

Introduction to Zurich

A value proposition for investors

April 2021 Investor Relations and Rating Agency Management Group Finance



Content



MAIN SECTIONS

(use symbols to navigate through the document)



Group overview, strategy, and financial targets



Property & Casualty (P&C)



Life



Farmers



Investments and capital management



Sustainability

OTHER IMPORTANT INFORMATION

(use symbols to navigate through the document)



Contact details and other information



Disclaimer



Back to content page

Our proposition to investors



RESILIENT BUSINESS MODEL



A balanced and diverse global business



Industry leading capital levels with conservatively managed balance sheet



Attractive return on equity

CLEAR STRATEGY



Focus on customer



Simplify



Innovate

RESPONSIBLE AND IMPACTFUL BUSINESS



Tackling climate change



Inspiring confidence in a digital society



Ensuring work sustainability





A truly global and highly diversified group



KEY FACTS¹

USD 50bn Total revenues (excl. result on UL investments)

USD 226bn Total group investments (economic view)

USD 4.2bn Business operating profit (BOP)

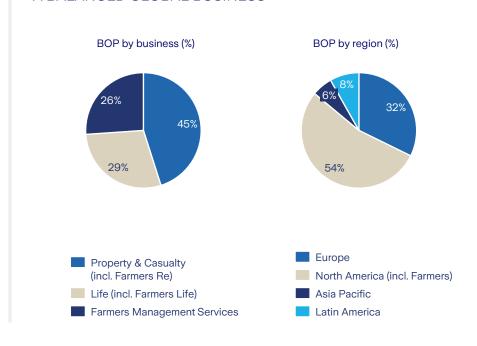
USD 3.8bn Net income attributable to shareholders (NIAS)

> 182% SST regulatory solvency ratio²

USD 38bn Shareholders' equity

CHF 56bn Market cap

A BALANCED GLOBAL BUSINESS²



Values are for the full year 2020 unless otherwise noted. Investments, solvency ratios, shareholders' equity and market cap are as of December 31, 2020.
Adjusted average BOP for FY-16 to FY-20. BOP split by business excludes Group Functions & Operations and Non-Core Businesses. BOP split by region excludes additionally Group Reinsurance.





Genuinely global franchise with distinct capabilities



Top 3 global commercial insurer¹



Source: Axco, Company reports and presentations, local statistics (2020 or most recent available), Dowling & Partners, SNL Financial, Strategic Insight, Zurich internal data.





Based on FY-20 NEP. Data includes only primary insurance and is on a more comparable basis. Zurich includes alternative markets in North America and municipal business in the UK and excludes SMEs.
For all references to Farmers Exchanges see the disclaimer and cautionary statement.

Pro-forma for the acquisition of Adira Insurance, based on FY-19 data.

Simple execution, higher ambition



2016 - 2019 ACHIEVEMENTS

SIMPLIFIED AND FLEXIBLE ORGANIZATION

- Delayered structure
- Simplified IT landscape
- Simplified products and services

IMPROVED EFFICIENCY

- Over-delivered on USD 1.5bn savings program
- Reduced corporate center expenses

STRENGTHENED BUSINESS AND CULTURE

- Strengthened position of our key countries
- Improved the Commercial profitability
- Built culture of customer focus and innovation
- Reinvigorated growth with low earnings volatility

2020 - 2022 AMBITION



BOPAT ROE1

>14%



Cumulative cash remittances

USD >11.5bn



SST²

>160%



Earnings per share growth³

>5% p.a.



¹ Business operating profit after tax return on equity, excluding unrealized gains and losses.

² From FY-20 the basis for the target capitalization has been changed to the Swiss Solvency Test (SST), previously the target range was based on the Group's internal Z-ECM basis.
³ Before capital deployment.

Strong capital position and cash generation



VERY STRONG FINANCIAL STRENGTH

STANDARD & POOR'S RATINGS SERVICES

AA (very strong) / outlook 'stable'

MOODY'S INVESTORS SERVICE

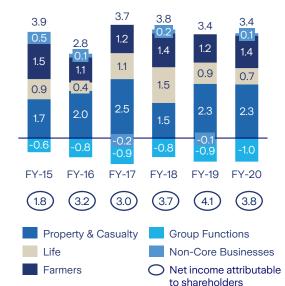
Aa3 (excellent) / outlook 'stable'



A+ (superior) / outlook 'stable'



HIGHLY CASH GENERATIVE, CASH REMITTANCE (USDbn)



Estimated Swiss Solvency Test (SST) ratio as of January 1, 2021, has been calculated based on the Group's Internal Model, which has been approved by the Swiss Financial Market Supervisory Authority FINMA. The SST ratio as of January 1 has to be filed with FINMA by end of April each year and is subject to review by FINMA. FINMA agreed to the use of standard yield curves for the main currencies to calculate the SST, starting end of Q1 2020. SST ratio as of January 1, 2020 has been re-calculated on the same basis for disclosure purposes in order to allow better comparison.

