



March 2017

# Investor Update



# Caution Regarding Forward-looking Statements

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This presentation may contain or incorporate by reference information that includes or is based on forward-looking statements within the meaning of the safe-harbor provisions of the Private Securities Litigation Reform Act of 1995. Forward-looking statements give expectations or forecasts of future events, and can be identified by the fact that they relate to future actions, performance or results rather than strictly to historical or current facts.

Any or all forward-looking statements may turn out to be wrong, and, accordingly, Kemper cautions readers not to place undue reliance on such statements. Kemper bases these statements on current expectations and the current economic environment as of the date of this presentation. They involve a number of risks and uncertainties that are difficult to predict. These statements are not guarantees of future performance; actual results could differ materially from those expressed or implied in the forward-looking statements. Forward-looking statements can be affected by inaccurate assumptions or by known or unknown risks and uncertainties that may be important in determining the company's actual future results and financial condition. Kemper assumes no obligation to publicly correct or update any forward-looking statements as a result of events or developments subsequent to the date of this presentation. Kemper advises the reader to consult any further disclosures Kemper makes on related subjects in its filings with the SEC.

This presentation contains non-GAAP financial measures that the company believes are meaningful to investors. Non-GAAP financial measures are defined and reconciled to the most comparable GAAP financial measure at the end of this report.

All data in this presentation is as of and for the period ending December 31, 2016 unless otherwise stated.

# Create Long-term Shareholder Value

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**Core capabilities and sustainable competitive advantages**

**Diversified sources of earnings;  
Strong capital & liquidity positions**

**Disciplined approach to capital management and growing returns and book value per share over time**

**Deliver high single digit/low double digit ROEs<sup>1</sup> over time**

<sup>1</sup> Return on Equity

# Leverage Competitive Advantages & Build Core Capabilities

## Competitive Advantages

### **Strong capital position**

- More than \$200MM of excess capital
- Steady capital creation from life businesses

### **Distinguished brand**

- Recognized in market
- Positive impression yet undefined

### **Flexible regulatory foundation**

- Broadly licensed (multiple products) in 50 states

### **Broad business portfolio**

- Diversified product platforms
- Non-correlated risks
- Leverageable growth opportunities

### **Strong investments function**

- Outperform similarly sized peers

## Core Capabilities

### **Analytic superiority**

- Run the business by the numbers
- Probe the foundation
- Critical thinking

### **Pervasive intellectual curiosity**

- Bias for urgency
- Constructive dissatisfaction
- Meritocracy

### **World-class operators**

- Execution excellence
- Efficient expense structure
- Nimble

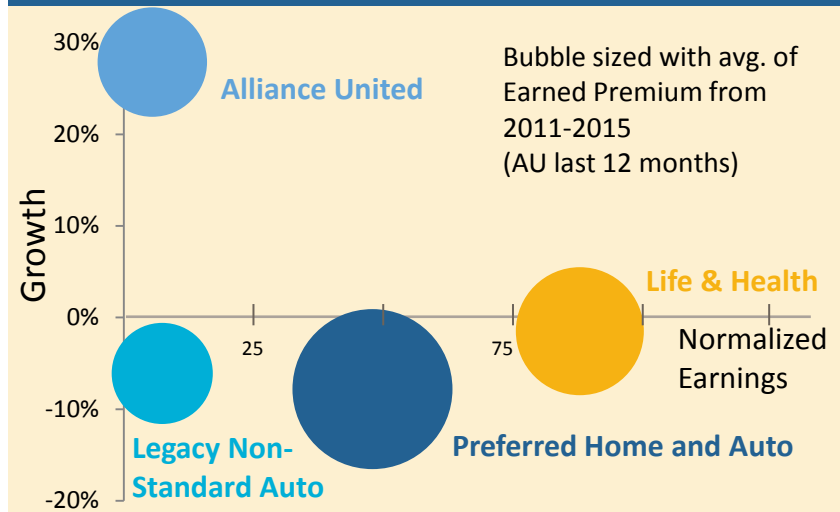
# Baseline: Year End 2015

- Unclear strategic framework & focus
  - Limited external focus
  - Constrained analytical curiosity
- Culture of complacency
  - Diffusion of accountability
  - Collaboration impeded
- Poor Execution
- Significant “deferred maintenance”
  - Aging IT infrastructure
  - Dated processes
- Financial underperformance
  - Low earnings & ROE
  - Declining revenue
  - Heavy expense base

