505**	847
Share of profit or loss of associates		**8**	9	**–**	–	**8**	9
FINANCIAL RESULT		**5 137**	4 265	**57**	8	**5 194**	4 273

5.4 Financial risk management objectives and policies

The Group is exposed to financial risk through its financial assets, financial liabilities (primarily investment contracts and borrowings), reinsurance assets and insurance liabilities. In particular, the key financial risk is that the proceeds from the financial assets are not sufficient to fund the obligations arising from the insurance and investment contracts, as well as from borrowings and other liabilities. The most important components of the financial risk are interest rate risk, equity and real estate price risk, credit risk, currency risk and liquidity risk.

The risk budgeting and limit setting described above ensures that the corresponding risks remain under control. The market risk capital, interest rate risk capital, credit spread risk capital and credit risk capital limits, as well as exposure limits for currencies and net equity for each large insurance operation, are defined based on the risk appetite per operation.

Interest rate risk relating to financial instruments and insurance contracts

The Group's primary interest rate exposure is to contracts with guaranteed benefits and the risk that the interest rates of the financial assets purchased with the consideration received from the policyholders are insufficient to fund the guaranteed benefits and expected discretionary participation payable to them.

Interest-sensitive insurance liabilities

In CHF million

	CHF	EUR	Other	Total
CARRYING AMOUNTS AS AT 31 DECEMBER 2021				
Minimum guaranteed interest rate 0 – < 1%	**29 865**	**6 411**	**12**	**36 289**
Minimum guaranteed interest rate 1 – < 2%	**27 418**	**1 530**	**30**	**28 978**
Minimum guaranteed interest rate 2 – < 3%	**7 913**	**6 236**	**2**	**14 152**
Minimum guaranteed interest rate 3 – < 4%	**14 480**	**4 623**	**14**	**19 118**
Minimum guaranteed interest rate 4 – < 5%	**55**	**4 864**	**16**	**4 936**
Minimum guaranteed interest rate 5 – < 6%	**–**	**–**	**1**	**1**
TOTAL INTEREST-SENSITIVE INSURANCE LIABILITIES	**79 732**	**23 665**	**76**	**103 473**
Insurance liabilities with no minimum guaranteed interest rate				**16 338**
Insurance liabilities linked to assets for the account and risk of the Swiss Life Group’s customers				**10 448**
TOTAL INSURANCE LIABILITIES				**130 258**
CARRYING AMOUNT AS AT 31 DECEMBER 2020				
Minimum guaranteed interest rate 0 – < 1%	27 795	7 233	9	35 037
Minimum guaranteed interest rate 1 – < 2%	27 574	1 494	17	29 085
Minimum guaranteed interest rate 2 – < 3%	8 059	6 355	16	14 430
Minimum guaranteed interest rate 3 – < 4%	15 871	4 960	14	20 845
Minimum guaranteed interest rate 4 – < 5%	56	5 252	17	5 325
Minimum guaranteed interest rate 5 – < 6%	–	–	1	1
TOTAL INTEREST-SENSITIVE INSURANCE LIABILITIES	79 354	25 294	75	104 724
Insurance liabilities with no minimum guaranteed interest rate				15 654
Insurance liabilities linked to assets for the account and risk of the Swiss Life Group’s customers				8 399
TOTAL INSURANCE LIABILITIES				128 776

Some life insurance products with a savings component and investment contracts are subject to minimum guaranteed interest rates. The guaranteed rate differs according to the type of contract. In Switzerland for instance the minimum guaranteed interest rate for the occupational pensions segment (mandatory BVG savings account) stood at 1.00% in 2021 (2020: 1.00%).

In addition to these fixed and guaranteed payments, which are exposed to interest rate risk, contractual rights exist for certain contracts to receive additional benefits whose amount and/or timing is contractually at the discretion of the issuer.

The Group manages interest rate and interest rate volatility risk by managing the interest rate sensitivity of its investment portfolio against the corresponding sensitivity of liabilities issued. The interest rate and volatility exposure of the liabilities is determined by projecting the expected cash flows from the contracts using best estimates of mortality, longevity, disability, expenses, surrender and exercise of policyholder options in combination with interest rate and volatility scenarios. The ALM process defines the strategic asset allocation optimising the net interest rate sensitivity of the investment and liability portfolios. Where this is not practicable, swap contracts and other instruments are used to hedge interest rate risk. In certain markets payer swaps are used to hedge the risk of fair value changes of interest-sensitive financial assets. A minimum interest rate risk is accepted, since a perfect interest rate hedge can either not be achieved or may not be targeted.

In certain businesses, a large part of the impact of interest rate changes is taken by the policyholders based on the specific profit-sharing systems.

Credit spread risk

Spread risk arises from bond investments when the counterparties are not considered risk free. The market value of these bonds corresponds to the discounting of the agreed payment flows with an interest rate curve composed of the base interest rate curve and a spread curve. The spread curve is defined by the counterparty's credit quality and the risk aversion of the capital market actors. Spreads increase markedly during capital market crises, leading to a significant decrease in the bond portfolio's market value. On the other hand, typically historic spread volatility increases during such a crisis, which leads to a higher spread risk capital, even if the pre-crisis spread level has been restored. The credit spread risk can be managed through the holding of credit default swaps or credit default swap indices and options on credit default swap indices. The credit default swap index is a hedge on credit risk of a basket of counterparties. A put option on a credit default swap index provides protection against adverse credit spread movements in the underlying basket of counterparties.

Equity price risk

A decline in the equity market may lead to a reduction of the Swiss Life Group's realised and unrealised gains/losses, which also negatively affects the Swiss Life Group's results of operations and financial condition.

Hedges in place with respect to the Swiss Life Group's equity investments are designed to reduce the exposure to declines in equity values but would not prevent an impairment loss in the event that the impairment criteria were met.

A portion of Swiss Life's investment portfolio comprises investments in funds which hold securities issued by non-public companies (e. g. private equity and infrastructure funds). These investments may be illiquid or may only be disposed of over time or at a loss, and they may not produce adequate returns or capital gains.

Real estate price risk
Due to the long-term nature of its liabilities, Swiss Life invests in direct residential, commercial and mixed-use property investments. In addition to direct investments, Swiss Life invests in real estate funds and real estate companies.

In building and maintaining its real estate portfolio, Swiss Life ensures adequate diversification in terms of use, location and geography.

Credit risk
The Group is exposed to credit risk, which is the risk that a counterparty will be unable to pay amounts in full when due. Key areas where the Group is exposed to credit risk are:

- Counterparty risk with respect to bonds purchased
- Counterparty risk with respect to loans and mortgages granted
- Counterparty risk with respect to money market and cash positions
- Counterparty risk with respect to derivative transactions
- Reinsurance share of insurance liabilities
- Amounts due from reinsurers in respect of claims already paid
- Amounts due from insurance contract holders
- Amounts due from insurance intermediaries

To reduce the credit exposure relating to derivatives a collateral management process is in place. Clearly defined processes ensure that exposure concentrations and limit utilisations are appropriately monitored and managed. Counterparties for derivative transactions, over-the-counter and exchange-traded, have to be approved by both the Group Chief Risk Officer and the Group Chief Investment Officer. Furthermore, the counterparties must fulfil stringent minimum rating requirements for the Swiss Life Group's insurance operations. During periods of market turmoil reliance on ratings is of limited value; therefore an additional qualitative and quantitative counterparty monitoring process has been established to allow for immediate proactive measures.

Counterparty risk is primarily managed by counterparty exposure limits and diversification in a broad debtor universe. The default risk can be managed through the holding of credit default swaps. A credit default swap provides insurance to the debt holder against a default of the debt issuer. It is traded over-the-counter and itself underlies the collateral management process described above.

The Group is also exposed to credit risk associated with reinsurance recoverables. As a consequence, the financial strength of reinsurers is monitored. The creditworthiness of reinsurers is considered on an annual basis by reviewing their financial strength and also prior to any contract being signed. The general policy of the Swiss Life Group is to reinsure its insurance risks only with counterparties rated A– or above (Standard & Poor's or equivalent). In exceptional cases, reinsurers with a lower rating may be considered. Additionally, the Group holds substantial collateral under related reinsurance agreements in the form of deposited funds and securities.

No single reinsurer is a material reinsurer to the Group, nor is the Group's business substantially dependent upon one single reinsurer.

For fixed-income assets the total exposure per counterparty is aggregated and reported to the Group Risk Committee. Ratings and single positions above a certain level with regard to fixed-income assets are reported to management on a regular basis. The exposure to individual counterparties is also managed by other mechanisms, such as the right to offset where counterparties are both debtors and creditors of the Group. In addition, limits regarding single counterparty exposure are in place which depend on the rating and amount of exposure in relation to total investments. Information reported to management includes assessment of bad debts. Where there exists a certain exposure to individual policyholders due to size of the contract, or homogenous groups of policyholders, a financial analysis equivalent to that conducted for reinsurers is carried out.

The non-rated loans primarily comprise mortgages. For the bulk of the mortgages a risk class system is in place which allows the company to identify, measure, monitor and manage the risks at the level of portfolios, borrowers and loans at all times. The risk class system also enables a risk-adequate pricing of the loans. Implementation, parameterisation and control of the system are set out in an internal directive which has been approved by the Group Chief Investment Officer.

In certain countries, specific additional guidelines and rules have been defined locally to monitor credit risk. Such guidelines cover investments in fixed-income securities which are mostly based on the average rating of the issuers (calculated by weighting default probabilities). Minimum and maximum thresholds apply with regard to permitted investments in non-government bonds. For investments in government bonds with a rating lower than AA– (according to Standard & Poor's or equivalent), additional exposure limits are in place. For certain businesses, credit risk is monitored and controlled with a risk limit framework whereby maximum limits are reviewed and approved at least annually. The majority of the bond portfolio is invested in government bonds (including supranational and sovereigns) and bonds issued by the financial sector covered by collateral or government guarantees.

Maximum exposure to credit risk

In CHF million	For the account and risk of the Swiss Life Group		For the account and risk of the Swiss Life Group's customers		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
DEBT SECURITIES						
Debt securities at fair value through profit or loss	**527**	674	**7 256**	7 683	**7 784**	8 358
Debt securities available for sale	**81 306**	89 425	**–**	–	**81 306**	89 425
Debt securities pledged as collateral	**4 140**	4 064	**–**	–	**4 140**	4 064
Debt securities classified as loans	**877**	873	**–**	–	**877**	873
TOTAL DEBT SECURITIES	**86 851**	95 037	**7 256**	7 683	**94 107**	102 720
LOANS AND RECEIVABLES						
Senior secured loans available for sale	**4 455**	3 908	**–**	–	**4 455**	3 908
Mortgages	**11 977**	11 534	**–**	–	**11 977**	11 534
Note loans	**4 465**	5 028	**–**	–	**4 465**	5 028
Corporate and other loans	**2 501**	1 791	**–**	–	**2 501**	1 791
Receivables	**4 439**	4 131	**–**	–	**4 439**	4 131
TOTAL LOANS AND RECEIVABLES	**27 837**	26 391	**–**	–	**27 837**	26 391
OTHER ASSETS						
Cash and cash equivalents	**6 369**	5 198	**839**	2 667	**7 208**	7 865
Derivatives	**2 768**	3 008	**0**	0	**2 768**	3 008
Reinsurance assets	**570**	556	**–**	–	**570**	556
TOTAL OTHER ASSETS	**9 707**	8 761	**839**	2 667	**10 545**	11 428
UNRECOGNISED ITEMS						
Financial guarantees	**19**	25	**–**	–	**19**	25
Loan commitments	**515**	539	**–**	–	**515**	539
TOTAL UNRECOGNISED ITEMS	**534**	564	**–**	–	**534**	564
TOTAL EXPOSURE TO CREDIT RISK	**124 929**	130 753	**8 095**	10 351	**133 024**	141 104

The following table shows the extent to which collateral and other credit enhancements mitigate credit risk in respect of the maximum exposure to credit risk.

Credit risk mitigation – collateral held and other credit enhancements as at 31 December 2021

In CHF million	Debt securities	Loans and receivables	Cash and cash equivalents	Derivatives (assets)	Reinsurance assets	Financial guarantees and loan commitments	Total
SECURED BY							
Cash collateral	**–**	**2**	**–**	**2 072**	**177**	**–**	**2 251**
Securities collateral	**–**	**244**	**–**	**–**	**279**	**9**	**532**
Mortgage collateral	**8 155**	**13 568**	**–**	**–**	**–**	**234**	**21 956**
Other collateral	**–**	**5 910**	**–**	**–**	**–**	**59**	**5 970**
Guarantees	**750**	**8**	**505**	**–**	**–**	**–**	**1 264**
Netting agreements	**–**	**826**	**–**	**646**	**1**	**–**	**1 473**
TOTAL SECURED	**8 905**	**20 557**	**505**	**2 719**	**456**	**302**	**33 445**
UNSECURED							
Governments and supranationals	**52 125**	**3 019**	**205**	**–**	**–**	**–**	**55 349**
Corporates	**25 776**	**1 123**	**5 659**	**49**	**114**	**232**	**32 952**
Other	**44**	**3 139**	**–**	**–**	**–**	**–**	**3 183**
TOTAL UNSECURED	**77 946**	**7 281**	**5 864**	**49**	**114**	**232**	**91 485**
TOTAL	**86 851**	**27 837**	**6 369**	**2 768**	**570**	**534**	**124 929**

Credit risk mitigation – collateral held and other credit enhancements as at 31 December 2020

In CHF million	Debt securities	Loans and receivables	Cash and cash equivalents	Derivatives (assets)	Reinsurance assets	Financial guarantees and loan commitments	Total
SECURED BY							
Cash collateral	–	2	–	2 245	171	–	2 418
Securities collateral	–	191	–	–	273	11	475
Mortgage collateral	8 516	13 303	–	–	–	495	22 314
Other collateral	–	4 714	–	–	–	48	4 762
Guarantees	760	108	525	–	–	–	1 393
Netting agreements	–	691	–	729	1	–	1 421
TOTAL SECURED	9 276	19 008	525	2 974	445	554	32 783
UNSECURED							
Governments and supranationals	57 098	3 367	68	–	–	–	60 533
Corporates	28 574	1 130	4 605	34	111	10	34 463
Other	88	2 886	–	–	–	–	2 974
TOTAL UNSECURED	85 760	7 384	4 672	34	111	10	97 970
TOTAL	95 037	26 391	5 198	3 008	556	564	130 753

To mitigate specific credit risk, the Group may purchase credit risk protection in the form of credit default swaps and credit default swap indices. As at 31 December 2021, there were no such derivative contracts on the balance sheet that provided any notional principal protection (2020: nil).

Exposure to credit risk of debt instruments – credit rating by class as at 31 December 2021

In CHF million	AAA	AA	A	BBB	Below BBB	Individual impairment loss allowance	Total
DEBT SECURITIES							
Supranationals	**2 882**	**336**	**49**	**33**	**–**	**–**	**3 300**
Governments	**21 805**	**22 249**	**2 659**	**1 882**	**230**	**–**	**48 825**
Covered/guaranteed	**8 080**	**474**	**44**	**298**	**10**	**–**	**8 905**
Corporates	**397**	**1 543**	**7 706**	**15 219**	**911**	**–**	**25 776**
Other	**6**	**–**	**0**	**33**	**5**	**–**	**44**
TOTAL DEBT SECURITIES	**33 170**	**24 602**	**10 459**	**17 464**	**1 156**	**–**	**86 851**
MORTGAGES							
Commercial	**–**	**–**	**2 647**	**–**	**–**	**–**	**2 647**
Residential	**–**	**–**	**9 326**	**–**	**4**	**0**	**9 330**
TOTAL MORTGAGES	**–**	**–**	**11 973**	**–**	**4**	**0**	**11 977**
OTHER LOANS AND RECEIVABLES							
Governments and supranationals	**1 247**	**1 542**	**187**	**42**	**0**	**–**	**3 019**
Corporates	**1 160**	**544**	**755**	**1 479**	**5 050**	**–**	**8 987**
Other	**0**	**1**	**48**	**3 770**	**66**	**–32**	**3 854**
TOTAL OTHER LOANS AND RECEIVABLES	**2 407**	**2 087**	**991**	**5 291**	**5 116**	**–32**	**15 860**

Exposure to credit risk of debt instruments– credit rating by class as at 31 December 2020

In CHF million	AAA	AA	A	BBB	Below BBB	Individual impairment loss allowance	Total
DEBT SECURITIES							
Supranationals	3 222	351	48	24	–	–	3 645
Governments	24 313	24 060	2 893	2 138	48	–	53 453
Covered/guaranteed	8 422	545	95	198	15	–	9 276
Corporates	436	2 083	9 147	15 822	1 086	–	28 574
Other	7	–	32	37	12	–	88
TOTAL DEBT SECURITIES	36 401	27 040	12 216	18 219	1 161	–	95 037
MORTGAGES							
Commercial	–	–	2 721	–	–	–	2 721
Residential	–	–	8 808	–	6	–1	8 812
TOTAL MORTGAGES	–	–	11 529	–	6	–1	11 534
OTHER LOANS AND RECEIVABLES							
Governments and supranationals	1 463	1 673	189	42	–	–	3 367
Corporates	1 264	589	730	1 404	3 812	–	7 799
Other	1	15	56	3 590	60	–31	3 692
TOTAL OTHER LOANS AND RECEIVABLES	2 728	2 278	975	5 035	3 872	–31	14 858

Debt instruments that on a specific date give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding meet the SPPI criterion. The exposure to credit risk of such debt instruments is disclosed in the following table at gross carrying amounts.

Exposure to credit risk of debt instruments that meet the SPPI criterion as at 31 December 2021

in CHF million

	AAA	AA	A	BBB	Below BBB	Total
DEBT SECURITIES						
Supranationals	**2 879**	**334**	**48**	**33**	**–**	**3 294**
Governments	**21 451**	**22 124**	**2 652**	**1 881**	**229**	**48 337**
Covered/guaranteed	**7 961**	**465**	**33**	**289**	**10**	**8 759**
Corporates	**393**	**1 542**	**7 546**	**15 058**	**908**	**25 448**
Other	**5**	**–**	**0**	**–**	**–**	**6**
TOTAL DEBT SECURITIES	**32 691**	**24 465**	**10 279**	**17 261**	**1 148**	**85 844**
MORTGAGES						
Commercial	**–**	**–**	**2 647**	**–**	**–**	**2 647**
Residential	**–**	**–**	**9 326**	**–**	**4**	**9 330**
TOTAL MORTGAGES	**–**	**–**	**11 973**	**–**	**4**	**11 977**
OTHER LOANS AND RECEIVABLES						
Governments and supranationals	**1 247**	**1 500**	**187**	**42**	**0**	**2 977**
Corporates	**718**	**406**	**755**	**1 442**	**4 582**	**7 904**
Other	**0**	**1**	**48**	**3 770**	**66**	**3 885**
TOTAL OTHER LOANS	**1 965**	**1 907**	**991**	**5 255**	**4 648**	**14 767**

Exposure to credit risk of debt instruments that meet the SPPI criterion as at 31 December 2020

in CHF million

	AAA	AA	A	BBB	Below BBB	Total
DEBT SECURITIES						
Supranationals	3 218	350	47	24	–	3 639
Governments	23 854	23 887	2 885	2 137	47	52 810
Covered/guaranteed	8 291	541	81	188	15	9 116
Corporates	435	2 082	8 798	15 658	1 054	28 028
Other	–	–	–	1	–	1
TOTAL DEBT SECURITIES	35 798	26 860	11 812	18 008	1 116	93 593
MORTGAGES						
Commercial	–	–	2 721	–	–	2 721
Residential	–	–	8 808	–	6	8 813
TOTAL MORTGAGES	–	–	11 529	–	6	11 534
OTHER LOANS AND RECEIVABLES						
Governments and supranationals	1 463	1 630	189	42	0	3 324
Corporates	802	445	730	1 404	3 812	7 193
Other	1	15	56	3 589	60	3 722
TOTAL OTHER LOANS	2 267	2 090	975	5 035	3 872	14 239

Financial assets past due (not impaired) – age analysis

In CHF million	Up to 3 months		3–6 months		6–12 months		More than 1 year		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
DEBT SECURITIES										
Governments and supranationals	**–**	–	**–**	–	**–**	–	**9**	–	**9**	–
TOTAL	**–**	–	**–**	–	**–**	–	**9**	–	**9**	–
MORTGAGES										
Residential	**1**	0	**2**	0	**0**	1	**11**	13	**14**	15
TOTAL	**1**	0	**2**	0	**0**	1	**11**	13	**14**	15
OTHER LOANS AND RECEIVABLES										
Governments and supranationals	**0**	0	**–**	–	**–**	0	**–**	–	**0**	0
Corporates	**19**	33	**0**	0	**–**	–	**–**	–	**19**	34
Other	**164**	87	**11**	11	**5**	13	**13**	6	**193**	117
TOTAL	**183**	120	**11**	11	**5**	13	**13**	6	**212**	151

Financial assets individually determined as impaired

In CHF million	Gross carrying amount		Impairment loss allowance		Net carrying amount	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
DEBT SECURITIES						
Corporates	**1**	–	**–1**	–	**1**	–
TOTAL	**1**	–	**–1**	–	**1**	–
MORTGAGES						
Residential	**1**	1	**0**	–1	**1**	1
TOTAL	**1**	1	**0**	–1	**1**	1
OTHER LOANS AND RECEIVABLES						
Corporates	**24**	19	**–11**	–15	**13**	4
Other	**40**	36	**–32**	–31	**8**	5
TOTAL	**64**	55	**–43**	–45	**21**	9

Financial assets individually determined as impaired – impairment loss allowance for the year 2021

In CHF million	Balance as at 1 January	Impairment losses/ reversals	Write-offs and disposals	Foreign currency translation differences	Balance as at end of period
DEBT SECURITIES					
Corporates	–	0	–	0	1
TOTAL	–	0	–	0	1
MORTGAGES					
Residential	1	0	0	–	0
TOTAL	1	0	0	–	0
OTHER LOANS AND RECEIVABLES					
Corporates	15	11	–15	0	11
Other	31	6	–3	–1	32
TOTAL	45	17	–19	–1	43

Financial assets individually determined as impaired – impairment loss allowance for the year 2020

In CHF million	Balance as at 1 January	Impairment losses/ reversals	Write-offs and disposals	Foreign currency translation differences	Balance as at end of period
MORTGAGES					
Residential	0	0	0	–	1
TOTAL	0	0	0	–	1
OTHER LOANS AND RECEIVABLES					
Corporates	0	15	0	–1	15
Other	20	19	–8	0	31
TOTAL	20	35	–8	–1	45

The criteria used for the assessment of financial assets for impairment are described in note 2.8.

Exposure to credit risk of other assets

In CHF million

	AAA	AA	A	BBB	Below BBB	Total
CREDIT RATING AS AT 31 DECEMBER 2021						
Cash and cash equivalents	**245**	**2 771**	**2 776**	**577**	**0**	**6 369**
Derivatives	**89**	**373**	**2 195**	**111**	**–**	**2 768**
Reinsurance assets	**–**	**472**	**64**	**34**	**–**	**570**
TOTAL	**334**	**3 616**	**5 034**	**723**	**0**	**9 707**
CREDIT RATING AS AT 31 DECEMBER 2020						
Cash and cash equivalents	102	1 818	2 671	607	0	5 198
Derivatives	129	288	2 457	133	–	3 008
Reinsurance assets	–	445	76	35	–	556
TOTAL	232	2 551	5 204	775	0	8 761

At 31 December 2021 and 2020, no reinsurance assets were past due or impaired.

Exposure to credit risk of unrecognised items

In CHF million

	AAA	AA	A	BBB	Below BBB	Total
CREDIT RATING AS AT 31 DECEMBER 2021						
Financial guarantees	**–**	**–**	**5**	**14**	**–**	**19**
Loan commitments	**116**	**111**	**233**	**55**	**–**	**515**
TOTAL	**116**	**111**	**238**	**69**	**–**	**534**
CREDIT RATING AS AT 31 DECEMBER 2020						
Financial guarantees	–	–	10	15	–	25
Loan commitments	–	–	491	48	–	539
TOTAL	–	–	501	63	–	564

Currency risk
The Swiss Life Group operates internationally and its exposures to currency risk primarily arise with respect to the euro, US dollar, British pound and Canadian dollar. Most of the investments and liabilities are denominated in Swiss francs, euros and US dollars, the values of which are subject to exchange rate fluctuations. The Group operates with various functional currencies (predominantly Swiss francs and euros). Its financial position and earnings could be significantly affected by a weakening of said foreign currencies against the Swiss franc.

The following table shows the Group's sensitivity of monetary items to foreign currency exchange rate fluctuations in profit or loss before policyholder participation.

1% decrease in foreign currency exchange rate

In CHF million	Gain (+)/loss (–) [1]	
	2021	2020
EUR/CHF	**–2**	4
USD/CHF	**–6**	–2
GBP/CHF	**3**	1
CAD/CHF	**–1**	–1

[1] before policyholder and income tax effect

The Swiss Life Group's European insurance and investment operations (excluding Switzerland) generally invest in assets denominated in the same currency as their insurance and investment contract liabilities, which mitigates the currency risk for these operations. As a result, currency risk arises from recognised assets and liabilities denominated in other currencies and net investments in foreign operations. Although the Swiss Life Group actively engages in currency management to reduce the effect of exchange rate fluctuations on its assets and liabilities, particularly by hedging against the risk of such movements in relation to part of its investments denominated in euros and in US dollars, significant movements in exchange rates could adversely affect the Swiss Life Group's earnings and financial position, including the value of its investment portfolio. Foreign exchange exposure is hedged in line with the strategic asset allocation. The instruments which the Swiss Life Group uses to hedge exposure may not be perfectly correlated to the related assets, so the Group will still be exposed to losses if the value of the hedge and the value of the underlying asset or liability do not correspond appropriately.

Due to the limitations of the Swiss capital market with regards to liquidity and duration, investments in Switzerland are also made in currencies other than the Swiss franc. However, the balance sheet currency exposure is to a large extent hedged using foreign currency derivatives.

Liquidity risk
Liquidity risk is the risk that not enough cash resources may be available to pay obligations when due (primarily obligations arising from the insurance business and debt) at a reasonable cost. The Swiss Life Group is exposed to liquidity risk which primarily arises on calls on its cash resources from claims, amounts payable at maturity and surrenders arising from insurance and investment contracts. The Swiss Life Group faces the risk of not being able to refinance its debt obligations due to unexpected long-term market disruptions.

At the operational level, rolling forecasts are in place to address situational liquidity risk, which primarily arises on unexpected calls on cash resources from claims, amounts payable at maturity and surrenders arising from insurance and investment contracts. To overcome unexpected liquidity shortfalls, when asset disposals are not desired, repurchase agreements and mitigating measures on the liability side are used to ensure short-term refinancing at minimal cost.

At the strategic level, the Swiss Life Group holds substantial liquidity and uses active debt maturity planning to ensure financial flexibility and efficient liquidity management.

The liquidity analysis of financial liabilities and commitments is based on undiscounted cash flows by remaining contractual maturities, whereas insurance and policyholder participation liabilities are analysed by estimated timing of net cash outflows. Cash outflows of derivative liabilities designated as cash flow hedging instruments are analysed on the basis of expected settlement dates for forward starting swaps, and on the basis of contractual maturity for forward starting bonds. The analysis is made for amounts for the account and risk of the Swiss Life Group.

Exposure to liquidity risk as at 31 December 2021

In CHF million	Cash flows							Carrying amount
	Up to 1 month	1–3 months	3–12 months	1–5 years	5–10 years	More than 10 years	Total	
FINANCIAL LIABILITIES								
Derivatives designated as cash flow hedges	–	–	324	1 228	–	10	1 562	111
Investment contracts with discretionary participation	22	39	229	2 878	1 723	5 959	10 850	10 850
Investment contracts without discretionary participation	0	0	0	1	2	179	182	182
Borrowings	–	1	576	2 134	1 900	–	4 611	4 099
Lease liabilities	3	6	27	117	20	98	272	224
Other financial liabilities	10 025	2 332	4 766	2 477	716	536	20 852	20 514
TOTAL	10 050	2 378	5 922	8 834	4 361	6 782	38 328	35 980
INSURANCE AND POLICYHOLDER PARTICIPATION LIABILITIES								
Insurance liabilities	297	319	3 425	9 072	16 039	90 659	119 810	119 810
Policyholder participation liabilities	138	223	5 858	8 109	143	2 930	17 401	17 401
TOTAL	436	542	9 283	17 180	16 182	93 589	137 211	137 211
GUARANTEES AND COMMITMENTS								
Financial guarantees	14	–	5	–	–	–	19	–
Loan commitments	274	72	149	18	1	–	515	–
Capital commitments	772	–	390	942	–	–	2 105	–
TOTAL	1 060	72	545	960	1	–	2 639	–

Exposure to liquidity risk as at 31 December 2020

In CHF million	Cash flows							Carrying amount
	Up to 1 month	1–3 months	3–12 months	1–5 years	5–10 years	More than 10 years	Total	
FINANCIAL LIABILITIES								
Derivatives designated as cash flow hedges	–	–	140	1 156	–	–	1 296	10
Investment contracts with discretionary participation	22	40	226	2 877	1 734	5 910	10 809	10 809
Investment contracts without discretionary participation	0	0	0	0	0	207	207	207
Borrowings	–	–	767	2 531	1 205	–	4 503	3 949
Lease liabilities	3	6	28	107	23	105	272	220
Other financial liabilities	10 423	1 578	5 219	1 184	1 064	497	19 964	19 662
TOTAL	10 448	1 623	6 379	7 855	4 026	6 718	37 051	34 856
INSURANCE AND POLICYHOLDER PARTICIPATION LIABILITIES								
Insurance liabilities	376	360	3 561	9 319	16 477	90 283	120 378	120 377
Policyholder participation liabilities	163	279	4 700	10 115	132	3 434	18 824	18 824
TOTAL	540	639	8 262	19 435	16 609	93 717	139 202	139 202
GUARANTEES AND COMMITMENTS								
Financial guarantees	15	–	10	–	–	–	25	–
Loan commitments	79	141	286	28	3	2	539	–
Capital commitments	836	–	77	1 590	–	–	2 504	–
TOTAL	930	141	373	1 618	3	2	3 068	–

Current and non-current assets and liabilities

The table below shows the expected realisation or settlement of assets and liabilities. Assets are classified as current if they are expected to be realised within twelve months after the balance sheet date. Liabilities are classified as current if they are expected to be settled within twelve months after the balance sheet date. All other assets and liabilities are classified as non-current.