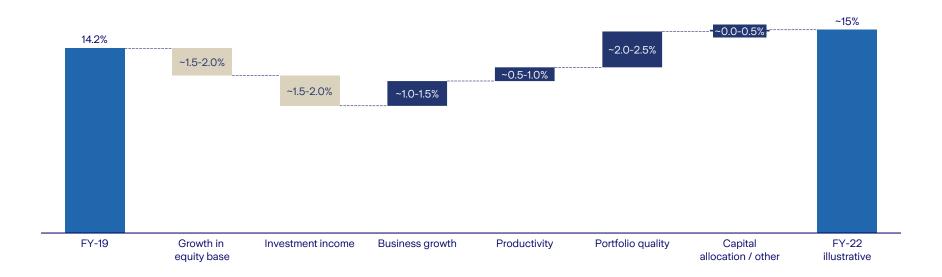




We have adapted plans to the changed environment and expect to meet our 2020 – 2022 targets



ILLUSTRATIVE BOPAT ROE DEVELOPMENT (%)

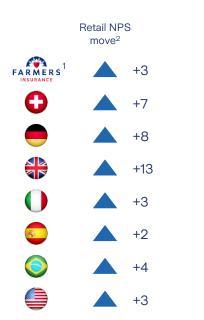




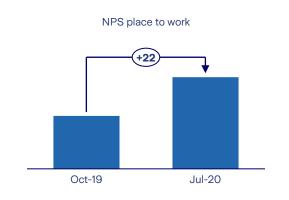
Actions during the crisis have earned the trust and confidence ZURICH® of our stakeholders, while our ESG approach is well recognized



STRENGTHENED CUSTOMER FOCUS



HIGHER EMPLOYEE SATISFACTION



Support during COVID-19 crisis:

- Rapid move to working from home
- Implementation of new digital tools
- Hospitalization benefits for employees and their families

INDUSTRY LEADING ESG RATINGS³

MSCI ESG RATINGS	'AA' rating			
Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA	#1 in insurance group			
FTSE4Good	Absolute score of 4.4 (out of 5.0)			
DISCLOSURE INSIGHT ACTION	'A-' Management Level			



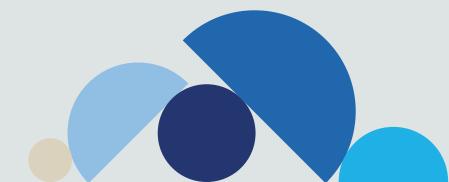


 $[\]frac{1}{5}$ For all references to Farmers Exchanges see the disclaimer and cautionary statements. $\frac{2}{5}$ FY-20 vs. FY-19. North America NPS data reflects commercial business.

MSCI ESG rating report July 2020, DJSI score Nov 2020, FTSE Industry Classification Benchmark (ICB), Dec 2020, CDP Climate Change Score 2020.



Property & Casualty



P&C – our value proposition





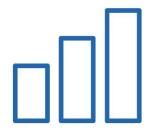
STRONG & BALANCED FRANCHISE

- Leading global commercial insurer, profitable retail franchise
- Equally weighted to EMEA and North America, with growing business in APAC and Latin America



HIGH QUALITY EARNINGS

- Consistent reserving approach resulting in stable reserve releases
- Reduced catastrophe and large loss volatility



WELL PLACED TO GAIN FROM PRICING CYCLE

- Focus on rate increases started ahead of market
- Strong capabilities which are not easily replicated



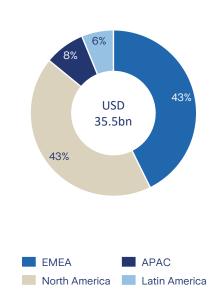


A balanced footprint and business mix leveraging an open distribution architecture



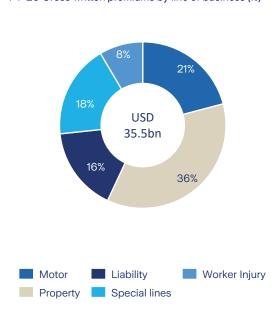
FOOTPRINT

FY-20 Gross written premiums by region (%)1



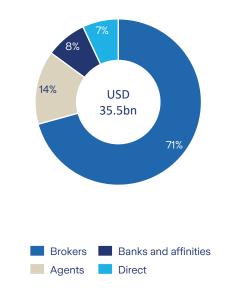
BUSINESS MIX

FY-20 Gross written premiums by line of business (%)



