

Earnings release Fourth quarter 2010

SulAmérica

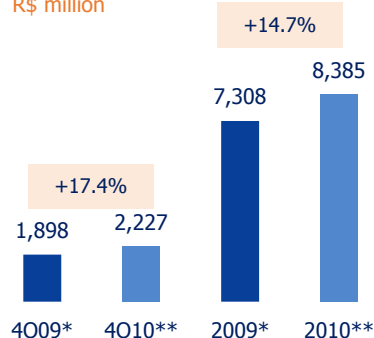
associada ao **ING** 

Net income of R\$158.3 million in 4Q10, growing 5.6% in relation to 4Q09 and 20.9% in relation to 3Q10. In 2010, net income reaches R\$426.6 million, with an increase of 3.2%.

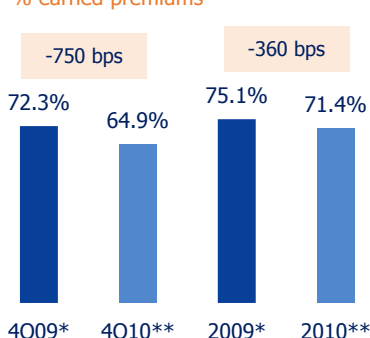
Highlights

- ▶ Insurance premiums in the quarter total R\$ 2.2 billion, increasing 17.4% in relation to 4Q09 and decreasing 1.4% in relation to the prior quarter. In 2010, insurance premiums increase 14.7% to reach R\$8.4 billion. Health insurance premiums increase 17.3% in 4Q10 in relation to 4Q09 (up 2.2% in relation to 3Q10), while premiums in the group health portfolio expand 21.3% (up 2.4% in relation to 3Q10), led by small and medium enterprises (SMEs), which grow 28.3%. Auto insurance premiums climb 19.3% in 4Q10 compared to 4Q09 (down 12.3% in relation to 3Q10) and the insured fleet reaches approximately 1.4 million vehicles.
- ▶ Total loss ratio of 64.9% in 4Q10, declining 750 bps in relation to 4Q09 and 580 bps in relation to 3Q10. In 2010, the total loss ratio reaches 71.4%, up 360 bps in relation to 2009. The health insurance loss ratio reaches 69.2% in 4Q10, increasing 1,000 bps in relation to 4Q09 (improving 750 bps in relation to 3Q10). The auto insurance loss ratio reaches 58.4% in 4Q10, representing improvement of 390 bps in relation to 4Q09 (improving 370 bps in relation to 3Q10).
- ▶ The combined ratio closes the quarter at 94.3%, decreasing 370 bps in relation to 4Q09 (decrease of 120 bps in relation to 3Q10). In the year, the combined ratio decreased 220 bps to 97.8%.
- ▶ Return on the investment portfolio reaches R\$128.9 million in 4Q10, with an average return of 129.7% of the CDI rate, excluding private pension and VGBL operations. In the year, the return on the investment portfolio reaches R\$429.9 million, yielding 117.2% of the CDI rate.
- ▶ Net income of R\$158.3 million in 4Q10, up 5.6% in relation to 4Q09 (up 20.9% in relation to 3Q10). In 2010, recurring net income reaches R\$426.6 million, increasing 3.2% in relation to 2009. Annualized return on equity reaches 22.1% in 4Q10 and 14.9% in the year. Total net income of R\$286.3 million in 4Q10, increasing 91.1% and 128.8%, in relation to 4Q09 and 3Q10, respectively. In the year, total net income reaches R\$614.0 million, increasing 48.5% over 2009. Total net income includes the effects of non-recurring events which totaled R\$187.4 million in 2010. Company ends the period with total assets of R\$12.3 billion.

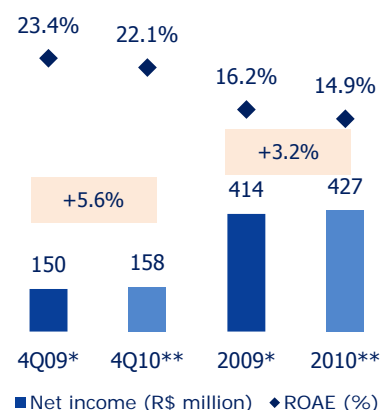
Insurance premiums
R\$ million



Loss ratio
% earned premiums



Net income and ROAE



* Pro-forma information, excluding Brasilveículos Companhia de Seguros from the consolidated financial statements.
** Recurring figures

SulAmérica acquires Dental Plan for R\$28.4 million.

Main events in 4Q10 and subsequent events

▶ **Brasilveículos**

On October 29, 2010, SulAmérica announced the approval, by the SUSEP - Superintendência de seguros Privados (Private Insurance Superintendence), of the sale of the entire interest held by its subsidiary Sul América Companhia Nacional de Seguros in the company Brasilveículos Companhia de Seguros, to BB Aliança REV Participações S.A., a wholly owned subsidiary of BB Seguros Participações S.A., in accordance with the purchase and sale agreement signed on May 5, 2010. The restated value of the transaction was R\$359 million, including approximately R\$19.0 million involving correction at the CDI rate between the contract date and the payment date, which generated a non-recurring net gain of approximately R\$135 million, with effect on October.

▶ **IBGC Award**

On November 19, 2010, SulAmérica won the IBGC Award for Corporate Governance in the Innovation category. The insurer was recognized for the case Conselho NA SulAmérica, which was developed to encourage board members to become involved in the Company's day-to-day activities.

▶ **Corporate Sustainability Index**

On November 25, 2010, SulAmérica was selected to become a component of the Corporate Sustainability Index (ISE) of the BM&FBovespa S.A. - Securities, Commodities and Futures Exchange for 2011. The Company was selected a component for the second consecutive year, remaining the only insurer in the index. ISE's portfolio is formed by 47 stocks of 38 companies representing 18 industries, which combined have market capitalization of R\$1.17 trillion.

▶ **Dental Plan**

On December 13, 2010, SulAmérica announced the acquisition of Dental PLAN Ltda., through its subsidiary Sul América Companhia de Seguro Saúde, for R\$28.5 million. Dental PLAN is a dental operator with operations

concentrated in the North and Northeast regions of Brazil, while also presenting strong expansion in the Southeast region. With this acquisition, SulAmérica adds more than 122,000 members to its dental portfolio, which now has over 385,000 members, effectively strengthening its position in this segment. The conclusion of this acquisition is subject to approval by the applicable regulatory agencies.

▶ **Apimec Award**

On December 23, 2010, the São Paulo chapter of the Capital Market Professionals and Investors Association (Apimec) recognized the meeting held by SulAmérica on September 14, 2010, as one of the ten best meetings for investors and capital market professionals of 2010.

▶ **Super Service Auto Centers (C.A.S.A.)**

In 4Q10, SulAmérica improved its Super Service Auto Centers (C.A.S.A.) network opening nine new units, which now has a total of 29 centers in Brazil. In the quarter, it was inaugurated units in the cities of Americana, Sorocaba, Goiânia, Cuiabá, São José dos Campos, Natal, Recife and Rio de Janeiro. With these new centers, SulAmérica reinforces its strategy of expanding services and benefits offered nationwide to the clients of Seguro Auto SulAmérica.

▶ **Sul América Investimentos**

On February 7, 2011, Sul América Investimentos announced the creation of a new area for alternative equity income products development. This new area meets the ever growing demand, mainly from institutional investors, for products focused on long-term returns and which they actively participate in the companies' governance in which they invest. This new segment, together with a team specialized in stock investments, positions Sul América Investimentos as one of the companies with the strongest focus on equities.

Effects of the non-recurring events

▶ **Brasilveículos**

On October 29, 2010, SUSEP - Superintendência de Seguros Privados (Private Insurance Superintendence) approved the sale of the entire interest held by its subsidiary Sul América Companhia Nacional de Seguros in the company Brasilveículos Companhia de Seguros, to BB Aliança REV Participações S.A. The restated value of the transaction was R\$359 million, including approximately R\$19.0 million involving correction at the CDI rate between the contract date and the payment date, which generated a non-recurring net gain of approximately R\$135 million, with effect on October. For comparison purposes, 2009 information is pro-forma, excluding the Brasilveículos Companhia de Seguros from the SulAmérica consolidated financial statements.

▶ **Brasilsaúde**

On July 8, 2010, SulAmérica acquired for R\$29.2 million a 49.92% interest in Brasilsaúde Companhia de Seguros from BB Seguros e Participações S.A. through its subsidiary Sul América Seguro Saúde S.A. In 3Q10, adjustments were made to the provisioning methodology of Brasilsaúde, which generated non-recurring effects in the lines premiums, retained claims, acquisition costs, , administrative expenses and, with a non-recurring effect on results of R\$5.8 million.