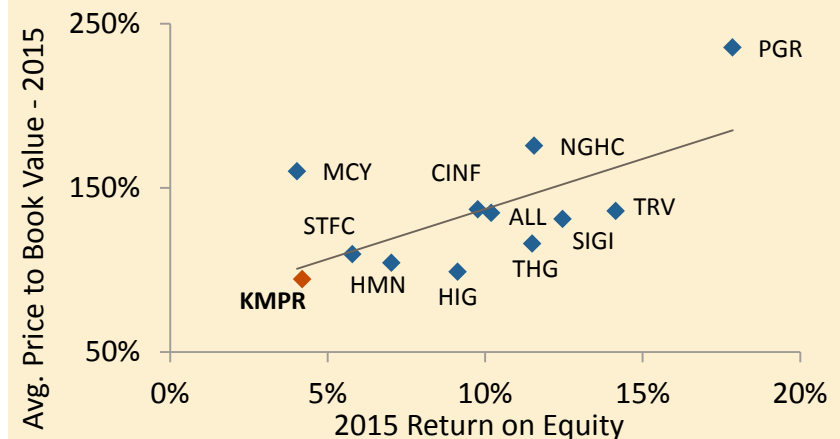
<sup>1</sup> See Non-GAAP Financial Measures in Appendix

<sup>2</sup> Source: SNL Financial

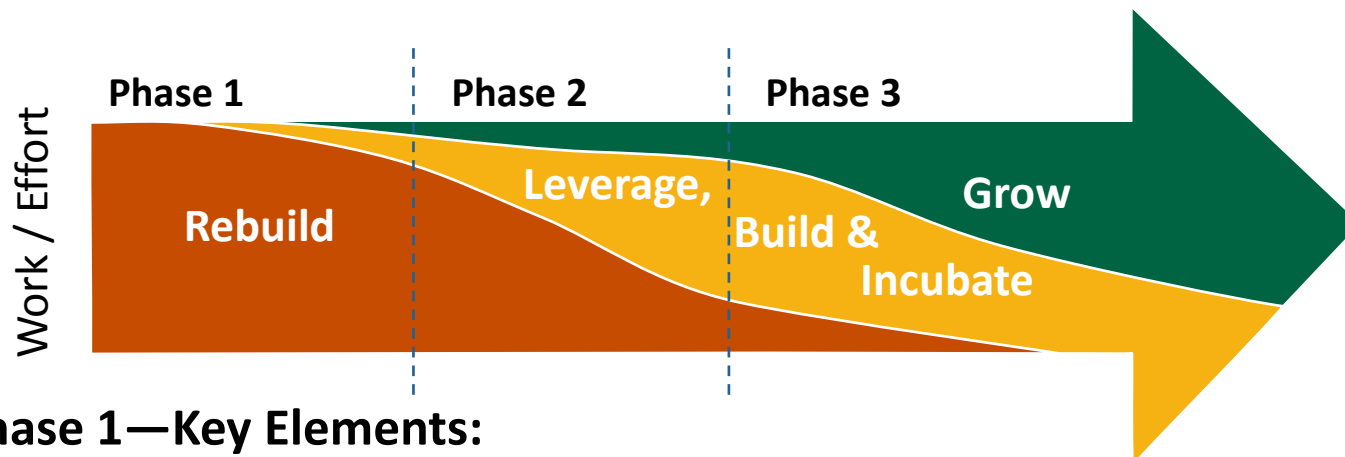
## Average Normalized Earnings from 2011-2015<sup>1</sup>



## Price to Book Value versus ROE-2015<sup>2</sup>



# Path Forward to Unlock Embedded Value



## Phase 1—Key Elements:

### Specific

- Assemble top quality leadership team
- Resolve life insurance regulatory issue
- Refocus & strengthen Nonstandard Auto competency
- Restore Alliance United profitability
- Redesign P&C claim service delivery model
- Complete IT re-platforming in P&C and Life
- Reset expense base & ongoing expense management