DISTRIBUTION

FY-20 Gross written premiums by distribution channel (%)

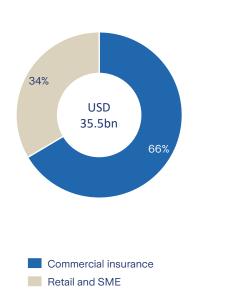


Leading global commercial insurer, profitable franchise across 💋 ZURICH® both customer units



CUSTOMER UNITS

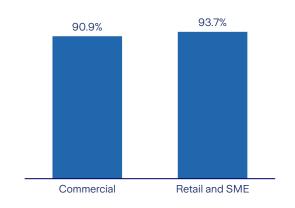
FY-20 Gross written premiums by customer unit (%)1





UNDERWRITING PROFITABILITY

FY-20 AY CR ex Catastrophes and COVID-19 (%)3



² Source: Company reports. Data includes only primary insurance on a more comparable basis. Zurich view includes alternative markets in North America and municipal business in the UK and excludes SME 3 Accident year combined ratio excluding Catastrophes and COVID-19 impacts (frequency benefits, Cover-More operating loss included in underwriting result, and premium refunds).



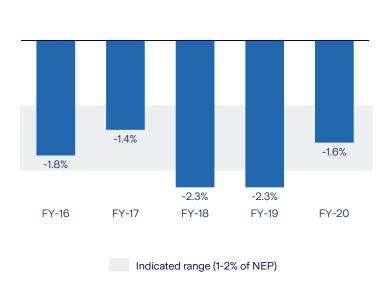


^{= 1} The split excludes Group Reinsurance and Eliminations.

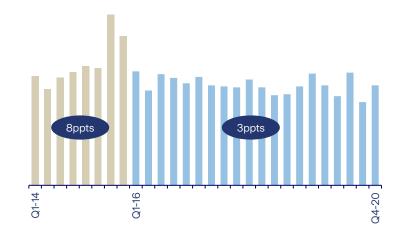
Consistent reserve releases and reduced large loss volatility



NET PRIOR YEAR RESERVE DEVELOPMENT (% of NEP)



LARGE LOSS VOLATILITY (ppts)1



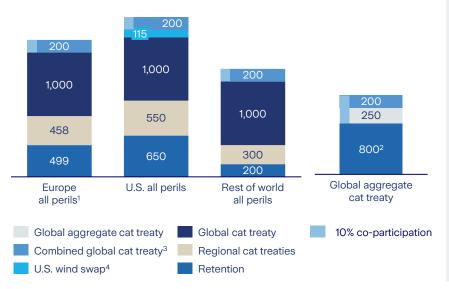




Balance sheet and large loss volatility well managed through reinsurance



GROUP CATASTROPHE REINSURANCE PROTECTION (USDm)



GLOBAL SURETY EXCESS OF LOSS

- Designed to manage earnings volatility
- North America: USD 325m coverage per customer in excess of USD 75m retention
- Other regions: USD 362.5m coverage per customer in excess of USD 37.5m retention
- Aggregate limit: USD 1.1bn

MAIN ADDITIONAL TREATIES



Global property per risk



U.S. property quota share



U.S. liability quota share



¹ Europe cat treaty calculated with EUR/USD exchange rate as of March 31, 2021 (EUR 390m in excess of EUR 425m).

² Franchise deductible of USD 45m, i.e. losses greater than USD 45m count towards erosion of the retention (annual aggregate deductible).

³ This USD 200m cover can be used only once, either for aggregated losses or for an individual occurrence or event.

⁴ Only relevant for U.S. windstorm.

Well placed to gain from improved pricing in commercial



DISTINCTIVE CAPABILITIES



Leader in complex international programs



Superior risk engineering and captive services

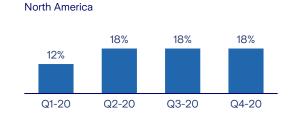


Strengthened customer service for key clients, reliable partner for brokers



Advanced analytics capabilities

P&C COMMERCIAL RATE CHANGE¹





IMPROVED TERMS & CONDITIONS

Increased use of Zurich standard wordings

Higher deductibles and selfinsured retentions

Exclusions for industries and coverages out of appetite

Smaller line sizes

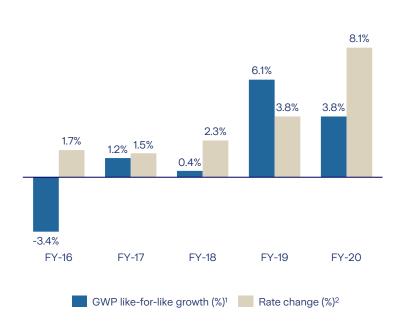




Growing at the right point of the cycle



GWP GROWTH LIKE-FOR-LIKE (%)1



ACCIDENT YEAR COMBINED RATIO EXCL. CATASTROPHES AND COVID-19 (%)







¹ In local currency and after adjusting for closed acquisitions and disposals.
2 GWP development due to premium rate change as a percentage of the renewed portfolio (excl. the crop business) against the comparable prior year period.