▶ **Sale of property**

In June 2010, Sul América Companhia Nacional de Seguros sold its real estate property located in the city of São Paulo for R\$130.0 million, generating a non-recurring net gain of R\$41.0 million, with effect on 2Q10 results.

▶ **Individual health insurance premiums in State of Bahia**

In July 2005, the National Private Health Insurance Agency (ANS) authorized SulAmérica to implement a 26.1% increase in the premiums of its individual health insurance policies issued before January 1, 1999. Such increase should have been applied between July 2005 and June 2006, in accordance with the anniversary of the policies. The increase was suspended due to a preliminary injunction and the adjustment was limited to 11.69%. At the end of November 2009, the preliminary injunction was lifted, with SulAmérica once again obtaining the right to adjust its monthly premiums for those policyholders at a rate of 26.1%, as was the case in other Brazilian states. As of December 2009, policyholders in State of Bahia were charged an increase of premiums of 12.9% related to the difference for the rate applied in 2005. The adjustments related to the issuance of complementary individual health insurance were applied to the lines premiums, other operating income and expenses, tax expenses and provision for income tax and social contribution in 1Q10 and 4Q10.

Adjustments R\$ million	1Q10	2Q10	3Q10	4Q10	2010
Insurance premiums	60.7	-	(0.1)	(23.9)	36.7
Retained premiums	60.7	-	(0.1)	(23.9)	36.7
Earned premiums	60.7	-	(0.1)	(23.9)	36.7
Retained claims	-	-	(4.4)	-	(4.4)
Acquisition costs	-	-	(2.4)	-	(2.4)
Other insurance operating income (expenses)	(17.5)	-	(2.0)	12.2	(7.3)
Administrative expenses	-	-	(0.1)	(1.5)	(1.6)
Tax expenses	(2.8)	-	-	1.1	(1.7)
Equity income from non-consolidated subsidiaries	-	-	(0.6)	-	(0.6)
Non-operating income	-	68.4	-	225.4	293.7
Income tax and social contribution	(16.1)	(27.3)	3.9	(85.3)	(124.9)
Net income	24.2	41.0	(5.8)	128.0	187.4

Insurance operations

Insurance premiums R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Health insurance	1,381.8	1,198.8	15.3	1,375.5	0.5	5,295.0	4,515.3	17.3
Health insurance (adjusted)	1,405.7	1,198.8	17.3	1,375.6	2.2	5,258.3	4,515.3	16.5
Group health insurance	1,020.2	840.8	21.3	996.5	2.4	3,789.9	3,113.7	21.7
Group health insurance (adjusted)	1,020.2	840.8	21.3	996.6	2.4	3,790.0	3,113.7	21.7
Individual health insurance	361.7	358.0	1.0	379.0	-4.6	1,505.1	1,401.6	7.4
Individual health insurance (adjusted)	385.6	358.0	7.7	379.0	1.7	1,468.3	1,401.6	4.8
Auto insurance	539.2	451.9	19.3	614.9	-12.3	2,070.6	1,651.4	25.4
Other property & casualty insurance	107.1	112.7	-5.0	117.2	-8.6	460.7	643.2	-28.4
Life & personal accident insurance	175.3	134.1	30.7	151.5	15.7	594.9	497.6	19.6
Total	2,203.4	1,897.6	16.1	2,259.0	-2.5	8,421.2	7,307.5	15.2
Total adjusted	2,227.3	1,897.6	17.4	2,259.1	-1.4	8,384.5	7,307.5	14.7

Earned premiums R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Health insurance	1,385.0	1,199.2	15.5	1,364.9	1.5	5,279.4	4,506.2	17.2
Health insurance (adjusted)	1,408.9	1,199.2	17.5	1,365.0	3.2	5,242.7	4,506.2	16.3
Group health insurance	1,021.1	838.7	21.7	992.7	2.9	3,778.7	3,105.2	21.7
Group health insurance (adjusted)	1,021.1	838.7	21.7	992.8	2.8	3,778.8	3,105.2	21.7
Individual health insurance	363.9	360.5	0.9	372.2	-2.2	1,500.8	1,401.1	7.1
Individual health insurance (adjusted)	387.8	360.5	7.6	372.2	4.2	1,463.9	1,401.1	4.5
Auto insurance	507.9	403.7	25.8	476.0	6.7	1,842.8	1,446.0	27.4
Other property & casualty insurance	85.6	66.3	29.1	84.9	0.9	329.9	291.6	13.1
Life & personal accident insurance	88.5	96.5	-8.3	107.6	-17.8	398.6	358.7	11.1
Total	2,067.1	1,765.8	17.1	2,033.5	1.7	7,850.8	6,602.6	18.9
Total adjusted	2,090.9	1,765.8	18.4	2,033.6	2.8	7,814.1	6,602.6	18.3

Loss ratio %	4Q10	4Q09	Δ bps	3Q10	Δ bps	2010	2009	Δ bps
Health insurance	70.4%	79.1%	-880	76.6%	-630	77.2%	80.8%	-360
Health insurance (adjusted)	69.2%	79.1%	-1,000	76.3%	-750	77.8%	80.8%	-300
Group health insurance	68.3%	76.2%	-790	74.6%	-630	75.7%	77.9%	-230
Group health insurance (adjusted)	68.3%	76.2%	-790	74.1%	-580	75.5%	77.9%	-240
Individual health insurance	76.2%	85.9%	-970	82.1%	-590	81.1%	87.1%	-600
Individual health insurance (adjusted)	71.5%	85.9%	-1,440	82.1%	-1,060	83.2%	87.1%	-400
Auto insurance	58.4%	54.5%	390	62.1%	-370	60.4%	60.4%	-
Other property & casualty insurance	51.8%	87.7%	-3,580	56.9%	-500	57.0%	79.8%	-2,280
Life & personal accident insurance	46.8%	52.4%	-560	48.7%	-190	52.0%	58.4%	-640
Total	65.6%	72.3%	-670	70.9%	-530	71.1%	75.1%	-390
Total adjusted	64.9%	72.3%	-750	70.7%	-580	71.4%	75.1%	-360

Acquisition cost ratio %	4Q10	4Q09	Δ bps	3Q10	Δ bps	2010	2009	Δ bps
Health insurance	6.7%	6.1%	60	6.5%	10	6.4%	5.9%	50
Health insurance (adjusted)	6.6%	6.1%	50	6.4%	20	6.4%	5.9%	50
Group health insurance	8.7%	8.3%	40	8.7%	10	8.6%	8.1%	40
Group health insurance (adjusted)	8.7%	8.3%	40	8.4%	30	8.5%	8.1%	40
Individual health insurance	1.0%	0.9%	-	0.9%	10	0.9%	0.9%	-
Individual health insurance (adjusted)	0.9%	0.9%	-	0.9%	-	0.9%	0.9%	-
Auto insurance	21.8%	23.3%	-150	22.8%	-100	22.8%	23.3%	-50
Other property & casualty insurance	22.2%	22.3%	-	21.8%	50	21.1%	21.2%	-10
Life & personal accident insurance	29.4%	23.1%	630	26.2%	320	25.5%	22.9%	260
Total	12.0%	11.6%	40	12.0%	-	11.8%	11.3%	50
Total adjusted	11.9%	11.6%	30	11.9%	-	11.8%	11.3%	50

Gross margin %	4Q10	4Q09	Δ bps	3Q10	Δ bps	2010	2009	Δ bps
Health insurance	23.0%	14.8%	820	16.8%	610	16.4%	13.3%	310
Health insurance (adjusted)	24.3%	14.8%	950	17.0%	730	15.9%	13.3%	260
Group health insurance	23.0%	15.4%	760	16.8%	620	15.8%	13.9%	180
Group health insurance (adjusted)	23.0%	15.4%	760	17.5%	560	16.0%	13.9%	200
Individual health insurance	22.9%	13.2%	960	17.0%	590	18.0%	11.9%	610
Individual health insurance (adjusted)	27.6%	13.2%	1,440	17.0%	1,060	15.9%	11.9%	400
Auto insurance	19.8%	22.2%	-240	15.1%	470	16.8%	16.3%	50
Other property & casualty insurance	25.9%	-10.0%	3,590	21.4%	460	21.9%	-1.0%	2,290
Life & personal accident insurance	23.8%	24.5%	-70	25.1%	-130	22.4%	18.7%	380
Total	22.4%	16.1%	630	17.1%	530	17.0%	13.6%	340
Total adjusted	23.2%	16.1%	710	17.4%	580	16.7%	13.6%	310

Combined ratio %	4Q10	4Q09	Δ bps	3Q10	Δ bps	2010	2009	Δ bps
Combined ratio	94.8%	98.0%	-320	95.9%	-110	97.5%	100.0%	-250
Combined ratio (adjusted)	94.3%	98.0%	-370	95.5%	-120	97.8%	100.0%	-220

Net income and ROAE R\$ million	4Q10	4Q09	Δ	3Q10	Δ	2010	2009	Δ
Net income	286.3	149.8	91.1%	125.1	128.8%	614.0	413.5	48.5%
Net income adjusted	158.3	149.8	5.6%	130.9	20.9%	426.6	413.5	3.2%
ROAE	40.0%	23.4%	1,660bps	17.9%	2,210bps	21.5%	16.2%	530bps
ROAE adjusted	22.1%	23.4%	-130bps	18.7%	340bps	14.9%	16.2%	-130bps

(*) Parent Company

Important note: certain percentages and other figures included in this performance report were rounded to facilitate presentation and therefore may present slight differences in relation to the tables and notes presented in the quarterly information. In addition, for the same reason, the totals presented in certain tables may not reflect the arithmetic sum of the preceding figures.

