



ANNUAL REPORT

Europ Assistance s.r.o.

2024

Table of contents

GENERAL INFORMATION.....	4
1. General information about the Company.....	5
2. Statutory body.....	5
3. Supervisory board.....	5
4. Ownership structure.....	6
5. Organisational structure.....	6
6. Report by the Company's Management.....	7
7. Business focus.....	9
8. Expected development of the Company.....	9
9. Research and development activities.....	9
10. Other matters.....	10
11. 2024 by numbers.....	10
12. Material subsequent events.....	12
FINANCIAL SECTION.....	13
1. Description and principal activities.....	19
2. General accounting principles, accounting policies and their changes and deviations.....	20
a) Tangible and intangible fixed assets.....	20
b) Cash.....	21
c) Receivables.....	21
d) Establishment of adjustments and provisions.....	21
e) Foreign currency translation.....	21
f) Leased assets.....	22
g) Recognition of revenues and expenses.....	22
h) Income tax.....	22
i) Classification and recognition of liabilities.....	22
j) Consolidation.....	22
k) Leases.....	23
l) Use of estimates.....	23
m) Subsequent events.....	23
n) Cash flow statement.....	23
o) Net turnover for the accounting period.....	23

3.	Correction of prior period errors.....	23
4.	Intangible and tangible fixed assets	24
5.	Trade receivables and payables, other long-term receivables.....	25
6.	Adjustments	26
7.	Short-term advances paid.....	26
8.	Short-term and long-term advances received.....	26
9.	Tax receivables and liabilities.....	26
10.	Deferred expenses.....	26
11.	Estimated receivables and payables.....	27
12.	Accruals and deferrals.....	27
13.	Registered capital.....	27
14.	Equity.....	28
15.	Provisions.....	28
16.	Segment information.....	29
17.	Services.....	30
18.	Other operating expenses and income	30
19.	Fees payable to statutory auditors.....	30
20.	Employees and members of management, supervisory and administrative bodies	31
21.	Income tax.....	31
22.	Related parties.....	32
23.	Leased assets.....	32
24.	Contingencies and commitments	33
25.	Cash flow statement.....	33
26.	Material subsequent event.....	33
	REPORT ON RELATIONS BETWEEN RELATED PARTIES FOR 2024.....	34
1.	Structure of relations between Related Parties, role of the controlled entity and the method and means of control	36
2.	Overview of mutual agreements between the Related Parties, and description of relevant performance	36
3.	Other intercompany services provided in the 2024 Reporting Period	57
4.	Other legal acts	57
5.	Performance provided and damage incurred by the controlled entity and its settlement.....	57
6.	Final representation.....	58

GENERAL INFORMATION

1. General information about the Company

Corporate name: Europ Assistance s.r.o.

Registered office: Na Pankráci 1724/129, 140 00 Praha 4
Legal form: limited liability company
Identification No.: 252 87 851
Tax ID CZ25287851
File number: C 87094 registered with the Municipal Court in Prague
Auditor: KPMG Česká republika Audit, s.r.o.

2. Statutory body

Daniel Martínek

Statutory representative

Term of office: Since 1 January 2021

3. Supervisory board

Pascal Baumgarten

Chairman of the supervisory board

Term of office from 4 June 2021, chairman of the supervisory board since 16 June 2021

Josef Bernard Woerner

Member of the supervisory board

Term of office from 15 May 2022

David Vosika

Member of the supervisory board

Term of office from 4 June 2021

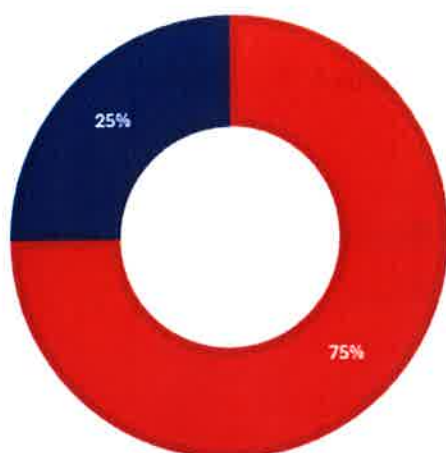
Andrea Leskovská

Member of the supervisory board

Term of office from 4 June 2021

The Company has currently four out of five members of the supervisory board. The Company is discussing with the shareholders an amendment to the Articles of Association to reflect this situation and expects this amendment to be effective during 2025.

4. Ownership structure



Europ Assistance Holding, joint-stock company

7 BD Haussmann, 750 09 Paris
France

Registered in the Commercial Register of the Commercial Court in Paris under registration No. R.C.S. Paris B 632 016 382 (2004B22063)

Business share: 75% (Contribution: CZK 2,900,000)

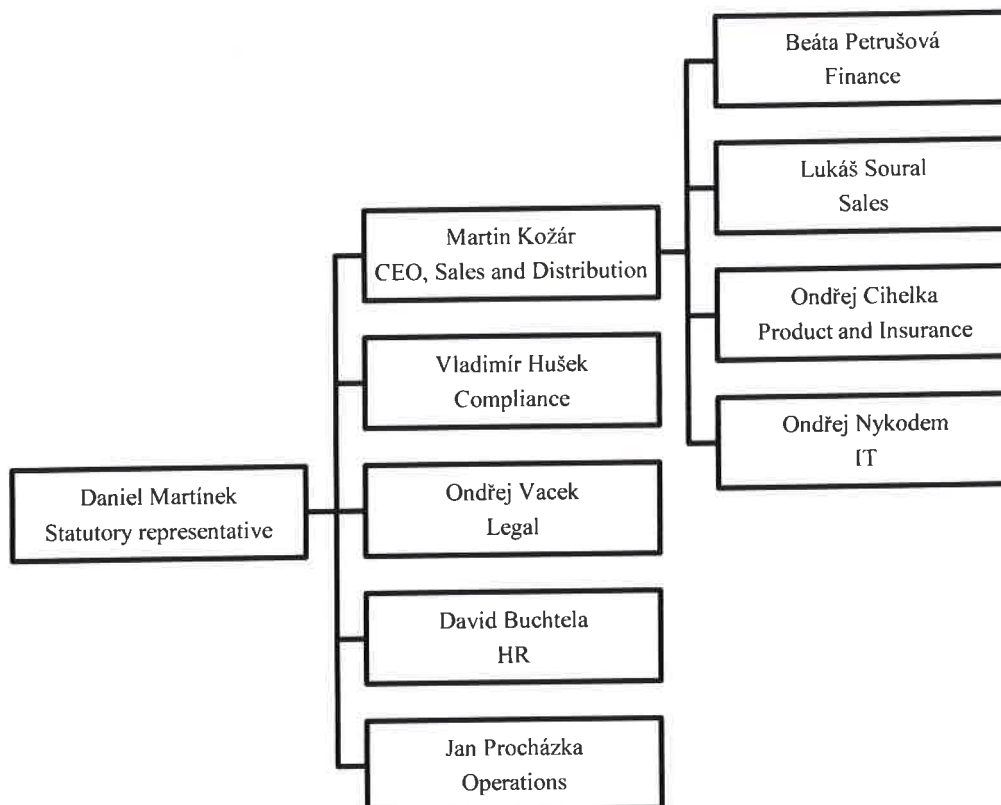
Generali Česká pojišťovna a.s.

Identification No.: 452 72 956
Spálená 75/16, 113 04 Praha 1

Registered in the Commercial Register of the Municipal Court in Prague, file No.: B 1464

Business share: 25% (Contribution: CZK 966,666)

5. Organisational structure



6. Report by the Company's Management

Ladies and gentlemen,

2024 was a year of extraordinary achievements and significant milestones for Europ Assistance CZ/SK. Our financial performance was excellent, which reflects our ability to respond effectively to economic and geopolitical challenges, including high inflation and the ongoing war in Ukraine. We achieved a profit before tax of TCZK 42,779, while our revenue reached TCZK 737,021.

One of the key factors in our success was the organic development of our relationships with existing business partners and the successful establishment of new B2B partnerships. This approach not only enabled us to strengthen our market position, but also to expand our service offering and increase its availability to a wider range of customers. We also made significant progress in B2C sales, where we focused on enhancing customer experience and satisfaction.

We are proud to say that we were successful in increasing the satisfaction of our business partners and end customers over the long term. By systematically gathering feedback using the net promoter score (NPS) method, we not only improved our services, but also increased the number of customers willing to share their positive experience with us. This approach allows us to continuously improve and adapt our services to the needs of our customers.

We made significant achievements in digitalisation, particularly in the development of our digital roadside assistance (dRSA) project. This project significantly reduced the number of calls with suppliers and reduced the arrival times of assistance vehicles to our customers, leading to a significant improvement in efficiency and customer satisfaction. We also improved the functionality of our Virtual Agent, which has become an indispensable part of our team and contributed significantly to automating and streamlining our processes.

We are continuously investing in the digitalisation of travel and home assistance and are aiming to improve our technical facilities with the latest technologies. This allows us to maintain our position as a technological leader in assistance services in the Czech Republic and Slovakia. In 2024, we also faced challenges related to the war in Ukraine, which affected the travel and security situation in the region. Our Company was actively involved in assisting and supporting our customers affected by these events, both in travel assistance and in our other service areas.

In 2024, we also had to deal with the floods in Moravia. Our teams worked non-stop to provide the necessary assistance and support to our customers affected by this natural disaster. The floods had little impact on our business as our customers rarely needed to be provided with active assistance. Our main role was to provide support to the insurance companies, while we assisted our customers online. Customers mainly needed to be comforted and helped with claims handling at insurance companies. Through our quick and efficient intervention, we were able to minimise the impact of the floods on our customers and thus ensure their safety and comfort.

Furthermore, in 2024, a significant organisational change took place. In February 2024, Mr. Martin Kožár, the former Director of Insurance and Product Development, was appointed as the new CEO of Europ Assistance s.r.o. Under his leadership, the company succeeded in accelerating business results and improving its financial performance.

Finally, I would like to express my sincere and profound thanks to all our employees, suppliers and business partners. Their tireless commitment, professionalism, and dedication are the key factors that enable our Company to achieve its goals and continuous growth. Each of them contributes to our

collective success, whether in day-to-day operational activities, innovative projects, or strategic decisions.

Through their commitment and teamwork, our employees form the basis of our strength. Their ability to adapt to challenges and their constant search for new and better ways to serve our customers is inspiring. Our suppliers' reliability and quality of service enable us to provide the best for our customers. With their cooperation and support, our business partners are invaluable in expanding our services and reaching new markets.

Without their efforts and dedication, our successes would not be possible. Together, we have overcome many challenges and achieved significant milestones. We look forward to further successes together and trust that our collaboration will continue to deliver great results. We thank everyone for their hard work, loyalty, and constant pursuit of excellence.

Daniel Martínek
Statutory representative



7. Business focus

In 2024, we continued to develop our key business lines and deepen our cooperation with partners in the Generali Group and other significant B2B and B2C partnerships. Our business has diversified across all segments of the assistance services industry, which enables us to maintain our leading position in the field.

We are committed to continuing our successful strategy emphasizing customer experience quality, corporate health, and sustainable growth. We focus on increasing the attractiveness of our services in all segments, with a key role played by developing collaborations with existing business partners to effectively respond to the needs of our end customers.

In addition to strengthening existing partnerships, we are also working hard to find new partners and expand the direct distribution of our own products in the retail segment. This approach not only increases the availability of our services, but also strengthens our position in the market.

8. Expected development of the Company

Our management is optimistic that the positive trend in tourism and related activities will continue. This stabilised growth allows us to better plan and focus on further areas of development. This recovery is already having a positive impact on our overall turnover, particularly through travel, car, and home assistance.

We expect a gradual increase in non-life insurance prices, which will have an impact on our operations. We are also seeing a trend in marketing promotions from our B2B partners who are increasingly focusing on our assistance services, particularly in the home insurance and assistance business. This trend provides us with an opportunity to strengthen our market position and increase awareness of the quality of our services.