Life



Life – our value proposition





PROVEN TRACK RECORD IN BANK AND DISTRIBUTION PARTNERSHIPS

- ~70% of new business distributed through bancassurance and CLP
- Key enablers to access large pools of new customers and extend footprint



STABLE AND GROWING OPERATING EARNINGS

- Annual growth in operating earnings of more than 5% p.a. since FY-16
- Earnings stream with high technical margin and low market dependency



FOCUS ON PROTECTION AND CAPITAL LIGHT SAVINGS

- Major life insurer with competitive advantage in protection and unitlinked business
- Well positioned for ongoing low yield environment



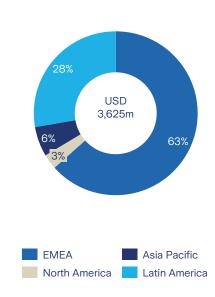


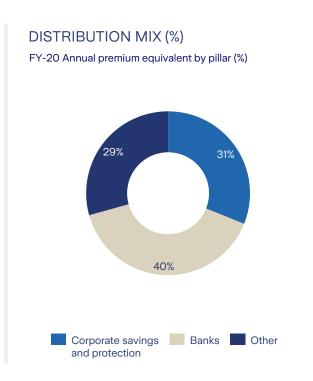
Proven track record in bank and distribution partnerships, stable and growing operating earnings



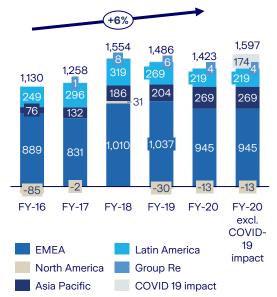
FOOTPRINT (%) FY-20 Annual premium

FY-20 Annual premium equivalent region (%)







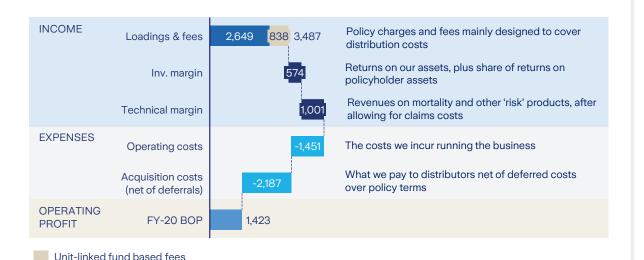




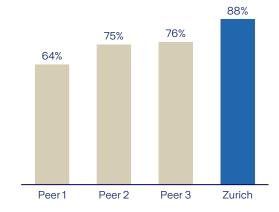
Revenue streams with high technical margin and low market dependency



DRIVERS OF IFRS PROFITABLITIY (USDm)



SHARE OF INCOME FROM FEES, LOADINGS AND TECHNICAL MARGINS (%)¹

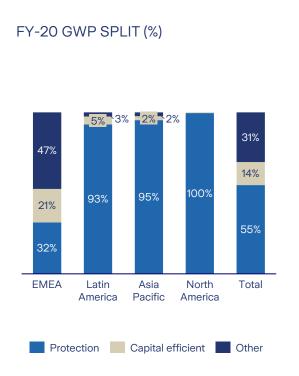


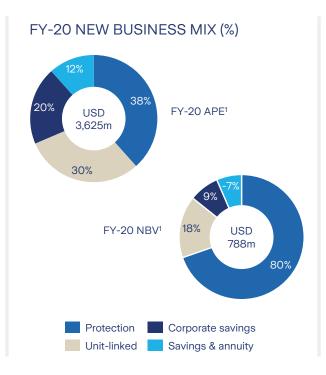




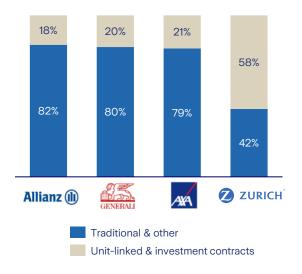
Focus on protection and unit linked business positions our life Zurich business well for ongoing low yields







FY-20 SPLIT GROSS RESERVES & LIABILITIES (%)