### Broader

- Reinvigorate culture
- Focus on relentlessly delivering execution excellence
- Expand and fully leverage business intelligence & analytics capabilities

# Path Forward: Significant Progress Made During 2016

Historical Challenge	Actions
<ul style="list-style-type: none"> <li>• <b>Poor execution/culture of complacency</b></li> </ul>	<ul style="list-style-type: none"> <li>• Senior leadership team established</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Limited strategic focus</b></li> </ul>	<ul style="list-style-type: none"> <li>• Redefined and communicated in September</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Financial underperformance</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Revenues:</b> Stabilized preferred lines new business production and retention</li> <li>• <b>Expenses:</b> Base reset underway; on track to improve FY17 run-rate by \$20 million pre-tax</li> <li>• <b>Alliance United:</b> Rate, underwriting and agency management actions; increased claims staffing</li> <li>• <b>P&amp;C Claims:</b> Initiated redesigned service delivery model; enhanced focus on shorter cycle times</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Weak technology infrastructure</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>L&amp;H IT:</b> System upgrade reset and on track</li> <li>• <b>Preferred P&amp;C IT:</b> System re-platforming (agency front-end, policy admin, rating &amp; billing) on track</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Life Claims Initiation</b></li> </ul>	<ul style="list-style-type: none"> <li>• Voluntary resolution defined and being executed</li> </ul>

# Path Forward to Unlock Embedded Value

## Near-term: 2017

### Turnaround of Core Businesses & Build Capabilities

- Restore profit at Alliance United
- Achieve target 2017 run-rate expense savings goal
- Roll-out first wave of IT platforms

## Mid-term: 2018

### Continue Turnaround & Development of Capabilities

- Achieve target 2018 run-rate expense savings goal
- Achieve Loss & LAE savings goals
- Product expansion

## Long-term: 2019+

### Leverage Competitive Advantages & Core Capabilities to Grow

- Scale business platforms
- Optimize data and analytics capabilities
- Expand product platform and markets served

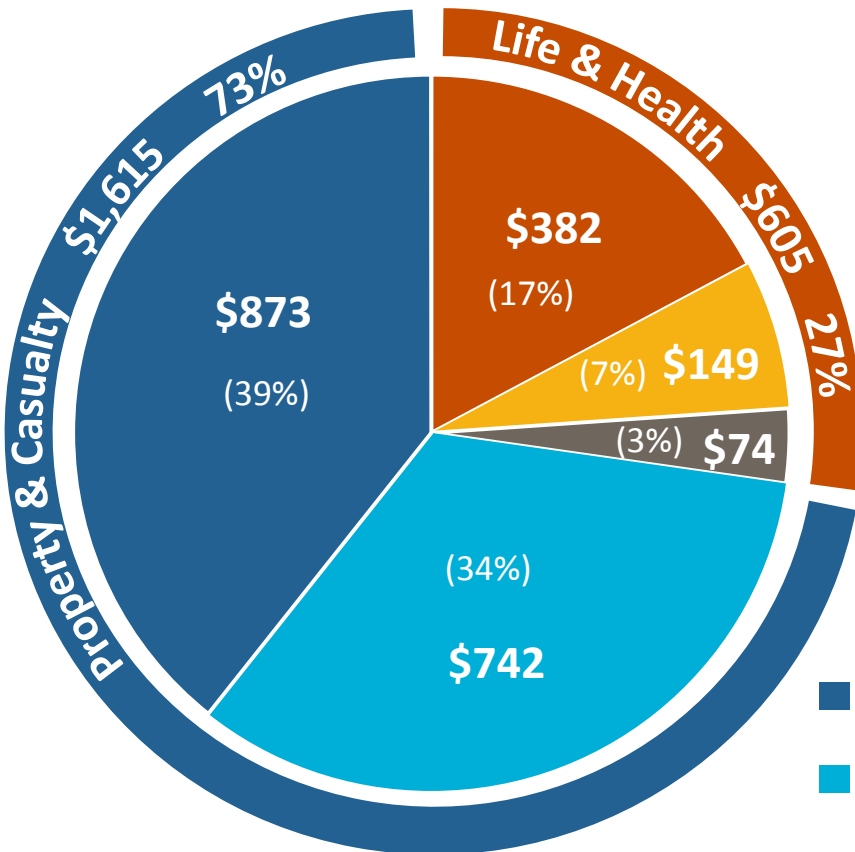
Committed to improving normalized net income by \$90MM per year by 2019