Thanks to the careful management of insurance risk, innovation in our products, and continued digitalisation, we expect to maintain this growth trend in 2025 and thus achieve a higher turnover for our Company. Our strategy is focused on sustainable development and strengthening our market position.

In addition, we plan to work intensively on establishing new partnerships within the B2B, B2B2C and B2C segments. By doing so, we intend to expand our service offering and at the same time strengthen our market position, which will enable us to respond effectively to the diverse needs of our customers and partners.

9. Research and development activities

In 2024, our Company intensively worked on research and development in the field of digital assistance services. A key project was to further develop and improve the dRSA (digital roadside assistance) system. At the same time, we worked on continuing innovations in the field of home assistance through the digitisation of DHA (digital home assistance) and the e-claims platform used for reporting claims for travel insurance in a fully digital form.

Furthermore, our Company also started implementation activities within the new insurance system. This new system will allow us to better manage claims, streamline our processes and provide even better service to our customers.

Our research and development activities aim to push the boundaries of quality and efficiency in our assistance services for our end customers and our business partners and suppliers. We believe that these innovations will enable us to maintain our market leadership and continue to provide superior service to our customers.

10. Other matters

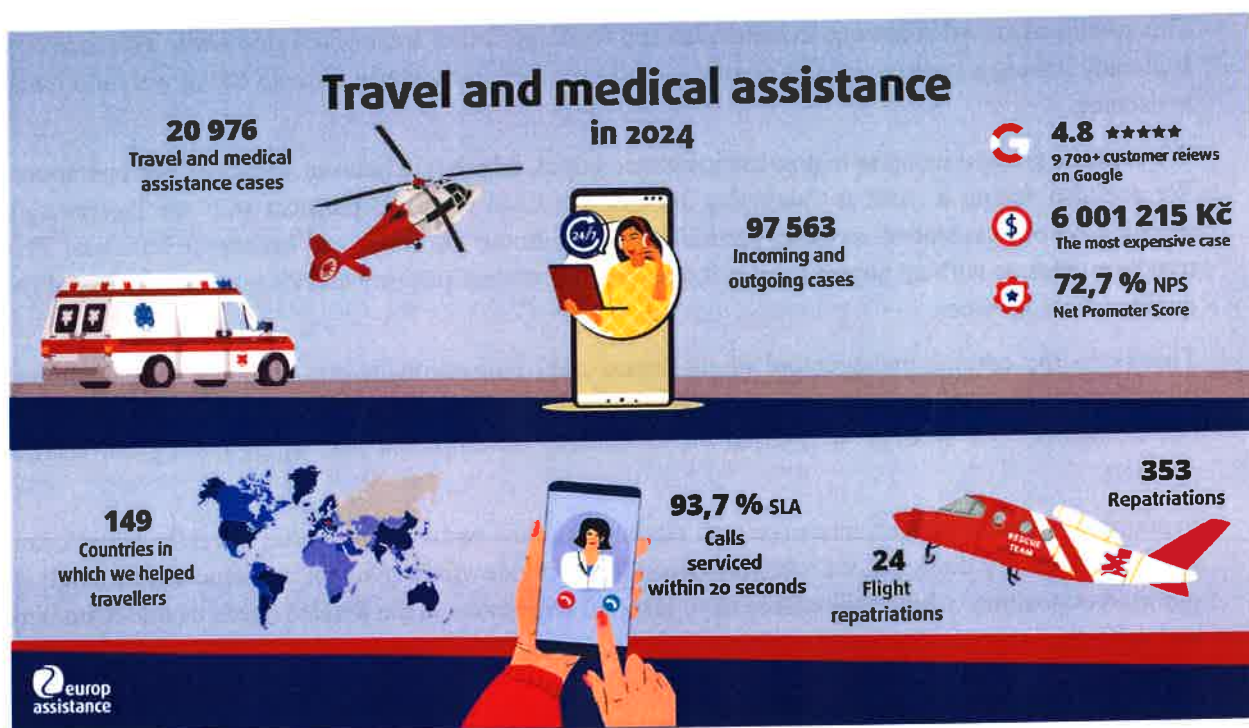
The Company did not acquire own shares or interests.

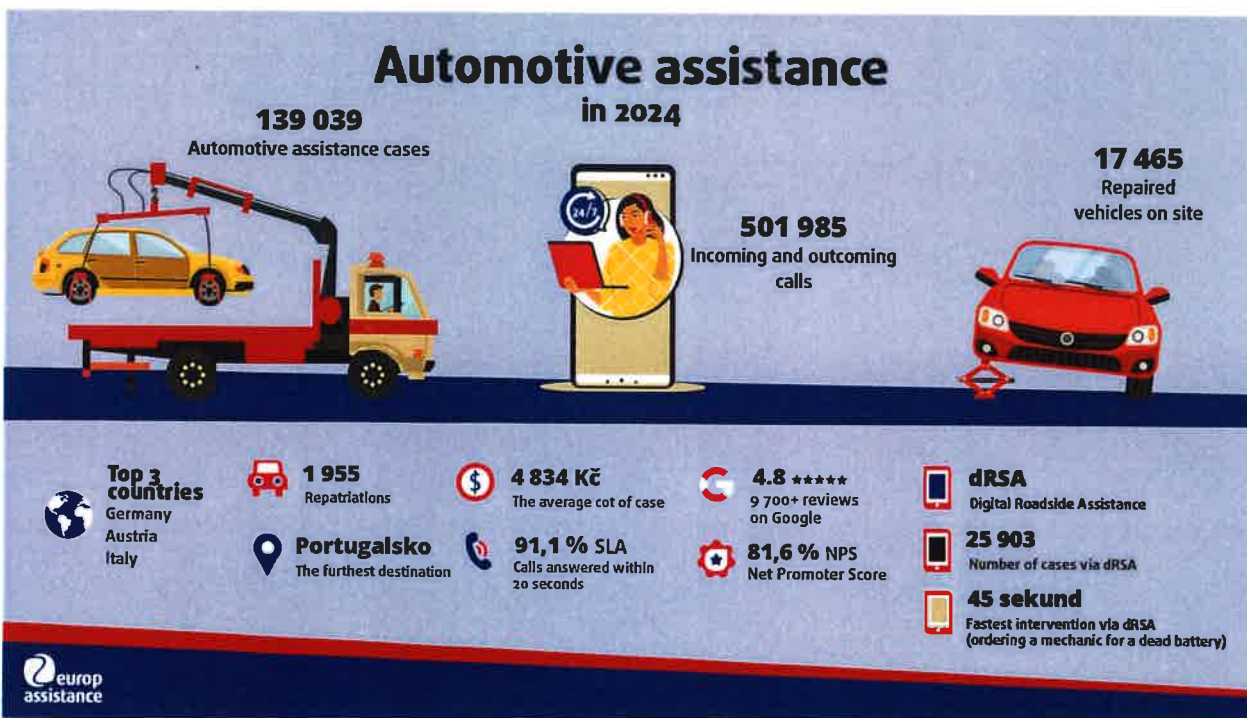
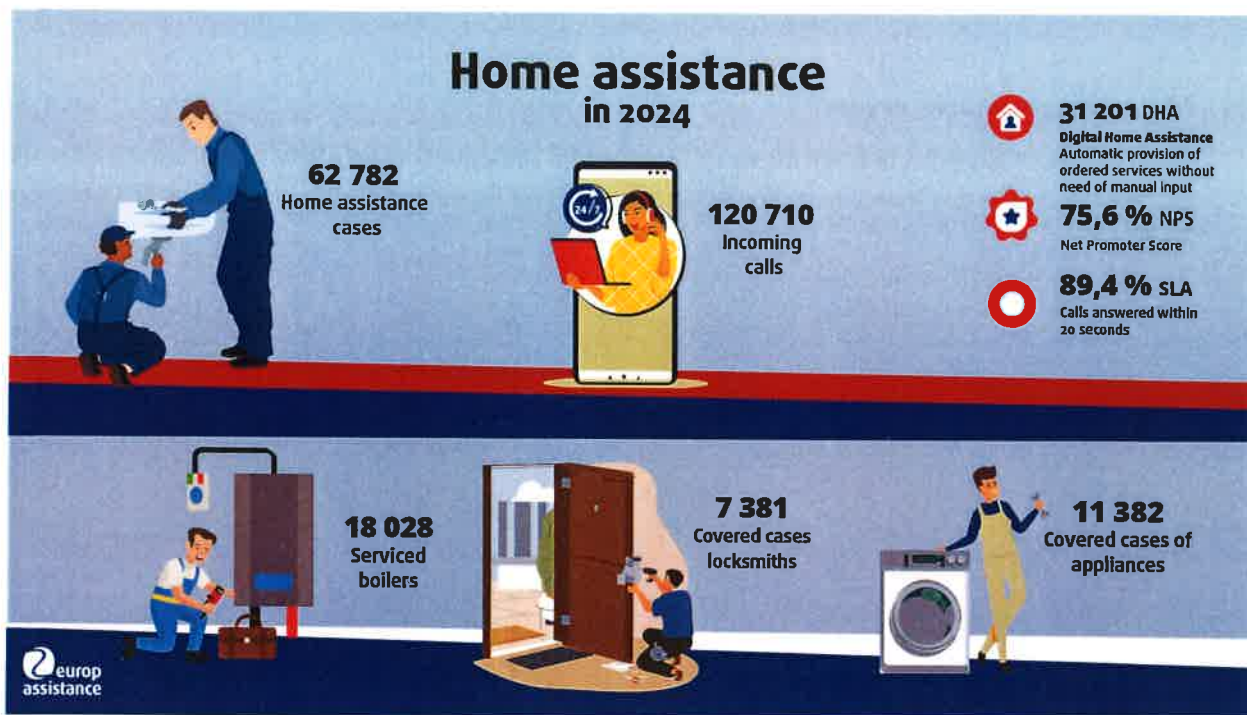
The Company has no branches abroad.

The Company complies with all relevant environmental legal regulations.

The Company has no outstanding liabilities in labour-law relations.

11. 2024 by numbers





12. Material subsequent events

The Company management is not aware of any material subsequent events that have occurred since the balance sheet date that would have any material impact on the financial statements as at 31 December 2024.