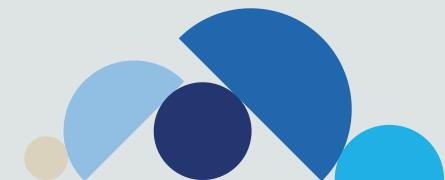








Farmers



Farmers - our value proposition





LEADING U.S. PERSONAL LINES PLAYER

- No. 6 in the largest personal lines market in the world¹
- Acquisition of MetLife U.S. P&C business to further boost nationwide presence and market share



STABLE CONTRIBUTION FROM FEE-BASED EARNINGS

- Unique capital-light business model with fee income based on a percentage of gross earned premium
- Earnings contribution largely unaffected by underwriting risk



HIGHLY CASH-GENERATIVE BUSINESS

- ~95% of net income attributable to shareholders converted to cash and remitted to Group
- Non-regulated management services business free from dividend restrictions





A unique business structure







Farmers Group, Inc.

Provides non-claims and ancillary services to the Exchanges (e.g. underwriting, policy administration, premium collection, investment management, and accounting and reporting)

Services

Fees as % of Gross Earned Premiums

Farmers Exchanges¹

Carry underwriting risk and handle claims, as well as own the Farmers brand and distribution assets (e.g. exclusive agents, direct









Farmers New World Life

Life insurance company dedicated to selling products through Farmers exclusive agents

Farmers Reinsurance Co.

Reinsurance company providing reinsurance to the Exchanges

MetLife strategic partnership

Exclusive relationship to sell P&C products via MetLife's U.S. group benefits employer channel

Kraft Lake Brokerage

Brokerage dedicated to Farmers exclusive agents

Farmers Financial Solutions

Broker-dealer to support exclusive agents in providing clients with investment services

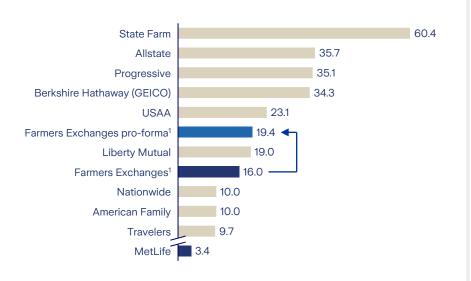


¹ For all references to Farmers Exchanges see the disclaimer and cautionary statement.

Farmers Exchanges¹ with a truly nationwide presence and increased scale in a consolidating market

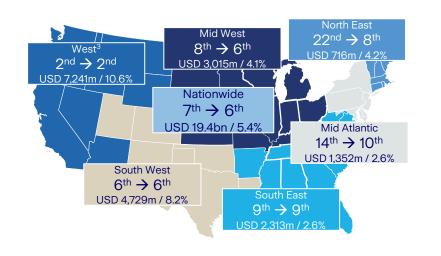


FY-20 U.S. PERSONAL LINES P&C DWP (USDbn)²



A TOP 10 U.S. PERSONAL LINES PLAYER NATIONWIDE²

Change in market position / FY-20 pro-forma DWP (USDm) / pro-forma market share (%)





¹ For all references to Farmers Exchanges see the disclaimer and cautionary statement.

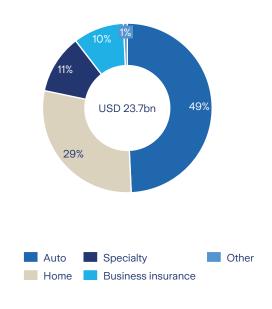
² FY-20 pro-forma; Source: SNL Financial.

³ Includes Alaska and Hawaii (not pictured).

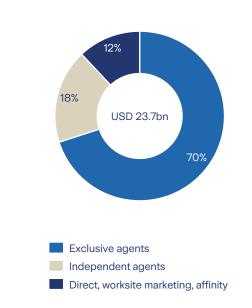
Large and diverse distribution footprint with diversified product mix¹







FY-20 DWP BY DISTRIBUTION CHANNEL (%)²



MAIN DISTRIBUTION CHANNELS²

~11,300	agents
~35,000	Independent agent relationships incl. ~3,000 new relationships from MetLife
3,800+	Active employer relationships in scope from Metlife's worksite marketing channel
250+	Active affinity relationships via dedicated sales force