Health insurance premiums grow 17.3% in 4Q10 and loss ratio reaches lowest level since October 2007, post-IPO

Health insurance

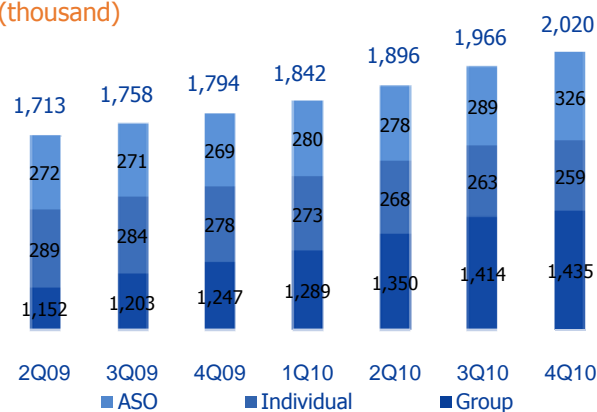
► **Insurance premiums** | Health insurance premiums, which accounted for 62.7% of all insurance premiums, amounted to R\$1.4 billion in 4Q10, representing increases of 17.3% in relation to 4Q09 (2.2% in relation to 3Q10). In the year, health insurance premiums increased 16.5% in relation to 2009, reaching R\$5.3 billion.

Group health insurance premiums totaled over R\$1.0 billion in 4Q10, increasing 21.3% in relation to 4Q09 (up 2.4% in relation to 3Q10). At the end of December, the group health insurance segment ended the quarter with 1,435 thousand insured members, an increase of 15.1% in relation to 4Q09 (up 1.5% in relation to 3Q10). The growth in group health insurance premiums in 4Q10 reflects the growing number of new sales, with 293.0 thousand new members which were incorporated to group health portfolio in 2010, and the price increases applied to existing policies. Health insurance premiums in the small and medium enterprises (SME) segment expanded 28.3% in 4Q10 in relation to 4Q09 (up 4.3% in relation to 3Q10), totaling R\$207.7 million. The expansion of SME in relation to 4Q09 was driven by the 23.5% increase in the number of insured members, with the portfolio closing the period at 222,470 members at the end of the period (up 6.4% in relation to 3Q10). The dental plan portfolio ended 4Q10 with 264,851 members, 57.4% more than in 4Q09 (up 6.8% in relation to 3Q10).

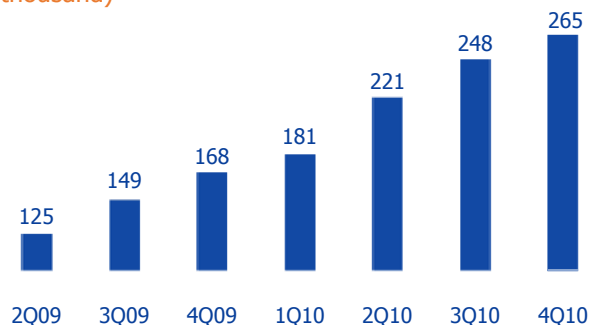
Individual health insurance premiums totaled R\$385.6 million in 4Q10, increasing 7.7% in relation to 4Q09 (1.7% in relation to 3Q10). In 2010, premiums increased 4.8% in relation to 2009, reaching R\$1.5 billion. The individual health insurance portfolio in 4Q10 contracted 7.1% in relation to 4Q09 (down 1.8% in relation to 3Q10), ending the period with 258,609 members. The impact from this contraction in insured members was partially offset by the rate increases applied to individual policies in the period.

The Brazilian Health Agency (ANS) approved a 6.73% increase for individual health insurance policies issued under Law 9,656/98, effective as of May 2010, applied in the month of anniversary of the respective policy. The ANS also approved a 10.91% increase for policies issued prior to the law, which became effective in July 2010.

Health insurance and dental care covered individuals (thousand)



Dental care covered individuals (thousand)

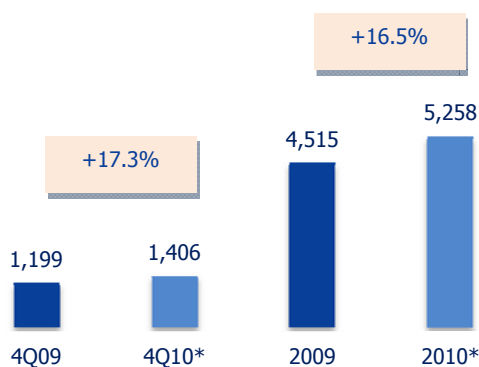


► **Loss ratio** | The overall health insurance loss ratio in 4Q10 was 69.2%, decreasing 1,000 bps in relation to 4Q09 (down 750 bps in relation to 3Q10). In the year, the loss ratio improved 300 bps in relation to 2009, declining to 77.8%. The group health insurance loss ratio improved 790 bps in 4Q10 compared to 4Q09 (improvement of 580 bps in relation to 3Q10), ending the quarter at 68.3%. The individual health insurance loss ratio was 71.5% in 4Q10, improving 1,440 bps over 4Q09 (improvement of 1,060 bps in relation to 3Q10). This improvement in the performance of the loss ratio reflects the results obtained from the implementation of the set of measures to control frequency of utilization. This improvement was also due to the adjustments applied to the group health policies in

view of the company's pricing policy; the adjustments in individual policies approved by the Brazilian Health Insurance Agency (ANS); and the seasonality of the health insurance portfolio in the period.

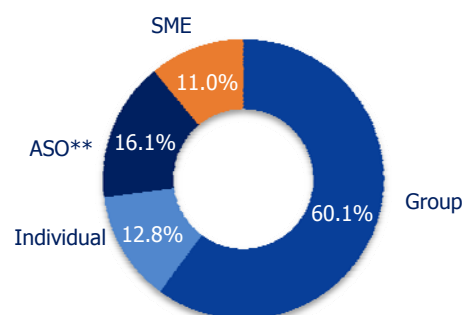
► **Acquisition cost ratio** | The health insurance acquisition cost ratio was 6.6% in 4Q10, increasing 50 bps in relation to 4Q09 (remaining stable in relation to 3Q10). In 2010, the ratio increased 50 bps in relation to 2009 to stand at 6.4% in the period. The increase is explained by the change in the portfolio's composition, with a higher share of group health insurance and the SME segment, with no alteration in the commissioning policy adopted by the company.