FINANCIAL SECTION

Balance sheet
as at 31 Dec 2024

		31 Dec 2024	31 Dec 2024	31 Dec 2024	31 Dec 2023
	Note	Gross	Adjust.	Net	Net
TOTAL ASSETS		480,860	(65,721)	415,140	350,470
FIXED ASSETS		93,922	(64,213)	29,709	29,146
I.					
		76,745	(50,588)	26,157	23,568
2.		69,974	(50,588)	19,386	18,371
2.1.	Software	69,974	(50,588)	19,386	18,371
5.	Advance payments for intangible fixed assets and intangible fixed assets under construction	6,771	--	6,771	5,197
5.1.	Intangible fixed assets under construction	6,771	--	6,771	5,197
II.		17,177	(13,625)	3,552	5,578
1.	Land and buildings	5,167	(2,377)	2,790	4,380
2.	Buildings	5,167	(2,377)	2,790	4,380
II. 2.	Plant and equipment	10,903	(10,141)	762	1,168
II. 4.	Other tangible fixed assets	1,107	(1,107)	--	30
II. 4.3.	Other tangible fixed assets	1,107	(1,107)	--	30
CURRENT ASSETS		364,862	(1,508)	363,355	296,012
II.		254,896	(1,508)	253,389	247,402
II. 1.	Long-term receivables	5,874	--	5,874	4,829
4.	Deferred tax asset	3,968	--	3,968	2,923
5.	Other receivables	1,906	--	1,906	1,906
5.2.	Long-term advances paid	11	--	11	11
5.4	Other receivables	1,895	--	1,895	1,895
II. 2.	Short-term receivables	249,022	(1,508)	247,515	242,573
1.	Trade receivables	225,311	(1,508)	223,804	211,820
4.	Other receivables	23,711	--	23,711	30,753
4.4.	Short-term advances paid	763	--	763	5,954
4.5.	Estimated receivables	9,538	--	9,538	20,303
4.6.	Other receivables	13,410	--	13,410	4,496
IV.		109,966	--	109,966	48,610
1.	Cash in hand	24	--	24	5
2.	Bank accounts	109,942	--	109,942	48,605
Accruals and deferrals		22,076	--	22,076	25,312
1.	Deferred expenses	2,911	--	2,911	2,459
3.	Accrued revenues	19,165	--	19,165	22,853

Financial statements as at 31 December 2024 (All amounts are shown in thousands of Czech crowns "TCZK")

TCZK			31 Dec 2024	31 Dec 2023
		Note	Net	Net
TOTAL LIABILITIES AND EQUITY			415,140	350,470
A.	EQUITY		135,829	119,184
A. I.	Registered capital		3,867	3,867
A. I. 1.	Registered capital	13	3,867	3,867
A. II.	Premium and capital contributions		44,403	44,403
A. II. 2.	Capital contributions	14	44,403	44,403
	1. Other capital contributions		44,403	44,403
A. III.	Funds from profit		387	387
A. III. 1.	Other reserve funds	14	387	387
A. IV.	Retained earnings (+/-)		55,527	40,310
A. IV. 1.	Retained earnings and accumulated losses from previous years (+/-)	14	55,527	40,310
A. V. 1.	Profit (loss) for the current period (+/-)		31,645	30,217
B. + C.	LIABILITIES		228,925	191,468
B.	Provisions		17,960	18,828
B. I. 4.	Other provisions	15	16,865	17,052
B. II.	Income tax provision	15	1,095	1,776
C.	Liabilities		210,965	172,640
C. I.	Long-term liabilities		86,436	56,406
	3. Long-term advances received	8	86,436	56,406
C. II.	Short-term liabilities		124,529	116,234
	3. Short-term advances received	8	39,982	22,609
	4. Trade payables	5	56,659	61,243
	8. Liabilities – other		27,888	32,382
	3. Payables to employees		9,536	9,099
	4. Social security and health insurance liabilities	4	5,072	4,755
	5. Tax liabilities and subsidies	9	5,861	1,760
	6. Estimated payables		5,101	14,796
	7. Other payables		2,318	1,972
D.	Accruals and deferrals		50,386	39,818
I.	Prepaid expenses	12	30,602	22,704
2.	Accrued revenues	12	19,784	17,114

Financial statements as at 31 December 2024 (All amounts are shown in thousands of Czech crowns "TCZK")

Income statement
for the year ended 31 December 2024

TCZK	Note	Balance in the current period	Balance in the previous period
I. Revenues from products and services	16	737,021	666,921
A. Cost of sales		461,978	415,858
A.2 Materials and consumables		1,986	3,196
A.3 Services	17	459,992	412,662
D. Personnel expenses		209,730	194,125
D.1 Wages and salaries	20	153,859	142,371
D.2 Social security, health insurance and other expenses		55,871	51,754
D.2.1 Social security and health insurance expenses		49,700	45,831
D.2.2 Other expenses		6,171	5,923
E. Adjustments relating to operating activities		12,824	10,285
E.1 Adjustments to intangible and tangible fixed assets		11,924	11,186
E.1.1 Depreciation and amortisation of tangible and intangible fixed assets		11,924	11,186
E.3 Adjustments to receivables		900	(901)
III. Other operating revenues	18	2,799	4,563
III.2 Proceeds from disposals of raw materials		77	48
III.3 Other operating revenues		2,722	4,515
F. Other operating expenses	18	14,246	14,967
F.3 Taxes and charges		296	438
F.4 Provisions relating to operating activity and complex prepaid expenses		(187)	1,209
F.5 Other operating expenses		14,137	13,320
* Operating profit (loss) (+/-)		41,042	36,249
VI. Interest income and similar income		2,353	1,359
VI.2 Other interest revenue and similar revenue		2,353	1,359
VI I. Other financial revenues		5,295	5,053
K. Other financial expenses		5,911	4,188
* Profit (loss) from financial operations		1,737	2,224
** Profit (loss) before tax (+/-)		42,779	38,473
L. Income tax	21	11,133	8,256
L.1 Current tax		12,178	9,317
L.2 Deferred tax		(1,045)	(1,061)
** Profit (loss) after tax (+/-)		31,646	30,217
** Profit (loss) for the accounting period (+/-)		31,646	30,217
* - Net turnover for the accounting period		737,021	

Financial statements as at 31 December 2024 (All amounts are shown in thousands of Czech crowns "TCZK")

Cash flow statement
as at 31 Dec 2024

TCZK			Balance in the current period	Balance in the previous period
Z.	Cash flows from operating activities			
Z.	Profit (loss) before tax		42,779	38,473
A				
1.	Non-cash transactions		11,395	10,335
1.	1. Depreciation and amortisation of fixed assets and receivables		12,590	11,543
	2. Change in adjustments		900	(901)
	3. Change in provisions		(187)	1,209
	4. FX differences		445	(157)
	6. Interest expenses and revenues		(2,353)	(1,359)
A *	Net operating cash flow before taxation, financial items, changes in working capital, interest paid and extraordinary items		54,174	48,809
A				
2.	Change in non-monetary portions of working capital		15,979	(28,547)
2.	2. Change in trade receivables		(13,010)	(42,230)
	3. Change in other receivables and transitional asset accounts		10,278	(10,977)
	4. Change in trade payables		(4,659)	12,691
	5. Change in other payables and transitional liabilities and equity accounts		23,370	11,969
A **	Net operating cash flow before tax, interest paid and extraordinary items		70,153	20,262
A				
4.	1. Income tax paid		(12,855)	(18,634)
A ***	Net cash flow from operating activities		57,298	1,628
	Cash flow from investing activities			
B. 1.	1. Acquisition of fixed assets		(13,005)	(11,359)
4.	1. Interest received		2,353	1,359
B ***	Net cash flow from investing activities		(10,652)	(10,000)
	Cash flow from financing activities			
C. 1.	Change in long-term liabilities and long- and short-term loans		29,710	(127)
2.	2. Share in profit paid		(15,000)	(10,000)
	3. Increase and decrease in equity from cash transactions			
C ***	Net cash flow from financing activities		14,710	(10,127)
F.	Net increase/decrease in cash		61,356	(18,499)
P.	Cash and cash equivalents, beginning of period		48,610	67,109
R				
.	Cash and cash equivalents, end of period		109,966	48,610

Financial statements as at 31 December 2024 (All amounts are shown in thousands of Czech crowns "TCZK")

Statement of changes in equity
for the year ended 31 December 2024

TCZK	Share capital	Other capital contributions	Reserve fund	Retained earnings / Accumulated losses	Profit (loss) for the current period	Total
Balance at 1 January						
2023	3,867	44,403	387	14,647	35,663	98,967
Transfer of profit or loss	--	--	--	35,663	(35,663)	--
Shares in profit	--	--	--	(10,000)	--	(10,000)
Result of operations for the current period	--	--	--	--	30,217	30,217
Balance at 31 December						
2023	3,867	44,403	387	40,310	30,217	119,184
Balance at 1 January						
2024	3,867	44,403	387	40,310	30,217	119,184
Transfer of profit or loss	--	--	--	30,217	(30,217)	--
Shares in profit	--	--	--	(15,000)	--	(15,000)
Result of operations for the current period	--	--	--	--	31,645	31,645
Balance at 31 December						
2024	3,867	44,403	387	55,527	31,645	135,829

1. Description and principal activities

Establishment and description of the Company

Europ Assistance s.r.o. ("the Company") is a limited liability company incorporated by a memorandum of association on 27 June 1997 in compliance with Act No. 513/91 Coll., and registered in the Commercial Register on 20 April 1998 under the name Společnost pro správu podílů s.r.o.

As at 12 February 2002, the Company was recorded in the Commercial Register of the Municipal Court in Prague, file No. 87094, section C, under the name Europ Assistance s.r.o. Principal activities of the Company include activities of business, finance, organisational and economic advisors, insurance agents, independent loss adjuster and provision of services.

Ownership structure

EUROP ASSISTANCE HOLDING, joint-stock company

7 BD HAUSSMANN, 750 09 Paris, France

Registered in the Commercial Register of the Commercial Court in Paris under registration No. R.C.S. Paris B 632 016 382 (2004B22063)

Ownership interest: 75%

Generali Česká pojišťovna a.s., Tax ID: 452 72 956

Spálená 75/16, Nové Město, 110 00 Praha 1

Ownership interest: 25%

The parent of the Group is Assicurazioni Generali S.p.A., Italy, which is the ultimate controlling entity.

Registered office

Europ Assistance s.r.o.

Na Pankráci 1724/129

Praha 4

Czech Republic

Identification number

252 87 851

Statutory body as at 31 December 2024

Daniel Martínek, statutory representative

Term of office from 1 January 2021

Members of the supervisory board as at 31 December 2024:

Pascal Baumgarten, term of office from 4 June 2021, chairman of the supervisory board since 16 June 2021

Josef Bernhard Woerner, term of office from 15 May 2022

David Vosika, term of office from 4 June 2021

Andrea Leskovská, term of office from 4 June 2021

Changes in the Commercial Register

In 2023, the following change was recorded in the supervisory board:

- On 23 January 2023, Josef Bernhard Woerner was recorded as a member of the supervisory board. His term of office is from 15 May 2022.

The Company is organised into the following departments: Compliance, Legal counsel, Finance, Sales & Marketing, Insurance & Product, Operations, IT, Human resources.

2. General accounting principles, accounting policies and their changes and deviations

These financial statements have been prepared in compliance with Act No. 563/1991 Coll., on Accounting, as amended, ("the Act on Accounting") and Decree of the Czech Ministry of Finance No. 500/2002 Coll., implementing certain provisions of the Act on Accounting, as amended, for business entities using double-entry bookkeeping, ("the Decree") as amended for 2024.

The financial statements have been prepared on a going concern basis.

a) Tangible and intangible fixed assets

Tangible and intangible fixed assets are recorded at acquisition cost, which includes the purchase price and related costs.

In 2024, intangible fixed assets costing more than TCZK 80 and tangible fixed assets costing more than TCZK 80 with an estimated useful life exceeding one year, which the Company decided at its discretion to report under other fixed assets are depreciated in line with the expected term of useful life of the asset according to the established annual percentage rate per individual month.

Tangible fixed assets costing up to TCZK 80 and intangible fixed assets costing up to TCZK 80 are not recognised in the balance sheet and are expensed in the year that they are acquired.

Assets are depreciated using the following methods over the following periods:

Assets	Method	Period
Machinery and equipment	Straight-line	3–4 years
Software	Straight-line	3–6 years
Other tangible fixed assets	Straight-line	2–4 years
Buildings – technical improvement to leased buildings	Straight-line	In line with the lease period

The Software telephone exchange, the vGSDCore and the Virtual agent acquired and put to use in previous years, the Abra software put to use in 2021, and the Genesys Cloud platform put to use in 2024 have the expected term of useful life of 6 years.

In the income statement, depreciation and amortisation is presented in Depreciation and amortisation of intangible and tangible fixed assets and calculated from the acquisition cost and expected useful life of the asset.

Leasehold improvements are depreciated on a straight-line basis over the shorter of the lease term and their estimated useful lives.

An adjustment for impairment is created when the carrying value of an asset is greater than its estimated recoverable amount.

b) Cash

Cash comprises cash in hand, cash at the bank and liquid valuables.

c) Receivables

Receivables are stated at their nominal value. Both long- and short-term receivables are carried at their realisable value after allowance for doubtful accounts. Bad debts are written off on the basis of their individual assessment.

d) Establishment of adjustments and provisions

Receivables

The Company establishes adjustments for doubtful receivables based on an analysis of the credit status of customers and the ageing structure of receivables. In the income statement, the establishment and release of adjustments is presented in "Adjustments to receivables".