In CHF million	Current		Non-current		For the account and risk of the Swiss Life Group's customers		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
ASSETS								
Cash and cash equivalents	**6 369**	5 198	**–**	–	**839**	2 667	**7 208**	7 865
Derivatives	**2 032**	1 350	**736**	1 657	**0**	0	**2 768**	3 008
Assets held for sale	**69**	1	**–**	–	**–**	–	**69**	1
Financial assets at fair value through profit or loss	**5 083**	4 854	**4 906**	5 688	**43 324**	36 794	**53 313**	47 336
Financial assets available for sale	**8 220**	10 068	**93 251**	98 373	**–**	–	**101 471**	108 441
Loans and receivables	**6 530**	5 425	**17 730**	17 931	**–**	–	**24 260**	23 357
Financial assets pledged as collateral	**184**	20	**3 955**	4 045	**–**	–	**4 140**	4 064
Investment property	**–**	–	**40 840**	37 813	**394**	307	**41 234**	38 120
Investments in associates	**–**	–	**172**	172	**–**	–	**172**	172
Reinsurance assets	**333**	309	**237**	246	**–**	–	**570**	556
Property and equipment	**–**	–	**557**	515	**–**	–	**557**	515
Intangible assets including intangible insurance assets	**–**	–	**3 395**	3 058	**–**	–	**3 395**	3 058
Current income tax assets	**34**	24	**–**	–	**–**	–	**34**	24
Deferred income tax assets	**–**	–	**71**	79	**–**	–	**71**	79
Other assets	**461**	312	**703**	630	**–**	–	**1 164**	942
TOTAL ASSETS	**29 315**	27 560	**166 552**	170 209	**44 556**	39 768	**240 424**	237 538
LIABILITIES								
Derivatives	**1 103**	599	**643**	788	**–**	–	**1 746**	1 387
Investment and unit-linked contracts	**290**	288	**10 741**	10 727	**33 805**	31 008	**44 837**	42 024
Borrowings	**470**	650	**3 629**	3 299	**–**	–	**4 099**	3 949
Other financial liabilities	**16 466**	15 253	**4 272**	4 629	**–**	–	**20 738**	19 882
Insurance liabilities	**4 041**	4 298	**115 769**	116 080	**10 448**	8 399	**130 258**	128 776
Policyholder participation liabilities	**6 219**	5 142	**11 182**	13 682	**–**	–	**17 401**	18 824
Employee benefit liabilities	**218**	174	**1 363**	1 819	**–**	–	**1 581**	1 993
Current income tax liabilities	**341**	310	**–**	–	**–**	–	**341**	310
Deferred income tax liabilities	**–**	–	**2 430**	2 636	**–**	–	**2 430**	2 636
Provisions	**29**	100	**19**	21	**–**	–	**48**	121
Other liabilities	**379**	324	**43**	47	**–**	–	**423**	371
TOTAL LIABILITIES	**29 558**	27 138	**150 092**	153 729	**44 253**	39 407	**223 902**	220 275

Hedging

The Swiss Life Group uses derivatives within the strict limits set by the applicable insurance legislation and by internal guidelines. Derivatives are primarily used to manage the exposure to foreign exchange rates, interest rates, equity securities and counterparties. The main instruments include index futures and option structures in stock markets, bond futures, bond forwards, interest rate swaps and interest rate options in order to manage duration, currency forwards and options in order to manage currency risk and credit default swaps or credit default swap indices and options on credit default swap indices in order to manage credit spread and counterparty risk. Within certain limits, derivatives are used to enhance returns on the existing portfolio. The types of derivatives generally permitted for usage within the Swiss Life Group, as well as the list of allowed over-the-counter trading partners, have been approved by the Group Risk Committee.

Hedging strategies involve hedge accounting in accordance with International Financial Reporting Standards as well as “economic hedging”. “Economic hedges” comprise derivatives in combination with financial assets and financial liabilities which have a common risk factor and give rise to opposite changes in fair value that tend to offset each other.

5.5 Insurance risk management objectives and policies

Insurance contracts are contracts under which one party (the insurer) agrees to compensate the other party (the policyholder) if a specified uncertain future event affects the policyholder. The Group’s insurance entities neither generally accept nor generally deny insurance coverage to applicants, but ensure that all the insurance risks are identified and thoroughly assessed, and that the insurance premiums accurately reflect the risk taken. The amount and type of risk taken must be in line with the Group’s risk policy and strategy, and must also meet the profitability targets.

Nature of insurance risk

When designing a new product or reviewing an existing one, care has to be taken that the product neither includes systemic risk nor provides incentives for adverse selection. The Swiss Life Group favours transparent and simple product designs with a reliable pricing basis with sufficient statistical data available. Insurance risk arises when biometric parameters deviate adversely from expectations. The uncertainty in the estimation of future benefit payments and premium receipts for long-term insurance contracts is due to the unpredictability of long-term changes in overall levels of mortality and disability, for instance. Furthermore, deviations from the expected outcome of a portfolio can also arise because of random fluctuations. The impact of random fluctuations depends on the extent of diversification within a portfolio of contracts.

The quantification of life insurance risk is based on a sensitivity analysis. Insurance risk is thus measured as the deviation of (the realisations of) the insurance risk factors from the corresponding best estimate values. Life insurance risk factors include mortality rates, disability/recovery rates and longevity.

The nature of insurance risk can be summarised as follows.

Mortality and longevity

Mortality and longevity risks reflect the financial consequences of insured people dying sooner or living longer than expected, respectively. For example, a life insurer with an annuity portfolio making payments to the policyholders until their death is financially exposed to those individuals who live longer than expected. Conversely, an insurer writing life insurance business that pays out amounts contingent on death of the policyholders is exposed to increases in mortality levels.

The Swiss occupational pensions (BVG) business of the group life insurance business in Switzerland is a significant part of the Group's overall life insurance business. The BVG business provides an example of a minimum return guarantee. The guarantee takes the form of the right to convert an assured sum into a life annuity at a guaranteed conversion rate: the prevalent annuity conversion rate for the mandatory part of the BVG business is set at 6.8% for men (retirement age 65) and 6.8% for women (retirement age 64).

With regard to mortality, morbidity and longevity risk, the most important annuities payable (annuities in payment phase) or insured (annuities in deferral phase) as well as sums insured are expected to be as follows.

Annuities payable per annum by type of annuity – individual life

In CHF million

	31.12.2021	31.12.2020
Life annuities – in payment	**613**	559
Life annuities – deferred	**361**	392
Annuities certain – in payment	**5**	4
Annuities certain – deferred	**31**	32
Disability income and other annuities – in payment	**246**	251
Disability income and other annuities – deferred	**7 319**	7 488
TOTAL INDIVIDUAL LIFE	**8 574**	8 726

Annuities payable per annum by type of annuity – group life

In CHF million

	31.12.2021	31.12.2020
Retirement annuities – in payment	**1 119**	1 083
Retirement annuities – deferred	**443**	446
Survivors' annuities – in payment	**151**	149
Survivors' annuities – deferred	**3 083**	3 016
Disability income and other annuities – in payment	**283**	383
Disability income and other annuities – deferred	**19 153**	18 751
TOTAL GROUP LIFE	**24 231**	23 829

Life benefits insured by type of insurance – individual life

In CHF million

	31.12.2021	31.12.2020
Whole life and term life	**43 255**	36 101
Disability lump-sum payment	**17**	12
Other	**271**	373
TOTAL INDIVIDUAL LIFE	**43 543**	36 486

Life benefits insured by type of insurance – group life

In CHF million

	31.12.2021	31.12.2020
Term life	**67 221**	62 843
Disability lump-sum payment	**4 477**	4 227
Other	**1 201**	1 320
TOTAL GROUP LIFE	**72 899**	68 390

Disability and morbidity

Disability risk reflects the financial consequences of groups of individuals getting disabled more often and/or recovering less quickly than expected. With regard to morbidity, the most significant risk factors are spreading diseases, mental stress, widespread changes in lifestyle, such as eating, smoking and exercise habits, and economic effects.

Embedded options

The ability of a policyholder to pay reduced or no future premiums under a contract, to terminate the contract completely or to exercise a guaranteed annuity option means that the insurer's liability is also subject to policyholder behaviour to a certain extent. On the assumption that a certain group of policyholders will make decisions rationally, overall insurance risk can be aggravated by such behaviour. For example, it is conceivable that policyholders whose health has deteriorated significantly will be less inclined to terminate contracts insuring disability or death benefits than those policyholders remaining in good health, thus contributing to an increasing trend in the expected mortality of policyholders, as the portfolio of insurance contracts is reduced due to surrender.

Underwriting strategy

Underwriting is the process of selecting and classifying insurable risks. The underwriting strategy attempts to ensure that the risks underwritten are profitable and well diversified in terms of type of risk and level of insured benefits. Life insurance underwriting is performed to ensure that the premiums and the general conditions of the insurance policies are adequate for the risks to be insured. The first step in the underwriting process is to determine which individual risks can be accepted. The second step is to place the accepted risks into groups of similar levels of risk. Both processes must be conducted objectively and consistently. The Group sets limits for the acceptance of insurance coverage arising from new and renewal business. Medical selection is part of the Group's underwriting procedures, whereby premiums are charged to reflect the health condition and family medical history of the applicants. The limits relate to sums at risk, maximum insured losses or present value of premiums at the contract or insured person level. Depending on the type of business and the limit exceeded, the new or renewed contract must be approved by the corresponding risk committee or senior management. Contracts exceeding the set limits are tested individually for profitability according to predefined procedures and compliance assessments are performed before approval. Certain contracts which include specific risks relating to derivatives or insurance risk factors for which no reliable data is available must be submitted for approval irrespective of the amount of coverage offered. Insurance coverage exceeding set limits is subject to regular internal reporting requirements. Additionally, the underwriting practices must be in line with local laws.

For certain group life business, local law is relevant with regard to medical examinations required before any business is written. For certain individual life business, agreements exist with regard to medical examinations of applicants before business is written. If the risk is assessed as high, exclusion of specific risks, premium adjustments and reinsurance are considered or the application may be rejected.

In the accident and health business, as well as the credit life business in France, the underwriting strategy comprises biometric and financial data of the persons to be insured, type of contract and experience.

Non-life

The Swiss Life Group has non-life operations, mainly in France, covering risks associated with accident and health (disability), property and casualty as well as credit life business.

Claims arising from the accident and health business primarily cover refunds for medical treatment, daily allowances in the case of sick leave, annuities and long-term medical care. The factors that could increase the overall liabilities in health insurance are the increase in the claim frequency due to an increase in the average age of the insured persons and negative economic and social factors. The insurance liabilities arising from accident and health insurance contracts must consider outstanding claims and claims incurred but not reported (IBNR). A large part of the insurance liabilities arising from these contracts relates to IBNR, and experience shows that health insurance contracts are sensitive to late reporting of claims in both number of claims and amounts.

The Group manages the risks arising from these contracts by means of its underwriting strategy and reinsurance arrangements.

Development of claims under non-life insurance contracts

In CHF million	Estimate of ultimate claim costs by year of loss occurrence										
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Total
At end of year of loss occurrence	303	335	342	296	267	297	331	304	295	**321**	n/a
1 year later	330	361	346	322	331	317	352	369	298	**–**	n/a
2 years later	331	296	309	322	276	282	325	306	–	**–**	n/a
3 years later	285	281	324	291	259	269	279	–	–	**–**	n/a
4 years later	276	299	296	273	255	241	–	–	–	**–**	n/a
5 years later	297	280	279	266	228	–	–	–	–	**–**	n/a
6 years later	278	264	271	227	–	–	–	–	–	**–**	n/a
7 years later	260	258	238	–	–	–	–	–	–	**–**	n/a
8 years later	255	231	–	–	–	–	–	–	–	**–**	n/a
9 years later	231	–	–	–	–	–	–	–	–	**–**	n/a
CURRENT ESTIMATE OF CUMULATIVE CLAIMS	231	231	238	227	228	241	279	306	298	**321**	2 600
Cumulative payments to date	–212	–214	–212	–201	–183	–189	–203	–209	–171	**–134**	–1 927
LIABILITIES BEFORE DISCOUNTING	19	17	26	26	45	52	76	97	127	**187**	672
LIABILITIES FOR THE CURRENT AND 9 PREVIOUS YEARS	19	17	26	26	45	52	76	97	127	**187**	672
Liabilities for prior years											199
TOTAL GROSS CLAIMS UNDER NON-LIFE INSURANCE CONTRACTS											871

The development of claims under non-life insurance contracts comprises the non-life business in France. A minor part of the non-life business is very short-tailed. The claims incurred for this minor part are almost completely settled within one year. The amount of unpaid claims as at the balance sheet date is therefore not material and does not underlie any significant variation in its temporal development. The claims data regarding this type of business are not included in the figures above.

Acceptance rules for risks are consistent with both the Code des Assurances and the French regulations. Underwriting guidelines and tariffs are reviewed on an annual basis.

Monitoring of the risks taken is done on a monthly basis with regard to related premiums and claims. An automated claims supervision system is used for the adjustment of tariffs for risks with loss ratios above a certain level.

Reinsurance

Reinsurance is used to limit the Group's exposure to insurance risk. This does not, however, discharge the Group's liability as a primary insurer, and, if a reinsurer fails to pay a claim, the Group remains liable for the payments to the policyholder. A loss allowance would be recognised for any estimated unrecoverable reinsurance.

In addition, the Group holds substantial collateral under related reinsurance agreements in the form of deposited funds and securities. Amounts recoverable from reinsurers are estimated in a manner consistent with the assumptions used for the underlying policy benefits and are presented in the balance sheet as a component of the reinsurance assets.

Management reviews reinsurance programmes covering treaty, type, risks covered and retention on a regular basis. A process, competencies and limits are set up for the approval of reinsurance programmes and their modification. To ensure that the Group's principles are observed, guidelines on reinsurance are in place.

In accordance with its retention policy for mortality and disability benefits, the Group limits its exposure to CHF 5 million per life. Retention limits can be lower for other products (e.g. critical illness or long-term care) or for exposure in international markets. In addition, catastrophe reinsurance is in place to protect against accumulation of losses from a single event or a series of connected events.

The reinsurance team at Group level is responsible for implementing the retention policy by way of intra-group reinsurance. Intra-group reinsurance is transacted at arm's length.

As far as property and casualty insurance is concerned, the reinsurance arrangements mostly include non-proportional coverage on any single risk and/or event, and are adapted to the specific exposure. This includes excess of loss, stop-loss and catastrophe coverage, as well as facultative reinsurance for protection against specific risks.

Approximately 1.2% in terms of earned insurance premiums was ceded as at 31 December 2021 (2020: 1.1%).

5.6 Strategic risk management

Swiss Life uses a structured process to ensure that strategic risks are dealt with adequately in what continues to be a very challenging economic environment. In its strategic risk management process, Swiss Life incorporates all the information on risks and corresponding return characteristics in its strategic decisions. An understanding of the interplay of individual risks is essential in order to take into account the factors influencing risks during strategy development and address them accordingly.

5.7 Operational risk management and internal control system

Operational risk management at Swiss Life includes the methods and processes used for the identification, assessment, monitoring and steering of operational risks. Operational risk management defines operational risk as the adverse impacts from shortcomings or failures stemming from internal processes, people, systems or external events. Reliability of information and ensuring confidentiality, availability and integrity of data are integral parts of operational risk management. Swiss Life's internal control system consists of the entirety of procedures, methods and measures prescribed by the Board of Directors and the Corporate Executive Board to ensure the orderly conduct of business. The focus is on the reliability of financial reporting, the effectiveness of business processes and compliance with laws and regulations issued to protect the Swiss Life Group's assets.

5.8 Risk concentrations

Asset allocation shows a concentration of bonds. The remaining investments are mainly distributed among property, equities and mortgages.

In addition to asset allocation, the main exposures are at counterparty level.

5.9 Applied instruments for risk minimisation

Reinsurance

The Group assumes and/or cedes reinsurance risks during the normal course of business. For reasons of diversification, some risks are ceded and others are assumed.

Risk transfer primarily takes the form of reinsurance. Alternative forms of risk transfer (such as securitisation) require the formal approval of the Group Risk Committee. No significant alternative form of risk transfer is used by the Group at present.

Derivative financial market instruments

Derivatives held for risk management purposes primarily comprise derivatives sharing a risk with other financial instruments and lead to opposite changes in fair value, which normally cancel each other out (economic hedges), although the cancellation effect is not always simultaneous.

The Group defines risk categories for risk management in connection with derivatives transactions and monitors those risk positions. Price risks for derivatives and their underlying instruments are managed according to the risk limits defined by management for the purchase or sale of instruments or closing of positions. The risks arise through open positions in interest rates, credit, currencies and equity instruments dependent on general and specific market movements.

5.10 Sensitivity analysis

The sensitivity analysis is based on how IFRS profit or loss and other comprehensive income would have been affected if changes in the relevant risk variables that were reasonably possible at the end of the reporting period had occurred.

The sensitivity analysis with regard to market risk is as follows.

At 31 December 2021, if interest rates had been 50 basis points higher, profit or loss would have been CHF 36 million lower (2020: CHF 26 million lower) and other comprehensive income would have been CHF 1472 million lower (2020: CHF 1651 million lower). If interest rates had been 50 basis points lower, profit or loss would have been CHF 40 million higher (2020: CHF 13 million higher) and other comprehensive income would have been CHF 1686 million higher (2020: CHF 1965 million higher). These impacts are net after policyholder participation and tax. The sensitivity includes financial assets as well as insurance liabilities. "Investment funds – debt" and investment funds with substantial investment in debt instruments are included in the analysis. This sensitivity measures the impact of a parallel shift of the bond interest rates at the closing date.

At 31 December 2021, if equity prices had been higher by 10%, profit or loss would have been CHF 217 million lower (2020: CHF 155 million lower) and other comprehensive income would have been CHF 759 million higher (2020: CHF 694 million higher). If equity prices had been lower by 10%, profit or loss would have been CHF 27 million higher (2020: CHF 11 million higher) and other comprehensive income would have been CHF 720 million lower (2020: CHF 653 million lower). These impacts are gross before policyholder participation and tax. This sensitivity measures the impact of an increase/decrease in the market value of equities (incl. hedge funds and private equity) at the closing date. Investment funds with substantial investment in equities are included in the analysis, as are hedging effects.

The sensitivity analysis with regard to insurance risk is as follows.

At 31 December 2021, if mortality rates for life assurance had been higher by 5%, profit or loss would have been CHF 1 million lower (2020: CHF 1 million lower). This sensitivity measures the impact of an increase in the mortality rates in life assurance, e.g. endowments and term life insurance products where the net amount at risk is positive. If mortality rates for the annuity business had been lower by 5%, profit or loss would have been CHF 5 million lower (2020: CHF 4 million lower). This sensitivity concerns annuities in payment and future annuities. Whether policies are affected already during the savings accumulation period might depend on technical implementation issues, e.g. whether the accumulation and annuity phases are driven by the same mortality table. These impacts are net after policyholder participation and tax.

At 31 December 2021, if morbidity rates had been higher by 5%, profit or loss would have been CHF 30 million lower (2020: CHF 29 million lower). If morbidity rates had been lower by 5%, profit or loss would have been CHF 30 million higher (2020: CHF 29 million higher). These impacts are net after policyholder participation and tax.

6 Earnings per Share

Basic earnings per share (EPS) are calculated on the weighted average number of shares outstanding during the reporting period, excluding the average number of shares purchased by the Group and held as treasury shares.

Diluted earnings per share include shares contingently issuable under equity compensation plans calculated on the basis of the expected fulfilment of predefined conditions. For further information on the equity compensation plans please refer to note 23 Employee Benefits.

In CHF million (if not noted otherwise)

	2021	2020
BASIC EARNINGS PER SHARE		
Net result attributable to equity holders of Swiss Life Holding	**1 247**	1 046
Weighted average number of shares outstanding	**31 131 512**	31 823 922
BASIC EARNINGS PER SHARE FOR THE NET RESULT ATTRIBUTABLE TO EQUITY HOLDERS OF SWISS LIFE HOLDING (IN CHF)	**40.05**	32.87
DILUTED EARNINGS PER SHARE		
Net result attributable to equity holders of Swiss Life Holding	**1 247**	1 046
RESULT USED TO DETERMINE DILUTED EARNINGS PER SHARE	**1 247**	1 046
Weighted average number of shares outstanding	**31 131 512**	31 823 922
Adjustments (number of shares)		
Equity compensation plans	**89 528**	89 290
WEIGHTED AVERAGE NUMBER OF SHARES OUTSTANDING FOR DILUTED EARNINGS PER SHARE	**31 221 040**	31 913 212
DILUTED EARNINGS PER SHARE FOR THE NET RESULT ATTRIBUTABLE TO EQUITY HOLDERS OF SWISS LIFE HOLDING (IN CHF)	**39.93**	32.78

7 Premiums, Policy Fees and Deposits Received

Written premiums

In CHF million

	2021	2020
Direct	**13 926**	14 964
Assumed	**650**	512
GROSS WRITTEN PREMIUMS	**14 576**	15 477
Ceded	**–179**	–169
NET WRITTEN PREMIUMS	**14 397**	15 308

Earned premiums

In CHF million

	2021	2020
Direct	**13 925**	14 965
Assumed	**642**	508
GROSS EARNED PREMIUMS	**14 568**	15 472
Ceded	**–179**	–169
NET EARNED PREMIUMS	**14 389**	15 304

Written policy fees

In CHF million

	2021	2020
Direct	**455**	383
Assumed	**0**	–
GROSS WRITTEN POLICY FEES	**455**	383
Ceded	**0**	0
NET WRITTEN POLICY FEES	**455**	383

Earned policy fees

In CHF million

	2021	2020
Direct	**443**	370
Assumed	**0**	–
GROSS EARNED POLICY FEES	**443**	370
Ceded	**0**	0
NET EARNED POLICY FEES	**443**	370

Under the accounting principles adopted, deposits received under insurance and investment contracts for which deposit accounting is used are not recognised as income:

In CHF million

	2021	2020
Gross written premiums and policy fees	**15 031**	15 860
Deposits received under insurance and investment contracts	**5 157**	4 160
GROSS WRITTEN PREMIUMS, POLICY FEES AND DEPOSITS RECEIVED	**20 188**	20 020

8 Details of Certain Items in the Consolidated Statement of Income

Commission income

In CHF million

	2021	2020
Brokerage commissions	**907**	774
Asset management commissions	**643**	565
Other commissions and fees	**303**	248
TOTAL COMMISSION INCOME	**1 853**	1 588

Investment income

In CHF million

	Notes	2021	2020
Interest income on financial assets available for sale		**2 081**	2 160
Interest income on loans and receivables		**456**	440
Other interest income		**–9**	–8
Dividend income on financial assets available for sale		**345**	477
Net income on investment property		**1 045**	951
TOTAL INVESTMENT INCOME	5	**3 918**	4 021

Net gains/losses on financial assets

In CHF million

	Notes	2021	2020
Sale of			
financial assets available for sale		**717**	825
loans and receivables		**138**	125
Net gains/losses from sales		**855**	950
Impairment losses on			
debt instruments available for sale		**–11**	–16
equity instruments available for sale		**–181**	–628
loans and receivables		**–2**	–18
Impairment losses on financial assets		**–195**	–662
Hedging gains/losses reclassified from other comprehensive income		**–15**	358
Foreign currency gains/losses		**70**	–1 442
TOTAL NET GAINS/LOSSES ON FINANCIAL ASSETS	5	**715**	–796

Net gains/losses on financial instruments at fair value through profit or loss

In CHF million

	Notes	2021	2020
Currency derivatives		–436	938
Interest rate derivatives		77	–181
Equity derivatives		–1 088	–612
Other derivatives		0	3
Financial assets designated as at fair value through profit or loss [1]		698	85
Investments in associates [2]		2	3
Investment contracts without discretionary participation		42	11
Third-party interests in consolidated investment funds		–275	–60
Other financial liabilities		0	6
Assets for the account and risk of the Swiss Life Group's customers		4 143	81
Liabilities linked to assets for the account and risk of the Swiss Life Group's customers		–4 116	–82
TOTAL NET GAINS/LOSSES ON FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS	5	–953	191

[1] Includes interest and dividend income of CHF 245 million (2020: CHF 117 million)
[2] Includes dividend income of CHF 0 million (2020: CHF 0 million)

Other income

In CHF million

	2021	2020
Realised gains/losses on sales of subsidiaries and other assets	32	3
Revenue from sale of inventory property	133	153
Other foreign currency gains/losses	153	22
Other	22	18
TOTAL OTHER INCOME	340	195

Net insurance benefits and claims

In CHF million

	2021	2020
Benefits and claims under insurance contracts		
Life benefits and claims paid, gross	12 144	11 734
Change in future life policyholder benefits and claims, gross	1 259	2 901
Non-life claims paid, gross	265	231
Change in non-life claims, gross	–10	25
Benefits and claims recovered from reinsurers	–115	–109
Net benefits and claims under insurance contracts	13 543	14 783
Benefits and claims under investment contracts with discretionary participation		
Life benefits and claims paid, gross	735	672
Change in future life policyholder benefits and claims, gross	65	174
Net benefits and claims under investment contracts with discretionary participation	800	846
TOTAL NET INSURANCE BENEFITS AND CLAIMS	14 343	15 629

Interest expense

In CHF million

	Notes	2021	2020
Interest expense on deposits		**20**	18
Negative interest on repurchase agreements		**–28**	–26
Interest expense on due to banks		**38**	24
Interest expense on investment contracts		**66**	68
Interest expense on deposits under insurance contracts	22	**55**	27
Interest expense on lease liabilities		**4**	4
Other interest expense		**16**	12
TOTAL INTEREST EXPENSE		**172**	127

Commission expense

In CHF million

	2021	2020
Insurance agent and broker commissions	**1 292**	1 070
Asset management commissions	**104**	90
Other commissions and fees	**124**	132
TOTAL COMMISSION EXPENSE	**1 520**	1 293

Employee benefits expense

In CHF million

	Notes	2021	2020
Wages and salaries		**862**	811
Social security		**177**	157
Defined benefit plans	23	**97**	39
Defined contribution plans		**5**	4
Other employee benefits		**69**	60
TOTAL EMPLOYEE BENEFITS EXPENSE		**1 210**	1 070

Depreciation and amortisation expense

In CHF million

	Notes	2021	2020
Depreciation of property and equipment [1]	16	**67**	67
Amortisation of present value of future profits (PVP)	17	**3**	1
Amortisation of deferred acquisition costs (DAC)	17	**342**	335
Amortisation of deferred origination costs (DOC)	17	**26**	17
Amortisation of other intangible assets	17	**28**	30
TOTAL DEPRECIATION AND AMORTISATION EXPENSE		**466**	450

1 Including depreciation of IFRS 16 right-of-use assets of CHF 38 million (2020: CHF 40 million)

Other expenses

In CHF million

	2021	2020
Marketing and advertising	**53**	50
Information technology and systems	**137**	120
Maintenance and repair	**32**	32
Short-term leases	**3**	3
Leases of low-value assets	**1**	1
Professional services	**238**	219
Cost of inventory property sold	**100**	127
Premium taxes and other non-income taxes	**74**	78
Other	**71**	126
TOTAL OTHER EXPENSES	**709**	756

9 Derivatives and Hedge Accounting

In CHF million		Fair value assets		Fair value liabilities		Notional amount/exposure	
	Notes	31.12.2021	31.12.2020	31.12.2021	31.12.2020	31.12.2021	31.12.2020
CURRENCY DERIVATIVES							
Forward contracts		797	1 002	297	230	51 096	46 200
Futures		–	0	–	0	–	46
Options (over-the-counter)		94	107	117	100	6 424	4 032
TOTAL CURRENCY DERIVATIVES		891	1 109	413	330	57 519	50 277
INTEREST RATE DERIVATIVES							
Forward contracts		74	202	93	10	1 544	1 296
Swaps		585	1 483	555	809	55 362	45 596
Futures		3	0	2	0	349	23
Options (over-the-counter)		143	12	3	–	587	0
Other		3	0	1	–	520	1
TOTAL INTEREST RATE DERIVATIVES		807	1 698	654	819	58 362	46 916
EQUITY/INDEX DERIVATIVES							
Futures		46	50	79	73	6 622	5 920
Options (over-the-counter)		–	0	0	–	9	9
Options (exchange-traded)		973	118	597	156	55 222	3 353
Other		51	33	4	9	1 845	1 549
TOTAL EQUITY/INDEX DERIVATIVES		1 071	201	679	238	63 697	10 832
OTHER DERIVATIVES							
Credit derivatives		–	0	–	0	–	–168
TOTAL OTHER DERIVATIVES		–	0	–	0	–	–168
DERIVATIVES FOR THE ACCOUNT AND RISK OF THE SWISS LIFE GROUP'S CUSTOMERS	5	0	0	–	–	0	–
TOTAL DERIVATIVES		2 768	3 008	1 746	1 387	179 578	107 858
of which derivatives designated and accounted for as hedging instruments							
Derivatives designated as fair value hedges		29	9	3	18	6 909	8 294
Derivatives designated as cash flow hedges		76	651	111	10	1 974	2 832
Derivatives designated as net investment hedges		99	133	13	12	5 824	4 546

Derivatives held for risk management

Derivatives held for risk management primarily comprise derivatives that share a risk with other financial instruments and give rise to opposite changes in fair value that tend to offset each other ("economic hedges"). The timing of the offset does not match in all cases.

To manage the risks associated with derivative activity, the Group establishes and monitors exposure and risk limits. Exposure to price risk on both derivatives and their underlyings is managed in accordance with risk limits set by risk committees for buying or selling instruments or closing out positions. The risks arise from open positions in interest rates, currencies and equity instruments, all of which are exposed to general and specific market movements.

Derivatives designated and accounted for as hedging instruments

Derivatives designated and accounted for as hedging instruments comprise derivatives associated with fair value hedges, cash flow hedges and net investment hedges that qualify for hedge accounting.

Derivatives designated as fair value hedges as at 31 December 2021

In CHF million	Fair value		Contract/ notional amount	Hedging instruments		Hedged items	
	Assets	Liabilities		Gains	Losses	Gains	Losses
Interest rate risk							
Interest rate swaps to hedge bond portfolios	**0**	**3**	**261**	**10**	**–3**	**3**	**–10**
Foreign currency risk							
Currency forwards to hedge non-monetary investments	**29**	**1**	**6 648**	**430**	**–452**	**452**	**–430**
TOTAL DERIVATIVES DESIGNATED AS FAIR VALUE HEDGES	**29**	**3**	**6 909**	**441**	**–455**	**455**	**–441**

Derivatives designated as fair value hedges as at 31 December 2020

In CHF million	Fair value		Contract/ notional amount	Hedging instruments		Hedged items	
	Assets	Liabilities		Gains	Losses	Gains	Losses
Interest rate risk							
Interest rate swaps to hedge bond portfolios	3	6	1 454	4	–8	8	–4
Foreign currency risk							
Currency forwards to hedge non-monetary investments	6	12	6 840	800	–304	304	–800
TOTAL DERIVATIVES DESIGNATED AS FAIR VALUE HEDGES	9	18	8 294	803	–312	312	–803

The Swiss Life Group used interest rate swaps to hedge available-for-sale fixed-rate bonds and bonds classified as loans in Swiss francs, euro, British pounds and US dollars against changes in the fair value attributable to interest rate risk. The nominal amount of these bonds as at 31 December 2021 was CHF 270 million (2020: CHF 1.3 billion).

Forward contracts are used as hedging instruments to protect non-monetary investments against adverse movements in euro, British pound, US dollar and Japanese yen exchange rates. Such investments include equity securities, investment funds (equity funds and loan funds) and hedge funds.