Insurance premiums R\$ million

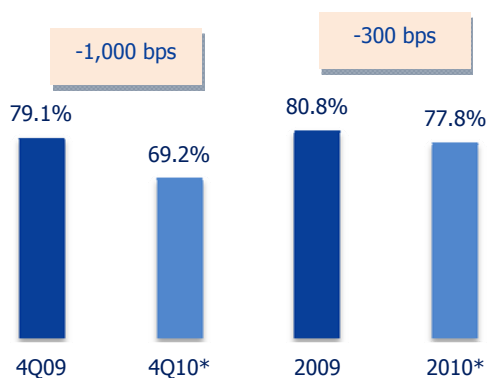


Covered individuals 2010

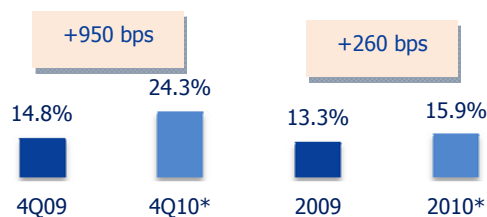
Total | 2.0 million covered individuals



Loss ratio % earned premiums



Gross margin % earned premiums



* Recurring figures

** Post-payment managed plans (ASO)

Auto insurance premiums grow 19.3% in the quarter and insured fleet reaches 1.4 million vehicles

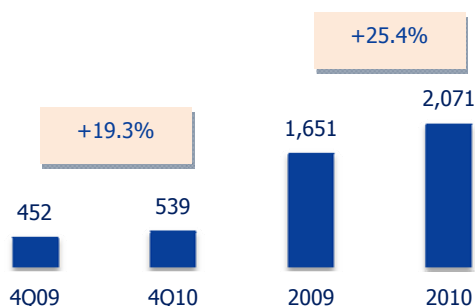
Auto insurance

► **Insurance premiums** | Auto insurance premiums, which account for 24.7% of total insurance premiums, increased 19.3% in relation to 4Q09 (down 12.3% in relation to 3Q10) to reach R\$539.2 million in 4Q10. This growth is mainly explained by the 14% increase in policies written in the 4Q10 and by the higher average premium of policies, in line with the company's underwriting policy. In 2010, auto insurance premiums increased 25.4% in relation to 2009 to end the year at R\$2.1 billion. Growth in this segment was led by sales in the Southeast and South regions. The insured fleet reached 1,378,000 vehicles at the end of 2010, for growth of 19.4% in relation to the previous year. Brazil's auto insurance industry grew 15.3% in the year in relation to the same period in 2009, according to data from the SUSEP. In the same period, SulAmérica grew 25.4% to reach market share of 10.4%, up 90 bps year over year, ranking third in terms of insurance premiums.

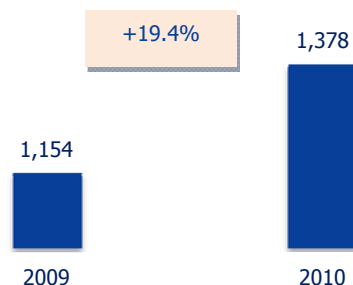
► **Loss ratio** | The auto insurance loss ratio reached 58.4% in 4Q10, increasing 390 bps in relation to 4Q09 (up 370 bps in relation to 3Q10). The higher loss ratio in 4Q10 in relation to 4Q09 mainly reflects the higher average claims costs and the statistical effect of the comparison, affected by the reversal of provisions which occurred in 4Q09, not observed again in 4Q10. In 2010, the ratio remained stable in relation to 2009, closing the period at 60.4%.

► **Acquisition cost ratio** | The auto insurance acquisition cost ratio in 4Q10 reached 21.8%, declining 150 bps in relation to 4Q09 (down 100 bps versus 3Q10). This decrease was due to the accounting adjustments applied in the period, which were related to accounting reclassifications. In 2010, the auto insurance loss ratio decreased 50 bps from 2009 to end the year at 22.8%.

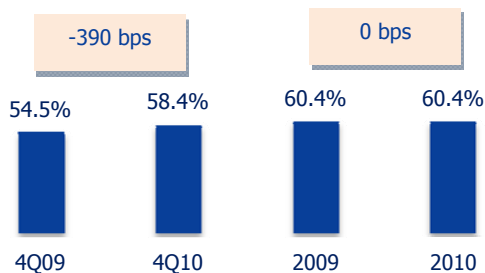
Insurance premiums
R\$ million



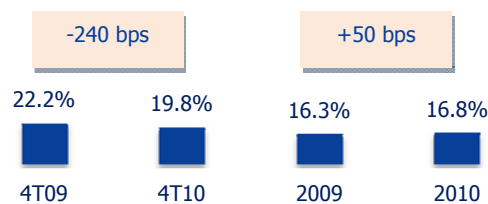
Insured fleet
thousand vehicles



Loss ratio
% earned premiums



Gross margin
% earned premiums



Other P&C earned premiums increase 29.1% in 4Q10, with a loss ratio of 51.8%

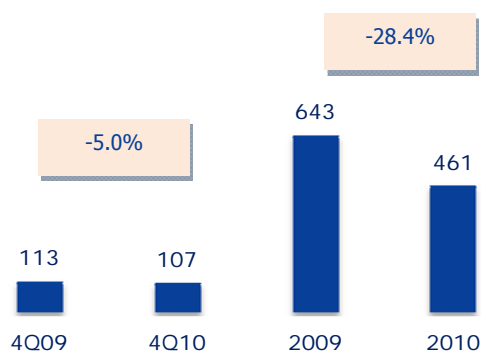
Other property and casualty insurance

► **Insurance premiums** | Premiums for other property and casualty insurance, which accounted for 5.5% of the Company's overall insurance premiums, totaled R\$107.1 million in 4Q10, representing a 5.0% decrease in relation to 4Q09 (decrease of 8.6% in relation to 3Q10). In the year, premiums fell 28.4% in relation to 2009, closing the period at R\$460.7 million. The reduction in insurance premiums in 4Q10 and in the year is explained a review of the risk acceptance policy adopted for this portfolio, which was partially offset the 40.6% growth in mass insurance premiums in 2010 in relation to 2009. As a result of changes in the portfolio profile, earned premiums increased 29.1% in 4Q10 in relation to 4Q09 (up 0.9% in relation to 3Q10) and 13.1% in 2010 versus 2009. In both cases, the increase in premiums earned is explained by the higher share of premiums retained by the company, due to the change in the risk acceptance profile.

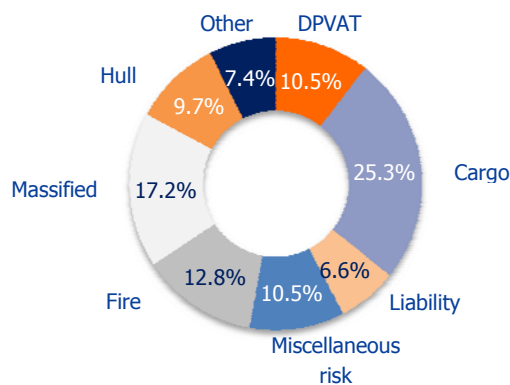
► **Loss ratio** | The other property and casualty insurance loss ratio reached 51.8% in 4Q10, up 3,580 bps in relation to 4Q09 (up 500 bps in relation to 3Q10). In 2010, the loss ratio was 57.0%, down 2,280 bps in relation to 2009. This decrease is explained by the better composition of the portfolio resulting from the review of the risk acceptance policy mentioned earlier and also from the increase in technical reserves and the review of the portfolio of contingencies for judicial losses made in 4Q09, which did not recur in 4Q10.

► **Acquisition cost ratio** | The acquisition cost ratio remained stable in 4Q10 in relation to 4Q09, at 22.2% (up 50 bps in relation to 3Q10). In the year, the ratio also remained stable in relation to the previous year, closing the period at 21.1%.

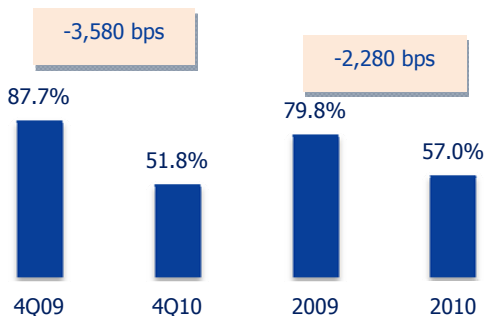
Insurance premiums
R\$ million



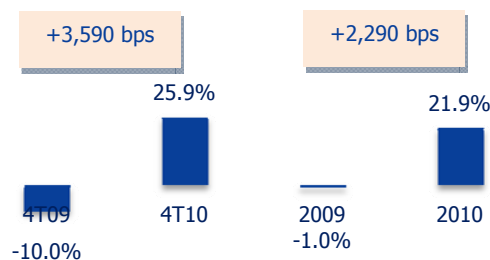
Segment breakdown 2010
Total | R\$460.7 million



Loss ratio
% earned premiums



Gross margin
% earned premiums



Increase of 30.7% in insurance life and personal accident insurance premiums and loss ratio improvement of 560 bps in 4Q10

Life and personal accident insurance

► **Insurance premiums** | Premiums for life and personal accident insurance, which account for 7.1% of the company's total insurance premiums, stood at R\$175.3 million in 4Q10, increasing 30.7% in relation to 4Q09 (up 15.7% versus 3Q10). In the year, premiums increased 19.6% in relation to 2009, reaching R\$594.9 million. The growth in life and personal accident insurance premiums in 4Q10 is explained by the performance of the VGBL portfolio, which grew 151.1% in the period. The life and personal accident portfolio ended 4Q10 with 2,347,000 covered individuals, contracting 5.5% in relation to 4Q09.