# Business Overview

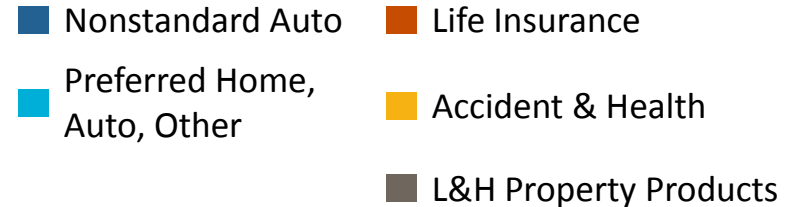
# Diversified Non-correlated Earnings Base

2016 Earned Premiums (MM)



## Key Elements

- Multiple earnings streams
- Low risk insurance products provide stable cash flows and source of capital to parent
- Strong profile for dividends
- Supported by a strong and conservative investment portfolio



Diverse product portfolio with significant potential

# Life & Health

## Life Insurance

### Market & consumer focus

- Modest income consumers
- Simple “final expense” type life product
- Limited, diffused, smaller competition
- Consistently profitable segment

### Keys to success

- Efficient and consistent pricing, underwriting and claim functions
- Strong and cost-conscious distribution

### Priorities

- Finalize the replacement of policy administration system
- Expand current distribution model; evaluate new distribution sources

## Health Insurance

### Market & consumer focus

- Indemnity medical supplemental products
- Rural and dissatisfied ACA consumers
- Limited larger or sophisticated players

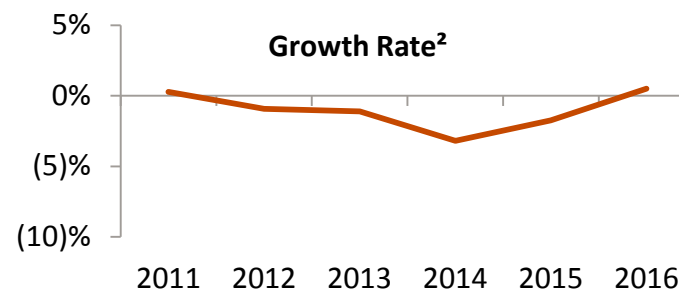
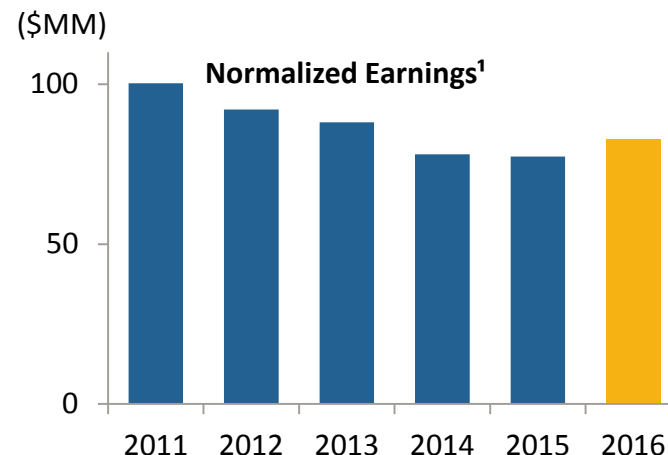
### Keys to success

- Being opportunistic and nimble when addressing market gaps
- Efficient distribution of product

### Priorities

- Evaluate new products to take advantage of market disruption
- Higher-yielding distribution capabilities

## Our Results



<sup>1</sup> See Non-GAAP Financial Measures in Appendix

<sup>2</sup> 2015 normalized for deferred premium adjustment

# Property & Casualty

## Preferred Personal Lines<sup>1</sup>

### Market & consumer focus

- Regional independent agency player
- Main Street consumer focus
- Historically leveraged package product strength