Foreign currency debt designated as fair value hedge

In CHF million (if not noted otherwise)	Fair value	Nominal amount	Hedging instruments		Hedged items	
		EUR	Gains	Losses	Gains	Losses
AS AT 31 DECEMBER 2021						
Foreign currency borrowing to hedge currency risk of non-monetary investments	**83**	**80**	**4**	**–**	**–**	**–4**
AS AT 31 DECEMBER 2020						
Foreign currency borrowing to hedge currency risk of non-monetary investments	87	80	0	0	0	0

Hybrid debt denominated in euro was used to protect non-monetary investments (hedge funds, equity securities and investment funds) against adverse movements in euro exchange rates.

Derivatives designated as cash flow hedges as at 31 December 2021

In CHF million (if not noted otherwise)	Fair value		Contract/ notional amount	Fair value gains (+)/ losses (–)		Hedged cash flows	
	Assets	Liabilities		Effective portion recognised in other comprehen-sive income	Ineffective portion recognised in profit or loss	Years expected to occur	Years expected to affect profit or loss
INTEREST RATE RISK							
Forward starting swaps/bonds							
Swiss franc	**–**	**5**	**150**	**–52**	**–**	**2022–2026**	**2022–2051**
Euro	**76**	**106**	**1 824**	**–215**	**–**	**2022–2026**	**2022–2063**
Total interest rate risk	**76**	**111**	**1 974**	**–267**	**–**	**n/a**	**n/a**
TOTAL DERIVATIVES DESIGNATED AS CASH FLOW HEDGES	**76**	**111**	**1 974**	**–267**	**–**	**n/a**	**n/a**

Derivatives designated as cash flow hedges as at 31 December 2020

In CHF million (if not noted otherwise)	Fair value		Contract/ notional amount	Fair value gains (+)/ losses (–)		Hedged cash flows	
	Assets	Liabilities		Effective portion recognised in other comprehen-sive income	Ineffective portion recognised in profit or loss	Years expected to occur	Years expected to affect profit or loss
INTEREST RATE RISK							
Forward starting swaps/bonds							
Swiss franc	384	–	1 082	469	–	2021–2026	2021–2051
Euro	267	10	1 750	195	–	2021–2025	2021–2063
Total interest rate risk	651	10	2 832	663	–	n/a	n/a
TOTAL DERIVATIVES DESIGNATED AS CASH FLOW HEDGES	651	10	2 832	663	–	n/a	n/a

The Group used forward starting swaps and forward starting bonds to hedge the exposure to variability in interest cash flows arising on the highly probable purchase of bonds in order to achieve an adequate yield level for reinvestments.

Amounts recognised in OCI are reclassified into profit or loss as investment income over the life of the hedged financial assets and as gains/losses on financial assets when a hedged financial asset is derecognised. In 2021, a gain of CHF 49 million was reclassified from other comprehensive income to profit or loss (2020: CHF 404 million), of which a gain of CHF 64 million were included in investment income (2020: gain of CHF 46 million), and a loss of CHF 15 million in net gains/losses on financial assets (2020: a gain of CHF 358 million).

Derivatives designated as net investment hedges of foreign operations

In CHF million	Fair value		Contract/ notional amount	Fair value gains (+)/losses (–)	
	Assets	Liabilities		Effective portion recognised in other comprehensive income	Ineffective portion recognised in profit or loss
AS AT 31 DECEMBER 2021					
Currency forwards	**99**	**13**	**5 824**	**–19**	**–**
TOTAL DERIVATIVES DESIGNATED AS NET INVESTMENT HEDGES	**99**	**13**	**5 824**	**–19**	**–**
AS AT 31 DECEMBER 2020					
Currency forwards	133	12	4 546	322	–
TOTAL DERIVATIVES DESIGNATED AS NET INVESTMENT HEDGES	133	12	4 546	322	–

In 2021, investments in fixed income funds of USD 4219 million (2020: USD 3972 million) and EUR 971 million (2020: EUR 530 million) and investments in real estate funds of EUR 956 million (2020: EUR 395 million) were hedged.

Foreign currency debt designated as net investment hedges of foreign operations

In CHF million (if not noted otherwise)	Fair value	Nominal amount	Fair value gains (+)/losses (–)	
		EUR	Effective portion recognised in other comprehensive income	Ineffective portion recognised in profit or loss
AS AT 31 DECEMBER 2021				
Foreign currency borrowing to hedge net investments in foreign entities	**185**	**164**	**7**	**–**
AS AT 31 DECEMBER 2020				
Foreign currency borrowing to hedge net investments in foreign entities	196	182	1	–

Hybrid debt denominated in euro was used to protect real estate funds against adverse movements in euro exchange rates.

10 Financial Assets at Fair Value through Profit or Loss

In CHF million

	Notes	31.12.2021	31.12.2020
Debt securities		527	674
Equity securities		136	137
Investment funds – debt		1 518	1 752
Investment funds – equity		1 613	1 498
Investment funds – balanced		214	228
Real estate funds		2 717	3 034
Infrastructure investments		3 238	3 204
Private equity and hedge funds		24	14
Financial assets for the account and risk of the Swiss Life Group's customers	5	43 324	36 794
TOTAL FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS		53 313	47 336

11 Financial Assets Available for Sale

In CHF million	Cost/amortised cost		Net unrealised gains/losses		Fair value (carrying amount)	
	31.12.2021	31.12.2020	31.12.2021	31.12.2020	31.12.2021	31.12.2020
Debt securities	70 800	73 441	10 506	15 984	81 306	89 425
Senior secured loans	4 477	3 921	–21	–13	4 455	3 908
Equity securities	7 563	7 833	2 510	1 077	10 073	8 911
Investment funds – debt	1 442	2 095	90	160	1 532	2 256
Investment funds – equity	2 544	2 559	799	556	3 344	3 115
Investment funds – balanced	6	29	0	0	6	29
Real estate funds	553	590	70	50	623	640
Private equity	58	96	51	37	109	133
Hedge funds	16	19	6	7	22	26
TOTAL FINANCIAL ASSETS AVAILABLE FOR SALE	87 460	90 584	14 011	17 857	101 471	108 441

Financial assets available for sale that have been sold under a repurchase agreement or lent under an agreement to return them, and where the transferee has the right to sell or repledge the financial assets given as collateral, were reclassified to financial assets pledged as collateral.

12 Loans and Receivables

In CHF million	Notes	Gross carrying amount 31.12.2021	Gross carrying amount 31.12.2020	Allowance for impairment losses 31.12.2021	Allowance for impairment losses 31.12.2020	Carrying amount 31.12.2021	Carrying amount 31.12.2020
Mortgages		**12 000**	11 555	**–23**	–21	**11 977**	11 534
Note loans		**4 465**	5 028	**–**	–	**4 465**	5 028
Corporate and other loans		**2 502**	1 793	**–1**	–2	**2 501**	1 791
Debt securities previously classified as available for sale		**726**	727	**–**	–	**726**	727
Other debt securities classified as loans		**151**	146	**–**	–	**151**	146
TOTAL LOANS	30	**19 845**	19 248	**–24**	–23	**19 821**	19 226
Insurance receivables		**1 612**	1 351	**–27**	–29	**1 585**	1 322
Reinsurance receivables		**433**	346	**–**	–	**433**	346
Accrued investment income		**1 048**	1 116	**–**	–	**1 048**	1 116
Settlement accounts		**73**	48	**–**	–	**73**	48
Other receivables		**1 307**	1 307	**–8**	–8	**1 299**	1 299
TOTAL RECEIVABLES	30	**4 474**	4 168	**–35**	–37	**4 439**	4 131
TOTAL LOANS AND RECEIVABLES		**24 319**	23 416	**–59**	–60	**24 260**	23 357

Allowance for impairment losses

In CHF million	Individual evaluation of impairment 2021	Individual evaluation of impairment 2020	Collective evaluation of impairment 2021	Collective evaluation of impairment 2020	Total 2021	Total 2020
LOANS						
Balance as at 1 January	**2**	4	**20**	17	**23**	22
Impairment losses/reversals	**0**	–2	**2**	3	**2**	1
Write-offs and disposals	**–1**	0	**–**	–	**–1**	0
Foreign currency translation differences	**0**	0	**–**	–	**0**	0
BALANCE AS AT END OF PERIOD	**1**	2	**23**	20	**24**	23
RECEIVABLES						
Balance as at 1 January	**29**	16	**8**	12	**37**	28
Impairment losses/reversals	**6**	21	**–6**	–4	**0**	17
Write-offs and disposals	**–3**	–8	**3**	0	**0**	–8
Foreign currency translation differences	**–1**	0	**0**	0	**–1**	0
BALANCE AS AT END OF PERIOD	**31**	29	**5**	8	**35**	37
TOTAL ALLOWANCE FOR IMPAIRMENT LOSSES	**32**	31	**27**	29	**59**	60

Interest income accrued on impaired loans was CHF 0.01 million as at 31 December 2021 (2020: CHF 0.04 million). The Group's loan portfolio is monitored closely through the review of information such as debt service, annual reports and assessments. This information is evaluated in light of current economic conditions and other factors, such as diversification of the property portfolio. This evaluation is part of the regular review to determine whether the allowance for potential loan losses is warranted. Management believes that the allowance for loan losses is sufficient. However, management cannot predict with assurance the impact of future economic circumstances or how the mortgage and real estate portfolios would be affected by various economic circumstances.

As at 1 July 2008, certain financial assets were reclassified from financial assets available for sale to loans and receivables due to the disappearance of an active market. The financial assets reclassified primarily consist of corporate debt instruments and debt instruments relating to emerging markets.

Details with regard to the financial assets reclassified are as follows.

Debt securities previously classified as available for sale

In CHF million

	2021	2020
Carrying amount as at 31 December	**726**	727
Fair value as at end of period	**1 002**	1 041
Gains (+)/losses (–) that would have been recognised in other comprehensive income if the assets had not been reclassified (before policyholder participation and income tax effect)	**–36**	–5
Gains (+)/losses (–) recognised in profit or loss (including impairment)	**0**	46
Interest income	**49**	55

13 Financial Assets Pledged as Collateral

In CHF million	Carrying amount	
	31.12.2021	31.12.2020
Debt securities reclassified from		
financial assets available for sale	**4 140**	4 064
TOTAL DEBT SECURITIES PLEDGED AS COLLATERAL	**4 140**	4 064
TOTAL FINANCIAL ASSETS PLEDGED AS COLLATERAL	**4 140**	4 064

Financial assets that have been sold under a repurchase agreement or lent under an agreement to return them are not derecognised when all the risks and rewards of ownership are retained substantially by the Swiss Life Group. If the transferee has the right to sell or repledge the financial assets given as collateral, they are reclassified in the balance sheet as financial assets pledged at their respective carrying amounts.

14 Investment Property

In CHF million

	2021	2020
Balance as at 1 January	**38 120**	34 866
Additions	**2 813**	3 580
Capitalised subsequent expenditure	**238**	206
Disposals	**–935**	–1 351
Gains/losses from fair value adjustments	**1 505**	847
Classification as assets held for sale	**–69**	–
Foreign currency translation differences	**–439**	–28
BALANCE AS AT END OF PERIOD	**41 234**	38 120
of which pledged as security for mortgage loans	**2 342**	1 464
Investment property consists of		
completed investment property	**40 395**	36 771
investment property under construction	**727**	1 248
Right-of-use investment property	**112**	101
TOTAL INVESTMENT PROPERTY	**41 234**	38 120

Investment property held by the Group includes residential, commercial and mixed-use properties primarily located within Switzerland, and comprises both completed investment property and investment property under construction. Property held for investment purposes comprises land and buildings owned by the Group to earn rentals and/or for capital appreciation. Property that is used by the Group itself or leased to, and occupied by, another entity of the Group is classified as owner-occupied property under property and equipment. Property acquired with a view to its subsequent disposal in the near future is carried under assets held for sale.

Rental income from investment property was CHF 1361 million for the period ended 31 December 2021 (2020: CHF 1242 million). Operating expenses arising from investment property that generated rental income amounted to CHF 316 million for the period ended 31 December 2021 (2020: CHF 291 million).

The undiscounted lease payments to be received under operating leases were as follows.

In CHF million

	31.12.2021	31.12.2020
Less than 1 year	**767**	705
1 to 2 years	**761**	653
2 to 3 years	**705**	577
3 to 4 years	**656**	532
4 to 5 years	**595**	517
More than 5 years	**2 410**	1 870
TOTAL UNDISCOUNTED LEASE PAYMENTS	**5 893**	4 855

15 Investments in Associates

Summarised financial information for the year 2021

Amounts in CHF million	Ownership interest	Carrying amount	Dividends received	Share of profit or loss	Share of other comprehensive income	Share of total comprehensive income
EQUITY METHOD ASSOCIATES						
Crédit et Services Financiers (CRESERFI), Paris	**33.4%**	**45**	**0**	**0**	**–**	**0**
Other associates	**n/a**	**60**	**4**	**8**	**–**	**8**
TOTAL	**n/a**	**105**	**4**	**8**	**–**	**8**
ASSOCIATES AT FAIR VALUE THROUGH PROFIT OR LOSS						
Agrippa Quartier GmbH & Co. Geschlossene InvKG, Frankfurt am Main	**36.4%**	**47**	**–**	**n/a**	**n/a**	**n/a**
SCI Tour LM, Marseille	**33.3%**	**20**	**–**	**n/a**	**n/a**	**n/a**
TOTAL	**n/a**	**67**	**–**	**n/a**	**n/a**	**n/a**

Summarised financial information for the year 2020

Amounts in CHF million	Ownership interest	Carrying amount	Dividends received	Share of profit or loss	Share of other comprehensive income	Share of total comprehensive income
EQUITY METHOD ASSOCIATES						
Crédit et Services Financiers (CRESERFI), Paris	33.4%	47	–	0	–	0
Other associates	n/a	58	10	9	–	9
TOTAL	n/a	105	10	9	–	9
ASSOCIATES AT FAIR VALUE THROUGH PROFIT OR LOSS						
Agrippa Quartier GmbH & Co. Geschlossene InvKG, Frankfurt am Main	36.6%	49	–	n/a	n/a	n/a
SCI Tour LM, Marseille	33.3%	18	0	n/a	n/a	n/a
Other associates	n/a	–	–	n/a	n/a	n/a
TOTAL	n/a	67	0	n/a	n/a	n/a

Summarised financial information relating to material associates was as follows.

Amounts in CHF million	Crédit et Services Financiers (CRESERFI) Paris		Agrippa Quartier GmbH & Co. Geschlossene InvKG Frankfurt am Main		SCI TOUR LM Marseille	
	2021	2020	**2021**	2020	**2021**	2020
SUMMARISED FINANCIAL INFORMATION						
Current assets	**167**	176	**4**	3	**7**	11
Non-current assets	**17**	16	**130**	136	**239**	234
Current liabilities	**–42**	–35	**–2**	0	**–1**	–63
Non-current liabilities	**–8**	–15	**–38**	–40	**–185**	–128
Revenue	**32**	36	**–1**	–1	**13**	13
Profit or loss	**1**	1	**0**	0	**11**	8
Total comprehensive income	**1**	1	**0**	0	**11**	8
RECONCILIATION						
Net assets	**135**	142	**n/a**	n/a	**n/a**	n/a
Ownership interest	**33.4%**	33.4%	**n/a**	n/a	**n/a**	n/a
Share of net assets (carrying amount)	**45**	47	**n/a**	n/a	**n/a**	n/a

16 Property and Equipment

In CHF million

	31.12.2021	31.12.2020
Property and equipment owned	417	384
Right-of-use property and equipment	139	131
TOTAL PROPERTY AND EQUIPMENT	557	515

Property and equipment owned for the year 2021

In CHF million

	Notes	Land and buildings	Furniture and fixtures	Hardware	Other equipment	Total
Balance as at 1 January		325	21	15	24	384
Additions		57	5	8	3	72
Additions from business combinations	28	–	0	0	–	0
Disposals		–	0	0	–1	–1
Depreciation		–12	–5	–7	–6	–29
Foreign currency translation differences		–8	0	0	–1	–9
BALANCE AS AT END OF PERIOD		362	21	15	19	417
Cost		612	73	80	46	811
Accumulated depreciation and impairment		–250	–52	–65	–27	–394
TOTAL PROPERTY AND EQUIPMENT AS AT END OF PERIOD		362	21	15	19	417
of which buildings in the course of construction		22				

Property and equipment owned for the year 2020

In CHF million

	Land and buildings	Furniture and fixtures	Hardware	Other equipment	Total
Balance as at 1 January	326	19	16	24	385
Additions	11	7	5	5	28
Disposals	0	–1	0	0	–1
Depreciation	–12	–4	–6	–5	–27
Impairment losses	–	0	–	–	0
Foreign currency translation differences	0	0	0	0	–1
BALANCE AS AT END OF PERIOD	325	21	15	24	384
Cost	565	71	75	53	764
Accumulated depreciation and impairment	–241	–49	–61	–29	–380
TOTAL PROPERTY AND EQUIPMENT AS AT END OF PERIOD	325	21	15	24	384
of which buildings in the course of construction	9				

No borrowing costs were capitalised in property and equipment in 2021 and 2020.

Right-of-use property and equipment for the year 2021

In CHF million

	Premises	IT equipment	Vehicles	Other equipment	Total
Balance as at 1 January	**124**	**1**	**4**	**2**	**131**
Additions	**45**	**4**	**5**	**0**	**53**
Depreciation	**–33**	**–1**	**–3**	**–1**	**–38**
Other changes	**–4**	**0**	**–**	**–**	**–4**
Foreign currency translation differences	**–3**	**0**	**0**	**0**	**–3**
BALANCE AS AT END OF PERIOD	**129**	**4**	**5**	**1**	**139**

Right-of-use property and equipment for the year 2020

In CHF million

	Premises	IT equipment	Vehicles	Other equipment	Total
Balance as at 1 January	136	3	5	3	147
Additions	30	1	2	0	33
Depreciation	–34	–2	–3	–1	–40
Other changes	–7	0	0	–	–8
Foreign currency translation differences	–1	0	0	0	–1
BALANCE AS AT END OF PERIOD	124	1	4	2	131

17 Intangible Assets including Intangible Insurance Assets

In CHF million

	31.12.2021	31.12.2020
Intangible insurance assets	**1 637**	1 459
Other intangible assets	**1 758**	1 600
TOTAL INTANGIBLE ASSETS	**3 395**	3 058

Intangible insurance assets

In CHF million	Present value of future profits from acquired insurance portfolios (PVP)		Deferred acquisition costs (DAC)		Deferred origination costs (DOC)		Total	
	2021	2020	**2021**	2020	**2021**	2020	**2021**	2020
Balance as at 1 January	**6**	7	**1 363**	1 360	**89**	54	**1 459**	1 421
Additions	**–**	–	**411**	379	**72**	54	**483**	432
Amortisation	**–3**	–1	**–342**	–335	**–26**	–17	**–371**	–353
Effect of shadow accounting	**0**	0	**110**	–37	**–**	–	**110**	–37
Foreign currency translation differences	**0**	0	**–44**	–3	**0**	–1	**–44**	–4
BALANCE AS AT END OF PERIOD	**3**	6	**1 499**	1 363	**135**	89	**1 637**	1 459

Present value of future profits (PVP)
The present value of future profits relates to portfolios of insurance contracts and investment contracts with discretionary participation acquired in a business combination or transfer of portfolios. It relates to contracts acquired in Germany and is amortised in proportion to gross profits or margins over the effective life of the acquired insurance and investment contracts.

Deferred acquisition costs (DAC)
Certain acquisition costs relating to new and renewed insurance contracts and investment contracts with discretionary participation are deferred.

Deferred origination costs (DOC)
These costs are recoverable and are directly attributable to securing the right to investment management services within investment contract policies. They relate to contracts in Switzerland, Luxembourg and Singapore.

Other intangible assets for the year 2021

In CHF million

	Notes	Goodwill	Customer relationships	Computer software	Brands and other	Total
COST						
Balance as at 1 January		1 452	76	40	32	1 600
Additions		–	–	16	1	17
Additions from business combinations	28	149	70	–	–	220
Disposals		–	–	–6	0	–6
Amortisation		–	–13	–14	–1	–28
Impairment losses		–	–8	–	–7	–15
Foreign currency translation differences		–26	–3	–1	0	–31
BALANCE AS AT END OF PERIOD		1 575	123	35	25	1 758
Cost		2 043	298	222	45	2 608
Accumulated amortisation and impairment		–468	–174	–187	–21	–850
TOTAL OTHER INTANGIBLE ASSETS AS AT END OF PERIOD		1 575	123	35	25	1 758

Other intangible assets for the year 2020

In CHF million

	Goodwill	Customer relationships	Computer software	Brands and other	Total
COST					
Balance as at 1 January	1 461	105	41	46	1 653
Additions	–	–	14	1	15
Additions from business combinations	7	–	–	–	7
Disposals	–7	–1	–1	–5	–14
Amortisation	–	–15	–14	–1	–30
Impairment losses	–	–12	0	–9	–21
Foreign currency translation differences	–8	–1	0	0	–10
BALANCE AS AT END OF PERIOD	1 452	76	40	32	1 600
Cost	1 935	234	224	45	2 438
Accumulated amortisation and impairment	–483	–159	–184	–13	–838
TOTAL OTHER INTANGIBLE ASSETS AS AT END OF PERIOD	1 452	76	40	32	1 600

Goodwill

Goodwill represents the excess of the fair value of the consideration transferred and the amount of any non-controlling interest recognised, if applicable, over the fair value of the assets and liabilities recognised at the date of acquisition. Goodwill includes amounts relating to both the Swiss Life Group's interest and the non-controlling interest in the business acquired in the case where non-controlling interest is measured at fair value. Goodwill on acquisition of subsidiaries is included in intangible assets. Goodwill on associates is included in the carrying amount of the investment.

In November 2021, a goodwill of CHF 99 million was recognised in the segment "Asset Managers" resulting from the acquisition of the real estate business of Ness, Risan & Partners (NRP) in Oslo.

In June 2021, a goodwill of CHF 64 million was recognised in the segment "International" in relation to the acquisition of the Edinburgh based Principal & Prosper IFA Holdings Ltd. The amount of CHF 64 million, that was the result of a preliminary purchase price allocation, was adjusted to CHF 46 million in the second half of the year.

In October 2020, a goodwill of CHF 7 million was recognised in the segment "International" in relation to the acquisition of the London based Nestor Financial Group Limited. Following an adjustment of the consideration, goodwill in relation to the Nestor Financial Group Limited acquisition increased by CHF 4 million in March 2021.

The divestment of Financière du Capitole in France resulted in a derecognition of goodwill of CHF 7 million in December 2020.

Since 1 January 2021, the goodwill recorded in previous years has been assigned to one cash generating unit at the level of the respective segment, which is the lowest level at which goodwill is monitored. This reallocation was necessary in order to be able to carry out the impairment tests at the level at which the goodwill is actually monitored by management today. During the reallocation, the requirements of IAS 36 were complied with, according to which the new CGUs correspond to the lowest level at which an impairment test can be carried out. In addition, neither the book values nor the relevant events and circumstances have changed significantly since the last impairment test. The following table shows the reallocation of the existing goodwill to the new CGUs.

Reallocation of goodwills

in CHF million

	31.12.2020	Reallocation	01.01.2021
Switzerland			
Swiss Life Select Switzerland	152	–152	–
Segment Switzerland	–	152	**152**
France			
Lloyd Continental	287	–287	–
Other (France)	10	–10	–
Segment France	–	297	**297**
Germany			
Swiss Life Select Germany	437	–437	–
Segment Germany	–	437	**437**
International			
Swiss Life Select International	70	–70	–
CapitalLeben	149	–149	–
Other (International)	71	–71	–
Segment International	–	290	**290**
Asset Managers			
Corpus Sireo	94	–94	–
Beos	131	–131	–
Other (Asset Managers)	50	–50	–
Segment Asset Managers	–	275	**275**
TOTAL	1 452	–	**1 452**

The calculations relating to the recoverable amounts, which have been determined on a value-in-use basis, use cash flow projections based on financial budgets approved by management. The projection covers a three-year period. The calculations are based on present values that traditionally use a single set of estimated cash flows and a single discount rate.

Goodwill

In CHF million	Switzerland		France		Germany		International		Asset Managers	
	31.12.2021	01.01.2021	**31.12.2021**	01.01.2021	**31.12.2021**	01.01.2021	**31.12.2021**	01.01.2021	**31.12.2021**	01.01.2021
Net carrying amount of goodwill	**152**	152	**298**	297	**419**	437	**340**	290	**366**	275
Impairment losses	**–**	–	**–**	–	**–**	–	**–**	–	**–**	–
KEY ASSUMPTIONS USED FOR IMPAIRMENT TESTS										
Growth rate	**1.0%**	1.0%	**1.5%**	1.5%	**2.0%**	2.0%	**2.0%**	2.0%	**2.0%**	2.0%
Discount rate	**7.5%**	7.3%	**8.6%**	8.6%	**8.4%**	8.2%	**8.0%**	7.6%	**8.0%**	7.8%

The discount rates used for the value-in-use calculations are based on weighted average cost of capital (WACC) derived from the Capital Asset Pricing Model. Peer group comparisons and the beta of the Swiss Life Group are used for determining the beta used in the calculation. Capital structure reflected in the WACC calculation is in line with the target capital structure of the Swiss Life Group.

The growth rates reflect the long-term inflation expectations of the International Monetary Fund.

Customer relationships
As at 31 December 2021, customer relationships comprise customer relationships relating to Swiss Life Select: CHF 1 million (31.12.2020: CHF 1 million), which were allocated to the "Switzerland" segment. The "France" segment comprises customer relationships of CHF 4 million (31.12.2020: CHF 5 million) and the "Asset Managers" segment comprises customer relationships of CHF 77 million (31.12.2020: CHF 63 million), of which CHF 34 million were acquired with Ness, Risan & Partners in November 2021. An impairment loss of CHF 12 million was recognised related to customer relationships in the "Asset Managers" segment in the first half of 2020. The "International" segment comprises customer relationships of CHF 41 million (31.12.2020: CHF 7 million). The amount includes CHF 36 million of customer relationships added with the acquisition of Principal & Prosper IFA Holdings Ltd. in June 2021, CHF 15 million of which had already been recorded in the first half of the year in connection with the preliminary purchase price allocation. Customer relationships are amortised over their useful lives.

Brands and other
As at 31 December 2021, "Brands and other" comprises the brands Mayfair, Beos and Fincentrum, as well as an intangible asset representing a performance fee related to the acquisition of Fontavis. Brands are amortised over their useful lives. Following a two-stage reorganisation, the Corpus Sireo brand was fully impaired between 1 July 2020 and 30 June 2021, resulting in an impairment loss of CHF 9 million in the second half of 2020 and CHF 7 million in the first half of 2021.

18 Other Assets and Liabilities

Other assets

In CHF million

	31.12.2021	31.12.2020
Deferred charges and prepaid expenses	**186**	111
Employee benefit assets	**43**	69
Inventory property [1]	**733**	560
VAT and other tax receivables	**196**	194
Sundry assets	**6**	8
TOTAL OTHER ASSETS	**1 164**	942

[1] of which CHF 463 million pledged as security for loans (2020: CHF 230 million)

Other liabilities

In CHF million

	31.12.2021	31.12.2020
Deferred income	**198**	189
VAT and other tax payables	**208**	168
Sundry liabilities	**17**	14
TOTAL OTHER LIABILITIES	**423**	371

19 Investment and Unit-Linked Contracts

In CHF million		Gross		Ceded		Net	
	Notes	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Unit-linked contracts	30	**27 592**	25 693	**–**	–	**27 592**	25 693
Investment contracts with discretionary participation features (DPF)		**16 627**	15 717	**119**	119	**16 508**	15 598
Investment contracts without DPF at fair value through profit or loss	30	**613**	614	**–**	–	**613**	614
Investment contracts without DPF at amortised cost	30	**5**	0	**–**	–	**5**	0
TOTAL INVESTMENT AND UNIT-LINKED CONTRACTS		**44 837**	42 024	**119**	119	**44 718**	41 905
of which for the account and risk of the Swiss Life Group's customers							
unit-linked contracts	5	**27 592**	25 693	**–**	–	**27 592**	25 693
investment contracts	5	**6 213**	5 315	**–**	–	**6 213**	5 315

Unit-linked contracts

In CHF million	**2021**	2020
Balance as at 1 January	**25 693**	26 308
Deposits received	**1 696**	1 718
Fair value changes	**2 636**	60
Policy fees and other charges	**–131**	–125
Deposits released	**–1 622**	–2 077
Other movements	**19**	53
Reclassifications	**2**	10
Foreign currency translation differences	**–702**	–254
BALANCE AS AT END OF PERIOD	**27 592**	25 693

Investment contracts with discretionary participation – gross

In CHF million	**2021**	2020
Balance as at 1 January	**15 717**	15 395
Premiums and deposits received	**4 363**	3 418
Interest and bonuses credited	**224**	295
Policy fees and other charges	**–240**	–202
Liabilities released for payments on death, surrender and other terminations	**–2 361**	–2 159
Effect of changes in actuarial assumptions and other movements	**1 165**	–47
Reclassifications	**–1 680**	–941
Foreign currency translation differences	**–560**	–42
BALANCE AS AT END OF PERIOD	**16 627**	15 717

Investment contracts without discretionary participation – gross

In CHF million

	2021	2020
Balance as at 1 January	**614**	600
Deposits received	**143**	99
Fair value changes	**–16**	–7
Interest and bonuses credited	**0**	0
Policy fees and other charges	**–5**	–6
Deposits released	**–95**	–68
Other movements	**0**	0
Reclassifications	**–4**	–3
Foreign currency translation differences	**–19**	–1
BALANCE AS AT END OF PERIOD	**618**	614

In the case of contracts that do not have significant insurance risk but contain discretionary participation features, the Swiss Life Group primarily bases its accounting policies on the requirements of the Generally Accepted Accounting Principles in the United States (status of US GAAP as of the first application of IFRS 4).

In the case of traditional contracts in the life insurance business, future life policy benefit liabilities are determined by using the net-level-premium method on the basis of actuarial assumptions as to mortality, persistency, expenses and investment return, including a margin for adverse deviation. For participating contracts where the contribution principle applies to the allocation of the policyholder bonus, future life policy benefit liabilities are determined by using the net-level-premium method on the basis of appropriate mortality and interest rate assumptions. These amounts relate to contracts issued in Switzerland.

Certain contracts that do not contain significant insurance risk and do not have discretionary participation features are carried at amortised cost or fair value.

20 Borrowings

In CHF million

	Notes	31.12.2021	31.12.2020
Hybrid debt		**2 634**	2 900
Senior bonds		**1 466**	1 049
TOTAL BORROWINGS	30	**4 099**	3 949

Reconciliation of liabilities arising from financing activities

In CHF million	Hybrid debt		Senior bonds		Lease liabilities [1]		Total	
	2021	2020	**2021**	2020	**2021**	2020	**2021**	2020
Balance as at 1 January	**2 900**	2 902	**1 049**	1 049	**220**	152	**4 169**	4 104
Cash flows								
Issuance	**248**	–	**646**	–	**–**	–	**894**	–
Redemption	**–450**	–	**–200**	–	**–38**	–39	**–688**	–39
Other changes								
New leases	**–**	–	**–**	–	**52**	112	**52**	112
Premium/discount amortisation	**3**	3	**0**	0	**4**	4	**8**	7
Other movements	**–**	–	**–**	–	**–8**	–8	**–8**	–8
Acquisitions and disposals of subsidiaries	**–**	–	**–**	–	**–**	–1	**–**	–1
Foreign currency translation differences	**–68**	–5	**–29**	–	**–7**	0	**–104**	–5
BALANCE AS AT END OF PERIOD	**2 634**	2 900	**1 466**	1 049	**224**	220	**4 323**	4 169

[1] Included in other financial liabilities

Hybrid debt

On 29 March 2021, Swiss Life Ltd issued subordinated dated callable bonds in the amount of CHF 250 million. The bonds are guaranteed by Swiss Life Holding, have their maturity date on 30 September 2041 and are first callable on 30 September 2031 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 2.125% p.a. until 30 September 2031. If the bonds are not redeemed on 30 September 2031, the interest resets at a rate fixed for the subsequent five years, consisting of the aggregate of the then-prevailing five-year CHF mid-market swap rate vs. SARON plus initial margin (216.7 bps) plus 100 bps step-up.