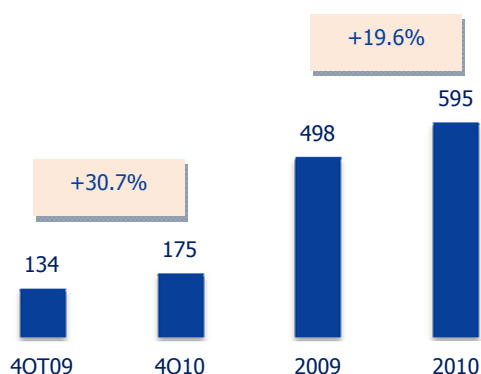
► **Loss ratio** | The life and personal accident loss ratio was 46.8% in 4Q10, down 560 bps in relation to 4Q09 (down 190 bps in relation to 3Q10). In the year, loss ratio declined 640 bps on the previous year to stand

at 52.0%. The decrease in the loss ratio in 4Q10 compared to 4Q09 and also in 2010 in relation to 2009 is explained primarily by the changes in the portfolio mix, with growth in the share of personal accident insurance.

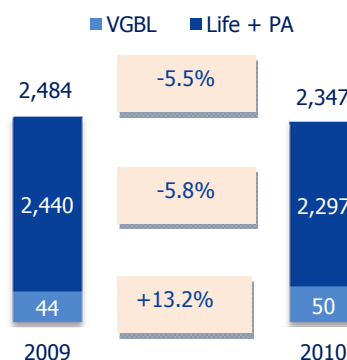
► **Acquisition cost ratio** | The life and personal accident acquisition cost ratio increased 630 bps in 4Q10 in relation to 4Q09, reaching 29.4% (up 320 bps in relation to 3Q10). In the year, the ratio increased 260 bps in relation to 2009, standing at 25.5%. The increases in 4Q10 and in the year are explained by the portfolio mix and conditions practiced in personal accidents insurance policies issued, with higher weight in the total portfolio.

► **Reservas de VGBL** | The VGBL reservers reached R\$578.1 million in 4Q10, increasing 49.4% over 4Q09 (increase of 18.2% over 3Q10).

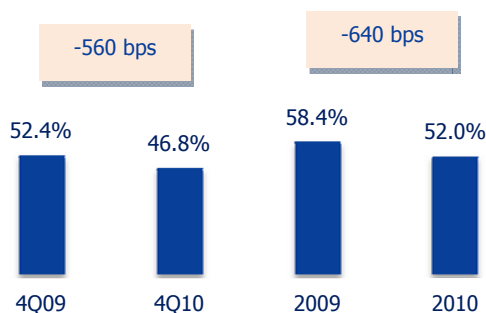
Insurance premiums
R\$ million



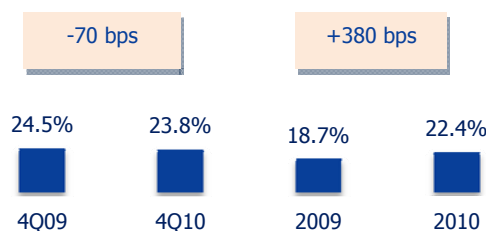
Covered individuals
thousand



Loss ratio
% earned premiums



Gross margin
% earned premiums



Other insurance operating income and expenses

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Other insurance operating income and expenses	(120.1)	(58.8)	104.4	(70.8)	69.8	(323.3)	(159.2)	103.0
Adjusted other insurance operating income and expenses (adjusted)	(132.4)	(58.8)	125.2	(68.8)	92.5	(316.0)	(159.2)	98.5

The increase observed in the line other insurance operating income and expenses in 4Q10 in relation to 4Q09 and 3Q10 is basically due to the reclassification of costs and revenue directly related to the acquisition process of new contracts and/or the renewals, such as:

risk inspection/preliminary inspection, policy costs and related expenses, which are now recorded under the line acquisition costs, with the adjustment made in December 2010.

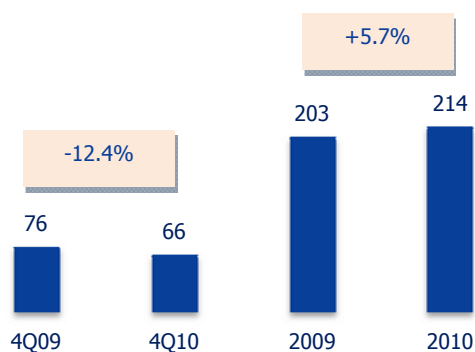
Income from private pensions

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Income from private pension	(23.3)	4.2	n.a.	11.3	n.a.	4.3	25.0	-82.9

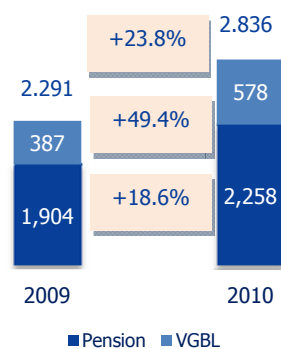
Income from private pensions was a loss of R\$23.3 million in 4Q10, due to the additional build in the reserve of R\$29.4 million. The increase of reserves are now based

on the Experiência do Mercado Segurador Brasileiro - BR-EMS mortality table, not being considered the respective stake of collateral assets marked-to-maturity.

Pension contributions
R\$ million



Pension and VGBL reserves
R\$ million



Income from administrative services only (ASO)

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Income from administrative services only	6.8	10.8	-36.5	8.2	-16.6	30.3	30.9	-2.0

Income from healthcare administrative services (post-payment managed healthcare plans) contracted 36.5% in relation to 4Q09 (down 16.6% in relation to 3Q10), to reach R\$6.8 million. The reduction in 4Q10 is explained by accounting adjustments applied in the period, which involving previously recorded in administrative expenses.

This reduction was partially offset by an increase of 21.4% in the number of beneficiaries of this portfolio, which ended the period with 326.0 thousand members, and also by the higher average administration fee, in line with the adjustments conditions in the respective contracts.

Income from asset management

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Income from asset management	6.1	4.6	32.0	6.4	-3.5	23.0	19.5	18.3

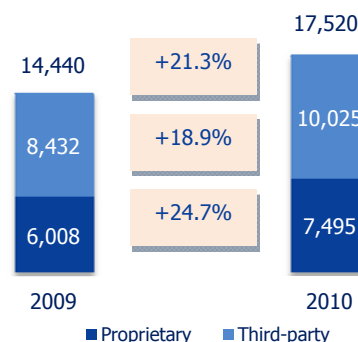
The volume of assets managed by Sul América Investimentos D.T.V.M. S.A. increased 21.3% in 2010. The company ended 4Q10 with R\$17.5 billion, based on data from the Brazilian Association of Investment Banks (ANBIMA). According to the same source, total assets under management in the industry increased 16.8% in

the period. Income from asset management operations increased 32.0% in 4Q10 in relation to 4Q09, due to the higher volume of assets under management and the higher allocation of client resources to funds with more diversified profiles, and consequently better management fees.

Third-party assets
R\$10.0 billion (2010)



Assets under management
R\$ million



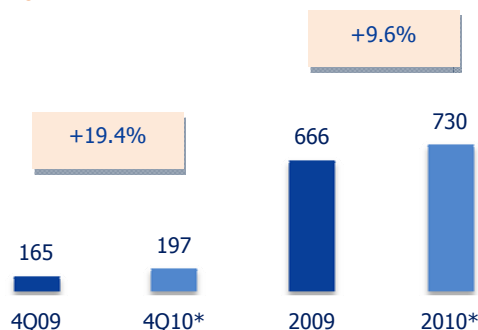
Administrative expenses

R\$ million	4Q10	4Q09	Δ	3Q10	Δ	2010	2009	Δ
Personnel expenses	(99.5)	(111.7)	-10.9%	(105.1)	-5.3%	(426.3)	(423.3)	0.7%
Third-party services	(54.9)	(37.7)	45.5%	(49.2)	11.5%	(188.1)	(153.3)	22.7%
Buildings and maintenance	(42.8)	(41.4)	3.5%	(48.6)	-11.8%	(180.0)	(170.6)	5.5%
Other administrative revenues	(1.7)	25.4	n.a.	22.4	n.a.	62.5	81.0	-22.9%
Total	(198.9)	(165.4)	20.2%	(180.5)	10.2%	(732.0)	(666.2)	9.9%
Total adjusted	(197.4)	(165.4)	19.4%	(180.4)	9.4%	(730.3)	(666.2)	9.6%
Administrative expenses ratio (% retained premiums)	9.2%	8.9%	30 bps	8.1%	110 bps	8.9%	9.6%	-70 bps
Administrative expenses ratio (% adjusted retained premiums)	9.0%	8.9%	10 bps	8.1%	90 bps	8.9%	9.6%	-70 bps

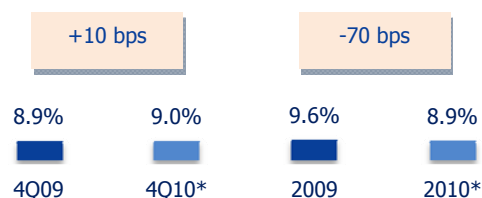
Administrative expenses increased 19.4% in 4Q10 in relation to 4Q09, while the administrative expenses ratio remained practically stable, closing the period at 9.0% of retained premiums in 2010. Administrative expenses increased 9.6% in 4Q10, however the administrative expenses ratio improved 70 bps in relation to 2009, ending the year corresponding to 8.9% of retained premiums. The improvement in the ratio reflects the positive results of SulAmérica's programs to improve

operating efficiency and the positive effects from the recovery of expenses resulting from the operating and administrative structure support systems shared by SulAmérica and Brasilveículos. The increase of 45.5% in the line third-party services in 4Q10 in relation to 4Q09 is chiefly due to the outsourcing of processes in the life and private pension area and to the increase in IT services, in line with the issue of policies, mainly in the auto segment.

