

# Committed. Connected.



## Putting members and clients first

Message from the President of Desjardins Financial Security



Continuity amidst change is what comes to mind when I think about 2021. Just like the year before, we had to confront an unprecedented and eventful environment. After proving our ability to adapt in 2020, we continued to be there for our members and clients while doing what's best for them.

### Still here

This same caring mindset has led us to extend several measures we implemented in 2020 in response to the COVID-19 pandemic, especially measures promoting mental health. We're working harder than ever to ensure members and clients can access the care and support they need in this unprecedented situation.

### Simplification through digital technology

Once again this year, simplification was the focus of our actions, which increasingly relied on enhanced digital experiences. In 2021, we launched an ambitious program to modernize our digital platforms, leading to a significant increase in our investments.

Our members and clients have told us that they want to do more business with us online. I'm proud to say that our efforts to accelerate our digital shift are paying off. For example, plan members can now use a single application to access their group retirement savings and insurance plans, as well as resources to take control of their health and financial well-being.

We rolled out a new platform that can immediately reimburse group insurance plan members for supplementary healthcare services with authorized service providers. Nearly 2 million more transactions per year are now directly processed at the point of service.

We also made life easier for members and clients who want to open a Desjardins Funds account by making it possible for them to do so through their mobile devices.

And for loan insurance, our efforts to make the enrolment experience easier, faster and more secure have started paying off. They will be continued in 2022.

### Distinctive wealth management support

2021 was an opportunity for Desjardins to continue our efforts to achieve our responsible finance goals, as shown by the 48% increase in the proportion of holdings of our responsible investment solutions.

In addition, I'm proud to say that Desjardins officially signed the Canadian Investor Statement on Climate Change. This was a concrete action to help fight climate change through our responsible investment practices.

Finally, it was a great pleasure to see our wealth management expertise recognized by the industry, with no fewer than 18 awards won this year. I'd call that a ringing endorsement, wouldn't you?

These achievements are the result of real teamwork. Throughout the year, employees, managers, partners and directors worked together to make sure we always do what's best for our members and clients.

The past 2 years have shown us how much we can adapt to meet the changing needs of our members and clients, even in unprecedented conditions. We're starting 2022 by building on these solid foundations and remaining fully committed and connected to our members and clients.

**Denis Dubois**  
President and Chief Operating Office

# 2021 financial results

## Select financial figures

Years ended December 31  
(in millions of dollars)

	2021	2020	2019
<b>Income</b>			
Insurance premiums	4,588	4,395	4,336
Investment premiums and segregated fund deposits	5,650	2,894	4,104
Other products	1,359	1,179	1,130
<b>Assets under management and administration</b>	<b>155,749</b>	139,214	128,095
<b>Equity</b>	<b>3,014</b>	2,877	2,463
<b>Insurance in force</b>	<b>323,415</b>	313,315	312,136
<b>Net income</b>	<b>495</b>	563	763

## Key indicators

Years ended December 31

	2021	2020	2019
Growth in insurance premiums	4.4%	1.4%	-0.6%
Growth of assets under management and administration	11.9%	8.7%	16.1%
Return on equity	16.8%	21.1%	27.8%
Capital adequacy requirement – Insurance of persons (CARLI)	131.6%	144.4%	134.0%
Employees	5,595	4,854	4,946
Active representatives and brokers	5,309	5,742	5,972

## Highlights

- 37.1% increase in insurance sales outside Quebec
- A record \$1 billion in immediate annuities sold
- Record group insurance sales, bringing premiums under administration to over \$3.1 billion
- Record mutual fund sales of \$3.9 billion
- One of the best returns on equity in the industry at 16.8%
- Continued strong capitalization, providing stability for members and clients

## Market rankings

(based on volume of gross premiums written in 2020)

### Insurance

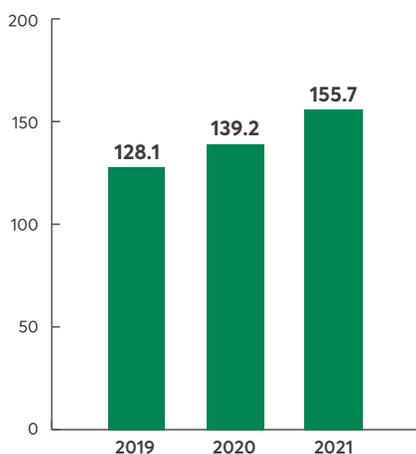
#1 in Québec | #4 in Canada

### Insurance and annuities

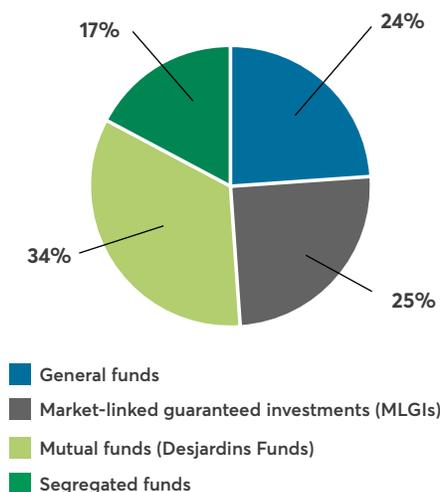
#3 in Québec | #5 in Canada

## Growth in assets under management and administration

(in \$B)



## Distribution of assets under management



## Geographic distribution of business

(based on gross premiums written)