On 22 March 2018, Swiss Life Ltd issued subordinated dated callable bonds in the amount of CHF 175 million. The bonds are guaranteed by Swiss Life Holding, have their maturity date on 25 September 2048 and are first callable on 25 September 2028 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 2.625% p.a. until 25 September 2028. If the bonds are not redeemed on 25 September 2028, the interest resets at a rate fixed for the subsequent five years, consisting of the aggregate of the then-prevailing five-year CHF swap rate and the initial margin of 2.113% p.a.

On 27 September 2016, ELM B.V., a Dutch repackaging vehicle, issued EUR 600 million in fixed to floating rate subordinated perpetual notes (at an issue price of 99.707%) secured by loan notes granted to Swiss Life Ltd, which are guaranteed by Swiss Life Holding. Swiss Life Ltd may repay the loan notes in full on 19 May 2027 or on any interest payment date thereafter, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 4.50% p.a. until 19 May 2027. If the notes are not redeemed on 19 May 2027, the interest will be the aggregate of the three-month Euribor and a margin of 5.10% p.a.

On 24 March 2016, Swiss Life Ltd issued subordinated dated callable bonds in the amount of CHF 150 million. The bonds are guaranteed by Swiss Life Holding, have their maturity date on 24 September 2046 and are first callable on 24 September 2026 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 4.375% p.a. until 24 September 2026. If the bonds are not redeemed on 24 September 2026, the interest resets at a rate fixed for the subsequent five years, consisting of the aggregate of the then-prevailing five-year CHF swap rate and the initial margin of 4.538% p.a.

On 24 March 2016, Swiss Life Ltd issued subordinated perpetual callable bonds in the amount of CHF 450 million. The bonds are guaranteed by Swiss Life Holding and are first callable on 24 September 2021 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 3.75% p.a. until 24 September 2021. The bonds were redeemed on 24 September 2021, their first call date.

On 16 June 2015, Demeter Investments B.V., a Dutch repackaging vehicle, issued EUR 750 million in fixed to floating rate subordinated perpetual notes (at an issue price of 99.105%) secured by loan notes granted to Swiss Life Ltd, which are guaranteed by Swiss Life Holding. Swiss Life Ltd may repay the loan notes in full on 16 June 2025 or on any interest payment date thereafter, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 4.375% p.a. until 16 June 2025. If the notes are not redeemed on 16 June 2025, the interest will be the aggregate of three-month Euribor and a margin of 4.30% p.a.

In November 2012, Swiss Life Insurance Finance Ltd. offered to existing lenders under the subordinated perpetual step-up loan placed in 1999 by Swiss Life Ltd, to purchase their loan holdings against a consideration consisting of both a cash component and a credit component. Altogether, EUR 265 million and CHF 290 million were purchased from lenders. The cash component amounted to a total of CHF 139 million. The credit component consists of a tranche of a subordinated dated step-up loan newly issued by Swiss Life Ltd. The subordinated dated step-up loan placed in connection with the offer amounts to CHF 471 million, is guaranteed by Swiss Life Holding, has a tenor of thirty years and is first repayable on 30 November 2022 at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest rate is six-month Libor plus a margin of 4.20% p.a. until 30 May 2022. Since CHF LIBOR settings are no longer in place, compounded SARON plus ISDA adjustment spread (0.0741%) will replace LIBOR for the last coupon fixing until first call date on 30 November 2022 and thereafter, if not redeemed. If the loan is not redeemed on 30 November 2022, the margin increases by 1%.

In March 1999, Swiss Life Ltd privately placed a subordinated perpetual step-up loan comprising three simultaneous advances of EUR 443 million (at a rate of interest of Euribor plus a margin of 1.05% p.a., increased by 100 basis points as from April 2009), CHF 290 million (at a rate of interest of Libor plus a margin of 1.05% p.a., increased by 100 basis points as from April 2009) and EUR 215 million (at a rate of interest of Euribor plus a margin of 1.05% p.a., increased by 100 basis points as from October 2009). In 2009, Swiss Life Ltd renounced the right to call the loan on its first call date. Following the purchase offer by Swiss Life Insurance Finance Ltd. in 2012, EUR 193 million remain outstanding. Swiss Life Ltd renounced the right to call the loan on the call dates falling in April 2014 and 2019, and can next call it in 2024, or at five-year intervals thereafter, at its discretion, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority.

Amounts in CHF million (if not noted otherwise)	Nominal value in year of issue	Nominal value at 31.12.2021	Interest rate	Year of issue	Optional redemption	Carrying amount	Carrying amount
Borrower						**31.12.2021**	31.12.2020
Swiss Life AG	CHF 250	CHF 250	2.125%	2021	2031	**248**	–
Swiss Life AG	CHF 175	CHF 175	2.625%	2018	2028	**174**	174
Swiss Life AG	EUR 600	EUR 600	4.500%	2016	2027	**619**	645
Swiss Life AG	CHF 150	CHF 150	4.375%	2016	2026	**149**	149
Swiss Life AG	CHF 450	CHF 450	3.750%	2016	2021	**–**	449
Swiss Life AG	EUR 750	EUR 750	4.375%	2015	2025	**773**	805
Swiss Life AG	CHF 471	CHF 471	Libor +4.200%	2012	2022	**470**	470
Swiss Life AG	EUR 443	EUR 193	Euribor +2.050%	1999	2024	**200**	208
TOTAL						**2 634**	2 900

Senior bonds

On 15 September 2021, SL Finance I Ltd (subsidiary of SL Holding AG), issued a EUR 600 million senior green bond with a tenor of 10 years and coupon of 0.5% p.a.

On 6 December 2019, Swiss Life Holding issued three tranches of senior green bonds totalling CHF 600 million: one CHF 200 million tranche with a tenor of 2 years and floating rate coupon (floored at 0.00% capped at 0.05%), one CHF 250 million tranche with a tenor of 5.5 years and 0% coupon, and one CHF 150 million tranche with a tenor of 9.25 years and coupon of 0.35% p.a. On 6 December 2021, the CHF 200 million tranche matured and was redeemed.

On 13 March 2019, Swiss Life Holding issued a CHF 250 million senior bond with a tenor of 4.6 years and coupon of 0.25% p.a.

On 21 June 2013, Swiss Life Holding issued two tranches of senior bonds totalling CHF 425 million: one CHF 225 million tranche with a tenor of 6 years and coupon of 1.125% p.a. and one CHF 200 million tranche with a tenor of 10 years and coupon of 1.875% p.a. On 21 June 2019, the CHF 225 million tranche matured and was redeemed.

Amounts in CHF million (if not noted otherwise)	Nominal value	Interest rate	Year of issue	Redemption	Carrying amount	Carrying amount
Issuer					**31.12.2021**	31.12.2020
Swiss Life Finance I AG	EUR 600	0.500%	2021	2031	**617**	–
Swiss Life Holding AG	CHF 150	0.350%	2019	2029	**150**	150
Swiss Life Holding AG	CHF 250	0.000%	2019	2025	**249**	249
Swiss Life Holding AG	CHF 250	0.250%	2019	2023	**250**	250
Swiss Life Holding AG	CHF 200	3m CHF Libor[1]	2019	2021	**–**	200
Swiss Life Holding AG	CHF 200	1.875%	2013	2023	**200**	200
TOTAL					**1 466**	1 049

[1] floored at 0.00% and capped at 0.05%

21 Other Financial Liabilities

In CHF million

	Notes	31.12.2021	31.12.2020
Insurance payables		**2 768**	2 541
Policyholder deposits		**875**	924
Reinsurance deposits		**177**	172
Customer deposits		**2 712**	2 097
Repurchase agreements		**4 067**	4 114
Amounts due to banks		**3 954**	4 149
Lease liabilities		**224**	220
Third-party interests in consolidated investment funds	30	**4 033**	4 063
Accrued expenses		**573**	503
Settlement accounts		**441**	194
Other		**912**	906
TOTAL OTHER FINANCIAL LIABILITIES		**20 738**	19 882

22 Insurance Liabilities

In CHF million	Gross		Ceded		Net	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Claims under non-life insurance contracts	**871**	918	**185**	184	**686**	734
Unearned premiums non-life	**42**	44	**1**	1	**40**	42
Claims under life insurance contracts	**6 537**	6 569	**119**	107	**6 418**	6 462
Future life policyholder benefits	**109 669**	109 554	**144**	142	**109 525**	109 412
Unearned premiums life	**70**	62	**0**	0	**70**	62
Deposits under insurance contracts	**13 070**	11 629	**–**	–	**13 070**	11 629
TOTAL INSURANCE LIABILITIES	**130 258**	128 776	**449**	434	**129 809**	128 342
of which for the account and risk of the Swiss Life Group's customers	**10 448**	8 399	**1**	1	**10 447**	8 398

Unearned premiums

Unearned premiums represent the portion of the premiums written relating to the unexpired terms of coverage.

Claims under life insurance contracts

Claims under life insurance contracts represent the liability for unpaid portions of claims incurred. The liability includes an estimate for claims incurred but not reported (IBNR). The measurement at reporting date is a best estimate of ultimate future claim payments.

Claims under non-life insurance contracts – gross

In CHF million	**2021**	2020
Balance as at 1 January	**918**	896
Claims and claim settlement costs incurred		
Reporting period	**334**	295
Prior reporting periods	**–64**	–25
Claims and claim settlement costs paid		
Reporting period	**–139**	–116
Prior reporting periods	**–141**	–130
Foreign currency translation differences	**–37**	–2
BALANCE AS AT END OF PERIOD	**871**	918

Claims under non-life insurance contracts represent the liability needed to provide for the estimated ultimate cost of settling claims relating to insured events that have occurred on or before the financial reporting date. The estimated liability includes the amount that will be required for future payments on both claims that have been reported to the insurer and claims relating to insured events that have occurred but have not been reported to the insurer as at the date the liability is estimated. Loss development tables are generally used to make these estimates.

Future life policyholder benefits and claims – gross

In CHF million

	2021	2020
Balance as at 1 January	**116 123**	113 289
Premiums received	**10 063**	11 077
Interest credited	**1 625**	1 684
Claims incurred, benefits paid and surrenders	**–10 701**	–10 399
Effect of changes in actuarial assumptions and other movements	**256**	613
Reclassifications	**11**	–61
Foreign currency translation differences	**–1 172**	–79
BALANCE AS AT END OF PERIOD	**116 206**	116 123

For participating contracts where the contribution principle applies to the allocation of the policyholder bonus, future life policy benefit liabilities are determined by using the net-level-premium method on the basis of appropriate mortality and interest rate assumptions.

The valuation of other long-duration contracts is also based on the net-level-premium method with actuarial assumptions as to mortality, persistency, expenses and investment returns including provisions for adverse deviation.

Deposits under insurance contracts – gross

In CHF million

	2021	2020
Balance as at 1 January	**11 629**	10 696
Deposits received	**235**	212
Interest credited	**55**	27
Participating bonuses	**4**	6
Policy fees and insurance charges	**–47**	–41
Deposits released for payments on death, surrender and other terminations during the year	**–226**	–261
Other movements	**282**	15
Reclassifications	**1 672**	995
Foreign currency translation differences	**–536**	–19
BALANCE AS AT END OF PERIOD	**13 070**	11 629

For investment-type contracts with significant insurance risk, savings premiums collected are reported as deposits (deposit accounting).

Insurance liabilities with and without discretionary participation

In CHF million

	31.12.2021	31.12.2020
Insurance liabilities with discretionary participation	**104 565**	104 998
Insurance liabilities without discretionary participation	**15 245**	15 379
Insurance liabilities linked to assets for the account and risk of the Swiss Life Group’s customers	**10 448**	8 399
TOTAL INSURANCE LIABILITIES	**130 258**	128 776

23 Employee Benefits

Employee benefit liabilities

In CHF million

	31.12.2021	31.12.2020
Employee benefit liabilities consist of		
gross defined benefit liabilities	1 349	1 803
other employee benefit liabilities	232	189
TOTAL EMPLOYEE BENEFIT LIABILITIES	1 581	1 993

Defined benefit plans

Employees are covered under various funded and unfunded pension plans which operate under local regulations and practice. The major part of the defined benefit liability recognised arises from the plans covering employees in Switzerland. The impact on the consolidated financial statements arising from the plans covering employees in Germany and France is far less significant. Generally, the level of benefits is based on years of service and average compensation preceding retirement, and the main benefit is a pension after retirement or a lump-sum payment at the time of retirement. Most plans are funded and the funding is governed by local requirements and with respect to the liability (determined based on actuarial methods) based on the plans' benefit promises. For several plans, contributions are not only made by the employer, but also by the employee (generally as a part of gross salaries).

In Switzerland, France and Germany, insurance contracts have been issued to defined benefit plans covering own employees, which reinsure a part of the benefit promises made by the plans. Due to the requirements of IFRS 4 Insurance Contracts in combination with IAS 19 Employee Benefits, such insurance contracts are eliminated (self-insurance, non-eligibility as plan asset). To the extent the affected plans are funded by self-insurance, the defined benefit liabilities are backed by the investments relating to the eliminated insurance contracts. These investments are part of the investments presented in the consolidated balance sheet of the Swiss Life Group.

Plan descriptions

Switzerland

Pension plans in Switzerland are governed by the Swiss Federal Law on Occupational Retirement, Survivors' and Disability Pension Plans (BVG). Pension plans must be managed by independent, legally autonomous entities and are under regulatory supervision. The plans covering the Group's employees in Switzerland are set up as foundations. The foundation board as the most senior governing body must be composed of equal numbers of employee and employer representatives. Main responsibilities of the foundation board are the definition of plan benefits, funding system and the setting of actuarial parameters and investment policies for the plan assets. The BVG defines minimum levels with regard to benefits (including conversion rate for old-age pensions), employer/employee contributions and the interest rate for the accrual of the employee's pension account. An annual actuarial report according to BVG requirements is prepared which shows the funding level of the respective plan. The measurement basis for the plan's assets and benefit obligations for this purpose is in accordance with BVG rules.

The primary benefit of Swiss Life's plans is an old-age pension after reaching retirement age. The level of the old-age pension is determined by the plan's conversion rate applied to the employee's individual pension account accumulated at retirement age. There are options for early retirement (with actuarially determined reduction of the conversion rate) and for choosing to receive a lump-sum payment instead of a pension. This old-age pension is funded by monthly contributions from the employer and the employee (deducted from salary) to an individual pension account, which in addition is increased by a yearly interest accrual. The contributions are based on age and on a percentage of the contributory salary. Further funding of an individual pension account comprises mandatory transfers of funds made by new employees from plans of their former employers and discretionary contributions from the employees (with restrictions to maximum amounts). As a consequence of plan amendments in the past, certain age groups are granted guarantees of a minimum level of old-age pensions in case of early retirement. The cost with respect to early retirement of members from these age groups is borne by the employer.

Other benefits comprise survivors'/orphans' pensions and/or lump-sum payments in case of death as well as disability pensions (if disabled before retirement age) and transfer of vested benefits in case of job changes. In these plans, which cover nearly all of the Group's employees in Switzerland, the cost of the benefits is funded by payment of insurance premiums to group insurance contracts issued by Swiss Life Ltd (self-insurance) and is borne by the employer. In addition, the administration expenses of the plans are also borne by the employer, since the personnel managing the plans are Swiss Life employees.

As a result of the effects of the continuing low interest rate environment, reduced investment return expectations on the plan assets and increasing life expectancy, the board of trustees of the Swiss pension plan took measures to support the long-term financial stability. As of 2021, the pension plan operates with lower conversion rates. To partly mitigate the effects of such a plan change, individual pension assets were increased for all employees who joined before 2019. The amount depends on years of service. In addition, employees born in 1962 or older will be granted a minimum guarantee of their pension (not smaller than the amount they would receive with an assumed retirement at the end of 2020). The respective contributions were funded by specific reserves already built up by the foundation responsible for the pension plan, as well as an additional contribution from the plan assets of a patronal foundation of Swiss Life Ltd. Additionally, the pension plan increased savings contributions as of 1 January 2021. The total effect of this plan amendment was recognised as a negative past service cost, i.e. a reduction of the defined benefit obligation, in December 2020.

France

Pension plans in France are covered by various national agreements. Defined benefit plans in France cover retirement benefits for employees, including executive officers, based on the last salary, length of service, cause of termination and the respective national agreement. Furthermore, service anniversary bonuses are based on employee category and length of service.

Germany

Pension plans in Germany are governed by the Law on Occupational Retirement (BetrAVG). The BetrAVG is part of the general labour legislation, which means that the BetrAVG establishes no rules on funding benefit obligations. It only describes the various possible ways of funding benefit obligations without further details on the practice of funding.

There are various defined benefit plans in place. They provide pension benefits after reaching retirement age.

For some plans, the level of the pension benefits is determined by the years of service and the last salary before retirement according to the benefit formula as defined in the pension plan. Other benefits comprise widows'/widowers' pensions in case of death as well as disability pensions (if disabled before retirement age). The levels of these benefits are determined similar to the old-age pensions assuming service up to normal retirement age. Widows'/widowers' pensions are 60% of the old age/disability pension benefits.

For some plans, the level of old-age pensions is determined by yearly amounts. Contributions are made in the form of premiums to an individual insurance contract with Swiss Life Germany. The premium is a fixed amount, determined by the rules of the pension plan, and depends on the employee's status. Every three years there is an adjustment of the contribution amount due to the general development of salaries in the German insurance industry. There is a risk that the employer has to make additional payments in case the benefits of the individual insurance contract do not cover the benefits promised by the plan. Other benefits comprise lump-sum payments in case of death as well as disability pensions (if disabled before retirement age). The levels of these benefits are determined as fixed amounts by the plan depending on the employee's status. This part of the plan is also covered by insurance contracts with Swiss Life Germany.

For some plans, a lump-sum benefit is provided when reaching retirement age. The capital benefit amount depends on the contributions and the performance of an underlying portfolio of assets. The benefit payable is the amount originally paid in plus interest.

Risks covered

With respect to its defined benefit plans the Group faces the risks of adverse development of the prominent actuarial/financial assumptions, such as discount rates, mortality assumptions and future salary growth, inherent in the measurement of plan liabilities. If the high-quality corporate bond yields (which are the basis for assessing the discount rate) decrease, the present value of the defined benefit obligation would increase, which would lead to a higher defined benefit liability in the consolidated balance sheet. However, this effect would be partly offset by the increase in the value of bonds in the plan assets. A higher defined benefit obligation would also result if the average life expectancy (longevity) or the rate of future salary growth were higher than the corresponding values reflected in the financial/actuarial parameters.

With respect to funded plans, the Group faces investment risk. In general, the return of plan assets – together with contributions – must be sufficient to cover the plan's benefit promises. In particular, if the return is below the discount rate, an actuarial loss would be created with negative impact on the net benefit liability/asset and other comprehensive income. The mitigation of this risk depends on the nature of the benefit promises and the regulatory/legal framework of the plan, and is therefore country-specific.

Switzerland

The responsibility for maintaining a sufficient funding status lies with the foundations. In the case of underfunding (as assessed according to BVG rules, not IFRS) the foundations are required to take appropriate measures to restore a sufficient funding status. Potential measures that could be taken are adjustments to the pension accounts' interest rate, benefit levels and regular employer/employee contributions. Furthermore, the foundations could require additional contributions from the employer and the employees. Because the funding status of the foundations in Switzerland is sufficient, it is not expected that any such additional contributions will be required in the near future.

The investment risk inherent in achieving an adequate return on the plan assets covering the pension accounts of active employees is borne by the foundations. In addition, the investment risk and actuarial risk relating to old-age pensions lie with the foundations. However, for the major plan, all pensions which were already in payout before 1 January 2011 are fully covered under a group insurance contract issued by Swiss Life Ltd. Furthermore, all insurance risk relating to death/survivors'/disability benefits is fully covered by several group contracts issued by Swiss Life Ltd.

The objective of the investment process is to ensure that the return on the plan assets – together with the contributions – will be sufficient to fulfil the benefit promises. The investment strategy must be in line with the related BVG rules and regulations (e.g. requirements regarding diversification). The foundations are responsible for defining the investment strategy taking into account the objectives, benefit obligations and risk capacity. The implementation of the investment policy is delegated to an investment committee.

France

The investment risk inherent in achieving an adequate return on the plan assets in order to pay the promised benefits to employees, as well as the mortality risk, is borne by the company.

Germany

According to the German BetrAVG there are no specific rules regarding funding of pension obligations. The defined benefit plans are funded by individual insurance contracts with Swiss Life Germany that cover the promised benefits. Because of tax limitations, the individual insurance contracts do not cover the whole level of the benefit promises. Therefore, Swiss Life Germany has established a contractual trust arrangement to cover the additional risks from the pension plan. Plan risks mainly arise from salary increases and from an increase in pension payments.

For the plans that provide lump-sum benefits based on separate asset portfolios, the most significant but low risk is from capital markets fluctuations. The asset portfolios are broadly diversified with corporate bonds, German government bonds, covered bonds and exchange-traded funds.

Amounts recognised as defined benefit assets / liabilities

In CHF million

	31.12.2021	31.12.2020
Present value of defined benefit obligation	**–3 796**	–4 041
Fair value of plan assets	**2 490**	2 306
NET DEFINED BENEFIT LIABILITY	**–1 307**	–1 735
Insurance contracts not eligible as plan assets under IFRS	**1 193**	1 261
NET DEFINED BENEFIT SURPLUS (+)/DEFICIT (–) (ECONOMIC VIEW)	**–113**	–474
The net defined benefit liability consists of		
gross defined benefit liabilities	**–1 349**	–1 803
gross defined benefit assets	**42**	68

To assess the funding situation of the defined benefit plans in total, plan assets as well as insurance contracts not eligible as plan assets under IFRS must be set off against the present value of the defined benefit obligation. The total deficit taking into consideration insurance contracts not eligible as plan assets under IFRS amounted to a deficit of CHF 113 million as at 31 December 2021 (2020: deficit of CHF 474 million).

Amounts recognised in profit or loss

In CHF million

	2021	2020
Current service cost	**139**	129
Past service cost	**–6** [1]	–61 [1]
Net interest cost	**4**	6
Gains/losses settlements	**0**	–
Employee contributions	**–40**	–36
TOTAL DEFINED BENEFIT EXPENSE	**97**	39

[1] Including a reduction in past service cost resulting from a plan amendment.

Amounts recognised in other comprehensive income

In CHF million

	2021	2020
Actuarial gains and losses on the defined benefit obligation	**194**	–87
Return on plan assets excluding interest income	**132**	87
TOTAL REMEASUREMENTS OF THE NET DEFINED BENEFIT LIABILITY	**327**	0

Defined benefit plans

In CHF million

	2021	2020
CHANGES IN THE PRESENT VALUE OF THE DEFINED BENEFIT OBLIGATION		
Balance as at 1 January	**–4 041**	–3 989
Current service cost	**–139**	–129
Past service cost including curtailments	**8**	61
Interest cost	**–8**	–12
Contributions by plan participants	**–88**	–85
Actuarial gains (+)/losses (–) arising from		
experience adjustments	**–76**	–96
changes in demographic assumptions	**145**	7
changes in financial assumptions	**125**	2
Benefit payments	**226**	199
Settlements	**36**	–
Effect of reclassifications and other disposals	**0**	0
Foreign currency translation differences	**14**	1
BALANCE AS AT END OF PERIOD	**–3 796**	–4 041
of which amounts owing to		
active plan participants	**–1 978**	–2 051
retired plan participants	**–1 818**	–1 990
CHANGES IN THE FAIR VALUE OF PLAN ASSETS		
Balance as at 1 January	**2 306**	2 078
Interest income	**4**	6
Return on plan assets excluding interest income	**132**	87
Contributions by the employer	**147**	109
Contributions by plan participants	**83**	76
Benefit payments	**–139**	–108
Curtailments	**–2**	–
Settlements	**–36**	–
Effect of reclassifications and other disposals	**0**	57
Foreign currency translation differences	**–5**	1
BALANCE AS AT END OF PERIOD	**2 490**	2 306

Plan assets

In CHF million	Quoted market price		Other		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Cash and cash equivalents	**–**	–	**42**	32	**42**	32
Debt securities						
Governments	**4**	8	**–**	–	**4**	8
Equity securities						
Financials	**1**	1	**–**	–	**1**	1
Investment funds						
Debt	**848**	806	**–**	–	**848**	806
Equity	**644**	594	**–**	–	**644**	594
Balanced	**67**	64	**–**	–	**67**	64
Real estate	**–**	–	**611**	599	**611**	599
Other	**–**	–	**122**	46	**122**	46
Derivatives						
Currency	**–**	–	**1**	0	**1**	0
Property						
located in Switzerland	**–**	–	**22**	20	**22**	20
Qualifying insurance policies	**–**	–	**128**	137	**128**	137
TOTAL PLAN ASSETS	**1 564**	1 472	**926**	833	**2 490**	2 306
Plan assets include						
own equity instruments	**1**	1	**–**	–	**1**	1

Principal actuarial assumptions

	Switzerland/Liechtenstein		Other countries	
	2021	2020	**2021**	2020
Discount rate	**0.0-0.4%**	0.1-0.3%	**1.0-2.0%**	0.3-1.1%
Future salary increases	**0.6-1.5%**	1.0-1.5%	**1.0-5.0%**	1.0-3.0%
Future pension increases	**0.0%**	0.0%	**1.0-1.8%**	1.0-1.7%
Ordinary retirement age (women)	**64**	64	**63–65**	63–65
Ordinary retirement age (men)	**65**	65	**63–65**	63–65
Average life expectation at ordinary retirement age (women)	**25.4**	25.5-25.8	**25.7-28.5**	25.5-31.4
Average life expectation at ordinary retirement age (men)	**22.6-23.7**	22.7-23.2	**22.3-25.1**	22.9-31.6

A sensitivity analysis was performed for each significant actuarial assumption showing the impact on the defined benefit obligation of changes in the respective actuarial assumptions that were reasonably possible at the balance sheet date. The calculation is done by leaving all other assumptions unchanged (i.e. at their value used in the calculation of the defined benefit obligation implicit in the net defined benefit asset/liability in the consolidated balance sheet as at end of period). In reality, it is unlikely that a change in assumption would happen in isolation. Some assumptions may well be correlated. In addition, the net effect in the consolidated balance sheet would also be driven by the change in the value of the plan assets.

At 31 December 2021, if the discount rate had been 50 basis points higher (lower), the defined benefit obligation would have decreased by CHF 255 million (increase CHF 289 million). At 31 December 2020, if the discount rate had been 50 basis points higher (lower), the defined benefit obligation would have decreased by CHF 288 million (increase CHF 329 million).

At 31 December 2021, if the future expected salary growth had increased (decreased) by 50 basis points, the defined benefit obligation would have increased by CHF 17 million (decrease CHF 18 million). At 31 December 2020, if the future expected salary growth had increased (decreased) by 50 basis points, the defined benefit obligation would have increased by CHF 22 million (decrease CHF 22 million).

At 31 December 2021, if the average life expectancy had increased by one year (for both men and women), the defined benefit obligation would have increased by CHF 115 million. At 31 December 2020, if the average life expectancy had increased by one year (for both men and women), the defined benefit obligation would have increased by CHF 131 million.

Expected benefit payments

Amounts in CHF million (if not noted otherwise)

	2021	2020
Duration of the defined benefit obligation (weighted average no. of years)	**14.2**	15.5
Benefits expected to be paid (undiscounted amounts)		
within 12 months	**194**	177
between 1 and 2 years	**181**	169
between 3 and 5 years	**551**	485
between 6 and 10 years	**905**	766

The contributions expected to be paid for the year ending 31 December 2022 are CHF 84 million. These contributions include amounts payable under insurance contracts issued to defined benefit plans covering own employees.

Defined contribution plans

Certain subsidiaries sponsor various defined contribution plans. Participation in the various plans is based either on completion of a specific period of continuous service or on the date of hire. The plans stipulate contributions by both employers and employees. The expenses under these plans amounted to CHF 5 million in 2021 (2020: CHF 4 million).

Equity compensation plans

For 2021, 2020, 2019, 2018 and 2017 participants in the group share-based payment programme are allocated restricted share units (RSUs). RSUs grant the holder future subscription rights, entitling him or her to receive Swiss Life Holding shares free of charge after a three-year period has elapsed and if certain conditions are fulfilled.

The 2019, 2020 and 2021 equity compensation plans are based on the Group-wide programme “Swiss Life 2021”, which was announced on 29 November 2018. The 2017 and 2018 equity compensation plans are based on the Group-wide programme “Swiss Life 2018”. For the purpose of supporting the achievement of the respective corporate goals, performance criteria have been determined by the Board of Directors analogously to the previous year’s objectives: IFRS profit (50% weighting), the risk and fee result (25% weighting) and cash to Swiss Life Holding for further strengthening of the financial substance and payout capacity (25% weighting).

Since 1 March 2021, a separate equity compensation plan (LTI-AM) has been in place for employees in key positions in the Swiss Life Asset Managers segment who are not participating in the Group’s equity compensation plan, specifically aligned to the targets for the Group-wide asset management and real estate services activity of Swiss Life Asset Managers. Participants in the LTI-AM equity compensation plan are granted restricted share units (AM RSU). AM RSUs grant the holder future subscription rights, entitling him or her to receive Swiss Life Holding shares free of charge after a three-year period has elapsed and if certain conditions are fulfilled. For the purpose of supporting the achievement of the targets, performance criteria have been determined as follows: IFRS profit of the Asset Managers segment (50% weighting), net new assets under third party asset management (25% weighting) and the Asset Managers segment’s cash remittance to Swiss Life Holding (25% weighting).

While the Group equity compensation plan and the LTI-AM equity compensation plan have different groups of participants and are aligned to different targets, they have the same mechanisms.

After expiry of the three-year period of the plan, the target value for each performance criterion is compared with the actual result achieved. The share allocation corresponds to the number of allocated RSUs (1 RSU = 1 share) if all three performance criteria have been achieved or exceeded after the three-year period has elapsed; overperformance does not lead to a higher share allocation. If the targets are only partly achieved, the share allocation is correspondingly reduced in accordance with the weighting of the performance target concerned, or the RSUs expire worthless.

Both programmes also provide for adjustment and reclaiming mechanisms (clawback).

The fair value of the RSUs granted for each programme is determined at the grant date. The fair value was determined by an independent consulting company using the Black-Scholes formula taking into account input factors such as the dividend yield and the historical volatility of the Swiss Life Holding share. The associated expense during the vesting period is recognised under employee benefits expense with a corresponding increase in share premium.