Administrative expenses
R\$ million



Administrative expense ratio
% retained premiums



* Recurring figures

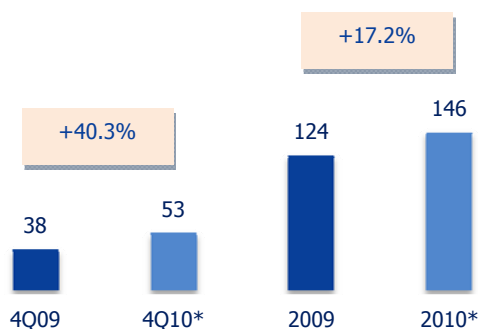
Tax expenses

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Tax expenses	(51.6)	(37.6)	37.3	(36.7)	40.5	(147.4)	(124.3)	18.6
Tax expenses adjusted	(52.7)	(37.6)	40.3	(36.7)	43.5	(145.7)	(124.3)	17.2

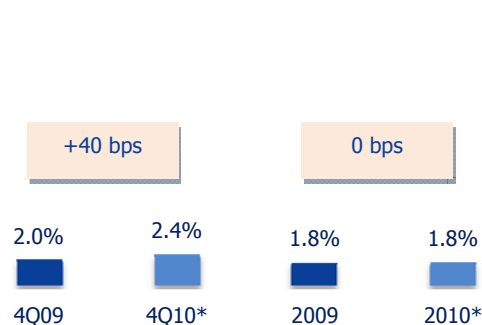
Tax expenses increased 37.3% in 4Q10 in relation to 4Q09, representing 2.4% of retained premiums. The increase is due to the higher expenses with PIS and

COFINS taxes in the period, in line with the decrease in the loss ratio.

Tax expenses
R\$ million

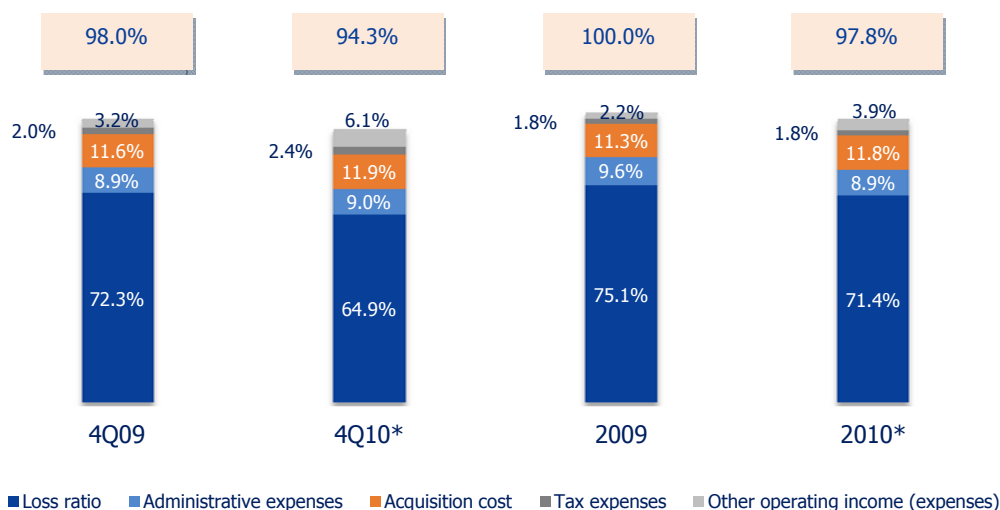


Tax expenses ratio
% retained premiums



Combined ratio

%	4Q10	4Q09 ¹	Δ bps	3Q10 ²	Δ bps	2010 ³	2009 ¹	Δ bps
Combined ratio	94.8%	98.0%	-3.2	95.9%	-1.1	97.5%	100.0%	-2.5
Combined ratio adjusted	94.3%	98.0%	-3.7	95.5%	-1.2	97.8%	100.0%	-2.2



* Recurring figures

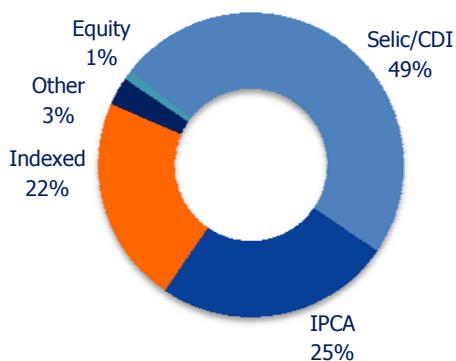
Net financial income

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Financial income ex-private pension and VGBL operations	158.1	108.6	45.5	121.7	29.9	490.2	462.9	5.9
Return on investment portfolio	128.9	93.6	37.7	104.4	23.5	429.9	400.0	7.5
Debt servicing costs	(11.2)	(9.7)	15.5	(11.2)	0.4	(43.4)	(43.3)	0.2
Other	40.4	24.7	63.6	28.6	41.2	103.7	106.1	-2.3
Financial income of private pension and VGBL operations	2.0	1.9	4.7	7.5	-73.7	19.8	19.3	2.8
Return on investment portfolio of private pension and VGBL operations	76.8	50.0	53.6	95.2	-19.4	270.4	216.3	25.0
Change in liabilities of private pension and VGBL operations	(74.8)	(48.1)	55.5	(87.7)	-14.7	(250.5)	(197.1)	27.1
Total financial income	160.1	110.6	44.8	129.2	23.9	510.1	482.1	5.8

The balance of the Company's investments in securities not linked to the private pension and VGBL operations increased 22.2% in 2010 in relation to 2009, to reach R\$4.7 billion. Of this total, approximately 99.0% is allocated to fixed-income investments and 1.0% to equity investments, of which approximately 92.4% is allocated to securities with AAA risk ratings. The average return on assets not linked to private pension and VGBL operations was equivalent to 129.7% of the CDI rate in the quarter and 117.2% in the year.

Investment strategy excluding pension and VGBL operations

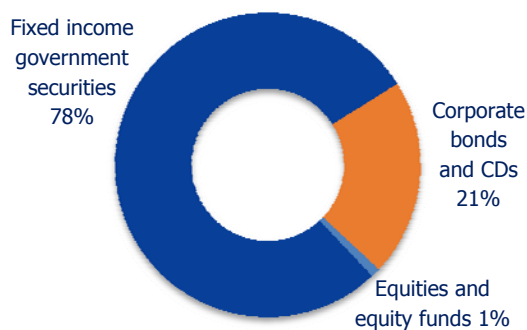
Total | R\$4.7 billion



The average return of the total investment portfolio corresponded to 123.7% of the CDI in the quarter and 117.1% in the year. Total financial income increased 44.8% in 4Q10 in relation to 4Q09, which is explained by the proceeds from the sale of the interest in Brasilveículos in the quarter, the fixed-rate securities portfolio and the acceleration in the inflation rate in portfolios pegged to the IPCA index. In 2010, net financial income was 5.8% higher than in 2009.