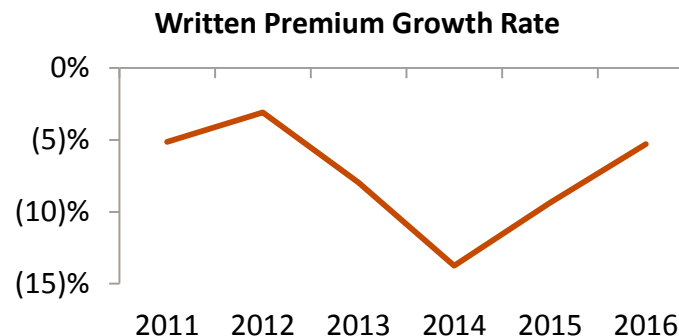
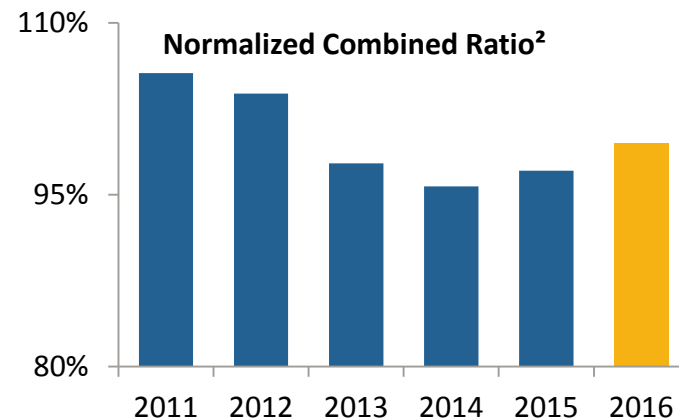
### Keys to success

- Product/pricing sophistication
- Claims effectiveness
- Ease of doing business

### Priorities

- Finish program to replace policy administration and agency interface systems
- Overhaul claim capabilities
- Expand homeowners capability
- Lead with homeowners strength; deliver auto at parity
- Intensify business intelligence and analytics competency

## Our Results



<sup>1</sup> Includes Preferred Personal Automobile, Homeowners and Other Personal Lines Insurance

<sup>2</sup> See Non-GAAP Financial Measures in Appendix

# Property & Casualty

## Non-standard Auto<sup>1</sup>

### Market & consumer focus

- Major competition is smaller/regional carriers; limited and often ineffective results from large carriers
- Specialized expertise is essential

### Keys to success

- Relentless nimble execution of fundamental pricing, underwriting and claim capabilities
- Avoid linking preferred and non-standard processes
- Enhanced sophistication of fundamentals

### Priorities

- Refocused and dedicated claim, pricing and underwriting resources
- Claim staffing and specialization
- Alliance United profit restoration

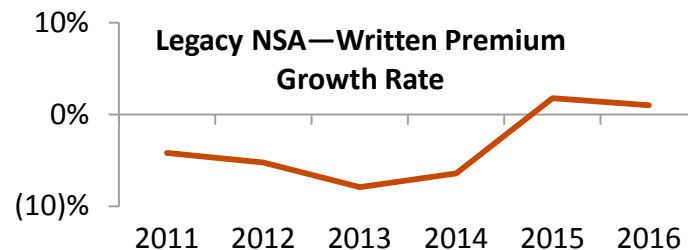
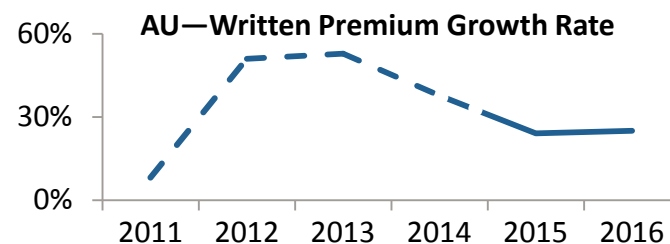
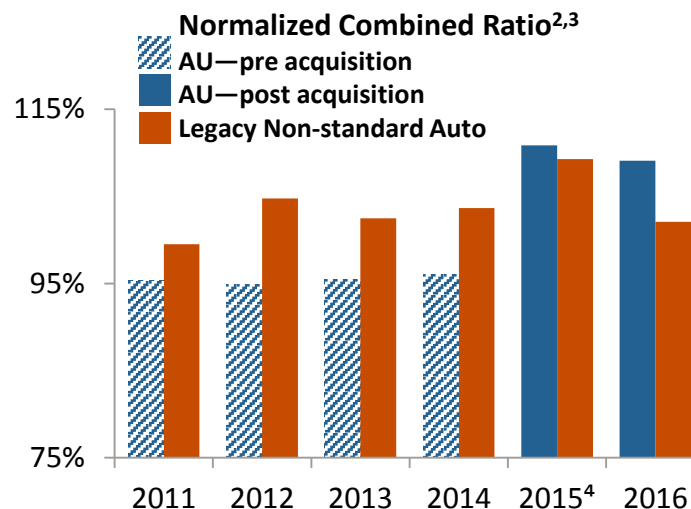
<sup>1</sup> Also includes Commercial Automobile Insurance