In 2017, the number of RSUs granted under this programme amounted to 45 135. The fair value at the measurement date amounted to CHF 281.80. The date of grant was 1 March 2017.

In 2018, the number of RSUs granted under this programme amounted to 43 649. The fair value at the measurement date amounted to CHF 300.66. The date of grant was 1 March 2018.

In 2019, the number of RSUs granted under this programme amounted to 40 840. The fair value at the measurement date amounted to CHF 380.66. The date of grant was 1 March 2019.

In 2020, the number of RSUs granted under this programme amounted to 42 553. The fair value at the measurement date amounted to CHF 377.24. The date of grant was 1 March 2020.

In 2021, the number of RSUs granted under the Group programme amounted to 37 436 and the number of AM RSUs granted to the LTI-AM programme amounted to 7 744. The fair value at the measurement date amounted to CHF 394.51. The date of grant was 1 March 2021.

The expense recognised for share-based payment amounted to CHF 17 million in 2021 (2020: CHF 16 million).

Group share-based payment programme (restricted share units)

Number of restricted share units	Balance as at 1 January	Issued	Employee departures	Vested	Balance as at end of period
2021					
Granted in 2018	**43 150**	–	–	**–43 150**	–
Granted in 2019	**40 419**	–	–	–	**40 419**
Granted in 2020	**41 796**	–	–	–	**41 796**
Granted in 2021	–	**37 436**	–	–	**37 436**
2020					
Granted in 2017	43 952	–	–	–43 952	–
Granted in 2018	43 649	–	–499	–	43 150
Granted in 2019	40 840	–	–421	–	40 419
Granted in 2020	–	42 553	–757	–	41 796
2019					
Granted in 2017	43 952	–	–	–	43 952
Granted in 2018	43 649	–	–	–	43 649
Granted in 2019	–	40 840	–	–	40 840
2018					
Granted in 2017	44 460	–	–508	–	43 952
Granted in 2018	–	43 649	–	–	43 649
2017					
Granted in 2017	–	45 135	–675	–	44 460

For the LTI-AM programme, 7744 restricted share units were issued and 264 restricted share units lapsed due to employees' departure in 2021.

24 Income Taxes

Income tax expense

In CHF million

	2021	2020
Current income tax expense	**345**	266
Deferred income tax expense	**61**	34
TOTAL INCOME TAX EXPENSE	**406**	300

The expected weighted-average tax rate for the Group in 2021 was 22.1% (2020: 20.4%). This rate was derived by obtaining a weighted average of the expected income tax rates in the various jurisdictions in which the Group operates. The change of the weighted-average tax rate is due to the geographical allocation of the profits and the different tax rates in these jurisdictions. The actual income tax expense differs from the expected amount as follows.

Reconciliation of income tax expense

In CHF million

	2021	2020
PROFIT BEFORE INCOME TAX	**1 663**	1 351
Income tax calculated using the expected weighted-average tax rate	**367**	275
Increase/reduction in taxes resulting from		
lower taxed income	**–102**	–60
non-deductible expenses	**54**	52
other income taxes (incl. withholding taxes)	**41**	26
change in unrecognised tax losses	**9**	–6
adjustments for current tax of prior periods	**25**	–27
changes in tax rates	**15**	5
intercompany effects	**–27**	13
other	**24**	22
INCOME TAX EXPENSE	**406**	300

Deferred income tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and when the deferred income taxes relate to the same tax authority.

Deferred income tax assets and liabilities

In CHF million	Deferred income tax assets		Deferred income tax liabilities	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020
Financial assets	**339**	326	**1 368**	1 684
Investment property	**110**	102	**1 310**	1 229
Intangible assets	**32**	40	**201**	183
Property and equipment	**13**	12	**19**	22
Financial liabilities	**104**	94	**24**	26
Insurance liabilities	**53**	23	**178**	168
Employee benefits	**120**	154	**84**	88
Other	**46**	75	**39**	37
Tax losses	**48**	52		
DEFERRED INCOME TAX ASSETS/LIABILITIES	**864**	879	**3 223**	3 436
Offset	**–793**	–800	**–793**	–800
TOTAL DEFERRED INCOME TAX ASSETS/LIABILITIES	**71**	79	**2 430**	2 636

The movements in net deferred income tax assets/liabilities during the period were as follows.

In CHF million	Balance as at 1 January	Profit or loss	Other comprehensive income	Acquisitions and disposals	Foreign currency translation differences	Balance as at end of period
MOVEMENTS BY TYPE OF TEMPORARY DIFFERENCE DURING THE YEAR 2021						
Financial assets	**–1 358**	**24**	**295**	**–**	**10**	**–1 029**
Investment property	**–1 127**	**–80**	**–1**	**–2**	**10**	**–1 200**
Intangible assets	**–143**	**–15**	**–7**	**–7**	**2**	**–169**
Property and equipment	**–10**	**3**	**–**	**1**	**0**	**–6**
Financial liabilities	**68**	**9**	**5**	**0**	**–2**	**80**
Insurance liabilities	**–145**	**18**	**–1**	**–**	**3**	**–125**
Employee benefits	**66**	**3**	**–31**	**–**	**–2**	**36**
Other	**39**	**–23**	**–**	**–9**	**–1**	**7**
Tax losses	**52**	**–1**	**–**	**–1**	**–2**	**48**
NET DEFERRED INCOME TAX ASSETS/LIABILITIES	**–2 557**	**–61**	**260**	**–18**	**19**	**–2 359**
MOVEMENT BY TYPE OF TEMPORARY DIFFERENCE DURING THE YEAR 2020						
Financial assets	–1 252	42	–148	0	0	–1 358
Investment property	–1 002	–102	0	–22	0	–1 127
Intangible assets	–141	–5	1	1	0	–143
Property and equipment	–10	0	–	0	0	–10
Financial liabilities	43	23	2	0	0	68
Insurance liabilities	–140	–5	0	0	0	–145
Employee benefits	69	–3	1	0	0	66
Other	31	7	–	1	0	39
Tax losses	43	9	–	0	0	52
NET DEFERRED INCOME TAX ASSETS/LIABILITIES	–2 360	–34	–144	–20	1	–2 557

Deferred income tax liabilities have not been recognised on the aggregate amount of temporary differences with consolidated investments in subsidiaries to the extent the Group considers such undistributed earnings as being indefinitely reinvested. The amount of such temporary differences was approximately CHF 12.0 billion as at 31 December 2021 (2020: CHF 12.5 billion). If such amounts from entities controlled by the Group are ever distributed, no material tax liabilities would be incurred due to participation exemption rules, unrecognised tax loss carryforwards and applicable double taxation treaties.

Deferred income tax assets are recognised for tax-loss carryforwards only to the extent that realisation of the related tax benefit is probable. Swiss tax assets are calculated in accordance with cantonal and municipal tax legislation. The uncertainty of the utilisation of tax losses is taken into account in establishing the valuation allowance. For the following tax-loss carryforwards, which will expire as follows, no deferred income tax asset has been recognised.

Unrecognised tax losses

Amounts in CHF million	Tax losses		Tax rate	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020
2022	**2**	1	**19.7%**	21.2%
2023	**2**	3	**19.7%**	21.2%
2024	**2**	2	**19.7%**	21.2%
Thereafter	**196**	171	**20.4%**	21.0%
TOTAL	**202**	176	**n/a**	n/a

25 Provisions

In CHF million	Restructuring		Litigation		Other		Total	
	2021	2020	**2021**	2020	**2021**	2020	**2021**	2020
Balance as at 1 January	**10**	11	**22**	23	**89**	33	**121**	66
Additions	**1**	2	**6**	10	**8**	74	**15**	86
Amounts used	**–2**	–2	**–2**	–7	**–70**	–4	**–74**	–13
Reversals	**0**	0	**–9**	–6	**–4**	–2	**–13**	–8
Unwinding of discount and effect of change in discount rate	**–**	–	**0**	0	**–**	–	**0**	0
Reclassifications and other disposals	**–**	–	**1**	3	**–1**	–13	**–**	–10
Foreign currency translation differences	**0**	0	**–1**	0	**0**	0	**–1**	0
BALANCE AS AT END OF PERIOD	**9**	10	**17**	22	**22**	89	**48**	121

Restructuring

Provisions for restructuring were set up in 2021 in Germany (2020: Germany). The outflow of the amounts is expected within the following one to two years.

Litigation

"Litigation" relates to several proceedings in several jurisdictions with uncertain outcome including customer claims relating to the distribution units in Germany. Litigation provisions have been set up to cover legal and administrative proceedings that arise in the ordinary course of business. These provisions concern numerous cases that are not of public knowledge or whose detailed disclosure could prejudice the interests of the Group.

Other

"Other" comprises various liabilities of uncertain timing or amount (e.g. indemnification provision relating to property development and management). The prior year balance included a provision of CHF 70 million in relation to the expected resolution with the US Department of Justice (DOJ) inquiry concerning prior business with US clients that had been charged against the 2020 results. As disclosed in a press release dated 14 May 2021, Swiss Life reached a resolution with the DOJ. The resolution is in the form of a Deferred Prosecution Agreement (DPA) with a three-year term. The financial payments required as part of this resolution were in line with the provision of CHF 70 million.

26 Equity

Share capital

As at 31 December 2021, the share capital of Swiss Life Holding consisted of 31 528 567 fully-paid shares with a par value of CHF 0.10 each (2020: 32 014 391 fully-paid shares with a par value of CHF 0.10 each). In exercising voting rights, no shareholder can collect more than 10% of the total share capital directly or indirectly in respect of own shares or shares they represent. Conditional share capital was CHF 385 794.80 as at 31 December 2021 (2020: CHF 385 794.80).

Share premium

Share premium comprises additional paid-in capital in excess of the par value (net of transaction costs), gains/losses on own equity instruments and equity compensation benefits.

Share buyback programmes

As announced during the investor's day on 25 November 2021, Swiss Life started a new CHF 1 billion share buyback programme in December 2021. By 31 December 2021, 68 000 shares had been purchased for CHF 38 million at an average price of CHF 552.15 per share. The programme will be completed in May 2023.

In May 2021, Swiss Life completed the CHF 400 million share buyback programme, which had been announced in February 2020. Between March 2020 und May 2021 a total of 908 423 own shares were repurchased at an average purchase price of CHF 440.32 per share. In 2021, 829 099 shares were purchased for CHF 371 million (2020: 79 324 shares for CHF 29 million). 485 824 of the repurchased shares were cancelled in July 2021.

Number of shares

The following table shows the development of Swiss Life Holding shares issued and treasury shares held by the Swiss Life Group during the period.

Number of shares

	2021	2020
SHARES ISSUED		
Balance as at 1 January	**32 014 391**	33 594 606
Cancellation of treasury shares	**–485 824**	–1 580 215
BALANCE AS AT END OF PERIOD	**31 528 567**	32 014 391
TREASURY SHARES		
Balance as at 1 January	**219 132**	1 721 351
Purchases of treasury shares	**35 000**	45 000
Share buyback	**897 099**	79 324
Allocation under equity compensation plans	**–44 565**	–46 328
Cancellation of treasury shares	**–485 824**	–1 580 215
BALANCE AS AT END OF PERIOD	**620 842**	219 132

Accumulated other comprehensive income

Accumulated other comprehensive income comprises items of income and expense that are recognised directly in equity rather than in profit or loss, as required or permitted by certain IFRSs.

Items presented in other comprehensive income are grouped on the basis of whether they will be reclassified subsequently to profit or loss when specific conditions are met, and those that will not be reclassified.

The amounts are presented net of certain policyholder bonuses and other policyholder liabilities, deferred acquisition costs, deferred income taxes and non-controlling interests.

Items that may be reclassified to profit or loss comprise:

- Foreign currency translation differences arising on the translation of assets, liabilities, income and expenses of Group entities denominated in foreign currencies into Swiss francs.
- Gains and losses from fair value changes of financial assets available for sale.
- Effective portion of gains and losses on hedging instruments in qualifying cash flow hedges.
- Unrealised losses on financial assets reclassified from available for sale to loans and receivables in 2008 due to disappearance of an active market.

Items that will not be reclassified to profit or loss comprise:

- Revaluation surplus on the transfer of owner-occupied property to investment property following a change in use evidenced by the end of owner-occupation.
- Remeasurements of the net defined benefit liability relating to employee benefit plans.

The following table provides information relating to amounts recognised in accumulated other comprehensive income.

Accumulated other comprehensive income for the year 2021

In CHF million	Items that may be reclassified to the income statement					Items that will not be reclassified to the income statement			Total
	Foreign currency translation differences	Gains/losses financial assets available for sale	Gains/losses cash flow hedges	Debt securities reclassified to loans and receivables	Total	Revaluation surplus investment property	Remeasurements net defined benefit liability	Total	
Net balance as at 1 January	–1 178	5 118	383	6	4 328	64	–397	–333	3 995
Net other comprehensive income	–173	–1 052	–69	–14	–1 308	–19	136	117	–1 191
NET BALANCE AS AT END OF PERIOD	–1 351	4 066	314	–9	3 020	45	–261	–216	2 804
NET OTHER COMPREHENSIVE INCOME IS COMPOSED OF THE FOLLOWING:									
Revaluation – gross	–153	–3 364	–267	–	–3 784	–	327	327	–3 457
Net investment hedges – gross	–19	–	–	–	–19	–	–	–	–19
Reclassification to profit or loss – gross	–3	–525	–49	2	–574	–	–	–	–574
Effects of									
policyholder participation	1	2 476	228	–16	2 688	–18	–161	–179	2 509
shadow accounting	–	122	3	0	125	0	–	0	125
income tax	0	274	18	0	292	–1	–31	–32	260
foreign currency translation differences	–	–36	–2	0	–38	–1	2	1	–38
Net other comprehensive income before non-controlling interests	–175	–1 052	–69	–14	–1 310	–19	136	117	–1 193
Non-controlling interests	2	0	0	0	2	0	0	0	2
NET OTHER COMPREHENSIVE INCOME	–173	–1 052	–69	–14	–1 308	–19	136	117	–1 191

Accumulated other comprehensive income for the year 2020

In CHF million	Items that may be reclassified to the income statement					Items that will not be reclassified to the income statement			Total
	Foreign currency translation differences	Gains/ losses financial assets available for sale	Gains/ losses cash flow hedges	Debt securities reclassified to loans and receivables	Total	Revaluation surplus investment property	Remeasurements net defined benefit liability	Total	
Net balance as at 1 January	–1 150	4 574	451	–2	3 873	67	–397	–330	3 542
Net other comprehensive income	–28	545	–68	8	456	–3	0	–3	453
NET BALANCE AS AT END OF PERIOD	–1 178	5 118	383	6	4 328	64	–397	–333	3 995
NET OTHER COMPREHENSIVE INCOME IS COMPOSED OF THE FOLLOWING:									
Revaluation – gross	–347	3 069	663	–	3 385	–	0	0	3 385
Net investment hedges – gross	322	–	–	–	322	–	–	–	322
Reclassification to profit or loss – gross	–1	–181	–404	9	–578	–	–	–	–578
Effects of									
policyholder participation	–	–2 130	–347	1	–2 476	–3	–2	–4	–2 480
shadow accounting	–2	–46	5	0	–42	0	–	0	–42
income tax	–	–158	14	–1	–145	0	1	1	–144
foreign currency translation differences	–	–9	0	0	–9	0	0	0	–9
Net other comprehensive income before non-controlling interests	–28	545	–68	8	456	–3	0	–3	453
Non-controlling interests	0	0	0	0	0	0	0	0	0
NET OTHER COMPREHENSIVE INCOME	–28	545	–68	8	456	–3	0	–3	453

Retained earnings

Retained earnings comprise accumulated retained earnings of the Group entities which have not been distributed to the shareholders. The distribution of profit is subject to restrictions in the various jurisdictions where the Group entities are located.

The Group’s insurance subsidiaries are subject to regulatory restrictions on the amount of dividends, cash loans and advances which can be remitted to the Group. Certain foreign jurisdictions have restrictions that allow the payment of dividends but may cause a delay in their remittance. Dividends payable are not accrued until they have been ratified at the General Meeting.

In 2021, a dividend payment of CHF 654 million or CHF 21.00 per registered share was made (2020: CHF 477 million or CHF 15.00 per registered share).

Hybrid equity

On 29 March 2021, Swiss Life Ltd placed a perpetual subordinated bond in the amount of CHF 250 million, presented in equity. The bonds are guaranteed by Swiss Life Holding and are first callable on 30 September 2026 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 1.75% p.a. until 30 September 2026. If the bonds are not redeemed on 30 September 2031, the interest resets at a rate fixed for the subsequent five years, consisting of the aggregate of the then-prevailing five-year CHF mid-market swap rate vs. SARON plus initial margin (218.2 bps).

On 22 March 2018, Swiss Life Ltd issued subordinated perpetual callable bonds in the amount of CHF 425 million. The bonds are guaranteed by Swiss Life Holding, have no fixed maturity date and are first callable on 25 September 2024 or at each interest payment date thereafter at the option of the issuer, upon notice and subject to the consent of the Swiss Financial Market Supervisory Authority. The interest has been fixed at 2.00% p.a. until 25 September 2024. If the bonds are not redeemed on 25 September 2024, the interest resets at a rate fixed for the subsequent five years, consisting of the aggregate of the then-prevailing five-year CHF swap rate and the initial margin of 1.842% p.a. The bonds are classified as equity instruments.

Interest payments for hybrid equity become mandatory depending on other transactions, which are themselves at the discretion of the Swiss Life Group, such as dividend payments. There is no accrual of interest to be recorded for the annual financial statements. The interest net of tax of CHF 9 million (2020: CHF 7 million) is accounted for as a deduction from equity.

Non-controlling interests

Summarised financial information for subsidiaries with material non-controlling interests is as follows.

In CHF million	SwissLife Banque Privée Paris		TECHNOPARK Real Estate LTD Zurich		Swiss Life Asset Managers Holding (Nordic) AS Oslo	
	2021	2020	**2021**	2020	**2021**	2020
Principal place of business	**France**	France	**Switzerland**	Switzerland	**Norway**	–
Ownership interests held by non-controlling interests	**40.0%**	40.0%	**33.3%**	33.3%	**10.0%**	–
Voting rights held by non-controlling interests	**40.0%**	40.0%	**33.3%**	33.3%	**10.0%**	–
SUMMARISED FINANCIAL INFORMATION BEFORE INTRAGROUP ELIMINATIONS						
Current assets	**2 875**	2 075	**11**	7	**22**	–
Non-current assets	**395**	414	**231**	224	**134**	–
Current liabilities	**–3 139**	–2 358	**–68**	–69	**–16**	–
Non-current liabilities	**–16**	–21	**–24**	–24	**–9**	–
NET ASSETS	**115**	110	**150**	138	**131**	–
Accumulated non-controlling interests	**46**	44	**49**	46	**13**	–
Revenue	**139**	98	**16**	12	**–**	–
Profit or loss	**15**	8	**13**	7	**–**	–
Total comprehensive income	**15**	8	**13**	7	**–**	–
Profit or loss allocated to non-controlling interests	**6**	3	**4**	2	**–**	–
Net cash flows from operating activities	**788**	–417	**6**	1	**–**	–
Net cash flows from investing activities	**–1**	–1	**0**	0	**–**	–
Net cash flows from financing activities	**–5**	0	**–1**	0	**–**	–
NET CHANGE IN CASH AND CASH EQUIVALENTS	**782**	–418	**5**	1	**–**	–
Dividends paid to non-controlling interests	**–2**	–	**–1**	–1	**–**	–

27 Capital Management

Swiss Life's objectives when managing capital are as follows: to comply with the legal and regulatory requirements, to manage economic capital, to fulfil the company's rating capital target and to optimise capital efficiency. The company also actively manages the composition and quality of the capital to continuously optimise its capital structure and interest coverage ratio.

Swiss Solvency Test

The Swiss Solvency Test (SST) is the Swiss legislation which governs the capital requirements of insurance companies and groups. It is a principle-based framework whose main objective is the alignment of the required capital with the underlying risks. The SST capital requirement underpins a high level of confidence that insurers will meet their obligations towards policyholders even in adverse circumstances. Since 1 January 2019 Swiss Life has used the SST standard model with some company-specific adjustments for the determination of the regulatory solvency.

Continuous monitoring of solvency under the SST is conducted on an ongoing basis and calibration is updated based on the full SST calculations as at the beginning of each calendar year.

Regulatory requirements

Swiss Life reports to the Swiss Financial Market Supervisory Authority FINMA. The reporting covers risk management and solvency, liquidity, legal structure, management organisation and intra-group transactions. The reporting is submitted on an ad-hoc, quarterly, half-yearly or yearly basis depending on the topic and is reviewed on a yearly basis by the statutory auditor according to the legal requirements. As at 31 December 2021 and 2020, Swiss Life was compliant with the legal requirements.

In addition to the Group's solvency requirements, constraints at local level such as Solvency II are considered to address the specific situation of each country and business unit.

Economic capital

The value of a life insurance company for its shareholders comprises the economic net worth and the present value of future profits. The optimal amount of economic capital an insurance company needs to hold in order to maximise the company value is based on a risk/reward trade-off. For risk and capital management decisions, Swiss Life uses an integrated approach. The economic risk capital is determined bottom-up for each large business unit and takes into account market risk, credit risk and insurance risk. These risks are calculated on the basis of loss distributions using a specified risk measure. The overall capital requirement is obtained by taking into consideration respective diversification effects.

Economic and statutory capital requirements and the profit target are the main elements determining the risk budgets. Based on the overall risk budget set by the Investment and Risk Committee of the Board of Directors, the Group Risk Committee of the Corporate Executive Board defines the risk limits for the particular business units. Adherence to these limits is checked on an ongoing basis.

Standard & Poor’s rating capital

In Standard & Poor’s risk-based capital model, the total adjusted capital (TAC) is the measure used for available capital. TAC is set against the capital required given the company’s target rating category (target capital). The calculation of target capital takes into account, in particular, insurance risks, asset value volatility and credit risks. Swiss Life has established a target capital level in line with its rating ambition. Within the capital analysis, in addition to assessing capital adequacy, Standard & Poor’s also evaluates the quality of capital with respect to its structure. Capital adequacy is monitored on an ongoing basis according to Standard & Poor’s capital model.

Managing the capital structure and flows

The Group has defined a reference capital structure based on IFRS with the goal of optimising the return on equity and the interest coverage ratio, while taking into account restrictions such as regulatory and rating agency targets. The capital components include shareholders’ equity, hybrid capital and senior debt. The Swiss Life Group seeks to maintain its capital structure close to the reference levels.

Swiss Life Holding is the ultimate parent of all of the Group’s legal entities. Capital and cash held at Swiss Life Holding have the highest fungibility. Therefore, the Group aims to hold an appropriate capital buffer at the holding level. Under consideration of legal and regulatory restrictions, internal limits and local capital buffers, the legal entities of the Group transfer cash and capital to Swiss Life Holding, in the form of dividends, interest on loans and fees (cash remittance). Capital at Swiss Life Holding is used as a buffer to ensure financial flexibility of the Group, to purchase treasury shares, to pay dividends to shareholders and to finance growth.

Capital planning

Capital planning is an integral part of the Group’s yearly mid-term plan. Intercompany and external capital flows are planned based on the Group’s objectives and according to the frameworks set out above. In this context, the Swiss Life Group also plans to fund transactions in accordance with its reference capital structure and its debt maturity profile.

28 Acquisitions and Disposals of Subsidiaries

Assets and liabilities from acquisitions

In CHF million

	Notes	2021
CONSIDERATION		
Cash consideration		**159**
Contingent consideration arrangement(s)		**38**
TOTAL CONSIDERATION		**196**
TOTAL		**196**
ACQUISITION-RELATED COSTS		
Other expenses		**0**
TOTAL		**0**
IDENTIFIABLE ASSETS ACQUIRED AND LIABILITIES ASSUMED		
Cash and cash equivalents		**16**
Loans and receivables		**1**
Property and equipment	16	**0**
Intangible assets including intangible insurance assets	17	**70**
Other assets		**0**
Other financial liabilities		**–6**
Deferred income tax liabilities		**–15**
Other liabilities		**–5**
TOTAL IDENTIFIABLE NET ASSETS		**60**
Non-controlling interests		**–13**
Goodwill	17	**149**
TOTAL		**196**
ACQUIRED LOANS AND RECEIVABLES		
Fair value		**1**
Gross contractual amounts receivable		**1**

On 30 November 2021, Swiss Life acquired 90% of the shares of the real estate business of Ness, Risan & Partners (NRP), a leading provider of real estate projects and funds in the Nordics, based in Oslo, Norway. With the acquisition Swiss Life Asset Managers expands its geographic footprint and strengthens access to new investors in the Nordic region and further enhances its position as Europe’s leading real estate manager.

On 1 June 2021, Swiss Life completed the acquisition of 100% of the shares of Principal & Prosper IFA Holdings Ltd, an independent financial advisor based in Edinburgh, United Kingdom.

Since the two transactions are individually immaterial, their information is disclosed in aggregate form in the table above. Both transactions are still in the measurement period. The settlement of the above contingent consideration liability depends on certain revenue targets that are expected to be fully met. The fair value as at 31 December 2021 was CHF 38 million, a quarter of which is expected to be paid in each of the years 2022 to 2025.

There were no significant disposals of subsidiaries in 2021 and 2020 and no significant acquisitions of subsidiaries in 2020.

29 Related Party Transactions

Consolidated statement of income

In CHF million	Associates	Key management personnel	Other	Total 2021	Total 2020
Net earned premiums	–	–	–	–	0
Asset management and other commission income	1	–	–	1	1
Investment income	0	–	–	0	0
Other income	0	–	–	0	2
Net insurance benefits and claims	–	–	–	–	0
Policyholder participation	–	–	–	–	0
Employee benefits expense	–	–	–	–	–20

Consolidated balance sheet

In CHF million	Associates	Key management personnel	Other	Total 31.12.2021	Total 31.12.2020
Loans and receivables	27	–	–	27	37
Other assets	–	–	–	–	–
Other financial liabilities	–2	–	–	–2	–1
Insurance liabilities	–	–	–	–	–
Policyholder participation liabilities	–	–	–	–	–

For the years ended 31 December 2021 and 2020, no impairment allowance has been made for doubtful debts in respect of the amounts owed by related parties. This assessment is undertaken each financial year by examining the financial position of the related party and the market in which the related party operates.

Guarantees and commitments

In CHF million	Associates	Key management personnel	Other	Total	Total
				31.12.2021	31.12.2020
Commitments	**–**	**–**	**0**	**0**	0

Key management compensation

In CHF million	**2021**	2020
Short-term employee benefits	**14**	13
Post-employment benefits	**2**	2
Equity-settled share-based payments	**5**	5
TOTAL	**21**	20

Key management comprises the members of the Board of Directors of Swiss Life Holding and the members of the Corporate Executive Board of Swiss Life Holding. These individuals have the authority and responsibility for planning, directing and controlling the activities of the Swiss Life Group, directly or indirectly.

The details regarding key management compensation in accordance with Article 663b^{bis} of the Swiss Code of Obligations or the Ordinance against Excessive Compensation in Listed Stock Companies (Compensation Ordinance, VegüV), respectively, are set out in the Compensation Report, which forms part of the Corporate Governance section of the Annual Report 2021 of the Swiss Life Group. The information according to Article 663c of the Swiss Code of Obligations is shown in the Notes to the Swiss Life Holding Financial Statements.

30 Fair Value Measurements

For reporting purposes, a fair value hierarchy is established that categorises the inputs to valuation techniques used to measure fair value into level 1, 2 or 3. The fair value hierarchy gives the highest priority to quoted prices (unadjusted) in active markets for identical assets or liabilities (level 1 inputs) and the lowest priority to unobservable inputs (level 3 inputs).

The fair value of assets or liabilities included in level 1 is based on unadjusted quoted prices in active markets for identical assets or liabilities. The fair value of assets or liabilities which are not traded in an active market is determined using valuation techniques. If all significant inputs to these valuation techniques are observable (directly and indirectly) in the market, the assets or liabilities are included in level 2.

If one or more significant inputs to these valuation techniques are not observable in the market, the assets or liabilities are included in level 3. Such inputs may include information that is derived through extrapolation which is not substantiated by observable market data or that reflects own assumptions about what market participants would use in pricing the asset or liability.

30.1 Assets and liabilities measured at fair value on a recurring basis

Financial instruments

As a general rule, fair values of financial instruments are based on quoted prices sourced from well-known independent price providers such as Bloomberg. Model-based level 2 and level 3 valuations of financial instruments are applied to a minority of the assets.

Fair value hierarchy

In CHF million	Quoted prices (level 1)		Valuation technique - observable inputs (level 2)		Valuation technique - unobservable inputs (level 3)		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
FINANCIAL ASSETS								
Derivatives								
Currency	**–**	0	**891**	1 109	**–**	–	**891**	1 109
Interest rate	**3**	0	**804**	1 698	**–**	–	**807**	1 698
Equity	**1 020**	168	**51**	33	**–**	–	**1 071**	201
Other	**–**	–	**–**	0	**–**	–	**–**	0
Total derivatives	**1 023**	168	**1 745**	2 840	**–**	–	**2 768**	3 008
Debt instruments								
Governments and supranationals	**51 734**	56 675	**300**	331	**–**	–	**52 034**	57 006
Corporates	**37 707**	40 470	**521**	351	**122**	156	**38 350**	40 977
Other	**6**	39	**38**	49	**–**	–	**44**	88
Total debt instruments	**89 448**	97 184	**858**	731	**122**	156	**90 428**	98 071
Equity instruments								
Equity securities	**9 553**	8 416	**15**	16	**641**	616	**10 209**	9 048
Investment funds	**7 072**	7 270	**1 526**	2 208	**2 970**	3 073	**11 567**	12 552
Alternative investments	**–**	0	**352**	218	**3 042**	3 159	**3 393**	3 377
Total equity instruments	**16 625**	15 686	**1 893**	2 442	**6 652**	6 848	**25 171**	24 976
Assets for the account and risk of the Swiss Life Group's customers	**37 736**	31 787	**1 219**	1 145	**4 369**	3 862	**43 324**	36 794
TOTAL FINANCIAL ASSETS	**144 831**	144 825	**5 716**	7 158	**11 144**	10 866	**161 691**	162 849
INVESTMENTS IN ASSOCIATES								
Associates at fair value through profit or loss	**–**	–	**–**	–	**67**	67	**67**	67
FINANCIAL LIABILITIES								
Derivatives								
Currency	**–**	0	**413**	330	**–**	–	**413**	330
Interest rate	**1**	0	**652**	819	**–**	–	**654**	819
Equity	**676**	230	**4**	9	**–**	–	**679**	238
Other	**–**	–	**–**	0	**–**	–	**–**	0
Total derivatives	**677**	230	**1 069**	1 158	**–**	–	**1 746**	1 387
Investment contracts without discretionary participation	**–**	–	**613**	614	**–**	–	**613**	614
Unit-linked contracts	**–**	–	**27 468**	25 567	**124**	126	**27 592**	25 693
Third-party interests in consolidated investment funds	**–**	–	**826**	1 002	**3 208**	3 062	**4 033**	4 063
TOTAL FINANCIAL LIABILITIES	**677**	230	**29 976**	28 340	**3 331**	3 188	**33 984**	31 758

The fair value hierarchy of assets for the account and risk of the Swiss Life Group's customers is consistent with the categorisation of assets for the account and risk of the Swiss Life Group.