Provisions

Provisions are intended to cover payables or expenses, which are clearly defined and the occurrence of which is either probable or certain to arise, but whose amount or timing are uncertain. The provisions prepared as at the balance sheet date represents the best estimate of expenses that will be probably incurred, or the amount of liability that is required for settlement.

As at the balance sheet date, a provision for untaken holidays is established based on an analysis of untaken holidays in the accounting period and average payroll expenses, including social security and health insurance expenses per employee.

Provisions for unpaid bonuses are created based on the estimate of bonuses relating to the current reporting period which are subject to facts that will only occur in the following period (e.g., approval of the general meeting, company management, financial statements and other circumstances).

An income tax provision is established as the financial statements are prepared before the tax liability is determined. In the subsequent accounting period, the Company releases this provision and records the actual tax liability determined.

In the balance sheet, the income tax provision is reduced by income tax prepayments, and the net receivable (if any) is recorded in tax receivables.

Other provisions are established to cover liabilities or costs whose character is clearly defined and the occurrence of which as at the balance sheet day is either certain, or it is probable but whose amount or timing are uncertain and are prepared based on measurement reliability of future expenses for events occurring before the balance sheet day which are known before the date of preparation of the financial statements.

e) Foreign currency translation

The Company applies the Czech National Bank official rate to foreign currency transactions. During the year foreign exchange gains and losses are only recognised when realised at the time

of settlement. Unrealised exchange rate differences are accounted for in the regular financial statements.

As at the balance sheet date, foreign currency monetary assets and liabilities are translated at the prevailing Czech National Bank official rates. Unrealised foreign exchange gains and losses are recognised in profit or loss.

f) Leased assets

Lease payments are expensed on a straight-line basis over the lease term.

g) Recognition of revenues and expenses

Revenues and expenses are recognised on an accrual basis, i.e., in the period to which they relate in terms of substance and timing. Revenues are recognised as at the date the services are rendered and are stated net of discounts and value added tax.

h) Income tax

Income tax for the period comprises current tax/income tax provision and the change in deferred tax.

Current tax comprises an estimate of tax payable calculated based on the taxable income, using the tax rate valid as at the first day of the accounting period, and any adjustments to taxes payable for previous periods.

Income tax provision – see paragraph d) Establishment of adjustments and provisions

Deferred tax is based on all temporary differences between the carrying and tax value of assets and liabilities, and other temporary differences (tax losses carried forward, if any), multiplied by the tax rate expected to be valid for the period in which the tax asset/liability is utilised. The Company does not consider top-up taxes in calculating deferred tax.

A deferred tax asset is recognised only if it is probable that it will be utilised in future accounting periods.

i) Classification and recognition of liabilities

Long-term and short-term liabilities are recognised at nominal values. Advances received are divided to short-term and long-term depending on the purpose of the advances received. Advances received primarily comprise operating advances received from customers for payments made on their behalf by the Company to their customers' accounts. At the end of the reporting period, advances received in foreign currency are translated at the exchange rate published by the Czech National Bank. All exchange rate differences from this translation are charged directly to profit or loss.

j) Consolidation

The consolidated financial statements in accordance with IAS are prepared by the parent, Europ Assistance Holding SA. The consolidated financial statements of the holding company will be presented at the company's website www.generali.com/investors/reports-and-presentations/.

The consolidated financial statements of Assicurazioni Generali S.p.A., Italy, are presented at the company's website <https://www.generali.com/investors/reports-and-presentations/report-archive>.

k) Leases

Lease payments are expensed over the lease term. In case of finance lease, when an asset is purchased at the end of the lease, the Company capitalises the relevant value of the leased assets. Lease payments paid in advance are deferred.

l) Use of estimates

The presentation of financial statements requires the management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the balance sheet date and the reported amounts of revenue and expenses during the reporting period. The Company's management has made these estimates and assumptions on the basis of all relevant information available to it. However, as it is obvious from the nature of an estimate, the actual values in the future may differ from these estimates.

m) Subsequent events

The effect of events occurring between the balance sheet date and the date of preparation of the financial statements is reflected in the financial statements if such events provide additional information about conditions that existed at the balance sheet date.

Where significant events occur subsequent to the balance sheet date but prior to the preparation of the financial statements, which are indicative of conditions that arose subsequent to the balance sheet date, the effects of these events are quantified and disclosed, but are not themselves recognised in the financial statements.

n) Cash flow statement

The Company has prepared a cash flow statement using the indirect method. Cash equivalents represent short-term liquid investments, which are readily convertible for a known amount of cash.

o) Net turnover for the accounting period

Revenues for the purposes of determining net turnover, on which the Company's business model is based, are deemed to be revenues from the provision of assistance services.

3. Correction of prior period errors

Corrections of material prior period errors are recognised if the prior period errors were found after the closure of accounting books for the prior period, and the change cannot be reflected in the relevant period, but it needs to be corrected due to its materiality.

During 2024, no prior period errors were corrected.

4. Intangible and tangible fixed assets

Intangible fixed assets

TCZK	Software	Intangible fixed assets under construction	Total 2024	Total 2023
Acquisition cost				
Opening balance	59,060	5,197	64,257	59,171
Additions	10,914	13,006	23,920	5,153
Disposals	--	(518)	(518)	(67)
Transfers	--	(10,914)	(10,914)	--
Closing balance	69,974	6,771	76,745	64,257
Accumulated amortisation				
Opening balance	40,689	--	40,689	30,993
Amortisation expense	9,899	--	9,899	9,696
Disposals	--	--	--	--
Transfers	--	--	--	--
Closing balance	50,588	--	50,588	40,689
Net book value 1 Jan	18,371	5,197	23,568	28,178
Net book value 31 Dec	19,386	6,771	26,157	23,568

As at 31 December 2024, the Company reports in intangible fixed assets under construction expenses for the Visual vGSD totalling TCZK 2,719, the DMA totalling TCZK 2,005, the new insurance system totalling TCZK 917, and others.

As at 31 December 2023, the Company reported in intangible fixed assets under construction expenses for the PBX Pour Cloud totalling TCZK 790, the DMA totalling TCZK 964, the CRL Dispatch totalling TCZK 691, and others.

Major improvements in 2024 included the Genesys Cloud platform totalling TCZK 4,608, the virtual agent totalling TCZK 435, the Abra Gen accounting system totalling TCZK 411, the QuickFiles of TCZK 362, and others.

Major improvements in 2023 included the SW IP switchboard totalling TCZK 850, the CC3 system totalling TCZK 170, and the Abra Gen accounting system totalling TCZK 152, and others.

In 2024, the Genesys Cloud platform totalling TCZK 2,270, the application totalling TCZK 1,917 and the website modifications totalling TCZK 159 were put into use from intangible fixed assets. In 2023, major additions included the QuickFiles totalling TCZK 331 and a system for document reading through AI from DigiToo s.r.o.

During 2024, investments into the IDEA group project totalling TCZK 456 and investments into the development of the Home WebApps totalling TCZK 62 were written off from the assets under construction account.

Tangible fixed assets

TCZK	Machinery and equipment	Buildings	Other tangible fixed assets	Total 2024	Total 2023
Acquisition cost					
Opening balance	10,903	5,167	1,107	17,177	10,970
Additions	--	--	--	0	6,207
Disposals	--	--	--	0	--
Transfers	--	--	--	0	--
Closing balance	10,903	5,167	1,107	17,177	17,177
Accumulated depreciation				0	
Opening balance	9,735	787	1,077	11,599	10,109
Depreciation expense	406	1,590	30	2,026	1,490
Disposals	--	--	--	0	--
Transfers	--	--	--	0	--
Closing balance	10,141	2,377	1,107	13,625	11,599
Adjustments				0	
Opening balance	--	--	--	0	--
Change in adjustments	--	--	--	0	--
Closing balance	--	--	--	0	--
Net book value 1 Jan	1,168	4,380	30	5,578	861
Net book value 31 Dec	762	2,790	--	3,552	5,578

Additions in the line Machinery and equipment represent the acquisition of three soundproof iPhone boxes and a CyberPower UPS. Additions to buildings include technical improvements to leased premises since 1 June 2023.

5. Trade receivables and payables, other long-term receivables

- Other long-term receivables primarily include paid rental deposit for leased office premises.
- As at 31 December 2024, short-term trade receivables totalled TCZK 225,311 (31 December 2023 – TCZK 212,428), of which TCZK 3,496 are receivables more than 90 days overdue (31 December 2023 – TCZK 1,675).
- Short-term trade payables as at 31 December 2024 totalled TCZK 56,659 (31 December 2023 – TCZK 61,243).

6. Adjustments

	Adjustment to receivables 2024	Adjustment to receivables 2023
Balance at 1 Jan	608	1,509
Additions	1,248	543
Release/utilisation	(348)	(1,444)
Balance at 31 Dec	1,508	608

An adjustment of TCZK 1,508 was set up at 31 December 2024 for doubtful receivables (31 December 2023 – TCZK 608). In 2024, the Company wrote off irrecoverable receivables totalling TCZK 104 (2023 – TCZK 282).

7. Short-term advances paid

As at 31 December 2024, short-term advances amount to TCZK 763 (31 December 2023 – TCZK 5,954). Short-term advances for services relating to office space lease are reported at TCZK 589 (31 December 2023 – TCZK 2,402).

8. Short-term and long-term advances received

Long-term advances received comprise paid advances from business partners for insurance settlements. Short-term advances received are paid by business partners for justifiable costs invoiced by individual sub-contractors of relevant assistance services. As at 31 December 2024, short-term advances received totalled TCZK 39,982 (31 December 2023 – TCZK 22,609), and long-term advances paid totalled TCZK 86,436 (31 December 2023 – TCZK 56,406).

9. Tax receivables and liabilities

As at 31 December 2024 and 31 December 2023, income tax prepayments reduce the amount of income tax provision reported in liabilities in Note B.II.

In tax liabilities, the Company recognises a liability related to employees' personal income tax and withholding tax of TCZK 1,239 (31 December 2023 – TCZK 1,118), and liability related to the VAT of TCZK 4,622 (31 December 2023 – TCZK 642).

10. Deferred expenses

As at 31 December 2024, deferred expenses totalled TCZK 2,911 (31 December 2023 – TCZK 2,459), and comprised primarily insurance totalling TCZK 332 (31 December 2023 – TCZK 311), prepaid licences and maintenances of TCZK 2,482 (31 December 2023 – TCZK 1,683), and other costs, e.g., parking, vignettes, and subscriptions totalling TCZK 96 (31 December 2023 – TCZK 465), which are charged to expenses in the period to which they relate in terms of substance and timing.

11. Estimated receivables and payables

Estimated payables represent estimated performance carried out in 2024 for which the exact amount is not available due to lack of documentation. Estimated payables represent estimated costs of assistance intervention provided to suppliers, which will be subsequently invoiced to our partners, and thus include estimated revenues through the estimated receivables account. Estimated payables further report usual overhead costs for services realised in 2024 for which the Company received no invoice (e.g., services related to office space lease). As at 31 December 2024, estimated receivables totalled TCZK 9,538 (31 December 2023 – TCZK 20,303), estimated payables totalled TCZK 5,101 (31 December 2023 – TCZK 14,796).

12. Accruals and deferrals

Accruals and deferrals comprise deferred expenses and accrued revenues.

Deferred expenses are recognised when the monetary expense is carried out in the current period but will only be charged to expenses in the following accounting period (e.g., insurance, maintenance, etc.).

Accrued revenues represent revenues related to the current period in terms of substance and timing for which the cash will be received in the following period. These include revenues from assistance interventions realised in the current period totalling TCZK 10,167 (31 December 2023 – TCZK 22,853) which will be settled in the following period. In addition, these include accrued revenues from provision of services to EE Region totalling TCZK 8,680 (31 December 2023 – TCZK 0) and revenues from the provision of assistance services totalling TCZK 317 (31 December 2023 – TCZK 0) which will be settled in the following period.