Farmers Exchanges exclusive

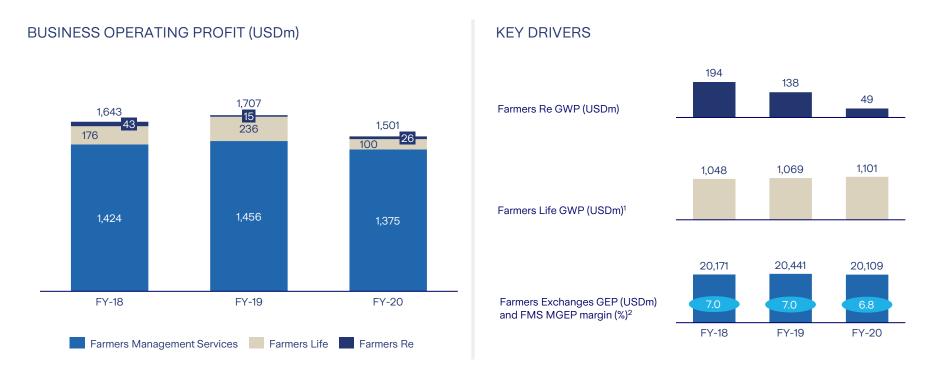


¹ For all references to Farmers Exchanges see the disclaimer and cautionary statement.

² FY-20 pro-forma; Source: SNL Financial.

Stable contribution to Group earnings, primarily driven by Farmers Management Services fee-based business





¹ Including policy fees and deposits.





Margin on gross earned premiums of the Farmers Exchanges. For all references to Farmers Exchanges see the disclaimer and cautionary statement.

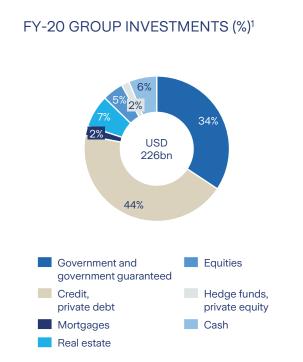


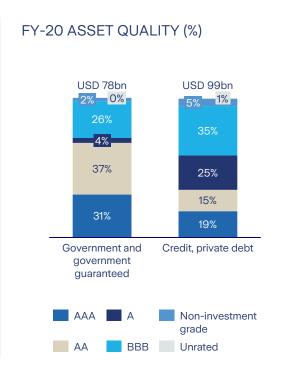
Investment and capital management

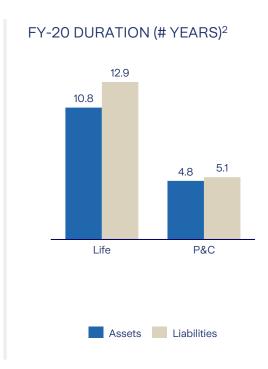


Conservative investment portfolio focused on high asset quality











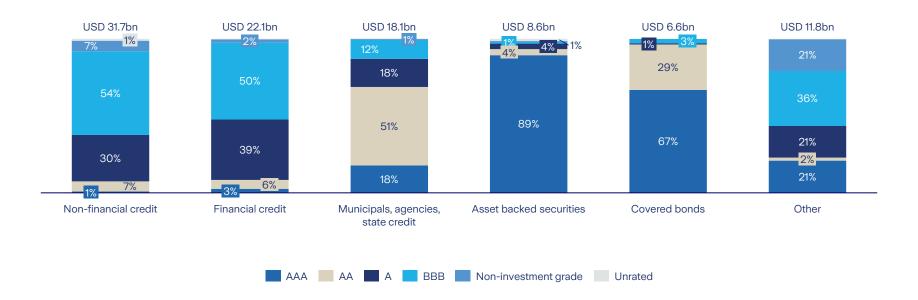
Market value of the investment portfolio (economic view).

Duration numbers are calculated as DV10 (dollar value of 10bp of move in interest rates over the period on the asset values) divided by market value of fixed income investments.

Highly diversified credit and private debt portfolio

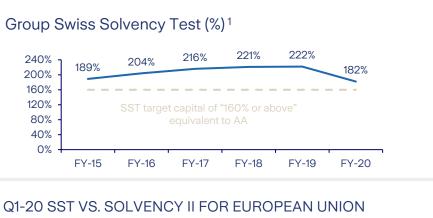


FY-20 RATING OF CREDIT, PRIVATE DEBT SECURITIES (%)



Capital managed conservatively to AA financial strength

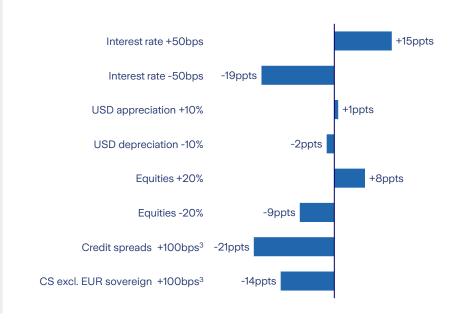








9m-20 SST Sensitivities Impact (ppts)²



On Swiss Solvency Test (SST) see footnote on page 6. The ratio as of January 1, 2020 has been re-calculated on the same basis for disclosure purposes in order to allow better comparison. ² Sensitivities are best estimates and reflect the impact on the pension plans in the UK. For the interest rate sensitivities shocks are applied to the liquid and the non-liquid part of the yield curve.