The following sections outline the valuation techniques and significant inputs used in the fair value measurement of financial instruments categorised within level 2 and level 3 of the fair value hierarchy.

Level 2: Valuation techniques and inputs

Level 2 financial instruments carried at fair value include debt instruments, equity securities, investment funds, alternative investments and over-the-counter derivatives.

Debt instruments: Debt instruments categorised as level 2 of the fair value hierarchy comprise government, supranational and corporate bonds for which prices are only available on an irregular basis or with a significant time lag. The price for such assets is obtained from an independent, acknowledged market data provider, which refers to quotes of recent transactions with the same or similar actively traded bonds and systematically derives a comparable price for those less liquid securities.

Equity securities: Equity securities categorised as level 2 of the fair value hierarchy comprise unlisted equities for which the prices are not available in the exchange market. The instruments are valuated by counterparties or third-party independent agencies based on market consistent valuation parameters.

Investment funds: Some fair value measurements of fund units, including unlisted fixed income funds, are only available on an irregular basis and are therefore categorised as level 2. Prices are provided by independent external market data providers who measure the fair value using market-consistent parameters.

Alternative investments: Alternative investments classified as level 2 assets comprise hedge funds of funds and leveraged loan funds based on third-party quotes substantiated by observable market data, such as recent transactions or valuation techniques that reflect the market participant's assumptions. The level 2 classification is chosen because those funds maintain an irregular basis of price and are valuated with some time lag.

Over-the-counter derivatives: Level 2 fair values of over-the-counter derivatives on currencies, interest rates and equities are based on theoretical valuations with observable market data from well-known data providers as inputs. The fair value measurement is based on acknowledged, well-established models.

Currency derivatives:
- Foreign currency options are valued on the basis of the Garman-Kohlhagen model with the spot foreign exchange rate, the interest rates of the underlying currencies and the foreign exchange rate volatility as main inputs.
- The fair value of foreign currency forwards is derived from the foreign exchange spot rate and actively traded foreign exchange ticks.

Interest rate derivatives:
- Interest rate swaps are valued on a discounted cash flow basis. Main inputs used to derive the discount factors and forward curves are the overnight index/swap rates.
- Swaptions are theoretically valued with a model based on normal distributed interest rates. Main inputs are the current par swap rate and the implied volatility that is derived from observable volatility curves.
- Forward starting bonds are valued on a cost-of-carry basis using the discounted cash flow method. Main inputs to calculate the current forward rate are the spot price of the underlying bond and the discount factors to coupon payment dates/maturity date.

Equity derivatives:
Over-the-counter equity-index options are valued using the Black-Scholes model. Main inputs are the current spot value and the dividend yield of the underlying index. The implied volatility is taken from similar exchange-traded equity index options.

Other derivatives:
Other derivatives mainly comprise credit default swap indices. CDS indices are valued using the discounted cash flow method for the fee and the contingent leg. Main inputs for the valuation are the swap curve and the CDS par spreads quoted in the market.

In the exceptional case that a theoretical valuation of an OTC derivative is not available in Swiss Life's asset management system, the fair value is provided by counterparties. The appropriateness of such quotes is validated by Swiss Life based on established models using observable market data as input.

Level 3: Valuation techniques and inputs

The exposure of level 3 financial instruments primarily consists of alternative investments (private equity, hedge funds) and real estate funds.

Debt instruments: Debt instruments categorised as level 3 of the fair value hierarchy mainly comprise instruments with embedded derivatives to guarantee the participation on a defined underlying (hedge fund of funds or equity basket). The valuation, which is provided by banks, is derived from valuation techniques that take into account the market value of the underlying assets, transaction prices and other information, such as market participants' assumptions.

Equity securities: The fair values of equity securities, which are not traded in an active market and are determined using unobservable inputs, classify as level 3 within the fair value hierarchy. These fair values are based on generally accepted valuation techniques. Valuation techniques aim at using a maximum of market inputs and include discounted cash flow analysis (e.g. profit situation, investment plans, investment property) and other valuation techniques commonly used by market participants.

Investment funds: Level 3 fair values of investment funds are primarily related to real estate funds. The valuation of the underlying property investments is done by independent appraisers using generally accepted valuation techniques (mainly discounted cash flow). The appraisers consider the general economic situation and the individual condition of the property investments. Main input factors applied in the discounted cash flow method are estimates on rental income and vacancies, projections of non-recoverable running costs (e.g. property taxes), maintenance costs and risk-adjusted discount rates, which are determined individually for each property.

Alternative investments: The fair values of private equity and infrastructure equity investments are based on generally accepted valuation techniques. Valuation techniques use a maximum of market inputs and include the use of comparable recent arm's length transactions, discounted cash flow analysis and other valuation techniques commonly used by market participants. Because of the inherent valuation uncertainty, those estimated fair values may differ significantly from the values that would be used if a ready market for the financial assets existed, and those differences could be material. The fair values are determined by the general partner in the partnership and reviewed by management. In determining the fair value of fund investments, the partnership considers the funds as transparent holding vehicles. The fair values of the underlying investments are determined using the general partner valuation. These fair value measurements are generally categorised as level 3 within the fair value hierarchy.

To measure the fair value of hedge funds for which no quoted market price is available, valuation techniques are used that take into account the market value of the underlying assets, transaction prices and other information.

Investments in associates: The valuation methods of investments in associates categorised as level 3 of the fair value hierarchy are identical to the methods outlined for level 3 real estate funds.

Financial liabilities

Investment contracts without discretionary participation: The fair value of investment contracts, which are carried at fair value, is measured using market consistent, risk-neutral economic option price models, i.e. Monte Carlo simulations based on scenarios of capital market variables (share price and interest rate indices, interest rates and foreign currency rates). These inputs to fair value measurements are generally categorised as level 2 within the fair value hierarchy.

Unit-linked contracts: The fair value of liabilities arising from unit-linked insurance and investment contracts is measured by reference to the fair value of the underlying assets. Unit-linked contract liabilities are generally categorised as level 2, except for contracts that are backed predominantly by assets categorised within level 3 of the fair value hierarchy.

Investment property

The following table shows the fair value hierarchy of investment property as at 31 December.

In CHF million	Quoted prices (level 1)		Valuation technique – observable inputs (level 2)		Valuation technique – unobservable inputs (level 3)		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Commercial	–	–	–	–	**19 775**	18 108	**19 775**	18 108
Residential	–	–	–	–	**11 602**	11 176	**11 602**	11 176
Mixed use	–	–	–	–	**9 858**	8 836	**9 858**	8 836
TOTAL INVESTMENT PROPERTY	–	–	–	–	**41 234**	38 120	**41 234**	38 120

Level 3: Valuation techniques and inputs

Discounted cash flow models used for investment property consider the present value of net cash flows to be generated from the property, taking into account expected rent growth rate, vacancy rate, rent-free periods, other costs not paid by tenants, maintenance costs and investment plans. The expected net cash flows are discounted using risk-adjusted discount rates. Location- and property-related criteria are reflected in the discount rate for each property. The criteria reflect the micro- and macro-location characteristics as well as the relevant parameters of the current management situation.

Trends in fair value are determined by various fundamental parameters. A distinction has to be made between property-specific factors and exogenous factors that relate to the real estate and finance market environments. Changes in the property management situation on both the income and the cost side directly trigger an adjustment in the reported market value. Key determinants are new and expiring leases, change in the vacancy situation, as well as movements in running, maintenance and repair costs. Developments in the relevant local real estate market have an impact on the calculation of potential rental values. Changes in the capital or transaction markets have an influence on discount rates. Property ageing is another key factor.

Significant unobservable inputs

	Switzerland		Other countries	
	2021	2020	**2021**	2020
Rent growth p.a.	**0.1 – 1.6%**	0.1 – 3.9%	**-**	-
Long-term vacancy rate	**3.7 – 6.2%**	4.5 – 8.6%	**-**	-
Discount rate	**1.9 – 4.6%**	2.05 – 4.7%	**2.6 – 5.5%**	2.6 – 5.5%
Market rental value p.a. (price/m²/year)	**CHF 277 – 309**	CHF 267 – 307	**EUR 79 – 400**	EUR 95 – 400

Significant increases or decreases in estimated rental value and rent growth per annum would result in a higher or lower fair value of investment property. Significant decreases or increases in the discount rate would result in a higher or lower fair value. The following sensitivity information shows how the fair value of investment property would have been affected if changes in certain parameters that are used in the discounted cash flow model for the determination of fair value had occurred. At 31 December 2021, if rental income that can be earned in the long term had decreased by 5%, the fair value of investment property would have been CHF 2811 million lower (2020: CHF 2544 million). At 31 December 2021, if discount rates had been 10 basis points higher, the fair value of investment property would have been CHF 1469 million lower (2020: CHF 1255 million).

Deferred application of IFRS 9

Financial assets that on a specific date give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding meet the SPPI criterion. The fair value of such assets and those that do not meet the SPPI criterion as well as the change in fair value are disclosed in the following table.

Fair value of debt instruments

In CHF million	Change in the fair value		Fair value	
	2021	2020	**31.12.2021**	31.12.2020
DEBT INSTRUMENTS THAT MEET THE SPPI CRITERION				
Governments and supranationals	**–4 644**	2 948	**55 881**	61 678
Corporates	**–1 431**	–349	**45 435**	48 071
Other	**–444**	39	**13 118**	12 887
TOTAL	**–6 519**	2 638	**114 435**	122 635
DEBT INSTRUMENTS THAT DO NOT MEET THE SPPI CRITERION				
Governments and supranationals	**–12**	14	**129**	145
Corporates	**–60**	–7	**1 551**	1 338
Other	**–1**	0	**38**	87
TOTAL	**–73**	6	**1 717**	1 570
DEBT INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS				
Debt instruments managed on a fair value basis	**–2**	1	**527**	674
Debt instruments for the account and risk of the Swiss Life Group’s customers	**735**	–139	**7 256**	7 683
TOTAL	**733**	–138	**7 784**	8 358

The fair value and gross carrying amount of debt instruments that meet the SPPI criterion and have a credit rating below investment grade are disclosed in the following table.

Debt instruments SPPI below investment grade

In CHF million	Gross carrying amount		Fair value	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020
DEBT SECURITIES				
Governments and supranationals	**229**	47	**229**	47
Corporates	**918**	1 069	**919**	1 071
TOTAL	**1 148**	1 116	**1 148**	1 117
MORTGAGES				
Residential	**4**	6	**4**	5
TOTAL	**4**	6	**4**	5
OTHER LOANS AND RECEIVABLES				
Governments and supranationals	**0**	0	**0**	0
Corporates	**4 582**	3 812	**4 579**	3 812
Other	**66**	60	**37**	31
TOTAL	**4 648**	3 872	**4 616**	3 844

Reconciliation of fair value measurements categorised within level 3

The following tables show a reconciliation from the opening balances to the closing balances for fair value measurements categorised within level 3 of the fair value hierarchy.

Assets measured at fair value based on level 3 for the year 2021

In CHF million	Derivatives	Debt instruments		Equity instruments		Financial assets for the account and risk of the Swiss Life Group's customers	Investment property	Total
		At fair value through profit or loss	Available for sale	At fair value through profit or loss[1]	Available for sale			
Balance as at 1 January	–	–	156	5 677	1 238	3 862	38 120	49 053
Total gains/losses recognised in profit or loss	–	–	1	332	11	349	1 505	2 198
Total gains/losses recognised in other comprehensive income	–	–	0	–	59	–	–	59
Additions	–	–	–	928	84	598	3 051	4 661
Disposals	–	–	–32	–1 296	–116	–313	–1 004	–2 761
Foreign currency translation differences	–	–	–3	–154	–43	–127	–439	–766
BALANCE AS AT END OF PERIOD	–	–	122	5 487	1 232	4 369	41 234	52 445
Unrealised gains/losses recognised in profit or loss for assets held at the end of the period	–	–	0	247	–4	349	1 481	2 073

[1] including associates at fair value through profit or loss

Assets measured at fair value based on level 3 for the year 2020

In CHF million	Derivatives	Debt instruments		Equity instruments		Financial assets for the account and risk of the Swiss Life Group's customers	Investment property	Total
		At fair value through profit or loss	Available for sale	At fair value through profit or loss[1]	Available for sale			
Balance as at 1 January	–	–	238	4 570	1 032	4 275	34 866	44 981
Total gains/losses recognised in profit or loss	–	–	–5	–29	–9	–71	847	733
Total gains/losses recognised in other comprehensive income	–	–	1	–	88	–	–	88
Additions	–	–	–	2 039	190	625	3 786	6 641
Disposals	–	–	–16	–906	–64	–815	–1 351	–3 152
Transfers out of level 3	–	–	–61	–	–	–66	–	–127
Foreign currency translation differences	–	–	–1	4	–1	–86	–28	–110
BALANCE AS AT END OF PERIOD	–	–	156	5 677	1 238	3 862	38 120	49 053
Unrealised gains/losses recognised in profit or loss for assets held at the end of the period	–	–	0	–7	–21	–84	844	731

[1] including associates at fair value through profit or loss

During 2021, debt securities of CHF 264 million (2020: CHF 60 million) were transferred from level 1 into level 2 as prices are based on a model, or due to reduced frequency of price quotations. In addition, debt securities of CHF 56 million (2020: CHF 60 million) were transferred from level 2 into level 1 due to new liquid price sources. Assets for the account and risk of the Swiss Life Group's customers of CHF 35 million (2020: CHF 75 million) were transferred from level 2 into level 1 due to available quoted prices.

During 2020 only, debt securities of CHF 61 million were transferred from level 3 into level 2 as valuation as at 31 December 2020 was based on observable market data. Assets for the account and risk of Swiss Life Group's customers of CHF 66 million were transferred from level 3 into level 1 due to available quoted prices.

The transfers between the levels of the fair value hierarchy were made at the end of the reporting period.

Liabilities measured at fair value based on level 3

In CHF million	Derivatives		Unit-linked contracts		Third-party interests in consolidated investment funds		Total	
	2021	2020	**2021**	2020	**2021**	2020	**2021**	2020
Balance as at 1 January	**–**	–	**126**	136	**3 062**	2 582	**3 188**	2 719
Total gains/losses recognised in profit or loss	**–**	–	**1**	0	**213**	46	**213**	46
Additions	**–**	–	**4**	2	**427**	886	**431**	888
Disposals	**–**	–	**–6**	–13	**–409**	–450	**–415**	–463
Foreign currency translation differences	**–**	–	**–1**	0	**–85**	–3	**–86**	–3
BALANCE AS AT END OF PERIOD	**–**	–	**124**	126	**3 208**	3 062	**3 331**	3 188
Unrealised gains/losses recognised in profit or loss for liabilities held at the end of the period	**–**	–	**1**	0	**201**	39	**201**	40

Gains/losses recognised in profit or loss

Gains/losses on level 3 fair value measurements recognised in profit or loss are presented in the income statement as follows.

In CHF million	Financial assets		Financial instruments at fair value through profit or loss		Investment property	
	2021	2020	**2021**	2020	**2021**	2020
ASSETS						
Total gains/losses recognised in profit or loss	**12**	–14	**681**	–100	**1 505**	847
Unrealised gains/losses recognised in profit or loss for assets held at the end of the period	**–4**	–21	**596**	–91	**1 481**	844
LIABILITIES						
Total gains/losses recognised in profit or loss	**–**	–	**–213**	–46	**–**	–
Unrealised gains/losses recognised in profit or loss for liabilities held at the end of the period	**–**	–	**–201**	–40	**–**	–

30.2 Fair value of financial instruments carried at amortised cost

The following table shows the carrying amounts and fair values of those financial assets and liabilities not measured at fair value in the Group's balance sheet.

In CHF million	Carrying amount		Fair value	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020
ASSETS				
Loans	**19 821**	19 226	**21 812**	22 677
Receivables [1]	**4 439**	4 131	**4 439**	4 131
LIABILITIES				
Investment contracts without discretionary participation [1]	**5**	0	**5**	0
Borrowings	**4 099**	3 949	**4 406**	4 327
Other financial liabilities [1,2]	**16 705**	15 819	**16 705**	15 819

[1] Carrying amount approximates fair value.
[2] Excluding third-party interests in consolidated investment funds

Fair value hierarchy

In CHF million	Quoted prices (level 1)		Valuation technique – observable inputs (level 2)		Valuation technique – unobservable inputs (level 3)		Total fair value	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
ASSETS								
Loans	**1 224**	1 261	**6 952**	8 449	**13 636**	12 968	**21 812**	22 677
LIABILITIES								
Borrowings	**3 720**	3 624	**687**	703	**–**	–	**4 406**	4 327

Receivables, investment contracts and other financial liabilities

The carrying amounts of receivables and other financial liabilities represent a reasonable estimate of fair value as the effect of discounting is immaterial and changes in credit risk are not significant. Such instruments include insurance receivables and payables, demand and short-term deposits and repurchase agreements. The carrying amount of investment contracts without discretionary participation approximates the fair value at reporting date. The disclosure of the fair value hierarchy is not applicable for these instruments.

Loans

Level 1: This category consists of debt securities reclassified from financial assets available for sale due to the disappearance of an active market and where the market has become active again. Additionally, debt securities not quoted in an active market at initial recognition and where the market has become active again are included in this category.

Level 2: This category mainly consists of note loans *(Schuldscheindarlehen)* classified as loans. The fair values are measured on a discounted cash flow basis with zero coupon yield curves and credit spreads as main inputs.

Level 3: The fair values of mortgages and other loans are estimated using the discounted cash flow method.

For mortgages, the discount factors are derived from the SARON-swap curve and a flat spread. Contract-specific spreads are based on an internal model that covers both risk and administration costs. Main inputs to that model are characteristics of the underlying property, the financial situation of the debtor and the duration of the contract. If no contract-specific spread is available a standard spread is applied that shall cover the marketability disadvantages and the administration costs, as mortgages are less standardised and tradable than exchange-traded bonds.

The discount factors for other loans are derived from the Group's current lending rates for similar loans. For variable-rate loans that reprice frequently and have no significant change in credit risk, fair values equal the carrying values.

Borrowings

Level 1: This category consists of senior bonds and hybrid debt listed on the stock exchange.

Level 2: Privately placed hybrid debt is categorised as level 2. The fair value of Swiss Life's privately placed hybrid debt (subordinated step-up loans) is calculated as the present value of the prospective cash flows to the lenders. The discount rate used for the calculation consists of a relevant government bond rate plus a credit spread.

31 Offsetting Financial Assets and Liabilities

The Swiss Life Group enters into separate collateral management and netting agreements with counterparties to manage the credit risks associated with repurchase and reverse repurchase transactions, securities lending and over-the-counter and exchange-traded derivatives transactions. These agreements and similar arrangements generally enable the counterparties to set off liabilities in connection with the respective agreement against assets received in the event that the counterparty to the transaction is unable to fulfill its contractual obligations. The right to setoff is a legal right to settle or otherwise eliminate all or a portion of an amount due by applying an amount receivable from the same counterparty against it to reduce credit exposure.

The following financial assets and liabilities are subject to offsetting, enforceable master netting arrangements and similar agreements.

Offsetting financial assets

in CHF million	Derivatives		Repurchase agreements		Other financial instruments		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Gross amounts of recognised financial assets before offsetting	**2 768**	3 008	**–**	–	**4**	4	**2 772**	3 011
Gross amounts of recognised financial liabilities set off	**–**	–	**–**	–	**0**	0	**0**	0
NET AMOUNTS PRESENTED IN THE BALANCE SHEET	**2 768**	3 008	**–**	–	**4**	3	**2 772**	3 011
Related amounts not set off in the balance sheet:								
Financial liabilities	**–646**	–729	**–**	–	**–**	–	**–646**	–729
Cash collateral received	**–2 072**	–2 245	**–**	–	**–**	–	**–2 072**	–2 245
Net amounts	**49**	34	**–**	–	**4**	3	**53**	37

Offsetting financial liabilities

In CHF million	Derivatives		Repurchase agreements		Other financial instruments		Total	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020	**31.12.2021**	31.12.2020
Gross amounts of recognised financial liabilities before offsetting	**1 746**	1 387	**4 067**	4 114	**0**	0	**5 814**	5 501
Gross amounts of recognised financial assets set off	**–**	–	**–**	–	**0**	0	**0**	0
NET AMOUNTS PRESENTED IN THE BALANCE SHEET	**1 746**	1 387	**4 067**	4 114	**–**	–	**5 814**	5 501
Related amounts not set off in the balance sheet:								
Financial assets	**–646**	–729	**–4 037**	–4 064	**–**	–	**–4 683**	–4 794
Cash collateral pledged	**–1 082**	–650	**–**	–	**–**	–	**–1 082**	–650
Net amounts	**18**	8	**30**	50	**–**	–	**49**	57

32 Guarantees and Commitments

In CHF million

	31.12.2021	31.12.2020
Financial guarantees	19	25
Loan commitments	515	539
Capital commitments for alternative investments	1 300	1 918
Capital commitments for real estate investments	672	145
Other capital commitments	133	441
Contractual obligations to purchase or construct investment property	711	857
Other contingent liabilities and commitments	539	282
TOTAL	3 889	4 207

Financial guarantees

The Group has issued financial guarantees and similar instruments. Financial guarantees provide for specified payments to be made to reimburse the holder for a loss incurred in the event that a client fails to make payment when due.

Loan commitments

The Group has also entered into irrevocable commitments to extend credit in the form of loans and other instruments. They represent undrawn credit lines which are available to clients to secure their liquidity needs. With respect to credit risk, these commitments are contingent upon clients maintaining certain credit standards, and the Group monitors its exposure on a regular basis.

The total amount of credit commitments includes commitments to lend at fixed rates, which expose the Group to interest rate risk. These commitments are entered into for restricted periods of time. As at 31 December 2021, committed principal amounts totalled CHF 232 million for commitments in Swiss francs (2020: CHF 489 million) and CHF 227 million for commitments in euro (2020: CHF 1 million). The range of committed interest rates is 0.75% to 2.17% for commitments in Swiss francs and 1.78% to 5.09% for commitments in euro.

Capital commitments for real estate and alternative investments

They represent unfunded commitments to make investments in direct private equity, private equity funds, infrastructure and hedge funds. Such commitments do not involve credit or market risk, as the Group purchases investments at market value at the time the commitments are invoked.

Other capital commitments

They represent agreements to provide liquidity to protection funds in the insurance industry, commitments to make investments in real estate funds and other commitments.

Contractual obligations to purchase or construct investment property

They mainly relate to projects for the purchase or construction of investment property in Switzerland and Germany.

Other contingent liabilities and commitments

Contractual obligations for repairs and maintenance of investment property amounted to CHF 121 million as at 31 December 2021, which are included in this line item (2020: CHF 163 million).

The Group is involved in various legal proceedings, claims and litigation generally relating to its insurance operations. The outcome of such current legal proceedings, claims and litigation could have a material effect on operating results or cash flows when resolved in a future period. However, in the opinion of the management these matters are adequately provided for as at the balance sheet date.

It had been announced in the media release of 14 September 2017 that Swiss Life was engaged in discussions with the US Department of Justice (DOJ) concerning its prior cross-border business with US clients. As a result of the advanced discussions with the DOJ about the resolution of their inquiry, Swiss Life had taken a provision of CHF 70 million charged against the 2020 results to address the financial component of the expected resolution. As disclosed in a press release dated 14 May 2021, Swiss Life reached a resolution with the DOJ. The resolution is in the form of a Deferred Prosecution Agreement (DPA) with a three-year term. The financial payments required as part of this resolution were in line with the provision of CHF 70 million, see note 25 to the consolidated financial statements.

33 Collateral

Financial assets pledged as collateral

The following table provides details of financial assets which have been sold or otherwise transferred, but which do not qualify for derecognition because substantially all risks and rewards of ownership are retained. Repurchase agreements and securities lending transactions are discussed in notes 2.7 and 13. Other securities pledged include debt securities pledged as collateral under reinsurance contracts issued and debt securities pledged as collateral to cover margins due in respect of derivative transactions.

In CHF million	Pledged amount		Fair value	
	31.12.2021	31.12.2020	**31.12.2021**	31.12.2020
Securities pledged under repurchase agreements[1]	**4 140**	4 064	**4 140**	4 064
Securities lent in exchange for securities received	**2 498**	2 744	**2 498**	2 744
Other securities pledged	**789**	893	**789**	893
TOTAL	**7 427**	7 701	**7 427**	7 701
[1] of which can be sold or repledged by transferee	**4 140**	4 064	**4 140**	4 064

Collateral held

The table below presents marketable securities received from third parties that are not recognised in the balance sheet, but are held as collateral in respect of the following transactions.

In CHF million	Fair value	
	31.12.2021	31.12.2020
Securities received as collateral in exchange for securities lent	**2 498**	2 744
Securities received for loans and receivables	**276**	226
Securities received for reinsurance assets	**279**	273
Other securities received	**26**	74
TOTAL	**3 079**	3 316

34 Events after the Reporting Period

On 10 December 2021, the Swiss Life Group announced the acquisition of elipsLife, an insurance company for institutional customers such as pension funds and companies, from Swiss Re. The business is based in Liechtenstein and other locations in Europe and focuses on insurance products that cover the financial risks of death and disability. The transaction is expected to close in the first half of 2022, subject to the approval of the relevant regulatory authorities.

35 Scope of Consolidation

Switzerland

	Segment [1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Adroit Private Equity AG, Zürich	CH		100.0%	100.0%	Private equity	CHF	5 000 000
aXenta AG, Baden	CH		100.0%	100.0%	Information technology	CHF	150 000
Climatch AG, Zürich	AM	from 26.11.2021	100.0%	100.0%	Services	CHF	100 000
Fontavis AG, Baar	AM	until 03.12.2021	–	–			
LIVIT AG, Zürich	AM		100.0%	100.0%	Asset management & Real estate	CHF	3 000 000
Livit FM Services AG, Zürich	AM		100.0%	100.0%	Services	CHF	100 000
Neue Warenhaus AG, Zürich	CH	until 22.05.2020	–	–			
Oscar Weber AG, Zürich	CH		100.0%	100.0%	Real estate	CHF	5 000 000
Rhein-Wiese AG, Zürich	CH		100.0%	100.0%	Real estate	CHF	160 000 000
SLIM Real Estate Beteiligungen AG (formerly Swiss Life Lab AG), Zürich	AM		89.0%	89.0%	Services	CHF	100 000
Swiss Life AG, Zürich	CH		100.0%	100.0%	Life insurance	CHF	587 350 000
Swiss Life Asset Management AG, Zürich	AM		100.0%	100.0%	Finance	CHF	20 000 000
Swiss Life Capital Holding AG, Zürich	Other		100.0%	100.0%	Holding	CHF	5 514 000
Swiss Life Holding AG, Zürich	Other		–	–	Holding	CHF	3 152 857
Swiss Life Intellectual Property Management AG, Zürich	Other		100.0%	100.0%	Services	CHF	250 000
Swiss Life International Holding AG, Zürich	IN		100.0%	100.0%	Holding	CHF	1 000 000
Swiss Life International Services AG, Ruggell Zweigniederlassung Zürich (Branch Swiss Life International Services AG), Zürich	IN		100.0%	100.0%	Services		n/a
Swiss Life Investment Management Holding AG, Zürich	AM		100.0%	100.0%	Holding	CHF	50 000 000
Swiss Life Lab AG, Zürich	CH	from 27.09.2021	100.0%	100.0%	Information technology	CHF	100 000
Swiss Life Pension Services AG, Zürich	CH		100.0%	100.0%	Services	CHF	250 000
Swiss Life Private Equity Partners AG, Zürich	AM		100.0%	100.0%	Asset management	CHF	250 000
Swiss Life REF (CH) European Properties, Zürich	CH		47.7%	47.7%	Investment funds	EUR	544 444 400
Swiss Life Schweiz Holding AG, Zürich	CH		100.0%	100.0%	Holding	CHF	250 000
Swiss Life Select Schweiz AG, Zug	CH		100.0%	100.0%	Services	CHF	5 600 000
SwissFEX AG, Zürich	CH		100.0%	100.0%	Information technology	CHF	300 000
Swissville Centers Holding AG, Zürich	CH	until 02.06.2020	–	–			
TECHNOPARK Immobilien AG, Zürich	CH		66.7%	66.7%	Real estate	CHF	40 000 000

Liechtenstein

	Segment [1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Swiss Life (Liechtenstein) AG, Ruggell	IN		100.0%	100.0%	Life insurance	CHF	5 000 000
Swiss Life Finance I AG, Ruggell	Other	from 11.12.2020	100.0%	100.0%	Finance	CHF	100 000
Swiss Life Finance II AG, Ruggell	CH	from 11.12.2020	100.0%	100.0%	Finance	CHF	100 000
Swiss Life International Services AG, Ruggell	IN		100.0%	100.0%	Services	CHF	100 000

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

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France

	Segment [1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
AGAMI, Levallois-Perret	FR			100.0%	100.0%	Services and broker	EUR	1 250 055
ATIM Université SCI, Paris	FR			100.0%	100.0%	Real estate	EUR	72 789 644
AXYALIS PATRIMOINE, Valence	FR	until	30.12.2020	–	–			
Cegema, Villeneuve-Loubet	FR			90.4%	90.4%	Broker	EUR	313 800
CLUB PRIME HOSPITALITY, Paris	CH/FR			100.0%	100.0%	Real estate	EUR	191 328 396
CrossQuantum, Levallois-Perret	FR	until	30.11.2021	–	–			
Financière du Capitole, Balma	FR	until	30.12.2020	–	–			
MA Santé Facile, Levallois-Perret	FR			100.0%	100.0%	Services and broker	EUR	600 000
OWELLO, Levallois-Perret	FR	from	27.01.2020	99.8%	100.0%	Services	EUR	300 000
PARIS PRIME OFFICE 1, Paris	CH			41.6%	100.0%	Real estate	EUR	76 096 000
PARIS PRIME OFFICE, Paris	CH			41.6%	55.4%	Real estate	EUR	426 165 000
SAS Placement Direct, Levallois-Perret	FR			100.0%	100.0%	Services and broker	EUR	250 000
SCI SWISSLIFE 148 UNIVERSITE, Paris	FR			100.0%	100.0%	Real estate	EUR	1 000
SL RETAIL FRANCE 1, Paris	FR/DE	until	30.09.2020	–	–			
Swiss Life (Luxembourg) (Branch SWISS LIFE (LUXEMBOURG) S.A., Luxembourg), Levallois-Perret	FR	from	15.04.2021	100.0%	100.0%	Life insurance		n/a
SWISS LIFE ASSET MANAGERS France, Marseille	AM			100.0%	100.0%	Asset management	EUR	671 167
SwissLife Agence Nationale (formerly SwissLife Agence Régionale), Levallois-Perret	FR			100.0%	100.0%	Asset management	EUR	101 000
SwissLife Assurance et Patrimoine, Levallois-Perret	FR			100.0%	100.0%	Life insurance	EUR	169 036 086
SwissLife Assurances de Biens, Levallois-Perret	FR			100.0%	100.0%	Non-life insurance	EUR	80 000 000
SwissLife Banque Privée, Paris	FR			60.0%	60.0%	Bank	EUR	37 902 080
SwissLife France, Levallois-Perret	FR			100.0%	100.0%	Holding	EUR	267 767 057
SwissLife Gestion Privée, Paris	FR			60.0%	100.0%	Bank	EUR	277 171
SwissLife Prestigimmo, Levallois-Perret	FR			100.0%	100.0%	Real estate	EUR	583 377 121
SwissLife Prévoyance et Santé, Levallois-Perret	FR			99.8%	99.8%	Non-life insurance	EUR	150 000 000