Accrued revenues comprise accruals of prepaid remuneration for assistance services for a fixed period of time and are recognised in the period to which they relate in terms of substance and timing; as at 31 December 2024 they totalled TCZK 19,784 (31 December 2023 – TCZK 17,114).

Accrued expenses comprise costs of the current period which will be settled in the following period. Major items comprise purchase of assistance services not invoiced to the supplier as at 31 December 2024 totalling TCZK 19,651 (31 December 2023 – TCZK 22,704). In addition, these included estimated expenses based on orders and valid contracts which were invoiced in the following period of TCZK 6 044 (31 December 2023 – TCZK 2 140) and estimated re-invoicing of payroll expenses of EE Region employees totalling TCZK 4 906 (31 December 2023 – TCZK 0).

13. Registered capital

In 2024 and 2023 the Company's registered capital did not change.

Financial statements as at 31 December 2024 (All amounts are shown in thousands of Czech crowns "TCZK")

14. Equity

The current year's profit will be distributed as decided by the shareholders.

At its meeting on 15 June 2023, the supervisory board approved the 2022 financial statements. Following the opinion of the shareholders dated 26 June 2023 and 30 June 2023, on the decision of the shareholders outside the general meeting, it was decided to pay out the dividend in full, totalling TCZK 10,000, and to transfer TCZK 25,663 to the retained profits account.

At its meeting on 26 June 2024, the supervisory board approved the 2023 financial statements. Following the opinion of the shareholders dated 16 July 2024, on the decision of the shareholders outside the general meeting, it was decided to pay out the dividend in full, totalling TCZK 15,000, and to transfer TCZK 15,217 to the retained profits account.

TCZK	Balance at 31 Dec 2022	Increase	Decrease	Balance at 31 Dec 2023	Increase	Decrease	Balance at 31 Dec 2024
Share capital	3,867	--	--	3,867	--	--	3,867
Other capital contributions	44,403	--	--	44,403	--	--	44,403
Reserve fund	387	--	--	387	--	--	387
Net results of operations for previous years	14,647	35,663	(10,000)	40,310	30,217	(15,000)	55,527
Result of operations of the current period	35,663	30,217	-35,663	30,217	31,645	-30,217	31,645
Total	98,967	65,880	(45,663)	119,184	61,862	(45,217)	135,829

15. Provisions

Changes in provisions accounts:

TCZK	Provision for untaken holidays	Provision for unpaid bonuses	Other provision s	Income tax provision	Total
Balance at 1 Jan 2024	2,214	14,550	288	9,445	26,497
Additions	2,403	29,909	2,211	12,118	46,641
Utilisation	(2,213)	(30,292)	(2,205)	(9,445)	(44,155)
Release	--	--	--	--	--
Balance at 31 Dec 2024	2,404	14,167	294	12,118	28,983
Income tax prepayments	--	--	--	(11,022)	(11,022)
Balance at 31 Dec 2024 less income tax prepayments	2,404	14,167	294	1,096	17,961

In 2024 and 2023, an income tax provision was established as the financial statements were prepared before the regular calculation of the tax liability.

As at 31 December 2024, an income tax provision of TCZK 12,118 (31 December 2023 – TCZK 9,445) was established, which was reduced by income tax prepayments totalling TCZK 11,022 (31 December 2023 – TCZK 7,669). At the same time, the provision for corporate income tax created in 2023 totalling TCZK 9,445 (2023 – TCZK 12,667) was released.

Other provisions comprise the provision for untaken holidays, unpaid bonuses and audit. In 2022, the employees' employment contracts were modified to incorporate a simplification of the remuneration system and changes in the bonus claims for the current year, i.e., the existence of a legal claim. Based on a special decision of the employer, the claim for bonuses for 2024 is granted and paid in the following period. Thus, a provision for employee bonuses was established as at 31 December 2024 totalling TCZK 14,167 (31 December 2023 – TCZK 14,550). The provision for untaken holidays of TCZK 2,404 (31 December 2023 – TCZK 2,214) was set up at 31 December 2024.

16. Segment information

The Company reports revenues from provided services

Total services provided (TCZK)		Domestic sales	Export		Total
			EU	Outside EU	
year	2023	451,538	214,853	530	666,921
year	2024	475,322	260,948	751	737,021

The Company's revenues from regular activities can be analysed as follows:

TCZK	2024	2023
Travel assistance	137,732	113,867
Technical assistance	498,530	452,675
Home and family assistance	74,000	75,839
Health assistance	13,954	17,603
Other	12,805	6,937
Total revenues	737,021	666,921

In 2024 and 2023, the revenues of the Company were concentrated primarily with several main customers in the insurance industry.

The war in Ukraine has had no impact on the Company's ability to continue as a going concern and has had a limited impact on its activities as it cannot provide assistance services in Ukraine.

17. Services

Breakdown of purchased services:

Types of services (TCZK)	2024	2023
Repairs and maintenance	302	382
Travel expenses	2,315	2,448
Entertainment expenses	2,780	2,958
Telecommunication and postal services	4,034	4,920
Lease and services	6,754	10,645
Accounting and legal services	2,518	1,966
Audit	537	492
Assistance intervention services	370,132	342,820
Training, education and hiring of employees	1,234	1,613
Marketing and advertisement services	16,026	11,515
IT services	22,132	13,536
Commissions	16,178	11,329
Operating car leases	1,874	1,887
Other services	13,176	6,151
Total	459,992	412,662

18. Other operating expenses and income

Apart from provisions detailed in Note 15 hereof, other operating expenses comprise primarily the settlement of the VAT deduction, insurance, receivables write-offs, and gifts.

Other operating revenues comprise primarily the settlement of surplus in the external cost advances account.

19. Fees payable to statutory auditors

TCZK	2024	2023
Statutory audit	530	519
Total	530	519

20. Employees and members of management, supervisory and administrative bodies

	Average FTE number		Payroll expenses (TCZK)	
	2024	2023	2024	2023
Employees	203	184	129,525	120,153
Members of management, supervisory and administrative bodies	7	7	24,334	22,218
Total	210	191	153,859	142,371

21. Income tax

Current tax

In 2024 and 2023, an income tax provision was established as the financial statements were prepared before the regular calculation of the tax liability. The amount and accounting of provisions are detailed in Note 15 hereof.

Current income tax comprises the tax estimate for 2024 of TCZK 12,117 (2023 – TCZK 9,445) and an adjustment to the tax estimate for 2023 totalling TCZK 60 (2022 – TCZK 128).

Deferred tax

The entity breaks down the deferred tax as follows:

TCZK	Assets		Liabilities		Net	
	2024	2023	2024	2023	2024	2023
Fixed assets	107	--	--	(782)	107	(782)
Adjustments to receivables	317	128	--	--	317	128
Provisions	3,544	3,581	--	--	3,544	3,581
Other temporary differences	--	--	--	(4)	--	(4)
Deferred tax asset/(liability)	3,968	3,709	--	(786)	3,968	2,923

As at 31 December 2024, the Company recognised a deferred tax asset totalling TCZK 3,968 (31 December 2023 – a deferred tax asset of TCZK 2,923). In accordance with the accounting policy described in note 2 k), a tax rate of 21% was used to calculate deferred tax (2023 – 21%).

Based on the information available as at the date of the estimate, the Company expects to utilise the deferred tax asset in future periods, as it expects to have sufficient tax base.

The Company has become subject to top-up tax pursuant to Act No. 416/2023 Coll., on top-up taxes for large multinational groups and large domestic groups. The Company has determined that the impact of top-up tax on its current tax for 2024 is nil.

22. Related parties

Transactions with related parties

TCZK	Volume of mutual transactions		Trade receivables/payables Long-term advances received at 31 Dec	
	2024	2023	2024	2023
Sale of services				
Members	400,589	383,965	91,203	66,911
Other group entities	158,684	136,319	40,123	44,022
Purchase of services				
Members	19,130	15,292	64,400	41,352
Other group entities	32,083	20,091	17,795	34,617

In 2024 and 2023, the Company did not realise any transactions with related parties concluded based on other than the arm's length principle.

Receivables and payables arising from the sale and purchase of services are included in the trade receivables and payables described in note 5. The most significant of the trade receivables are receivables from the shareholder Generali Česká pojišťovna a.s. totalling TCZK 90,985 (31 December 2023 – TCZK 66,846) and Generali Poist'ovna, pobočka poist'ovne z iného členského štátu totalling TCZK 22,440 (31 December 2023 – TCZK 22,434). Trade payables to Group companies include zero payables to the shareholder Generali Česká pojišťovna a.s. (2023 – TCZK 1). As at 31 December 2024 and 31 December 2023, the Company has zero payables to the other shareholder. Major payables include the payable to a company in the Europ Assistance S.A. Irish Branch group totalling TCZK 11,168 (31 December 2023 – TCZK 14,709).

The Company cooperates with other branches in the holding and settles mutual receivables and payables through clearing payments.

Generali Česká pojišťovna a.s., a shareholder, is a major partner in the sale and purchase of services. The Company provides major portion of assistance services for Generali Česká pojišťovna a.s. For this purpose, Generali Česká pojišťovna provided a long-term advance payment of TCZK 64,400 (2023 – TCZK 41,351) to the Company. Generali Poist'ovna, pobočka poist'ovne z iného členského štátu provided an advance payment totalling TCZK 5,037 (2023 – the advance payment of TCZK 2,883).

In 2024 and 2023, members of management, supervisory and administrative bodies received no advances, deposits, loans, guarantees or other benefits, nor do they hold any shares/equity investments in the Company.

23. Leased assets

Finance leases

The Company has no finance leases.

Operating leases

The Company leases personal motor vehicles under operating lease, of which the majority is provided free of charge to employees for business and private use. The total annual cost of leases of motor vehicles for 2024 was TCZK 1,874 (2023 – TCZK 1,886). The annual cost of the leases of coffee machines totalled TCZK 15 (2023 – TCZK 16).

From 1 June 2023 the Company moved to the building at Na Pankráci 1724/129; the annual cost of the lease for 2024 was TCZK 4,228 (the rent in the former building from January to May 2023 amounted to TCZK 2,316 and the rent charged for the rest of 2023 in the new building was TCZK 2,361). In addition to the office space in Prague, the Company leases office space in Olomouc, where utilities are paid together with the rent on a flat-rate basis, with an annual cost of TCZK 769 (2023 – TCZK 767).

24. Contingencies and commitments

In 2024 and 2023, the Company had no contingencies and commitments.

25. Cash flow statement

For the purposes of the cash flow statement, cash and cash equivalents are defined to include cash in hand, cash in transit, cash at the bank and other financial assets whose valuation can be reliably determined, and which can be readily converted to cash. Cash and cash equivalents as at the year-end were as follows:

TCZK	Balance at 31 Dec	
	2024	2023
Cash in hand	24	5
Cash at the bank	109,942	48,605
Cash	109,966	48,610

In the cash flow statement, cash flows from operating, investing or financing activities are reported on a gross basis.

26. Material subsequent event

The Company's management is not aware of any events that have occurred since the balance sheet date that would have any material impact on the financial statements as at 31 December 2024.

Prepared on: 30 May 2025

Daniel Martínek
Statutory representative



REPORT ON RELATIONS BETWEEN RELATED PARTIES FOR 2024

Report on relations between related parties

in compliance with the provisions of Sections 82 to 88 of Act No. 90/2012 Coll.,
on Business Corporations and Cooperatives, as amended (“the Act on Business Corporations”)

For the accounting period from 1 January 2024 to 31 December 2024

In compliance with the provisions of Section 82 of Act No. 90/2012 Coll., on Business Corporations and Cooperatives, as amended (the “Act on Business Corporations”), Europ Assistance s.r.o. has published this Report on Relations between Europ Assistance s.r.o., with its registered office in Prague 4, Na Pankráci 1658/121, postal code 140 00, as the controlled entity (the “Company”), and Europ Assistance Holding, a joint-stock company with its registered office at 7 Boulevard Haussman, postal code 75009 Paris, France, and Generali Česká pojišťovna a.s., with its registered office in Prague 1, Spálená 75/16, Nové Město, postal code 110 00, as the directly controlling entities, and between other entities controlled by the same controlling entity (the “Related Parties”), for the reporting period from 1 January 2024 to 31 December 2024 (the “Reporting Period”).