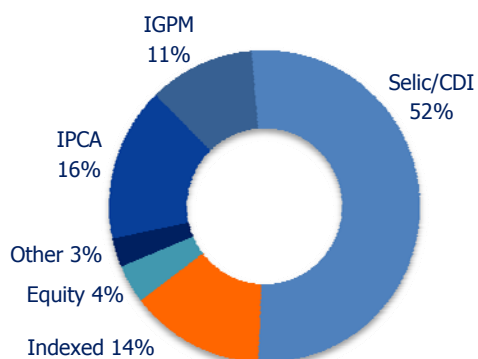
Investment allocation excluding pension and VGBL operations

Total | R\$4.7 billion



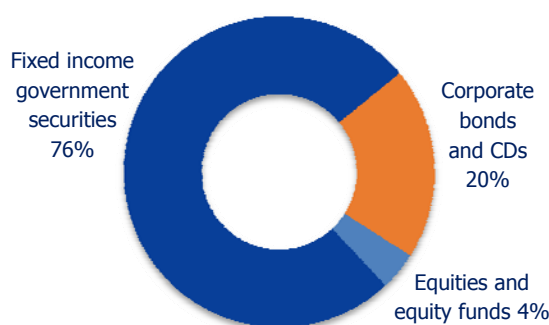
Investment strategy

Total | R\$7.5 billion (includes private pension and VGBL operations)



Investment allocation

Total | R\$7.5 billion (includes private pension and VGBL operations)



Income tax and social contribution

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Income tax and social contribution	(165.1)	4.8	n.a.	(84.9)	94.4	(353.4)	(89.4)	295.2
Income tax and social contribution adjusted	(79.8)	4.8	n.a.	(88.8)	-10.1	(228.5)	(89.4)	155.5

Income tax and social contribution expenses in 4Q10 increased R\$84.7 million in relation to 4Q09, due to the Company's higher utilization of tax credits in 2009. The

effective rate in 2010 was 32.8%, an increase of 16.0 percentage points in relation to the effective rate recorded in 2009 which was 16.8%.

Net income and return on average equity (ROAE)

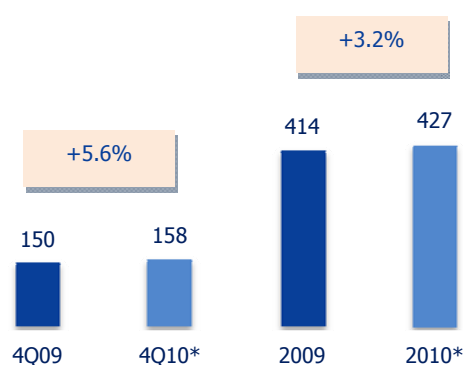
R\$ million	4Q10	4Q09	Δ	3Q10	Δ	2010	2009	Δ
Net income	286.3	149.8	91.1%	125.1	128.8%	614.0	413.5	48.5%
Net income adjusted	158.3	149.8	5.6%	130.9	20.9%	426.6	413.5	3.2%
ROAE	40.0%	23.4%	1,660bps	17.9%	2,210bps	21.5%	16.2%	530bps
ROAE adjusted	22.1%	23.4%	-130bps	18.7%	340bps	14.9%	16.2%	-130bps

* Parent Company

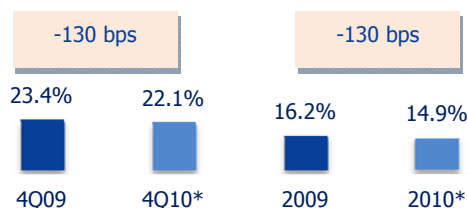
Recurring net income in 4Q10 was R\$158.3 million, growing 5.6% in relation to 4Q09 (up 20.9% net income in 3Q10). Among other factors, net income, both in 4Q10, and in 2010, reflects the increase in effective tax and social contribution rate, mentioned above. Return on equity in the quarter was 22.1%, down 130 bps from

4Q09 (up 340 bps from 3Q10). Management submitted to the Shareholders' Meeting a proposal for the distribution of results that includes the payment of R\$291.7 million in dividends, which corresponds to 50% of adjusted net income in the fiscal year.

Net income
R\$ million



ROAE**
%



* Recurring figures

** Return on average equity

Analyst coverage

Institution	Analyst	Phone	Email
Barclays	Henrique Caldeira	+55 (11) 3757 7349	henrique.caldeira@barcap.com
Bradesco	Carlos Firetti	+55 (11) 2178-5363	carlofiretti@bradescobbi.com.br
BTG Pactual	Eduardo Nishio	+55 (21) 3262-9748	eduardo.nishio@btgpactual.com
Fator	Iago Whately	+55 (11) 3049-9480	iwhately@bancofator.com.br
Goldman Sachs	Carlos Macedo	+55 (11) 3371-0887	carlos.macedo@gs.com
Morgan Stanley	Javier Martinez	+1 212 761 4542	javier.martinez.olcoz@morganstanley.com
Santander	Henrique Navarro	+55 (11) 3012-5756	havieira@santander.com.br

Investor Relations Department

Phone: +55 (21) 2506-9111

E-mail: ir@sulamerica.com.br

www.sulamerica.com.br/ir

Rua Beatriz Larragoiti Lucas 121, 6º andar

20211-903 – Rio de Janeiro, RJ – Brazil

This release may contain forward-looking statements concerning the business outlook, estimates of operating and financial results and growth prospects of Sul América S.A. These statements are based exclusively on the expectations of the management of Sul América S.A. regarding the prospects of the business and its continued ability to access capital markets to finance its business plan. These forward-looking statements are highly sensitive to changes in the capital markets, government regulations, competitive pressures, the performance of the industry and the Brazilian economy and other factors, as well as to the risk factors highlighted in documents previously filed by Sul América S.A., and therefore are subject to change without prior notice.

Appendix I – Income statement summary

R\$ million	4Q10	4Q09	Δ%	3Q10	Δ%	2010	2009	Δ%
Insurance premiums	2,203.4	2,286.8	-3.6%	2,259.0	-2.5%	8,421.2	8,679.6	-3.0%
Premiums ceded to reinsurance, retrocession, consortiums and funds	(42.3)	(47.0)	-10.1%	(38.7)	9.3%	(172.5)	(390.4)	-55.8%
Retained premiums	2,161.1	2,239.8	-3.5%	2,220.3	-2.7%	8,248.6	8,289.2	-0.5%
Changes in insurance and retained technical reserves	(94.1)	(152.8)	-38.4%	(186.9)	-49.7%	(397.8)	(519.6)	-23.4%
Earned premiums	2,067.1	2,087.0	-1.0%	2,033.5	1.7%	7,850.8	7,769.5	1.0%
Retained claims and benefits expenses	(1,356.7)	(1,474.1)	-8.0%	(1,442.4)	-5.9%	(5,585.5)	(5,699.7)	-2.0%
Acquisitions costs	(248.3)	(242.0)	2.6%	(244.3)	1.6%	(927.7)	(880.7)	5.3%
Gross margin	462.1	370.9	24.6%	346.8	33.3%	1,337.7	1,189.1	12.5%
Other insurance operating income (expenses)	(120.1)	(51.2)	134.7%	(70.8)	43.4%	(323.3)	(105.9)	n.a.
Net operating income from private pension business	(23.3)	4.2	n.a.	11.3	-306.1%	4.3	25.0	-82.9%
Net operating income from ASO business	6.8	10.8	-36.5%	8.2	-16.7%	30.3	30.9	-2.0%
Net operating income from asset management business	6.1	4.6	32.0%	6.4	-3.4%	23.0	19.5	18.3%
Administrative expenses	(198.9)	(252.1)	-21.1%	(180.5)	9.0%	(732.0)	(943.9)	-22.5%
Tax expenses	(51.6)	(52.9)	-2.4%	(36.7)	137.5%	(147.4)	(177.9)	-17.1%
Net financial income	160.1	129.8	23.3%	129.2	23.9%	510.1	564.5	-9.6%
Equity income from non-consolidated subsidiaries	223.5	4.7	n.a.	7.5	n.a.	306.6	10.0	n.a.
Income before income tax, social contribution and profit sharing	464.6	168.9	175.1%	221.4	109.9%	1,009.3	611.3	65.1%
Income tax and social contribution	(165.1)	0.2	n.a.	(84.9)	94.4%	(353.4)	(126.3)	179.9%
Profit sharing	(13.1)	(14.5)	-9.6%	(12.3)	6.9%	(43.0)	(34.9)	23.0%
Minority interest	(0.1)	(4.8)	n.a.	0.9	n.a.	1.1	(36.6)	n.a.
Net income	286.3	149.8	91.1%	125.1	128.8%	614.0	413.5	48.5%
Basic earnings per share (R\$)*								
Per preferred share	0.3465	0.1785	94.1%	0.1514	128.9%	0.7348	0.4904	49.8%
Per common share	0.3421	0.1779	92.3%	0.1495	128.8%	0.7368	0.4918	49.8%
Diluted earnings per share (R\$)*								
Per preferred share	0.3379	0.1738	94.4%	0.1475	129.1%	0.7132	0.4789	48.9%
Per common share	0.3387	0.1760	92.4%	0.1479	129.9%	0.7279	0.4871	49.4%