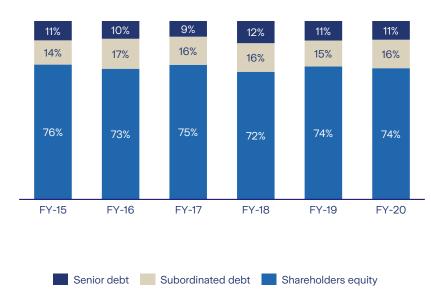


³ Credit Spreads (CS) include mortgages and including/excluding EUR sovereign spreads. CS sensitivities include changes to the volatility adjustment applied to interest rates curves.

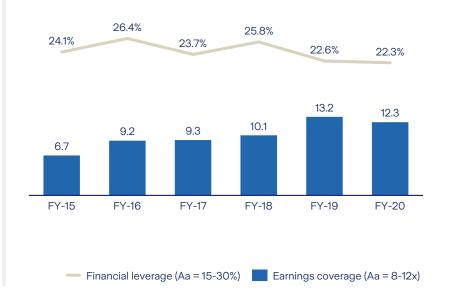
Moderate leverage with interest cover at Aa levels



GROUP CAPITAL STRUCTURE (%)1



MOODY'S FINANCIAL LEVERAGE (%) & EARNINGS COVERAGE





Low average debt cost and balanced maturity profile



CDS SPREAD AMONG BEST OF PEERS (BPS)1



BALANCED REFINANCING NEEDS (USDbn)²







¹ 5y EUR sub CDS. Source: Bloomberg.

Maturity profile based on first call date for subordinated debt and maturity date for senior debt. Includes the placement of USD 1.75bn of dated subordinated debt announced on January 12, 2021.

We have a strongly cash generative business reflected in high 💋 ZURICH® cash remittance



	Property & Casualty	Life	Farmers	Non-Core Businesses	Group Functions and Operations	Group
BOP (USDbn) FY-15 to FY-20	11.3	8.2	10.3	0.0	-4.4	25.3
NIAS (USDbn) FY-15 to FY-20	11.0	6.4	7.4	0.2	-5.2	19.8
Cash remittances (USDbn) FY-15 to FY-20	12.2	5.4	7.8	0.6	-5.1	21.0
Remittance / NIAS (%)	112%	84%	106%	nm	nm	106%
Expected remittance payout (%) FY-21 to FY-22	90%	75%	95%	nm	100%	85%

We are focused on continuing to reward our shareholders



DIVIDEND POLICY¹



NIAS² payout ratio of ~75%



Dividend increases based on sustainable earnings growth



Minimum target of prior year level³

DIVIDEND PER SHARE (CHF)





 $[\]frac{5}{9}$ The dividend is subject to the approval by the shareholders at the Annual General Meeting. Net income attributable to shareholders.

Minimum dividend target is CHF 20 per share based on FY-20



Sustainability



We want to be known as one of the most responsible and impactful businesses in the world







- Science-based CO₂ reduction targets
- Mitigate climate risk
- Innovation for sustainable solutions



WORK SUSTAINABILITY

- Prioritize current workforce over external hires and outsourcing
- Support and develop the skills our people need for the future of work



CONFIDENCE IN A DIGITAL SOCIETY

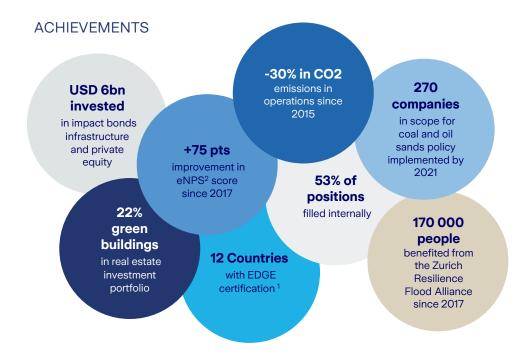
- Ethical use of data & Al
- Data protection and cyber security
- Business resilience and digitalization





Our commitments in action





TARGETS

- GROUP Align our business to a 1.5°C future
- OPERATIONS Reduce CO₂ emissions by 50% by 2025
- INVESTMENTS Reduce CO₂ emissions in green building investments by 30% and in equity and credit investments by 25% by 2025
- PFOPLE AND COMMUNITY Help improve the mental wellbeing of 10 million people (2024 target of Zurich Z Foundation)



EDGE Certification is a leading global assessment methodology and business certification standard for gender equality. Employee Net Promoter Score (eNPS).