1. Structure of relations between Related Parties, role of the controlled entity and the method and means of control

Controlled entity and the entity responsible for the preparation of the Report on Relations:

Europ Assistance s.r.o. with its registered office in Prague 4, Na Pankráci 1724/129, postal code 140 00, identification No. 25287851, recorded in the Commercial Register maintained by the Municipal Court in Prague, section A, file No. 87094

Controlling entity:

Europ Assistance Holding, joint-stock company with its registered office in Paris, 7 Boulevard Haussman, postal code 75009, France (75%)

Minority shareholder:

Generali Česká pojišťovna a. with its registered office in Prague 1, Spálená 75/16, Nové Město, postal code 110 00 (25%)

The parent of the Group is Assicurazioni Generali S.p.A., Italy, which is the ultimate controlling entity (“the Generali Group”).

The Company provides technical, travel, home & household, and health assistance services to the Generali Group. The Company is controlled via voting rights of both partners.

2. Overview of mutual agreements between the Related Parties, and description of relevant performance

In the 2024 reporting period, the Company had the following contracts and agreements concluded with Related Parties:

Report on relations between related parties

Company name	ID No.:	Agreement title	Date of agreement signature	Performance provided by the Company to the Related Party	Harm to the Company (if any)
Europ Assistance Holding S.A.	632 016 382	Trademark license agreement	12 December 2007	Licence fee payment	NA
		Software License Agreement	22 October 2007	Fee payment	NA
		Amendment No. 1 to the Software License Agreement	10 January 2010	Fee payment	NA
		Amendment No. 2 to the Software License Agreement	26 March 2012	Fee payment	NA
		Management Services Agreement	19 December 2018	Payment for services provided by the holding	NA
		Agreement on provision of global services	3 May 2018	Assistance services in the EA group	NA
		Servicing contract	1 March 2024	Reinvoicing of payroll expenses	NA
Europ Assistance Brokerage Solutions SAS	451 367 106	Management Services Agreement	17 December 2018	Payment for services provided	NA
Europ Assistance S.A., Irish Branch	451 366 405	Distributor Services Agreement	1 January 2023	Distribution, claims settlement, complaint resolution	NA
Generali CEE Holding B.V., organizační složka	282 39 652	Agreement on temporary assignment of employees	15 February 2021	Payment of payroll expenses of assigned employee	NA
Europ Assistance S.A.	451,366 405	Management Services Agreement	1 December 2020	Payment of fees for holding services	NA
Europ Assistance Italia S.p.A.	8003 979 015	Contract for supplies	1 January 2006	Assistance services	NA
Europ Assistance Magyarország Kft.	01-09-565790	Mandate agreement	1 September 2016	Contact Centre Services	NA
Generali Česká pojišťovna a.s.	452 72 956	Cooperation agreement No. 28096/08	1 January 2012	Payment for services related to transfer of payments of employee life assurance	NA
		Assistance services cooperation agreement	16 October 2017	Assistance services for the Funeral product	NA

Assistance and claim handling services cooperation agreement to travel insurance No. EA000808-4-1810-CP	1 November 2019	Assistance services for the Travel 962 travel insurance	NA
Amendment No. 1 to the Assistance and claim handling services cooperation agreement to travel insurance No. EA000808-4-1810-CP, effective as at 1 November 2019	19 December 2019	Assistance services for the Travel 962 travel insurance	NA
Amendment No. 2 to the Assistance and claim handling services cooperation agreement to travel insurance No. EA000808-4-1810-CP, effective as at 1 November 2019	5 August 2022	Assistance services for the Travel 962 travel insurance	NA
Amendment No. 3 to the Assistance and claim handling services cooperation agreement to travel insurance No. EA000808-4-1810-CP, effective as at 1 November 2019	23 April 2024	Assistance services for the Travel 962 travel insurance	NA
Cooperation agreement	30 January 2019	Assistance services to the 1200 Auta product	NA
Amendment No. 1 to the Cooperation Agreement dated 30 January 2019	21 December 2019	Assistance services to the 1200 Auta product	NA
Amendment No. 2 to the Cooperation Agreement dated 30 January 2019	14 January 2020	Assistance services to the 1200 Auta product	NA
Amendment No. 3 to the Cooperation Agreement dated 30 January 2019	1 January 2021	Assistance services to the 1200 Auta product	NA
Amendment No. 4 to the Cooperation Agreement dated 30 January 2019	1 January 2022	Assistance services to the 1200 Auta product	NA
Amendment No. 5 to the Cooperation Agreement dated 30 January 2019	1 January 2023	Assistance services to the 1200 Auta product	NA

Report on relations between related parties

Amendment No. 6 to the Cooperation Agreement dated 30 January 2019	1 January 2024	Assistance services to the 1200 Auta product	NA
Cooperation agreement	27 February 2019	Assistance services for the GLI CZ Auta product	NA
Cooperation agreement related to the offering and concluding of AutoCare assistance services insurance No. EA000808-1-2103/ČP GD/52190/2020	17 December 2020	Assistance services for the 927 Autocare product	NA
Cooperation agreement for the provision of assistance and claims handling services related to the guarantee insurance in case of travel agency bankruptcy No. EA0008087-1911	25 November 2019	Assistance and claim handling services for the 850 GLI CZ product	NA
Amendment No. 1 to the Cooperation agreement for the provision of assistance and claims handling services related to the guarantee insurance in case of travel agency bankruptcy No. EA0008087-1911	29 June 2021	Assistance and claim handling services for the 850 GLI CZ product	NA
Agreement on the provision of assistance services related to travel insurance	7 December 2015	Assistance services for the 21 Travel product	NA
Amendment No. 1 to the Cooperation agreement on the provision of assistance services related to travel insurance	5 February 2016	Assistance services for the 21 Travel product	NA
Agreement on the provision of assistance services to Accident insurance, Allegro insurance, Dolce Vita insurance, Benefit insurance and Profit Invest insurance products	1 January 2012	Assistance services	NA
Service agreement No. EA000808-2-2103 on	14 May 2021	Medik Leo application operation	NA

the provision of Medik Leo services			
Amendment No. 1 to the Service agreement No. EA000808-2-2103 on the provision of Medik Leo services, effective from 14 May 2021	5 January 2022	Medik Leo application operation	NA
Amendment No. 2 to the Service agreement No. EA000808-2-2103 on the provision of Medik Leo services, effective from 14 May 2021	30 December 2022	Medik Leo application operation	NA
Amendment No. 3 to the Service agreement No. EA000808-2-2103 on the provision of Medik Leo services, effective from 14 May 2021	6 December 2023	Medik Leo application operation	NA
Amendment No. 4 to the Service agreement No. EA000808-2-2103 on the provision of Medik Leo services, effective from 14 May 2021	30 June 2024	Medik Leo application operation	NA
Assistance services cooperation agreement Klinika Generali České No. EA000808-2-2206	31 May 2022	Assistance services	NA
Amendment No. 1 to the Assistance services cooperation agreement Klinika Generali České No. EA000808-2-2206	6 December 2023	Assistance services	NA
Amendment No. 2 to the Assistance services cooperation agreement Klinika Generali České No. EA000808-2-2206	30 June 2024	Assistance services	NA
Assistance services cooperation agreement No. EA000808-2-2104	24 May 2021	Assistance services	NA
Contract on the provision of assistance services	30 August 2012	Assistance services	NA

Amendment No. 1 to the Assistance Services Agreement	1 January 2014	Assistance services	NA
Assistance Services Agreement	14 December 2012	Assistance services	NA
Assignment Agreement and Amendment No. 1 to the Assistance Services Agreement dated 14 December 2012	20 December 2019	Assistance services	NA
Amendment No. 2 to the agreement on providing assistance services dated 14 December 2012	1 July 2020	Assistance services	NA
Assistance services cooperation agreement (post-accident care)	24 March 2017	Assistance services	NA
Assignment Agreement and amendment No. 1	20 December 2019	Assistance services	NA
Insurance Policy – bundle car insurance	19 August 2021	Payment of insurance premiums for bundle car insurance	NA
Insurance contract No. 1690524719	12 March 2021	Payment of insurance premiums for professional liability insurance	NA
Amendment No. 1 to the insurance contract No. 1690524719	23 May 2023	Payment of insurance premiums for professional liability insurance	NA
Liability insurance of entrepreneur and legal entities	4 January 2018	Payment of insurance premiums for liability insurance of entrepreneur and legal entities – Olomouc	NA
Framework insurance contract ProFirma, No. 4580155455	21 May 2021	Payment of insurance premiums for travel insurance of travelling employee	NA
Professional liability insurance policy of a health services provider No. 2953065592	24 February 2016	Payment of insurance premiums	NA
Insurance contract No. 1124671049	5 September 2008	Payment of insurance premiums	NA
Insurance contract No. 1161531874	19 February 2018	Payment of premiums for movable assets insurance	NA

Report on relations between related parties

Insurance contract No. 5184355083	10 April 2024	Payment of insurance premiums for the lease of premises	NA
Personal data processing agreement	25 May 2018	Personal data processing	NA
Cooperation memorandum	12 December 2019	Reinsurance of reconstruction company	NA
Contract for the provision of practical testing	1 October 2019	Payment for of practical testing	NA
Amendment to the Contract for the provision of practical testing	20 October 2022	Payment for of practical testing	NA
Amendment No. 2 to the Contract for the provision of practical testing	1 February 2024	Payment for of practical testing	NA
Insurance contract No. 4681341870	8 June 2021	Payment of insurance premiums for employee liability insurance	NA
Cooperation agreement	20 December 2005	Assistance services	NA
Appendix No. 1 to the contract for work	1 November 2006	Assistance services	NA
Appendix No. 2 to the contract for work	22 December 2007	Assistance services	NA
Appendix No. 3 to the contract for work	31 May 2011	Assistance services	NA
Appendix No. 4 to the contract for work	2 January 2012	Assistance services	NA
Contract on the provision of assistance services	1 November 2001	Assistance services for product No. 21	NA
Amendment No. 1 to the Assistance Services Agreement	15 April 2002	Assistance services	NA
Amendment No. 2 to the Assistance Services Agreement	15 July 2002	Assistance services	NA
Amendment No. 3 to the Assistance Services Agreement	29 May 2003	Assistance services	NA
Amendment No. 4 to the Assistance Services Agreement	27 May 2004	Assistance services	NA
Amendment No. 5 to the Assistance Services Agreement	30 May 2005	Assistance services	NA

Report on relations between related parties

			Amendment No. 6 to the Assistance Services Agreement	6 November 2007	Assistance services	NA
			Amendment No. 7 to the Assistance Services Agreement	19 December 2007	Assistance services	NA
			Amendment No. 8 to the Assistance Services Agreement	26 June 2008	Assistance services	NA
			Amendment No. 9 to the Assistance Services Agreement	1 April 2009	Assistance services	NA
			Amendment No. 10 to the Assistance Services Agreement	30 December 2009	Assistance services	NA
			Assistance Services Agreement	30 December 2011	Assistance services for product No. 21	NA
			Master Agreement on Cost Sharing	02 January 2020	Activity and Cost Sharing	NA
			Contract for the provisions of contact centre services	14 September 2010	Contact centre operation	NA
			Amendment No. 1 to the contract for the provision of contact centre services	25 February 2014	Contact centre operation	NA
			Agreement on cooperation in the insurance of car assistance services under travel insurance	1 February 2016	Assistance services for product No. 22	NA
Generali Poist'ovňa, pobočka poisťovne z iného členského štátu	54 228 573		Individual contract on the provision of assistance services pertaining to life assurance, accident insurance, funeral insurance and non-self-sufficiency insurance No. EA000900-2-2006	31 December 2020	Assistance services for product No. 1100	NA
			Amendment No. 1 to the Individual contract on the provision of assistance services pertaining to life assurance, accident insurance, funeral insurance and non-self-sufficiency	1 February 2022	Assistance services	NA

insurance No.
EA000900-2-2006

Individual service
agreement to assistant
services insurance
pertaining to life
assurance, accident
insurance, funeral
insurance and non-
self-sufficiency
insurance EA000900-
1-1706