Appendix II – Balance sheet summary

Assets R\$ million	2010	2009	Δ%
Current assets	8,343.7	7,696.3	8.4%
Cash, cash equivalents and marketable securities	6,329.4	5,030.4	25.8%
Receivables from insurance and reinsurance operations	1,172.1	1,765.8	-33.6%
Reinsurance and retrocession expenses	58.9	103.5	-43.1%
Deferred acquisition costs	342.0	370.8	-7.8%
Other current assets	441.3	425.8	3.7%
Long-term assets	3,761.4	4,542.8	-17.2%
Marketable securities	1,231.6	1,887.6	-34.8%
Judicial and fiscal deposits	1,519.8	1,655.2	-8.2%
Deferred acquisition costs	151.9	140.9	7.8%
Other long-term assets	858.2	859.1	-0.1%
Permanent assets	163.1	190.2	-14.2%
Total assets	12,268.2	12,429.4	-1.3%
Liabilities R\$ million	2010	2009	Δ%
Current liabilities	4,809.3	5,440.2	-11.6%
Loans and financing	5.6	5.8	-3.0%
Other payable obligations	564.8	566.1	-0.2%
Insurance, reinsurance and private pension debts	344.7	424.1	-18.7%
Technical reserves – insurance and reinsurance	3,207.4	3,893.0	-17.6%
Technical reserves – private pension	501.2	431.1	16.3%
Accrued liabilities for contingencies	185.6	120.2	54.4%
Non-current liabilities	4,567.1	4,158.0	9.8%
Accounts payable	822.2	1,008.9	-18.5%
Loans and financing	315.4	278.3	13.3%
Other accounts payable	183.3	172.4	6.3%
Technical reserves – insurance and reinsurance	1,017.7	753.8	35.0%
Technical reserves – private pension	1,758.3	1,475.4	19.2%
Accrued liabilities for contingencies	470.3	469.2	0.2%
Shareholder's equity	2,891.9	2,831.1	2.1%
Total liabilities	12,268.2	12,429.4	-1.3%

Appendix III - Income statement summary (Pro-forma*)

R\$ million	1Q09	2Q09	3Q09	4Q09	2009
Insurance premiums	1,718.1	1,824.8	1,867.1	1,897.6	7,307.6
Premiums ceded to reinsurance, retrocession, consortiums and funds	(102.9)	(119.7)	(84.3)	(38.5)	(345.4)
Retained premiums	1,615.2	1,705.2	1,782.8	1,859.1	6,962.2
Changes in insurance and retained technical reserves	(51.5)	(114.0)	(100.9)	(93.2)	(359.7)
Earned premiums	1,563.6	1,591.2	1,682.0	1,765.8	6,602.6
Retained claims and benefits expenses	(1,149.3)	(1,251.9)	(1,277.8)	(1,277.5)	(4,956.5)
Acquisitions costs	(171.4)	(177.4)	(192.7)	(204.6)	(746.0)
Gross margin	242.9	161.9	211.5	283.8	900.1
Other insurance operating income (expenses)	(18.7)	(22.9)	(58.8)	(58.8)	(159.2)
Net operating income from private pension business	(8.0)	12.9	15.9	4.2	25.0
Net operating income from ASO business	6.9	5.7	7.6	10.8	30.9
Net operating income from asset management business	5.9	4.1	4.7	4.6	19.5
Administrative expenses	(171.4)	(161.7)	(167.7)	(165.4)	(666.2)
Tax expenses	(29.5)	(30.5)	(26.8)	(37.6)	(124.3)
Net financial income	134.6	116.7	120.3	110.6	482.1
Equity income from non-consolidated subsidiaries	7.5	5.2	4.5	6.8	24.0
Income before income tax, social contribution and profit sharing	170.5	91.7	111.4	158.6	532.2
Income tax and social contribution	(64.0)	(2.3)	(27.9)	4.8	(89.4)
Profit sharing	(7.3)	(7.9)	(2.3)	(13.5)	(31.0)
Minority interest	(0.1)	2.0	0.0	(0.1)	1.8
Net income	99.1	83.4	81.1	149.8	413.5

(*) Pro-forma information, excluding Brasilveículos Companhia de Seguros from the consolidated financial statements.

Appendix IV - Insurance operations (Pro-forma*)

Insurance premiums R\$ million	1Q09	2Q09	3Q09	4Q09	2009
Health insurance	1,068.8	1,090.4	1,157.3	1,198.8	4,515.3
Group health insurance	716.9	748.8	807.1	840.8	3,113.7
Individual health insurance	351.8	341.6	350.1	358.0	1,401.6
Auto insurance	342.6	430.0	426.9	451.9	1,651.4
Other property & casualty insurance	189.3	185.9	155.3	112.7	643.2
Life & personal accident insurance	117.4	118.6	127.5	134.1	497.6
Total	1,718.1	1,824.8	1,867.1	1,897.6	7,307.5
Earned premiums R\$ million	1Q09	2Q09	3Q09	4Q09	2009
Health insurance	1,068.5	1,087.8	1,150.7	1,199.2	4,506.2
Group health insurance	716.0	746.8	803.6	838.7	3,105.2
Individual health insurance	352.5	341.0	347.1	360.5	1,401.1
Auto insurance	328.2	342.1	371.8	403.7	1,446.0
Other property & casualty insurance	81.7	76.0	67.6	66.3	291.6
Life & personal accident insurance	85.2	85.2	91.8	96.5	358.7
Total	1,563.6	1,591.2	1,682.0	1,765.8	6,602.6
Loss ratio %	1Q09	2Q09	3Q09	4Q09	2009
Health insurance	78.6%	85.2%	80.4%	79.1%	80.8%
Group health insurance	76.1%	82.9%	76.7%	76.2%	77.9%
Individual health insurance	83.7%	90.1%	89.0%	85.9%	87.1%
Auto insurance	61.8%	63.3%	63.0%	54.5%	60.4%
Other property & casualty insurance	72.2%	59.6%	103.8%	87.7%	79.8%
Life & personal accident insurance	55.5%	74.6%	52.5%	52.4%	58.4%
Total	73.5%	78.7%	76.0%	72.3%	75.1%
Acquisition cost ratio %	1Q09	2Q09	3Q09	4Q09	2009
Health insurance	5.6%	5.8%	6.0%	6.1%	5.9%
Group health insurance	7.9%	8.0%	8.2%	8.3%	8.1%
Individual health insurance	0.9%	1.0%	0.9%	0.9%	0.9%
Auto insurance	23.4%	23.3%	23.1%	23.3%	23.3%
Other property & casualty insurance	20.0%	20.3%	22.8%	22.3%	21.2%
Life & personal accident insurance	21.4%	22.7%	24.4%	23.1%	22.9%
Total	11.0%	11.1%	11.5%	11.6%	11.3%
Gross margin ratio %	1Q09	2Q09	3Q09	4Q09	2009
Health insurance	15.7%	9.0%	13.6%	14.8%	13.3%
Group health insurance	15.9%	9.1%	15.1%	15.4%	13.9%
Individual health insurance	15.4%	9.0%	10.0%	13.2%	11.9%
Auto insurance	14.8%	13.5%	13.9%	22.2%	16.3%
Other property & casualty insurance	7.8%	20.1%	-26.6%	-10.0%	-1.0%
Life & personal accident insurance	23.1%	2.7%	23.1%	24.5%	18.7%
Total	15.5%	10.2%	12.6%	16.1%	13.6%
Combined ratio %	1Q09	2Q09	3Q09	4Q09	2009
Combined ratio	98.0%	102.4%	101.6%	98.0%	100.0%
Insured Fleet thousand vehicles	1Q09	2Q09	3Q09	4Q09	2009
Insured Fleet	971.1	1,012.9	1,083.7	1,154.3	1,154.3

(*) Pro-forma information, excluding Brasilveículos Companhia de Seguros from the consolidated financial statements.

Appendix V – Glossary

Term	Definition
Loss ratio	Retained claims and benefit expenses divided by earned premiums.
Acquisition cost ratio	Acquisition costs divided by earned premiums.
Gross margin ratio	Gross margin divided by earned premiums.
Administrative expenses ratio	Administrative expenses divided by retained premiums
Tax expenses ratio	Tax expenses divided by retained premiums.
Other insurance operating income (expenses) ratio	Other insurance operating income (expenses), divided by retained premiums.
Combined ratio	Operating efficiency ratio of insurance companies, which is measured by the sum of the division of expenses with claims plus commissions by earned premiums plus the result of the division of administrative expenses, other operating expenses/revenue and tax expenses by retained premiums.
Debt/equity ratio	Sum of loans and financing, divided by shareholders' equity.
Return on average equity (ROAE)	Net income (loss) divided by average shareholders' equity in the period. Annualized indicator for interim periods.
Average equity	Average of shareholders' equity at the end and start of the period.