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

Germany

	Segment [1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
BCP Fixture GmbH & Co. KG, Berlin	AM	from	01.10.2021	100.0%	100.0%	Asset management & Real estate	EUR	100 000
BCP GP GmbH, Berlin	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 000
BCP Siebte Objektgesellschaft GmbH & Co. KG, Berlin	AM	from	01.01.2020	100.0%	100.0%	Asset management & Real estate	EUR	100 000
BCP Steinerne Furt GmbH & Co. KG, Berlin	AM			100.0%	100.0%	Asset management & Real estate	EUR	100 000
BEOS AG, Berlin	AM			100.0%	100.0%	Asset management & Real estate	EUR	500 000
BEOS Berlin Prime Industrial GmbH & Co. Geschlossene Investmentkommanditgesellschaft, Frankfurt	DE	from	01.10.2021	100.0%	100.0%	Investment funds	EUR	105 605 100
BEOS Fixture GmbH, Berlin	AM	until	30.06.2020	–	–			
BEOS Logistics Dritte Projektgesellschaft GmbH & Co. KG, Berlin	AM	from	12.05.2021	82.5%	100.0%	Asset management & Real estate	EUR	100 000
BEOS Logistics Erste Projektgesellschaft GmbH & Co. KG, Berlin	AM	from	12.05.2021	82.5%	100.0%	Asset management & Real estate	EUR	100 000
BEOS Logistics Fünfte Projektgesellschaft GmbH & Co. KG, Berlin	AM	from	12.05.2021	82.5%	100.0%	Asset management & Real estate	EUR	100 000
BEOS Logistics Sechste Projektgesellschaft GmbH & Co. KG, Berlin	AM	from	11.06.2021	82.5%	100.0%	Asset management & Real estate	EUR	100 000
BEREM Property Management GmbH, Berlin	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 300
BVIFG I General Partner GmbH, Berlin	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 000
BVIFG I Management GmbH, Berlin	AM	until	30.06.2020	–	–			
CORPUS SIREO Investment Residential No. 30 GmbH & Co. KG, Köln	AM	until	31.05.2020	–	–			
CORPUS SIREO Projektentwicklung Düsseldorf GmbH, Köln	AM	until	21.04.2020	–	–			
CORPUS SIREO Projektentwicklung Wohnen GmbH, Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	4 000 000
DEUTSCHE PROVENTUS AG, Hannover	DE			100.0%	100.0%	Services	EUR	511 292
Financial Solutions AG Service & Vermittlung, Garching b. München	DE			100.0%	100.0%	Services	EUR	200 000
Horbach Wirtschaftsberatung GmbH, Hannover	DE			100.0%	100.0%	Services	EUR	260 000
IC Investment Commercial No. 5 GmbH, Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	250 100
Kurfürstendamm 47 Grundbesitz GmbH, Berlin	AM	from	02.11.2021	89.9%	89.9%	Real estate	EUR	25 000
Maicor Projektentwicklung Winterhafen GmbH, Mainz	AM			74.2%	74.2%	Asset management & Real estate	EUR	25 600
RheinCOR Projektentwicklung GmbH, Köln	AM			55.0%	55.0%	Asset management & Real estate	EUR	25 000
Schwabengalerie GmbH & Co. Geschlossene Investment-kommanditgesellschaft, Frankfurt am Main	DE			99.9%	100.0%	Real estate	EUR	10 100
SL AM Aurum GmbH & Co. KG (formerly CORPUS SIREO Aurum GmbH & Co. KG), Köln	CH			100.0%	100.0%	Asset management & Real estate	EUR	100 000
SL AM Development Commercial GmbH (formerly SL AM PE Gewerbe GmbH, formerly CORPUS SIREO Projektentwicklung München II GmbH), Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 000
SL AM Development Corporate Real Estate GmbH, Frankfurt am Main	AM	from	09.02.2021	100.0%	100.0%	Asset management & Real estate	EUR	25 000
SL AM Development Logistics GmbH (formerly SL AM PE Logistik GmbH), Frankfurt am Main	AM	from	17.04.2020	100.0%	100.0%	Holding	EUR	25 000
SL AM Development Residential GmbH (formerly SL AM PE Wohnen GmbH, formerly CORPUS SIREO Projektentwicklung Beteiligungs GmbH), Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	30 000
SL AM Firmwerk GmbH (formerly CORPUS SIREO Firmwerk GmbH), Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 000
SL AM Immobilien Beteiligungs GmbH (formerly CORPUS SIREO Immobilien Beteiligungs GmbH), Köln	CH			100.0%	100.0%	Asset management & Real estate	EUR	25 000
SL AM Investment Residential No. 2 GmbH (formerly CORPUS SIREO Investment Residential No. 2 GmbH), Köln	AM			100.0%	100.0%	Asset management & Real estate	EUR	25 000
SL AM Projektentwicklung Firmwerk GmbH & Co. KG (formerly CORPUS SIREO Projektentwicklung Firmwerk GmbH & Co. KG), Köln	AM	from	23.11.2020	100.0%	100.0%	Asset management & Real estate	EUR	100 000

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

Germany (continued)

	Segment[1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
SL Beteiligungs-GmbH & Co. Grundstücksverwaltung KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	50 000
SL Beteiligungs-GmbH & Co. Immobilien II KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Beteiligungs-GmbH & Co. Immobilien III KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Beteiligungs-GmbH & Co. Immobilien IV KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Beteiligungs-GmbH & Co. Immobilien Ost KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	50 000
SL Beteiligungs-GmbH & Co. Immobilien V KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Beteiligungs-GmbH & Co. Immobilien VI KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Beteiligungs-GmbH & Co. Immobilien VII KG, Garching b. München	DE			100.0%	100.0%	Real estate	EUR	10 000
SL Immobilien-Beteiligungs-Gesellschaft mbH, Garching b. München	DE			100.0%	100.0%	Holding	EUR	25 000
SL Private Equity GmbH, Frankfurt am Main	DE	until	01.01.2021	–	–			
SLP Swiss Life Partner Vertriebs GmbH, Hamburg	DE			51.0%	100.0%	Services	EUR	76 694
SLPM Schweizer Leben PensionsManagement GmbH, Garching b. München	DE			100.0%	100.0%	Services	EUR	150 000
Swiss Compare GmbH, Hannover	DE			100.0%	100.0%	Services	EUR	100 000
Swiss Life AG (Branch Swiss Life AG), Garching b. München	DE			100.0%	100.0%	Life insurance		n/a
Swiss Life Asset Managers Deutschland GmbH (formerly CORPUS SIREO Real Estate GmbH), Köln	AM			100.0%	100.0%	Holding	EUR	49 230 768
Swiss Life Asset Managers Luxembourg Niederlassung Deutschland (Branch Swiss Life Asset Managers Luxembourg), Frankfurt am Main	AM	from	02.01.2020	100.0%	100.0%	Investment funds		n/a
Swiss Life Deutschland erste Vermögensverwaltung GmbH, Garching b. München	DE			100.0%	100.0%	Services	EUR	50 000
Swiss Life Deutschland Holding GmbH, Hannover	DE			100.0%	100.0%	Holding	EUR	25 000
Swiss Life Deutschland Operations GmbH, Hannover	DE			100.0%	100.0%	Services	EUR	25 000
Swiss Life Deutschland Vertriebsservice GmbH, Hannover	DE			100.0%	100.0%	Services	EUR	25 000
Swiss Life Gastronomie GmbH, Hannover	DE			100.0%	100.0%	Staff restaurant/Canteen	EUR	25 000
Swiss Life Healthcare Immo I GmbH & Co. Geschlossene Investmentkommanditgesellschaft, Heusenstamm	DE/FR			80.8%	100.0%	Real estate	EUR	20 100
Swiss Life Insurance Asset Managers GmbH, Garching b. München	AM			100.0%	100.0%	Services	EUR	1 000 000
Swiss Life Invest GmbH, München	AM			100.0%	100.0%	Asset management	EUR	700 000
Swiss Life Investment Management Deutschland Holding GmbH, Frankfurt am Main	AM	until	31.08.2021	–	–			
Swiss Life Kapitalverwaltungsgesellschaft mbH, Frankfurt am Main	AM			89.0%	89.0%	Asset management & Real estate	EUR	125 000
Swiss Life Partner Service- und Finanzvermittlungs GmbH, Garching b. München	DE			100.0%	100.0%	Services	EUR	300 000
Swiss Life Pensionsfonds AG, Garching b. München	DE			100.0%	100.0%	Life insurance	EUR	3 000 000
Swiss Life Pensionskasse AG, Garching b. München	DE			100.0%	100.0%	Life insurance	EUR	3 000 000
Swiss Life Select Deutschland GmbH, Hannover	DE			100.0%	100.0%	Services	EUR	2 700 000
Swiss Life Service GmbH, Leipzig	DE			100.0%	100.0%	Services	EUR	50 000
Swiss Life Vermittlungs GmbH, Garching b. München	DE			100.0%	100.0%	Services	EUR	50 000
tecis Finanzdienstleistungen Aktiengesellschaft, Hamburg	DE			100.0%	100.0%	Services	EUR	500 000
Verwaltung SLP Swiss Life Partner Vertriebs GmbH, Hamburg	DE			51.0%	51.0%	Services	EUR	25 600

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

Luxembourg

	Segment [1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
CORPUS SIREO RetailCenter-Fonds Deutschland SICAV-FIS (in Liquidation), Luxembourg	DE	until	30.09.2020	–	–			
EVER.S München S.C.S., Munsbach	DE			99.9%	100.0%	Asset management & Real estate	EUR	1 000
Fontavis Capital Partners, Luxembourg	AM			100.0%	100.0%	Asset management	EUR	12 000
German Office Landmark Properties Partnership S.C.S., Luxembourg	DE/CH	from	01.10.2021	100.0%	100.0%	Life insurance	EUR	150 652 453
Heralux S.A., Luxembourg	FR			99.8%	100.0%	Reinsurance	EUR	3 500 000
SchwabenGalerie Stuttgart S.C.S., Munsbach	DE			99.9%	100.0%	Asset management & Real estate	EUR	1 000
SL Institutional Fund SICAV-SIF, S.A., Luxembourg	CH/FR			100.0%	100.0%	Investment funds	USD	40 000
SL Place de Paris S.à r.l., Luxembourg	FR	until	30.09.2020	–	–			
SLIC Infra EV S.A., SICAF-SIF, Luxembourg	CH			100.0%	100.0%	Investment funds	CHF	6 199 601
SLIC Infra KV S.A., SICAF-SIF, Luxembourg	CH			100.0%	100.0%	Investment funds	CHF	5 738 238
SLIC Real Estate KV S.A., SICAF-SIF, Luxembourg	CH			100.0%	100.0%	Investment funds	CHF	28 749 984
SWISS LIFE (LUXEMBOURG) S.A., Luxembourg	IN			100.0%	100.0%	Life insurance	EUR	23 000 000
Swiss Life Asset Managers Luxembourg, Luxembourg	AM			100.0%	100.0%	Investment funds	EUR	2 399 300
Swiss Life Funds (Lux) Global Infrastructure Opportunities Management S.à r.l., Luxembourg	AM			100.0%	100.0%	Asset management	EUR	12 500
Swiss Life Funds (Lux) Global Infrastructure Opportunities S.C.A., SICAV-SIF, Luxembourg	AM			82.6%	82.6%	Asset management	EUR	927 561
Swiss Life Invest Luxembourg S.A., Luxembourg	IN			100.0%	100.0%	Holding	EUR	60 211 000
Swiss Life Loan Fund (LUX) S.A., SICAV-SIF, Luxembourg	CH/DE/ FR			100.0%	100.0%	Investment funds	USD	40 000
Swiss Life Participations Luxembourg S.A., Luxembourg	IN	until	12.08.2020	–	–			
Swiss Life Products (Luxembourg) S.A., Luxembourg	CH			100.0%	100.0%	Life insurance/Reinsurance	EUR	86 538 000
Swiss Life Real Estate Funds (LUX) Feeder S.A., SICAV-SIF, Luxembourg	CH			100.0%	100.0%	Investment funds		n/a
Swiss Life Real Estate Funds (LUX) S.A., SICAV-SIF - ESG European Thematic Income & Growth, Luxembourg	CH/DE	from	01.10.2020	92.0%	92.0%	Investment funds	EUR	327 175 000
Swiss Life REF (LUX) European Retail SCS, SICAV-SIF, Luxembourg	FR/DE			56.5%	56.5%	Real estate	EUR	197 251 000
Swiss Life REF (LUX) German Core Real Estate SCS, Société en Commandite simple sous la forme d'une SICAV, Luxembourg	FR/DE/ CH			58.7%	58.7%	Real estate	EUR	614 031 000
SwissLife Co-Invest, Luxembourg	FR	from	28.10.2020	100.0%	100.0%	Real estate	EUR	2 017 547
SwissLife LuxCo 2, Luxembourg	FR	from	29.10.2020	100.0%	100.0%	Real estate	EUR	936 504
SwissLife LuxCo S.à r.l., Luxembourg	FR			100.0%	100.0%	Holding	EUR	12 000

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

United Kingdom

	Segment [1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
Chase de Vere Consulting Limited, Manchester	IN			100.0%	100.0%	n/a	GBP	15 000
Chase de Vere Financial Solutions Limited, Manchester	IN	until	25.02.2020	–	–			
Chase de Vere IFA Group Plc, London	IN			100.0%	100.0%	Finance	GBP	64 000 000
Chase de Vere IFA Services Limited, Manchester	IN	until	25.02.2020	–	–			
Chase de Vere Independent Financial Advisers Limited, London	IN			100.0%	100.0%	Broker	GBP	17 000 000
Chase de Vere Loans Limited, Manchester	IN	until	25.02.2020	–	–			
Chase de Vere Private Client Trustees Limited, London	IN			100.0%	100.0%	n/a	GBP	1
Ferguson Oliver Limited, Angus	IN			100.0%	100.0%	Services	GBP	23 000
MAYFAIR CAPITAL INVESTMENT MANAGEMENT LIMITED, London	AM			100.0%	100.0%	Asset management	GBP	22 123
MAYFAIR CAPITAL PARTNERS LIMITED, London	AM			100.0%	100.0%	Asset management	GBP	1
MAYFAIR CAPITAL TGF GENERAL PARTNER LLP, London	AM			100.0%	100.0%	Asset management	GBP	1
MAYFAIR CAPITAL TRUST MANAGER (JERSEY) LIMITED, St. Helier	AM			100.0%	100.0%	Asset management	GBP	10 000
MCIM CORPORATE TRUSTEES LIMITED, London	AM			100.0%	100.0%	Asset management	GBP	1
Nestor Financial Group Limited, London	IN	from	01.10.2020	100.0%	100.0%	Broker	GBP	1 000
Oakfield Wealth Holdings Limited, London	IN			100.0%	100.0%	Holding	GBP	90
Oakfield Wealth Management Limited, London	IN			100.0%	100.0%	Broker	GBP	100
Principal & Prosper IFA Holdings Ltd, London	IN	from	01.06.2021	100.0%	100.0%	Holding	GBP	4 401 000
Principal & Prosper Ltd, London	IN	from	01.06.2021	100.0%	100.0%	Broker	GBP	193 713

Austria

	Segment [1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Select INVESTMENT GmbH, Wien	IN		100.0%	100.0%	Services	EUR	127 000
Swiss Life Select CEE Holding GmbH, Wien	IN		100.0%	100.0%	Holding	EUR	35 000
Swiss Life Select Österreich GmbH, Wien	IN		100.0%	100.0%	Services	EUR	726 728

Belgium

	Segment [1]	Consolidation period		Group share	Direct share	Principal activity	Currency	Subscribed Capital
Forest 1, Bruxelles	FR	from	11.12.2020	100.0%	100.0%	Real estate	EUR	61 500
MONTOYER 51 LEASEHOLD, Etterbeek	FR			100.0%	100.0%	Real estate	EUR	7 787 081
RENAISSANCE OFFICE SPRL, Bruxelles	FR			100.0%	100.0%	Real estate	EUR	2 484 148
Swiss Life BelCo, Bruxelles (formerly Etterbeek)	FR			100.0%	100.0%	Real estate	EUR	3 889 340

Cayman Islands

	Segment [1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Adroit Investment (Offshore) Ltd., Grand Cayman	CH		100.0%	100.0%	Private equity	CHF	192
Adroit Partnerships (Offshore) L.P., Grand Cayman	CH		100.0%	100.0%	Private equity	CHF	6 579 948
Swiss Life Financial Services (Cayman) Ltd., Grand Cayman	Other		100.0%	100.0%	Services	CHF	100
Swiss Life Insurance Finance Ltd., Grand Cayman	Other		100.0%	100.0%	Finance	EUR	5 000

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

Czech Republic

	Segment[1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Fincentrum & Swiss Life Select a.s., Praha	IN		100.0%	100.0%	Services	CZK	700 700 000
Fincentrum Reality s.r.o., Praha	IN		100.0%	100.0%	Services	CZK	200 000

Norway

	Segment[1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
AED Eiendom AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Services	NOK	30 000
Aker Drift AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Services	NOK	100 000
Aker Eiendomsdrift AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Services	NOK	468 300
Swiss Life Asset Managers Business Management AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Services	NOK	133 250
Swiss Life Asset Managers Holding (Nordic) AS, Oslo	AM	from 30.11.2021	90.0%	90.0%	Holding	NOK	300 000
Swiss Life Asset Managers Nordic AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Asset management	NOK	3 587 100
Swiss Life Asset Managers Transactions AS, Oslo	AM	from 30.11.2021	90.0%	100.0%	Services	NOK	99 856

Singapore

	Segment[1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Swiss Life (Singapore) Pte. Ltd., Singapore	IN		100.0%	100.0%	Life insurance	SGD	23 000 000
Swiss Life Network (Asia) Pte. Ltd., Singapore	IN		100.0%	100.0%	Services	SGD	1

Slovakia

	Segment[1]	Consolidation period	Group share	Direct share	Principal activity	Currency	Subscribed Capital
Swiss Life Select Slovensko, a.s., Bratislava	IN		100.0%	100.0%	Services	EUR	33 200
Fincentrum Reality s.r.o., Bratislava	IN	until 01.01.2020	–	–			

[1] Segment (CH = Switzerland, AM = Asset Managers, IN = International, FR = France, DE = Germany)

Report of the Statutory Auditor

Report of the statutory auditor
to the General Meeting of Swiss Life Holding Ltd

Zürich

Report on the audit of the consolidated financial statements

Opinion

We have audited the consolidated financial statements of Swiss Life Holding Ltd and its subsidiaries (the Group), which comprise the consolidated statement of income, consolidated statement of comprehensive income, consolidated balance sheet as at 31 December 2021, the consolidated statement of cash flows, consolidated statement of changes in equity for the year then ended and notes to the consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the consolidated financial statements (pages 196-351) give a true and fair view of the consolidated financial position of the Group as at 31 December 2021 and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with the International Financial Reporting Standards (IFRS) and comply with Swiss law.

Basis for opinion

We conducted our audit in accordance with Swiss law, International Standards on Auditing (ISAs) and Swiss Auditing Standards. Our responsibilities under those provisions and standards are further described in the "Auditor's responsibilities for the audit of the consolidated financial statements" section of our report.

We are independent of the Group in accordance with the provisions of Swiss law and the requirements of the Swiss audit profession, as well as the International Code of Ethics for Professional Accountants (including International Independence Standards) of the International Ethics Standards Board for Accountants (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our audit approach

Overview

Overall Group materiality: CHF 115 million

We concluded full scope audit work at 10 reporting units in 5 countries. Our audit scope addressed over 87% of the Group's total assets and 99% of the Group's total net earned premiums. In addition, specified procedures were performed on further five reporting units.

As key audit matters the following areas of focus have been identified:

- Models and assumptions used to calculate future life policyholder benefits
- Recoverability of Goodwill
- Valuation of investment property

PricewaterhouseCoopers AG, Birchstrasse 160, Postfach, CH-8050 Zürich, Switzerland
Telefon: +41 58 792 44 00, Telefax: +41 58 792 44 10, www.pwc.ch

Materiality

The scope of our audit was influenced by our application of materiality. Our audit opinion aims to provide reasonable assurance that the consolidated financial statements are free from material misstatement. Misstatements may arise due to fraud or error. They are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the consolidated financial statements.

Based on our professional judgement, we determined certain quantitative thresholds for materiality, including the overall Group materiality for the consolidated financial statements as a whole as set out in the table below. These, together with qualitative considerations, helped us to determine the scope of our audit and the nature, timing and extent of our audit procedures and to evaluate the effect of misstatements, both individually and in aggregate, on the consolidated financial statements as a whole.

Overall Group materiality	CHF 115 million
Benchmark applied	Profit before tax and policyholder participation
Rationale for the materiality benchmark applied	We chose a 3-year average (2019-2021) of profit before tax and policyholder participation as the benchmark because, in our view, it is a prevailing indicator for the performance of the Group as it is free from management's decisions regarding profit allocation.

We agreed with the Audit Committee that we would report to them profit relevant misstatements above CHF 5 million identified during our audit as well as any misstatements below that amount which, in our view, warranted reporting for qualitative reasons.

Audit scope

We tailored the scope of our audit in order to perform sufficient work to enable us to provide an opinion on the consolidated financial statements as a whole, taking into account the structure of the Group, the accounting processes and controls, and the industry in which the Group operates.

We continuously adjusted our audit approach to the developments of the Swiss Life Group and its subsidiaries. While all material positions in the consolidated financial statements are audited, emphasis is placed on matters identified during our risk assessment process. We have described such matters further below in section "Key audit matters".

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the consolidated financial statements of the current period. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Models and assumptions used to calculate future life policyholder benefits

Key audit matter	How our audit addressed the key audit matter
As set out in note 22 – Insurance Liabilities – total net future life policyholder benefits of the Swiss Life Group amount to CHF 109'525 million. We consider the future life policyholder benefits in Switzerland, which make up 77% of the future life policyholder benefits on the Group's balance sheet as a key audit matter. Policyholders' benefits represent the estimated future benefit liability for traditional life insurance policies and include the value of accumulated declared bonuses or dividends that have vested to policyholders. The reserves for life benefits for participating traditional life insurance policies are calculated using a net level premium valuation model. The	Our audit procedures relating to actuarially determined future life policyholder benefits primarily consist of testing the models used in developing these balances, reviewing management's assumptions in light of current economic conditions, industry developments and policyholder behaviour and performing procedures over the completeness and accuracy of underlying data used in the calculations. We were supported by actuaries in our audit work. We assessed the biometric assumptions, such as mortality and disability for reasonableness.

actuarially determined liabilities depend on the type of profit participation and are based on actuarial assumptions, such as guaranteed mortality benefits, interest rates, discount rates, persistency, expenses and investment return, plus a margin for adverse deviations. Management assesses the appropriateness of the main assumptions used for the calculation of these liabilities at each reporting date. Management's process for updating assumptions varies by territory and product. We focused our audit on these liabilities due to their significance to the consolidated financial statements, the sensitivity to changes in the economic conditions, and the level of judgment involved in setting assumptions.	As the future life policyholder benefits are calculated using a discount rate, we have assessed significant assumption changes made during the year with a focus on the interest rate used in the traditional life insurance policies. In assessing the interest rate used, we tested that the interest rates are supported by the anticipated economic performance of the assets backing the liability when considering any planned changes in asset strategy and reinvestment. We assessed the different components of the discount rate on a portfolio level. Our audit procedures for the discount rate included, but were not limited to: • Assessment of the estimated future expected returns for all major investment classes, such as bonds, investment property, loans, mortgages, equity, and alternative investments • Comparison of the allocation of the major asset classes to the strategic asset allocation as determined by management • Verification of the consistency of the assumptions made by management with assumptions made elsewhere • Assessment of the methodology for determining the selected discount rate, based on the above input parameters. Based on the work performed, we determined that the models and assumptions used in the valuation of actuarially determined future life policyholder benefits are reasonable and in line with financial reporting requirements and industry accepted practice.

Recoverability of Goodwill

Key audit matter	How our audit addressed the key audit matter
As elaborated in note 17 - Intangible Assets including Intangible Insurance Assets - Goodwill represents the excess of the fair value of the consideration transferred and the amount of any non-controlling interest recognised, if applicable, over the fair value of the assets and liabilities recognised at the date of acquisition. The existing goodwill amounts to CHF 1'575 million as a result of various business combinations. Goodwill is subject to management testing, at least annually, for impairment at the cash generating unit level. The recoverable amounts have been determined on a value-in-use basis and use cash flow projections based on financial budgets approved by management and the board of directors. The calculations are based on present values that use a single set of estimated cash flows and a single discount rate per cash generating unit. The cash flow projections cover a three or five-year period, and consider a terminal value after such period, based on long-term	We have obtained the cash flow projections based on financial budgets for the individual cash generating units approved by management and the board of directors. We challenged management as to the feasibility of reaching the cash flows. Further evidence of reasonableness of planned cash flows was to validate if these were met in the past. Where actual results were significantly below planned results, we inquired as to the reasons and potential impact they may have, in reaching future goals. We critically assessed the deviations from planned results. In addition, with the support of our valuation experts, we assessed the main parameters used in the calculation of the weighted average costs of capital, from which the discount rates are derived. We identified the market data inputs used by the Group and tested these against independent data. As for the long-term growth rates used at the end of the mid-term planning period, we compared them to the economic environment and industry trends.

growth assumptions in the various geographical markets, which is material to the overall value-in-use. In addition, a significant driver of the value-in-use is the discount rate, which is based on the weighted average cost of capital. As the actual cash flows naturally vary from planned projections, management have created detailed sensitivity analysis. This sensitivity analysis provides insights as to the recoverability of goodwill when the assumptions used in the planned projections, individually or as a whole, are not met. We focused on goodwill, since the cash flow projections extending into the future are based on significant management judgement, as to the development of the acquired businesses.	We critically assessed management's sensitivity analyses to ascertain the level of reliability of the assumptions when compared to past performance. We consider the valuation approach, and the assumptions and parameters used within, as a reasonable and adequate basis for management's assessment of the recoverability of goodwill. The audit evidence obtained through our audit procedures was sufficient and suitable to assess the recoverability of goodwill.

Valuation of investment property

Key audit matter	How our audit addressed the key audit matter
As set out in note 14 Investment Property - property held for investment amount to CHF 41'234 million for the Swiss Life Group. We focused on investment property due to the size of such property with respect to the total amount of invested assets and the fact that there is a high degree of judgement involved in determining the fair value. Further, we consider the investment property held by Swiss Life Switzerland as a key audit matter, as the value makes up a substantial part of the investment property on the Group's balance sheet. The fair value is usually derived using the generally accepted discounted cash flow method. Ordinarily the valuation of each investment property is determined on an annual basis by an independent valuation expert. Consideration is given to the expected rental revenue, over the period in use, and discounted using a rate which reflects the risk assessment of the investment property, such as location and market value. The fair value of investment property is essentially sensitive to a) the development of the investment property market for residential, commercial, and mixed-use properties in general, to b) the expected rental revenue, and c) the discount rate.	We assessed the overall portfolio structure, compared the current portfolio to the prior year, and assessed the overall process of determining the fair values. Based on the overall risk assessment, we selected investment properties for an individual valuation testing. Our sample selection was conducted using specified criteria, such as location, market value, market value deviation compared to the previous year, type of use, and acquisitions of investment property during the reporting period. During the audit we have been supported by our real estate valuation experts. Our valuation testing included the following: • Assessment of the completeness and appropriateness of the valuation report • Evaluation of the competence, objectivity and independence of the valuation expert • Examination of the formal aspects, in particular the compliance with investment property valuation standards • Amongst other procedures, we examined the valuation assumptions for expected rental income, with regards to reasonableness and market conformity • Test of the mathematical correctness of fundamental calculation steps through the reperformance of such calculations • Examination of the appropriateness of the valuation methodology used • Examination of the valuation parameters (discount rate and operating costs) used and comparison of the same to market data

In addition, we assessed the average gross profit margin resulting from valuing the investment property portfolio and compared it to market data.

We compared the booked values with the valuation results of the valuation experts. We examined if valuation adjustments (if applicable) were correctly booked.

We consider the valuation methodology, and the underlying valuation parameters used, to be reasonable. The audit evidence obtained through our audit procedures was sufficient and suitable to assess the valuation of investment property.

Other information in the annual report

The Board of Directors is responsible for the other information in the annual report. The other information comprises all information included in the annual report, but does not include the consolidated financial statements, the stand-alone financial statements and the remuneration report of Swiss Life Holding Ltd and our auditor's reports thereon.

Our opinion on the consolidated financial statements does not cover the other information in the annual report and we do not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information in the annual report and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Board of Directors for the consolidated financial statements

The Board of Directors is responsible for the preparation of the consolidated financial statements that give a true and fair view in accordance with IFRS and the provisions of Swiss law, and for such internal control as the Board of Directors determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, the Board of Directors is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the consolidated financial statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Swiss law, ISAs and Swiss Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

A further description of our responsibilities for the audit of the consolidated financial statements is located at the website of EXPERTsuisse: http://expertsuisse.ch/en/audit-report-for-public-companies. This description forms part of our auditor's report.

Report on other legal and regulatory requirements

In accordance with article 728a paragraph 1 item 3 CO and Swiss Auditing Standard 890, we confirm that an internal control system exists which has been designed for the preparation of consolidated financial statements according to the instructions of the Board of Directors.

We recommend that the consolidated financial statements submitted to you be approved.

PricewaterhouseCoopers AG

Peter Eberli	Beat Walter
Audit expert Auditor in charge	Audit expert

Zürich, 14 March 2022

Swiss Life Holding Ltd | Report of the statutory auditor to the General Meeting

Swiss Life Holding Financial Statements

Management Report

Swiss Life Holding generated a profit of CHF 784 million in the 2021 financial year (previous year CHF 719 million).

The annual profit mainly consisted of dividends, investment income and revenues from guaranteed benefits and commissions. Dividend income from subsidiaries increased from CHF 712 million in the previous year to CHF 764 million, income from guaranteed benefits and commissions remained unchanged at CHF 42 million and investment income declined slightly from CHF 52 million to CHF 51 million.

As at the end of the year, Swiss Life Holding had assets (liquid funds, receivables from Group companies, debt securities, equities and investment funds) of CHF 1.3 billion (previous year: CHF 1.1 billion). Cash on hand increased to CHF 52 million (previous year: CHF 28 million) and receivables from Group companies rose to CHF 260 million (previous year: CHF 165 million). Debt securities, investment funds and equities amounted to CHF 976 million at year-end (previous year: CHF 879 million).