3 June 2017

Assistance services for
product No. 1100

NA

Contract on the
provision of assistance
services

1 November 2006

Assistance services for
the 690 Travel product

NA

Amendment No. 1 to
the Assistance
Services Agreement
dated 1 November
2006

1 May 2008

Assistance services

NA

Amendment No. 2 to
the Assistance
Services Agreement
dated 1 November
2006

19 May 2009

Assistance services

NA

Amendment No. 3 to
the Assistance
Services Agreement
dated 1 November
2006

29 January 2010

Assistance services

NA

Amendment No. 5 to
the Assistance
Services Agreement
dated 1 November
2006

25 November 2011

Assistance services

NA

Amendment No. 6 to
the Assistance
Services Agreement
dated 1 November
2006

13 July 2012

Assistance services

NA

Amendment No. 7 to
the Assistance
Services Agreement
dated 1 November
2006

17 December 2012

Assistance services

NA

Agreement on
financial mediation in
the insurance and
reinsurance sector, and
agreement on mutual
cooperation in
insurance contracts
conclusion

25 November 2011

Financial mediation in
the insurance and
reinsurance sector,
Product No. 690 ECP
SK Travel

NA

Amendment No.1 to
the Agreement on

17 December 2012

Financial mediation in
the insurance and

NA

financial mediation in the insurance and reinsurance sector, and on mutual cooperation in insurance contracts conclusion dated 25 November 2011		reinsurance sector, Product No. 690 ECP SK Travel	
Cooperation agreement for the provision of guarantee insurance in case of travel agency bankruptcy	19 March 2010	Assistance and claim handling services for the 691 ECP SK Bankruptcy product	NA
Individual service agreement to assistant services insurance pertaining to the ERGO year-round travel insurance, and the ZlavaDna.sk year-round travel insurance from the former ERGO portfolio	12 September 2019	Assistance services for product No. 29	NA
Cooperation agreement	20 December 2006	Assistance services and damage management for product No. 224	NA
Service agreement for insurance of home assistance services to VUB credit cards	17 September 2015	Assistance services for the 225 GLI SK product	NA
Framework agreement on assistance services provision No. EA000900-7-2009	31 December 2020	Assistance services	NA
Framework outsourcing agreement and personal data protection agreement	1 January 2016	Personal data processing	NA
Individual service agreement for travel insurance No. EA000900-2-2007	31 December 2020	Assistance services	NA
Amendment No. 1 to the Individual service agreement for travel insurance No. EA000900-2-2007	1 December 2023	Assistance services	NA
Agreement on provision of call recordings	1 October 2018	Transfer of the call recordings	NA
Individual service agreement on assistance services for motor vehicle insurance No. EA000900-1-2209	1 November 2022	Assistance services	NA

Report on relations between related parties

		Contract on the provision of assistance services	1 November 2001	Assistance services	NA
		Amendment No. 1 to the Assistance Services Agreement	1 November 2001	Assistance services	NA
		Amendment No. 2 to the Assistance Services Agreement	30 April 2004	Assistance services	NA
		Amendment No. 3 to the Assistance Services Agreement	1 June 2004	Assistance services	NA
		Amendment No. 4 to the Assistance Services Agreement	31 December 2004	Assistance services	NA
		Amendment No. 5 to the Assistance Services Agreement	29 March 2010	Assistance services	NA
		Assistance Services Agreement	1 March 2012	Assistance services	NA
		Individual service agreement for assistance service insurance pertaining to travel insurance	1 January 2016	Assistance services	NA
		Framework service agreement on assistance services insurance	1 January 2016	Assistance services	NA
Generali Česká pojišťovna a.s.	452 72 956	Reinsurance contract (effective as at 1 October 2012) to the reinsurance contract for 100% quota reinsurance of Generali pojišťovna, a.s.	27 September 2012	Assistance services for the 215 GLI CZ Truck product	NA
		Special terms and conditions No. 2 to the Reinsurance contract (effective from 1 October 2012)	23 October 2012	Assistance services for the 215 GLI CZ Truck product	NA
Europ Assistance S.A. Irish Branch	451 366 405	Amendment No. 1 to the Special Conditions No. 2 to the reinsurance contract for 100% quota reinsurance (effective as at 1 October 2012) of Generali pojišťovna, a.s.	6 October 2017	Assistance services for the 215 GLI CZ Truck product	NA
		Amendment No. 2 to the Special Conditions No. 2 to the	1 June 2020	Assistance services for the 215 GLI CZ Truck product	NA

Report on relations between related parties

reinsurance contract for 100% quota reinsurance (effective as at 1 October 2012) of Generali pojišťovna, a.s.			
Reinsurance contract for assistance services insurance of ČP SME Jistota	11 October 2017	Assistance services for ČP SME Jistota product	NA
Amendment No. 1 to the Reinsurance contract for assistance services insurance of ČP SME Jistota	30 September 2024	Assistance services for ČP SME Jistota product	NA
Reinsurance contract (effective as at 1 February 2008) for 100% quota reinsurance of Generali pojišťovna, a.s.	1 February 2008	Assistance services for the 213 Generali CZ Home product	NA
Amendment No. 1 to the reinsurance contract for quota reinsurance effective as at 1 February 2008	26 August 2009	Assistance services for the 213 Generali CZ Home product	NA
Amendment No. 2 to the reinsurance contract for quota reinsurance effective as at 1 February 2008	1 January 2012	Assistance services for the 213 Generali CZ Home product	NA
Special terms and conditions to the Reinsurance contract (effective from 1 February 2008)	1 February 2008	Assistance services for the 213 Generali CZ Home product	NA
Special terms and conditions No. 2 to the Reinsurance contract (effective from 1 September 2009)	26 August 2009	Assistance services for the 213 Generali CZ Home product	NA
Amendment No. 1 (effective from 1 April 2016) to the Special Terms and Conditions No. 2 (effective from 1 September 2009) to the quota reinsurance contract	18 April 2016	Assistance services for the 213 Generali CZ Home product	NA
Special terms and conditions No. 3 to the Reinsurance contract	1 March 2017	Assistance services for the 213 Generali CZ Home product	NA
Reinsurance contract No. EA000808-2-2001 (100% quota	23 December 2019	Assistance services	NA

		reinsurance) for Allegro 20 and Bel Mondo 20 assistance services insurances				
		Reinsurance contract No. EA000808-3-2104 (100% quota reinsurance) for ProfiPlán assistance services insurance	1 April 2022	Assistance services		NA
		Reinsurance contract pertaining to the 100% quota reinsurance	21 May 2010	Assistance services		NA
		Cooperation agreement No. EA000808-2-2201 to non-life insurance of assistant services for seniors (under the Klinika Generali České insurance)	17 June 2022	Assistance services		NA
		Reinsurance Contract (effective from 1 October 2007) pertaining to the quota reinsurance	19 March 2008	Assistance services		NA
		Reinsurance contract for quota reinsurance (travel insurance products)	16 February 2024	Assistance services		NA
Generali Poist'ovňa, pobočka poisťovne z iného členského štátu	54 228 573	Individual PMV reinsurance contract No. EA000900-1-2007	1 July 2020	Assistance services		NA
Europ Assistance S.A. Irish Branch	451 366 405	Amendment No. 1 to the Individual reinsurance contract PMV No. EA000900-1-2007	1 January 2022	Assistance services		NA
		Amendment No. 2 to the Individual reinsurance contract PMV No. EA000900-1-2007	8 January 2024	Assistance services		NA
		Amendment No. 3 to the Individual reinsurance contract PMV No. EA000900-1-2007	26 August 2024	Assistance services		NA
		Individual Home reinsurance contract No. EA000900-3-2101	1 January 2021	Assistance services		NA

Amendment No. 1 to the Individual reinsurance contract Home No. EA000900-3 -2101	12 February 2024	Assistance services	NA
Amendment No. 2 to the Individual reinsurance contract Home No. EA000900-3 -2101	12 February 2024	Assistance services	NA
Amendment No. 3 to the Individual reinsurance contract Home No. EA000900-3 -2101	31 October 2024	Assistance services	NA
Individual health reinsurance contract (Zdraví) No. EA000900-1-2010	1 October 2020	Assistance services for products Nos. 39 a 1099 and 1099	NA
Amendment No. 1 to the Zdraví Individual reinsurance contract No. EA000900-1-20	22 March 2023	Assistance services	NA
Reinsurance contract pertaining to the quota reinsurance of Generali Poistovna a.s., Bratislava	10 March 2008	Assistance services (product 220 RSA)	NA
Reinsurance contract pertaining to the quota reinsurance of Generali Slovensko poisťovňa, a.s.	1 October 2008	Assistance services for the 890, 891 and 892 products	NA
Amendment to the reinsurance contract (effective from 1 October 2008) pertaining to the quota reinsurance	1 October 2008	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 3 to the reinsurance contract (effective from 1 October 2008) pertaining to the quota reinsurance	1 December 2013	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 1 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 November 2019	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 2 to the Special Conditions of the reinsurance	7 July 2010	Assistance services for the 890, 891 and 892 products	NA

contract pertaining to the quota reinsurance contract of Generali Slovensko			
Amendment No. 4 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 July 2015	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 5 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 July 2015	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 6 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 July 2015	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 7 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 July 2015	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 8 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	1 July 2017	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 9 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	10 November 2017	Assistance services for the 890, 891 and 892 products	NA
Amendment No. 10 to the Special Conditions of the reinsurance contract pertaining to the quota reinsurance contract of Generali Slovensko	10 November 2017	Assistance services for the 890, 891 and 892 products	NA
Framework reinsurance contract No. EA000900-7-2007	25 June 2020	Assistance services	NA

Report on relations between related parties

		Individual reinsurance contract Autopremium CP No. EA000900-1-2305	27 April 2023	Assistance services	NA
		Reinsurance contract No. EA000900-3-1612 for Relax assistance services insurance	1 December 2016	Assistance services	NA
		Reinsurance contract No. EA000900-3-1611 for home assistance services insurance	19 December 2016	Assistance services	NA
		Reinsurance contract (100% Quota share) and cooperation agreement in the insurance of car assistance services pertaining to travel insurance	1 March 2012	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Travel insurance reinsurance contract – 50% quota share, and contract for the provision of assistance services No. EA007371-4-1707	22 January 2018	Assistance services	NA
Second partner outside the Group		Amendment No. 1 to the Travel insurance reinsurance contract – 50% quota share, and contract for the provision of assistance services	19 December 2018	Assistance services	NA
		Amendment No. 2 to the Travel insurance reinsurance contract – 50% quota share, and contract for the provision of assistance services No. EA007371-4-1707	15 June 2022	Assistance services	NA
		Personal data processing agreement	22 January 2018	Personal data processing	NA
		Confidentiality agreement	22 January 2018	Confidentiality agreement	NA
Europ Assistance S.A., Irish Branch	451 366 405	Travel insurance reinsurance contract – 100% quota share No. EA006969-4-1705	3 November 2017	Assistance services	NA
Second partner outside the Group		Amendment No. 1 to the Travel insurance reinsurance contract – 100% Quota share, No. EA006969-4-1705	3 November 2017	Assistance services	NA