Delivery against our ambition is widely recognized by external assessors



OUR RATINGS1

MSCI ESG RATINGS	'AA' rating¹
Member of Dow Jones Sustainability Indices Powered by the S&P Global CSA	#1 in insurance group ²
SUSTAINALYTICS	#3 amongst industry peers ³
FTSE4Good	Absolute Score of 4.4 (out of 5.0) ⁴
DISCLOSURE INSIGHT ACTION	'A-' Management Level ⁵

OUR LONG-TERM COMMITMENT









BUSINESS 1.5°C

OUR ENGAGEMENT PARTNERS

- Lead author of the World Economic Forum Global Risk Report
- Founding member of the Net Zero Asset Owner Alliance
- Member of Coalition for Climate Resilient Investment
- Member of Insurance Development Forum





¹ MSCI ESG Rating Report July 2020

² S&P Global ESG Score 2020 (previously RobecoSAM), 100% percentile

 $^{^{\,3}\,}$ As defined and reported by Sustainalytics ESG Risk Report, December 3, 2020

⁴ FTSE Industry Classification Benchmark (ICB), Dec 2019

⁵ CDP Climate Change 2020 score.



Appendix



SST is more conservative than Solvency II



General information Most onerous impact	SST	SOLVENCY II	
Risk measure	Expected shortfall 99% (~BBB)	Value at risk 99.5% (~BBB)	
Risk types covered	 Market risk (including investment credit) Premium, reserve and UPR risk NatCat risk Life liability risk Life business risk Reinsurance credit risk Receivables credit risk 	Internal model (ZIP): Market risk (including investment credit) Premium, reserve and UPR risk NatCat risk Business risk Operational risk Receivables credit risk Scenarios Standard formula (other entities): Market risk Counterparty default risk Life underwriting risk Health underwriting risk (including premium, reserve and NatCat) Intangible asset risk Operational risk Operational risk	
Equivalence	No concept of equivalence, applied to the entire Group	Possibility to use local regimes for subsidiaries in equivalent third countries	
Tax	Pre-tax	Post-tax	



SST is more conservative than Solvency II



Yield curves and transitionals Most onerous impact	SST ¹	SOLVENCY II
Base for risk-free yield curves	Swaps (EUR, GBP, USD) Government bond (CHF)	Swaps
Entry point to extrapolation of yield curves	CHF: 15 years EUR: 20 years USD, GBP: 50 years	CHF: 25 years EUR: 20 years USD, GBP: 50 years
Ultimate forward rate (UFR) ²	CHF: 2.1% EUR, GBP: 3.6% USD: 3.3%	CHF: 2.6% EUR, GBP: 3.6% USD: 3.6%
Adjustments to yield curves ²	 credit risk adjustment: -30bps (USD) and -10bps (EUR, GBP) + volatility adjustment: 5bps (EUR) for IT, ES and GER 	 credit risk adjustment: -10bps (EUR, CHF, GBP) and -13bps (USD) volatility adjustment: 5bps (EUR), 10bps (CHF), 8bps (GBP) and 25bps (USD) matching adjustment
Transitional requirements	None	Various transitional measures, especially for yield curves and technical provisions, lasting until 2032









Other important information



For further information



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Richard Burden +41 44 628 96 40 Francesco Bonsante +41 44 628 00 68 Samuel Han +41 44 625 32 57 Michèle Matlock +41 44 625 28 50 Fabian Wiederkehr +41 44 625 33 08

EVENTS

Patricia Heina +41 44 625 38 44

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OTHER SUBSIDIARY REPORTS

SUSTAINABILITY REPORTS, PUBLICATIONS AND VIDEOS

ANALYSTS' RECOMMENDATIONS AND CONSENSUS

ZURICH STOCK INFORMATION AND SHARE PRICE (ZURN)

DIVIDENDS

RATINGS

BONDS



Investing in Zurich



SIX SWISS EXCHANGE

Listing: SIX Swiss Exchange, Switzerland

Product type: Swiss Blue Chip Shares

Ticker symbol: ZURN

Swiss security number

(Valorennummer): 1107539

ISIN: CH0011075394Bloomberg symbol: ZURN VX Equity

Reuters symbol: ZURN.VX

Trading currency: CHF

US AMERICAN DEPOSITARY RECEIPT PROGRAM

Depository: The Bank of New York Mellon

Nature: ADRSymbol: ZURVY

• For further information:

in the USA +1-888-BNY-ADRS outside the USA +1201 680 6825

E-mail shrrelations@bnymellon.com Website www.adrbnymellon.com

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