<sup>2</sup> Alliance United was acquired April 30, 2015

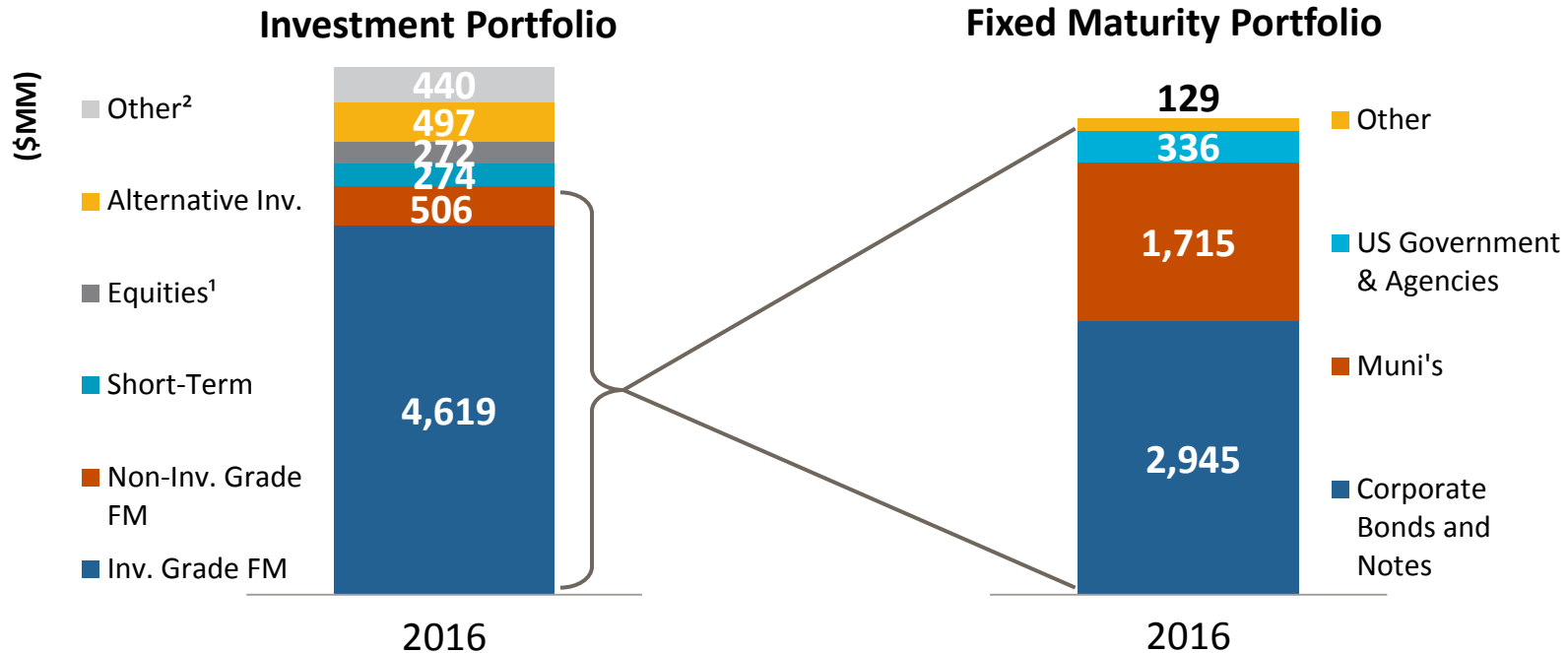
<sup>3</sup> See Non-GAAP Financial Measures in Appendix