Report on relations between related parties

Europ Assistance S.A., Irish Branch	451 366 405	Technical agreement to Group insurance contract No. EA001123-3-1809, contract no. 0139/3220/2018	1 August 2018	Assistance services	NA
Second partner outside the Group		Amendment No. 1 to the Technical agreement to Group insurance contract No. EA001123-3-1809, contract No. 0139/3220/2018	14 January 2020	Assistance services	NA
		Amendment No. 2 to the Technical agreement to Group insurance contract No. EA001123-3-1809, contract No. 0139/3220/2018	14 January 2020	Assistance services	NA
		Agreement on electronic receipt of invoices	21 November 2023	Amendment to the manner of submitting invoices	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance Contract (effective from 1 April 2009) for the quota reinsurance	30 March 2009	Assistance services	NA
Second partner outside the Group		Reinsurance Contract (effective from 1 January 2019) for quota reinsurance	28 December 2018	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance Contract (effective from 1 September 2018) for the quota reinsurance	1 September 2018	Assistance services	NA
Second partner outside the Group,		Amendment No. 1 to the reinsurance contract for quota reinsurance (effective from 1 September 2018) effective from 1 November 2019	1 November 2019	Assistance services	NA
		Amendment No. 2 to the reinsurance contract for quota reinsurance (effective from 1 September 2018) effective from 1 January 2022	1 January 2022	Assistance services	NA
		Amendment No. 3 to the reinsurance contract for quota reinsurance (effective from 1 September 2018) effective from 1 January 2023	1 January 2023	Assistance services	NA

Report on relations between related parties

		Reinsurance Contract (effective from 1 May 2009) for quota reinsurance	30 April 2009	Assistance services	NA
		Amendment No. 1 to the reinsurance contract for quota reinsurance	1 January 2013	Assistance services	NA
		Amendment No. 2 to the reinsurance contract for quota reinsurance	1 January 2014	Assistance services	NA
		Amendment No. 3 to the reinsurance contract for quota reinsurance effective from 1 January 2022	1 January 2022	Assistance services	NA
		Amendment No. 4 to the reinsurance contract for quota reinsurance effective from 1 January 2023	1 January 2023	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Insurance contract No. EA007708-2-2009	1 September 2020	Assistance services	NA
Second partner outside the Group		Amendment No. 1 to the insurance contract No. EA007708-2-2009	16 August 2022	Assistance services	NA
		Profit distribution agreement	1 September 2020	Profit distribution	NA
		Framework insurance contract No. EA007708-1-2311 (SC08019)	22 December 2023	Assistance services	NA
		Agreement on single insurance compensation for 2023 pursuant to the Framework insurance contract	22 December 2023	Single compensation	NA
		Agreement on the terms and conditions of continuous cooperation	2 March 2020	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract No. 301R021606	18 November 2016	Assistance services	NA
Second partner outside the Group		Amendment No. 1 to the reinsurance contract No. 301R021606	1 January 2017	Assistance services	NA

Report on relations between related parties

		Amendment No. 2 to the reinsurance contract No. 301R021606	25 September 2019	Assistance services	NA
		Amendment No. 3 to the reinsurance contract No. 301R021606	30 September 2020	Assistance services	NA
		Amendment No. 4 to the reinsurance contract No. 301R021606	30 June 2021	Assistance services	NA
		Reinsurance contract (100% Quota share) and cooperation agreement in assistance services pertaining to motor vehicle insurance	25 May 2011	Assistance services	NA
		Amendment No. 1 to the reinsurance contract and cooperation agreement in assistance services pertaining to motor vehicle insurance	26 April 2016	Assistance services	NA
		Amendment No. 2 to the reinsurance contract and cooperation agreement in assistance services pertaining to motor vehicle insurance	25 March 2019	Assistance services	NA
		Amendment No. 3 to the reinsurance contract and cooperation agreement in assistance services pertaining to motor vehicle insurance	25 September 2019	Assistance services	NA
		Reinsurance contract No. 102S011409	21 September 2014	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract (100% Quota Share) for assistance services insurance	13 September 2018	Assistance services	NA
Second partner outside the Group		Reinsurance contract (100% Quota Share) for assistance services insurance	4 March 2020	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract No. 301R011309	2 September 2013	Assistance services	NA

Report on relations between related parties

Second partner outside the Group		Reinsurance contract for quota reinsurance (effective from 1 January 2015)	31 December 2014	Assistance services	NA
		Amendment No. 1 to the reinsurance contract for quota reinsurance	31 March 2015	Assistance services	NA
		Amendment No. 2 to the reinsurance contract for quota reinsurance	29 June 2018	Assistance services	NA
		Amendment No. 3 to the reinsurance contract for quota reinsurance	1 September 2021	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract on property assistance	11 November 2021	Assistance services	NA
Second partner outside the Group		Reinsurance contract on technical assistance	31 October 2023	Assistance services	NA
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract No. 201R011407	8 July 2014	Assistance services	NA
Second partner outside the Group		Reinsurance contract (100% Quota Share)) and cooperation agreement for assistance services insurance	27 April 2012	Assistance services	NA
		Amendment No. 1 (int. No. 301R011304) to the reinsurance contract (100% Quota Share) and cooperation agreement for assistance services insurance dated 1 March 2012	29 March 2013	Assistance services	NA
		Amendment No. 3 to the reinsurance contract and cooperation agreement pertaining to assistance services insurance dated 1 March 2012	1 November 2021	Assistance services	NA
		Amendment No. 4 to the reinsurance contract and cooperation agreement pertaining to	25 April 2024	Assistance services	NA

Report on relations between related parties

		assistance services insurance dated 1 March 2012			
Europ Assistance S.A., Irish Branch	451 366 405	Reinsurance contract (100% Quota Share) for assistance services insurance pertaining to accident insurance	27 December 2010	Assistance services	NA
Second partner outside the Group		Reinsurance contract (100% Quota Share) for assistance services insurance pertaining to health insurance	21 December 2011	Assistance services	NA
		Reinsurance contract (100% Quota Share) for assistance services insurance No. 511000294	25 October 2013	Assistance services	NA
		Reinsurance contract (100% Quota Share) for assistance services insurance No. 511000293	31 December 2012	Assistance services	NA
		Reinsurance contract (100% Quota Share) for assistance services insurance	23 September 2016	Assistance services	NA
		Amendment No. 1 to the reinsurance contract for assistance services insurance dated 1 April 2016	1 November 2021	Assistance services	NA
		Amendment No. 2 to the reinsurance contract for assistance services insurance dated 1 April 2016	8 September 2017	Assistance services	NA
		Reinsurance contract (100% Quota Share) for assistance services insurance	15 November 2014	Assistance services	NA
		Amendment No. 1 to the reinsurance contract No. 301R021411 for assistance services insurance dated 15 November 2014	1 May 2020	Assistance services	NA
		Reinsurance contract (100% Quota Share) for assistance services insurance	30 August 2020	Assistance services	NA

Any consideration between the related parties has been enumerated in the notes to the financial statements as at 31 December 2024, namely in Note 22, Related party information.

3. Other intercompany services provided in the 2024 Reporting Period

Consideration from Europ Assistance Holding for provided services relating to the use of a clearing centre.

Consideration from Europ Assistance Holding for provided services relating to insurance.

Consideration from Europ Assistance Holding for provided services relating to the recording of insurance contracts.

Consideration between individual branches for services provided abroad.

Consideration to individual branches for services provided locally.

Consideration for assistance services provided by Europ Assistance France.

4. Other legal acts

In the Reporting Period, no other legal acts were made in the interest of the controlling entity, the Company, or other related parties; and when legal acts were made in relation to the related parties, they comprised general legal acts made in compliance with the terms and conditions for legal acts made by the controlling entity towards the Company as the Company's shareholder.

In the Reporting period, no actions were made at the instigation or in the interest of the controlling entity or other related parties with the exception of general measures adopted by the Company in relation to the controlling entity as the Company's shareholder.

The Company paid out a dividend for 2023 to the shareholders totalling TCZK 15,000 and received an additional payment of a long-term advance of TCZK 22,800 from a Group company. With the exception of the above, in the Reporting period, the Company made no actions at the instigation or in the interest of the related parties that would involve the disposal of assets exceeding 10% of the Company's equity as ascertained according to the last financial statements.

5. Performance provided and damage incurred by the controlled entity and its settlement

All the above agreements and contracts have been concluded based on the arm's length principle and all performance provided and received under these contracts and contracts concluded in prior periods were based on the arm's length principle. The Company suffered no loss as a result of these actions and contracts. During the Reporting Period, no other legal acts or arrangements were made or accepted for the benefit or at the initiative of these parties.

The Company did not gain any advantages or suffer any disadvantages or additional risks arising from the contracts.

The Company participates in the creation of Group projects and policies within the Generali Group. The Company suffered no detriment or loss as a result of its participation in these activities.

6. Final representation

The Report on Relations was prepared by the management of Europ Assistance s.r.o., the controlled entity, as at 31 March 2025, and submitted to the auditor performing the audit of the financial statements.

The Company's statutory body declares that this Report on Relations has been prepared with due care and the information disclosed herein is sufficient, correct and complete. In compliance with its statutory obligations, the controlled entity will publish an annual report that will include this Report on Relations as an inherent part.

Prague, 31 March 2025

Daniel Martínek
Statutory representative
Europ Assistance s.r.o.





KPMG Česká republika Audit, s.r.o.

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*This document is an English translation of the Czech auditor's report.
Only the Czech version of the report is legally binding.*

Independent Auditor's Report

to the Members of Europ Assistance s.r.o.

Opinion

We have audited the accompanying financial statements of Europ Assistance s.r.o. ("the Company"), prepared in accordance with Czech accounting legislation, which comprise the balance sheet as at 31 December 2024, and the income statement, the statement of changes in equity and the cash flow statement for the year then ended, and notes to the financial statements, comprising material accounting policies. Information about the Company is set out in Note 1 to the financial statements.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Company as at 31 December 2024, and of its financial performance and its cash flows for the year then ended in accordance with Czech accounting legislation.

Basis for Opinion

We conducted our audit in accordance with the Act on Auditors, and Auditing Standards of the Chamber of Auditors of the Czech Republic, consisting of International Standards on Auditing (ISAs), which may be supplemented and amended by relevant application guidelines. Our responsibilities under those regulations are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with the Act on Auditors and the Code of Ethics adopted by the Chamber of Auditors of the Czech Republic, 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.

Other Information

In accordance with Section 2(b) of the Act on Auditors, other information is defined as information included in the annual report other than the financial statements and our auditor's report. The statutory body is responsible for the other information.

Our opinion on the financial statements does not cover the other information. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. In addition, we assess whether the other information has been prepared, in all material respects, in accordance with applicable laws and regulations, in particular, whether the other information complies with laws and regulations in terms of formal requirements and the procedure for preparing the other information in the context of materiality,



i.e. whether any non-compliance with those requirements could influence judgments made on the basis of the other information.

Based on the procedures performed, to the extent we are able to assess it, we report that:

- the other information describing matters that are also presented in the financial statements is, in all material respects, consistent with the financial statements; and
- the other information has been prepared in accordance with applicable laws and regulations.

In addition, our responsibility is to report, based on the knowledge and understanding of the Company obtained in the audit, on whether the other information contains any material misstatement. Based on the procedures we have performed on the other information obtained, we have not identified any material misstatement.

Responsibilities of the Statutory Body and Supervisory Board for the Financial Statements

The statutory body is responsible for the preparation and fair presentation of the financial statements in accordance with Czech accounting legislation, and for such internal control as the statutory body 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 statutory body is responsible for assessing the Company'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 statutory body either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Supervisory Board is responsible for overseeing the Company's financial reporting process.

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 the above regulations 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.

As part of an audit in accordance with the above regulations, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the statutory body.
- Conclude on the appropriateness of the statutory body's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention



in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Statutory Auditor Responsible for the Engagement

Lukáš Svoboda is the statutory auditor responsible for the audit of the financial statements of Europ Assistance s.r.o. as at 31 December 2024, based on which this independent auditor's report has been prepared.

Prague
2 June 2025

KPMG Česká republika Audit, s.r.o.
Registration number 71

A handwritten signature in blue ink, appearing to read 'L. Svoboda', written over a faint, stylized blue line.

Lukáš Svoboda
Director
Registration number 2516