The share buyback programme announced in February 2020 (2020-2021) of CHF 400 million was successfully concluded on schedule in May 2021. Swiss Life repurchased 908 423 treasury shares in total from March 2020 to May 2021. In 2021, 829 099 shares were repurchased for CHF 371 million (2020: 79 324 shares for CHF 29 million). On Investor Day 2021, Swiss Life announced a further share buyback programme (2021-2023) in the amount of CHF 1 billion. 68 000 shares worth CHF 38 million had been repurchased under the current share buyback programme (2021-2023). A total of 485 824 shares repurchased were cancelled during the year under review. The shares outstanding as at the end of 2021, amounted to 31 528 567, of which 1.97% are held by Swiss Life Holding.

Swiss Life Holding's total distribution to shareholders was made as an ordinary dividend and amounted to CHF 654 million, or CHF 21.00 per share. Swiss Life Holding's nominal share capital remained practically unchanged at CHF 3 million.

Long-term debt capital increased to CHF 1.5 billion (previous year: CHF 1.0 billion). The increase is due to an internal loan of EUR 600 million granted by Swiss Life Finance I, a financial company held as a subsidiary. The funds come from a successfully placed 10-year green bond. Part of the money was used to repay a long-term bond in the amount of CHF 200 million maturing in December 2021 to investors. Interest on long-term debt capital totalled CHF 7 million (previous year CHF 5 million) in the year under review. With short-term repo transactions, Swiss Life Holding generated interest income of CHF 1 million (previous year: CHF 1 million).

New loans totalling CHF 303 million were awarded to Group units to finance real estate projects or smaller acquisitions. Including repayments of expired loans and payments under lines of credit granted, the outstanding amount remained stable at CHF 1.6 billion (previous year: CHF 1.6 billion).

Interest income remained stable at CHF 30 million and income from investments in bonds and fund units declined slightly to CHF 20 million (previous year: CHF 22 million). Both loans granted internally and external investments in foreign currencies are almost fully hedged with currency futures. The cost of hedging during the reporting period was CHF 5 million (previous year: CHF 7 million). The investment book value remained unchanged during the year under review at CHF 3.2 billion.

Staff costs and operating expenses rose to CHF 20 million (previous year: CHF 16 million). Tax expenses rose to CHF 10 million (previous year: CHF 7 million).

Statement of Income

Statement of income for the years ended 31 December

In CHF million

	2021	2020
Net income on non-current assets		
Dividends received	**764**	712
Realised gain/loss on non-current assets	**0**	1
Unrealised gain/loss on non-current assets	**–13**	1
Other finance income	**51**	52
Other financial expense	**–7**	–5
Foreign currency gains/losses	**–18**	10
Total net income on non-current assets	**777**	771
Staff costs	**–10**	–8
Operating expense	**–10**	–8
Other profit from operations	**42**	42
Other operating expense	**–5**	–71
Income tax	**–10**	–7
ANNUAL PROFIT	**784**	719

Balance Sheet

Balance sheet

In CHF million

	31.12.2021	31.12.2020
ASSETS		
Cash and cash equivalents	**52**	28
Receivables from Group companies	**260**	165
Receivables from third parties	**3**	2
Accrued income	**9**	9
CURRENT ASSETS	**325**	203
Financial assets		
Debt securities	**920**	778
Shares	**7**	7
Investment funds	**49**	94
Loans to Group companies	**1 595**	1 589
Other investments	**–**	6
Participations	**3 221**	3 221
NON-CURRENT ASSETS	**5 792**	5 695
TOTAL ASSETS	**6 117**	5 898
LIABILITIES AND EQUITY		
Short-term debt capital		
Short-term liabilities due to Group companies	**–**	0
Short-term, interest-bearing liabilities due to third parties	**165**	46
Other short-term liabilities due to third parties	**107**	80
Accrued expenses	**4**	3
Short-term provisions	**–**	70
Long-term debt capital		
Loans from Group companies	**623**	–
Senior bonds	**849**	1 049
LIABILITIES	**1 748**	1 248
Share capital	**3**	3
Statutory capital reserve		
Capital contribution reserve	**177**	181
Statutory retained earnings		
General reserves	**33**	33
Voluntary retained earnings		
Free reserves	**3 628**	3 756
Profit shown in the balance sheet		
Balance carried forward from previous year	**19**	27
Annual profit	**784**	719
Own capital shares	**–276**	–69
EQUITY	**4 368**	4 650
TOTAL LIABILITIES AND EQUITY	**6 117**	5 898

Notes to the Financial Statements

Accounting Rules

The 2021 Financial Statements were prepared in accordance with the provisions of Swiss accounting law (Title 32 of the Swiss Code of Obligations). Swiss Life Holding's Financial Statements are presented in millions of Swiss francs (CHF), which is the presentation currency. Figures may not add up exactly due to rounding.

Explanations on the balance sheet and statement of income

Participations

	Currency	Authorised share capital in 1000	Direct share	Currency	Authorised share capital in 1000	Direct share
		31.12.2021			31.12.2020	
Swiss Life AG, Zürich	**CHF**	**587 350**	**100.00%**	CHF	587 350	100.00%
Swiss Life Deutschland Holding GmbH, Hannover	**EUR**	**25**	**100.00%**	EUR	25	100.00%
Swiss Life Intellectual Property Management AG, Zürich	**CHF**	**250**	**100.00%**	CHF	250	100.00%
Swiss Life International Holding AG, Zürich	**CHF**	**1 000**	**100.00%**	CHF	1 000	100.00%
Swiss Life Investment Management Holding AG, Zürich	**CHF**	**50 000**	**100.00%**	CHF	50 000	100.00%
Swiss Life Schweiz Holding AG, Zürich	**CHF**	**250**	**100.00%**	CHF	250	100.00%
Swiss Life Finance I AG, Ruggell LI	**CHF**	**100**	**100.00%**	CHF	100	100.00%

Loans to Group companies

CHF 688 million of the loans to Group companies is classified as subordinated.

Provisions

As disclosed in a press release dated 14 May 2021, Swiss Life has reached a resolution with the US Department of Justice (DOJ) concerning the DOJ's inquiry into the legacy business with US clients that had been announced in September 2017. The resolution is in the form of a Deferred Prosecution Agreement (DPA) with a three-year term. The financial payment required as part of this resolution is in line with the provision of CHF 70 million charged against the 2020 results as announced on 2 March 2021.

Major shareholders

BlackRock Inc., 55 East 52nd Street, New York 10055, USA, reported in a publication of 1 June 2021 that it held through various companies a total of 5.58% of the voting rights for Swiss Life Holding. At the same time, BlackRock Inc. held sales positions in the amount of 0.002% of the voting rights.

Share capital

As at 31 December 2021, the share capital of Swiss Life Holding (SLH) consisted of 31 528 567 fully-paid registered shares. (previous year: 32 014 391 registered shares) with a par value of CHF 0.10 each. Conditional share capital remained unchanged at CHF 385 794.80 as at 31 December 2021.In exercising voting rights, no shareholder can collect more than 10% of the total share capital directly or indirectly in respect of his own shares and those he represents.

Statutory capital reserve

The statutory capital reserve consists of the capital contribution reserve. As at 31 December 2021, the capital contribution reserve was unchanged at CHF 177 million. The Federal Tax Administration has not recognised the balance sheet position under commercial law. The assessment in terms of tax law therefore remains open and will be discontinued subject to the development of the future legal situation.

Statutory retained earnings

Statutory retained earnings comprise the general reserves.

Free reserves

This item comprises accumulated retained earnings which have not been distributed to the shareholders. In the year under review, CHF 73 million was allocated to the free reserve. In addition, the free reserve was reduced by CHF 201 million due to the cancellation of 485 824 shares, which took place on 12 July 2021.

Issue of senior bonds

Volume	Year of issue	Maturity	Coupon
CHF 200 millions	2013	2023	1.875%
CHF 250 millions	2019	2023	0.250%
CHF 250 millions	2019	2025	0.000%
CHF 150 millions	2019	2029	0.350%

Issue of two senior bonds in 2013

Two senior bonds for a total amount of CHF 425 million were issued on 21 June 2013, split into a tranche of CHF 225 million with a tenor of six years which was repaid on 21 June 2019 (coupon of 1.125%) and a tranche of CHF 200 million with a tenor of ten years until 2023 (coupon of 1.875%).

Issue of four senior bonds in 2019

On 6 December 2019, Swiss Life Holding placed three senior green bond tranches totalling CHF 600 million: a tranche of CHF 200 million with a tenor of two years and variable coupon (floor at 0.00%, cap at 0.05%) which was repaid on 6 December 2021, a tranche of CHF 250 million with a tenor of 5.5 years and a coupon of 0% and a tranche of CHF150 million with a tenor of 9.25 years and a coupon of 0.35% p.a.

On 13 March 2019, Swiss Life Holding placed a senior bond amounting to CHF 250 million. The bond has a tenor of 4.6 years and a coupon of 0.25% p.a.

Treasury shares

As part of the second share buyback programme (2020-2021), Swiss Life Holding purchased a total of 829 099 treasury shares in the year under review at an average price of CHF 447.85. In the same period, 485 824 shares were cancelled. In the current share buyback programme (2021-2023), 68 000 treasury shares had been purchased at an average price of CHF 552.31 by the balance sheet date.

Outside the share buyback programme, the companies in the Swiss Life Group purchased 35 000 treasury shares at an average price of CHF 457.93. As at 31 December 2021, the Swiss Life Group held 130 243 treasury shares which are not part of the share buyback programme.

The Swiss Life Group held a total of 620 842 treasury shares as at 31 December 2021.

Contingent liabilities

Swiss Life Holding acts as warrantor for all Swiss Life Ltd liabilities with regard to the various tranches of the subordinated perpetual step-up loans (hybrid debt), which amounted to an equivalent value of CHF 4.1 billion at the balance sheet date. The guarantees are classified as subordinated at Swiss Life Holding.

Swiss Life Holding further provides capital guarantees for a maximum net asset value of CHF 1.1 billion to Swiss Life Ltd, CHF 623 million for Swiss Life Finance I, CHF 135 million to Swiss Life Products as well as CHF 6 million to Swiss Life Liechtenstein.

In addition, under drawn credit lines Swiss Life Holding held liabilities totalling CHF 6 million for Corpus Sireo companies.

Financial assets pledged as collateral

Debt securities of CHF 165 million were pledged on the balance sheet date as part of a repurchase agreement (repo transactions). In this connection, additional debt securities totalling CHF 43 million were reserved for the liquidity-shortage financing facility (SNB EFF).

Statement of changes in equity for the years ended 31 December

In CHF million

	2021	2020
SHARE CAPITAL		
Balance as at 1 January	**3**	171
Reduction in par value (incl. cancellation of treasury shares)	**0**	–168
TOTAL SHARE CAPITAL	**3**	3
STATUTORY CAPITAL RESERVE		
Balance as at 1 January	**181**	181
Distribution of profit from the capital contribution reserve	**–**	–
Capital contribution reserve reduction due to treasury share cancellation	**–4**	
TOTAL STATUTORY CAPITAL RESERVE	**177**	181
STATUTORY RETAINED EARNINGS		
General reserves		
Balance as at 1 January	**33**	33
Change	**–**	–
Total general reserves	**33**	33
TOTAL STATUTORY RETAINED EARNINGS	**33**	33
VOLUNTARY RETAINED EARNINGS		
Free reserves		
Balance as at 1 January	**3 756**	4 242
Allocation to free reserves	**73**	254
Distribution of profit from free reserves	**–**	–
cancellation of treasury shares	**–201**	–740
Total free reserves	**3 628**	3 756
Profit shown in the balance sheet		
Balance as at 1 January	**746**	758
Allocation to free reserves	**–73**	–254
Dividend	**–654**	–477
Annual profit	**784**	719
Total profit shown in the balance sheet	**803**	746
TOTAL VOLUNTARY RETAINED EARNINGS	**4 431**	4 502
OWN CAPITAL SHARES		
Balance as at 1 January	**–69**	–787
Change in own capital shares	**–207**	718
TOTAL OWN CAPITAL SHARES	**–276**	–69
TOTAL EQUITY	**4 368**	4 650

Number of full-time positions

As in the previous year, the number of full-time positions is not above 50 employees on average over the year.

Disclosure of compensation to the Board of Directors and the Corporate Executive Board in accordance with Art. 663b^{bis} of the Swiss Code of Obligations (CO) and Art. 14–16 of the Federal Ordinance against Excessive Compensation in Listed Stock Companies, and disclosure of the shareholdings of members of the Board of Directors and the Corporate Executive Board in accordance with Art. 663c of the CO

Compensation in 2021

The Board of Directors is responsible for drawing up a written compensation report each year to include the information required by Articles 14–16 of the Federal Ordinance against Excessive Compensation in Listed Stock Companies (Compensation Ordinance). This compensation report supersedes the details in the notes to the balance sheet according to Art. 663b^{bis} CO. Swiss Life's compensation report for the 2021 financial year is provided on pages 56 to 78.

The following tables contain information on the share ownership and participation rights of members of the Board of Directors and the Corporate Executive Board in accordance with Art. 663c CO.

Share ownership/participation rights as at 31 December 2021
As at 31 December 2021, acting members of the Board of Directors and the Corporate Executive Board (including closely linked parties) held the following number of registered Swiss Life Holding shares and future subscription rights to Swiss Life Holding shares in the form of Restricted Share Units (RSUs).

Board of Directors

	SLH shares 31.12.2021
Rolf Dörig, Chairman of the Board of Directors	32 772
Thomas Buess	23 118
Adrienne Corboud Fumagalli	990
Ueli Dietiker	1 477
Damir Filipovic	1 973
Frank W. Keuper	1 210
Stefan Loacker	1 141
Henry Peter	13 656
Martin Schmid	578
Franziska Tschudi Sauber	3 427
Klaus Tschütscher	1 332
TOTAL BOARD OF DIRECTORS	81 674

Corporate Executive Board

	SLH shares 31.12.2021
Patrick Frost, Group CEO	27 965
Matthias Aellig	5 374
Jörg Arnold	2 807
Nils Frowein	4 825
Markus Leibundgut	7 578
Stefan Mächler	5 000
Tanguy Polet	3 478
TOTAL CORPORATE EXECUTIVE BOARD	57 027

	Restricted Share Units (RSUs) 31.12.2021 [1]
Patrick Frost, Group CEO	7 424
Matthias Aellig	3 904
Jörg Arnold	3 855
Nils Frowein	3 751
Markus Leibundgut	4 596
Stefan Mächler	4 246
Tanguy Polet	3 009
TOTAL CORPORATE EXECUTIVE BOARD	30 785

[1] Total number of RSUs allocated in the years 2019, 2020 and 2021 in connection with the relevant equity compensation plan. The RSUs represent future subscription rights that entitle the individuals concerned to receive SLH shares after a period of three years, provided that the relevant conditions are met at that point. In addition to the reported shareholding, Thomas Buess held a total of 1314 RSUs as at the balance sheet date of 31 December 2021, which were allocated to him in 2019 in the context of his former function as Group CFO and Member of the Corporate Executive Board of Swiss Life.

Share ownership/participation rights as at 31 December 2020

As at 31 December 2020, acting members of the Board of Directors and the Corporate Executive Board (including closely linked parties) held the following number of registered Swiss Life Holding shares and future subscription rights to Swiss Life Holding shares in the form of Restricted Share Units (RSUs).

Board of Directors

	SLH shares 31.12.2020
Rolf Dörig, Chairman of the Board of Directors	32 056
Frank Schnewlin	5 904
Thomas Buess	25 987
Adrienne Corboud Fumagalli	906
Ueli Dietiker	1 339
Damir Filipovic	1 889
Frank W. Keuper	1 126
Stefan Loacker	1 015
Henry Peter	13 548
Martin Schmid	486
Franziska Tschudi Sauber	3 343
Klaus Tschütscher	1 164
TOTAL BOARD OF DIRECTORS	88 763

Corporate Executive Board

	SLH shares 31.12.2020
Patrick Frost, Group CEO	26 143
Matthias Aellig	4 043
Jörg Arnold	1 617
Nils Frowein	3 428
Markus Leibundgut	7 314
Stefan Mächler	6 316
Charles Relecom	1 764
TOTAL CORPORATE EXECUTIVE BOARD	50 625

	Restricted Share Units (RSUs) 31.12.2020[1]
Patrick Frost, Group CEO	7 843
Matthias Aellig	3 840
Jörg Arnold	3 739
Nils Frowein	3 893
Markus Leibundgut	4 601
Stefan Mächler	4 270
Charles Relecom	4 151
TOTAL CORPORATE EXECUTIVE BOARD	32 337

[1] Total number of RSUs allocated in the years 2018, 2019 and 2020 in connection with the relevant equity compensation plan. The RSUs represent future subscription rights that entitle the individuals concerned to receive SLH shares after a period of three years, provided that the relevant conditions are met at that point. In addition to the reported shareholding, Thomas Buess held a total of 2861 RSUs as at the balance sheet date of 31 December 2020, which were allocated to him in 2018 and 2019 in the context of his former function as Group CFO and Member of the Corporate Executive Board of Swiss Life.

Appropriation of Profit
Profit and Appropriation of Profit

Annual profit amounts to CHF 784 365 470. The Board of Directors proposes to the General Meeting of Shareholders that the profit be appropriated in accordance with the table below. If this proposal is adopted, an ordinary dividend of CHF 25.00 per share will be made from profit.

The proposal of the Board of Directors to the General Meeting of Shareholders on 22 April 2022 is based on shares entitled to a dividend as at 31 December 2021. Swiss Life Holding Ltd waives a corresponding dividend in respect of treasury shares it holds at the time of distribution. Thus, the effective dividend payment and the resulting balance carried forward from the previous year are calculated on the basis of the share capital issued on the last trading day prior to the dividend payment, less the own capital shares held at that time. The last trading day with entitlement to receive the distribution is 25 April 2022.

Profit shown in the balance sheet

In CHF

	2021	2020
Balance carried forward from previous year	**816 058**	373 786
Dividend not paid on treasury shares	**18 163 131**	26 652 960
Annual profit	**784 365 470**	719 091 523
TOTAL PROFIT SHOWN IN THE BALANCE SHEET	**803 344 660**	746 118 269

Appropriation of profit

In CHF

	2021	2020
Dividend	**788 214 175**	672 302 211
Allocation to legal reserves		
Allocation to free reserves	**15 000 000**	73 000 000
Withdrawal from the free reserves		
Balance carried forward to new account	**130 485**	816 058
TOTAL PROFIT SHOWN IN THE BALANCE SHEET	**803 344 660**	746 118 269

Zurich, 14 March 2022

For the Swiss Life Holding Board of Directors

Rolf Dörig Klaus Tschütscher

Report of the Statutory Auditor

Report of the statutory auditor

to the General Meeting of Swiss Life Holding Ltd

Zürich

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Swiss Life Holding Ltd, which comprise the statement of income, balance sheet as at 31 December 2021, and notes for the year then ended, including accounting rules.

In our opinion, the financial statements (pages 362-370) as at 31 December 2021 comply with Swiss law and the company's articles of incorporation.

Basis for opinion

We conducted our audit in accordance with Swiss law and Swiss Auditing Standards. Our responsibilities under those provisions and standards are further described in the "Auditor's responsibilities for the audit of the financial statements" section of our report.

We are independent of the entity in accordance with the provisions of Swiss law and the requirements of the Swiss audit profession and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our audit approach

Overview

Overall materiality: CHF 57 Million

We tailored the scope of our audit in order to perform sufficient work to enable us to provide an opinion on the financial statements as a whole, taking into account the structure of the entity, the accounting processes and controls, and the industry in which the entity operates.

As key audit matter the following area of focus has been identified:

Valuation of participations

PricewaterhouseCoopers AG, Birchstrasse 160, Postfach, CH-8050 Zürich, Switzerland
Telefon: +41 58 792 44 00, Telefax: +41 58 792 44 10, www.pwc.ch

Materiality

The scope of our audit was influenced by our application of materiality. Our audit opinion aims to provide reasonable assurance that the financial statements are free from material misstatement. Misstatements may arise due to fraud or error. They are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Based on our professional judgement, we determined certain quantitative thresholds for materiality, including the overall materiality for the financial statements as a whole as set out in the table below. These, together with qualitative considerations, helped us to determine the scope of our audit and the nature, timing and extent of our audit procedures and to evaluate the effect of misstatements, both individually and in aggregate, on the financial statements as a whole.

Overall materiality	CHF 57 Million
Benchmark applied	Sum of total assets
Rationale for the materiality benchmark applied	We chose total assets as the benchmark because the company mainly holds participations in areas of insurance and financial services providers, as well as providing loans to group companies.

We agreed with the Audit Committee that we would report to them profit relevant misstatements above CHF 5 million identified during our audit as well as any misstatements below that amount which, in our view, warranted reporting for qualitative reasons.

Audit scope

We designed our audit by determining materiality and assessing the risks of material misstatement in the financial statements. In particular, we considered where subjective judgements were made; for example, in respect of significant accounting estimates that involved making assumptions and considering future events that are inherently uncertain. As in all of our audits, we also addressed the risk of management override of internal controls, including among other matters consideration of whether there was evidence of bias that represented a risk of material misstatement due to fraud.

Report on key audit matters based on the circular 1/2015 of the Federal Audit Oversight Authority

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Valuation of participations

Key audit matter	How our audit addressed the key audit matter
Participations represent a significant amount of the balance sheet (CHF 3'221 million, 53% of total assets). Annually, management analyses participations to assess valuation adjustments. For the analysis significant judgement is applied, to determine assumptions, such as new business volume, commission income, cost development and applied discount rates on projected cash flows. We consider our audit procedures in this area as particularly important, due to the size of the balance sheet position and level of significant assumptions. In accordance with the Swiss Code of Obligations, participations are valued with deductions for write-downs as necessary. Management test the valuation of individual participations through a comparison of the book value of each participa-	Our audit work in the area of participations focused on the audit of management's analysis of valuation adjustments of participations as well as an assessment of assumptions used by management to determine the value in use. As part of our audit procedures, we compared the book value with the IFRS equity value or value in use. For material participations, we audited the IFRS equity value as part of the IFRS group audit. For immaterial participations, we performed an assessment of differences between the IFRS equity value and the statutory equity. For participations where the book value exceeds the IFRS equity value, we audited the underlying valuation analysis. We critically assessed and tested the financial budgets approved by management and the board of directors.

tion to the respective IFRS equity value. Management utilize the equity value of each participation determined for the IFRS closings. As long as the IFRS equity value exceeds the book value of the participation, the conclusion is drawn that the valuation of the participation is sufficient.

In case that the IFRS equity value is below the book value of the participation, management performs an extensive valuation analysis and the value in use is compared to the book value of the participation. For the calculation of the value in use, an extensive valuation analysis using cash flow projections, based on mid-term planning approved by management and the board of directors, is performed.

As the actual cash flows naturally vary from planned projections, management have created detailed sensitivity analyses. The sensitivity analyses provide insights as to the valuation of the participation, when key assumptions, individually or as a whole, on which planned projections are based, are not met.

We critically assessed the additional sensitivity analyses prepared by management to ascertain the reliability of the assumptions used.

In addition, we, together with our valuation experts, assessed the main parameters used in the calculation of the weighted average costs of capital, from which the discount rates are derived. In particular, we identified the market data inputs used by management and compared these against independent data. As for the long-term growth rates used at the end of the mid-term planning period, we compared them to the economic environment and industry trends.

We consider the valuation approach, and the assumptions and parameters used within, as a reasonable and adequate basis for the management assessment of the participation value recorded on the balance sheet. The audit evidence obtained through our audit procedures was sufficient and suitable to assess the valuation of participations.

Responsibilities of the Board of Directors for the financial statements

The Board of Directors is responsible for the preparation of the financial statements in accordance with the provisions of Swiss law and the company's articles of incorporation, and for such internal control as the Board of Directors determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board of Directors is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Directors either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Swiss law and Swiss Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the website of EXPERTsuisse: http://expertsuisse.ch/en/audit-report-for-public-companies. This description forms part of our auditor's report.

Report on other legal and regulatory requirements

In accordance with article 728a paragraph 1 item 3 CO and Swiss Auditing Standard 890, we confirm that an internal control system exists which has been designed for the preparation of financial statements according to the instructions of the Board of Directors.

We further confirm that the proposed appropriation of available earnings complies with Swiss law and the company's articles of incorporation. We recommend that the financial statements submitted to you be approved.

PricewaterhouseCoopers AG

Peter Eberli

Audit expert
Auditor in charge

Beat Walter

Audit expert

Zürich, 14 March 2022

Share Performance and Historical Comparison

The Swiss Life share closed 2021 at CHF 559.00. That corresponds to an increase of 36% or 40% taking into account the dividend distribution of CHF 21.00 per share.

Despite the ongoing uncertainties related to the Covid-19 pandemic, equity markets performed strongly in almost all sectors in this year. By bundling monetary and fiscal policy measures, governments and central banks managed to support markets and the global economy.

In this environment, the Swiss Market Index (SMI) posted a performance of +20%. The Swiss Life share closed the year 36% higher, outperforming the European sector index STOXX Europe 600 Insurance (+15%).

At the Annual General Meeting of Swiss Life Holding Ltd in April 2021, the shareholders approved the distribution of an ordinary dividend of CHF 21.00 per share. In May 2021, Swiss Life successfully completed the CHF 400 million share buyback programme announced in March 2020. At its Investor Day on 25 November 2021, Swiss Life presented its “Swiss Life 2024” Group-wide programme with new strategic and financial goals for 2022–2024 and a new share buyback programme of CHF 1 billion, which started on 6 December 2021. The share buyback programme has a planned duration of 18 months until the end of May 2023.

Swiss Life share details

Swiss security number	1 485 278
ISIN	CH 001 485 278 1
Ticker symbol SIX	SLHN
Reuters	SLHN.S
Bloomberg	SLHN SW

Share performance

Amounts in CHF

	as at 2021	2021	2020	2019	2018	2017
Number of shares	**31.12.**	**31 528 567**	32 014 391	33 594 606	34 223 106	34 223 106
Annual high	**28.12.**	**563.00**	521.40	508.40	395.90	363.50
Annual low	**29.01.**	**406.90**	261.00	380.20	328.10	292.40
Year-end price	**30.12.**	**559.00**	412.40	485.80	378.60	345.00
Performance of Swiss Life (in %)		**+36**	–15	+28	+10	+20
Swiss Market Index (SMI)	**30.12.**	**12 876**	10 704	10 617	8 429	9 382
Performance of Swiss Market Index (SMI) (in %)		**+20**	+1	+26	–10	+14
Dow Jones STOXX 600 Insurance Index (in EUR)	**31.12.**	**322.03**	279.14	322.75	259.40	288.35
Performance of Dow Jones STOXX 600 Insurance Index (in %)		**+15**	–14	+24	–10	+7
Average trading volume		**118 619**	234 155	156 762	177 519	144 983
Market capitalisation (in CHF million)	**30.12.**	**17 624**	13 203	16 320	12 957	11 807
Basic earnings per share		**40.05**	32.87	36.59	31.58	30.98
Diluted earnings per share		**39.93**	32.78	36.48	31.49	29.63
Dividend paid / par value repayment per share	**29.04.**	**21.00**	20.00	16.50	13.50	11.00
Total dividend payout to shareholders (in CHF million)	**29.04.**	**654**	636	547	460	356
Dividend yield on year-end price (in %)	**30.12.**	**3.76**	4.85	3.40	3.57	3.19

Source: Bloomberg

Breakdown of registered shares with voting rights as at 31.12.2021

Number of shares	Number of shareholders	As % of registered shareholders
1–25	**122 914**	**74.34**
26–100	**28 361**	**17.15**
101–1 000	**12 879**	**7.79**
> 1 000	**1 195**	**0.72**
TOTAL	**165 349**	**100.00**

Standard & Poor's financial strength ratings as at 31.12.2021

	Classification	Outlook
Swiss Life Ltd, Zurich	**A+**	**stable**
Swiss Life Ltd, Branch Germany, Munich	**A+**	**stable**

Swiss Life Group historical comparison

In CHF million (if not stated otherwise)

	2021	2020	2019	2018	2017
PREMIUM VOLUME					
Gross written premiums, policy fees and deposits received	**20 188**	20 020	23 008	19 218	18 565
FIGURES FROM CONSOLIDATED STATEMENT OF INCOME					
Net earned premiums	**14 389**	15 304	17 034	13 157	12 791
Fee and commission income	**2 296**	1 957	1 820	1 615	1 469
Financial result	**5 194**	4 273	5 227	5 003	4 395
TOTAL INCOME	**22 219**	21 728	24 320	20 062	18 769
Net insurance benefits and claims	**–14 343**	–15 629	–17 838	–13 961	–13 189
Policyholder participation	**–2 001**	–910	–1 124	–1 155	–949
Operating expense	**–3 920**	–3 590	–3 541	–3 268	–2 842
TOTAL EXPENSE	**–20 435**	–20 256	–22 669	–18 527	–17 292
PROFIT FROM OPERATIONS	**1 783**	1 472	1 651	1 534	1 476
NET PROFIT	**1 257**	1 051	1 205	1 080	1 013
Net profit attributable to					
Equity holders of Swiss Life Holding	**1 247**	1 046	1 199	1 076	1 007
Non-controlling interests	**10**	5	6	4	6
FIGURES FROM CONSOLIDATED BALANCE SHEET					
Equity	**16 522**	17 263	16 435	15 034	15 583
Insurance reserves	**192 496**	189 624	183 339	170 048	171 649
Total assets	**240 424**	237 538	228 094	212 982	212 800
FURTHER KEY FIGURES					
Return on equity (in %) [1]	**11.0** [2]	9.4 [2]	10.8 [2]	9.6 [2]	9.8
Assets under control	**334 294**	322 979	303 677	277 040	269 255
Value of new business	**482**	465	561	386	351
Number of employees (full-time equivalents)	**10 219**	9 823	9 330	8 624	7 979
Number of advisors	**17 626**	15 830	13 570	13 560	11 243

[1] equity excl. unrealised gains/losses on financial instruments

[2] incl. share buyback (2021: CHF 409 million / 2020: CHF 29 million / 2019: CHF 913 million / 2018: CHF 87 million)

Contacts

Swiss Life
General-Guisan-Quai 40
P.O. Box 2831
CH-8022 Zurich
Tel. +41 43 284 33 11
www.swisslife.com

Investor Relations
Tel. +41 43 284 52 76
investor.relations@swisslife.ch

Shareholder Services
Tel. +41 43 284 61 10
shareholder.services@swisslife.ch

Media Relations
Tel. +41 43 284 77 77
media.relations@swisslife.ch

Annual Report 2021
The Annual Report is published in German and English and contains information on corporate governance, risk management, sustainability and the annual accounts.
The English text is definitive for the Consolidated Financial Statements; the original German text is binding in all other respects.

The Annual Report can be found online at: www.swisslife.com/ar2021

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There may be minor discrepancies in total figures and percentages in this report due to rounding effects.

Important dates

Annual General Meeting 2022
22 April 2022

Interim Statement Q1 2022
11 May 2022

Half-year Results 2022
17 August 2022

Interim Statement Q3 2022
9 November 2022

We enable people to lead a self-determined life.

Swiss Life
General-Guisan-Quai 40
P.O. Box 2831
CH-8022 Zurich

Tel. +41 43 284 33 11
www.swisslife.com