<sup>4</sup> 2015 Alliance United Combined Ratio for post acquisition period only (May-Dec 2015)

## Our Results



# Disciplined Investment Approach; Superior Returns



**Total Investments: \$6,608MM**

**Total Fixed Maturities: \$5,125MM**

- Balance risk and return to maximize portfolio's after-tax yield and total return
- Centralized investment function designed to take advantage of multi-line organization
- Use size as advantage to adapt to the constantly evolving investment landscape

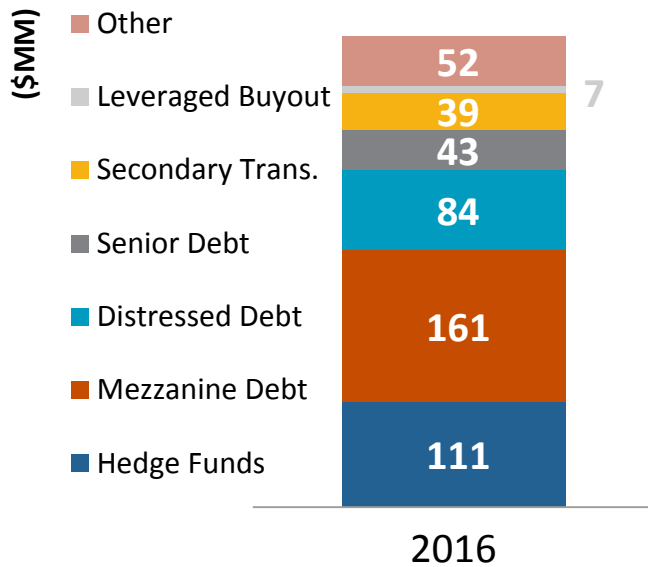
- 90% investment grade municipal, corporate and agency bonds
- Average duration is 6.3 years
- Pre-tax equivalent book yield of 5.1 percent in 2016 and 5.3 percent in 2015
- Unrealized gain of \$278MM

<sup>1</sup> Excludes \$210MM of Alternative Investments at Fair Value

<sup>2</sup> Includes \$294MM of policyholder loans, \$140MM of Real Estate and \$6MM of other investments

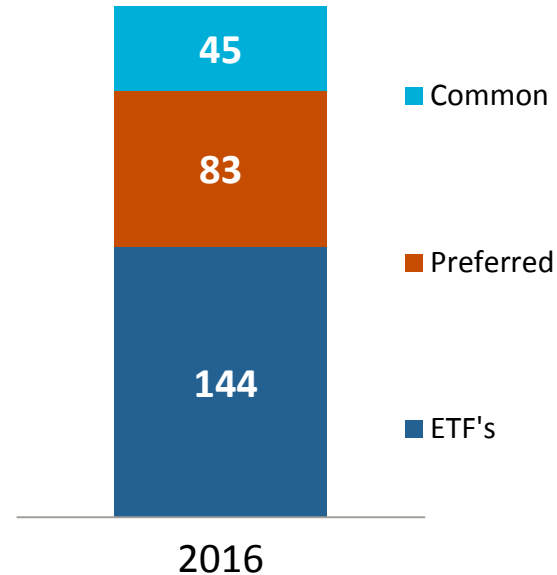
# LLC/LP's & Equities: Attractive Returns, Manageable Risk

## Alternative Investments



**Alternative Investments: \$497MM**

## Equity Securities Portfolio<sup>1</sup>



**Equity Securities: \$272MM**

- Managed through long-term relationships with general partners
- Hedge funds are focused on liquidity
- Excluding hedge funds, underlying fund investments are mainly US centric private placement debt with contractual payments
- Reducing Distressed Debt & Secondary Transactions; focus on Senior/Mezz Debt

- Exchange Traded Funds provide low cost financial market exposure
- Preferred stocks mostly consist of dividend paying financial services companies
- Common stocks mostly consist of co-investments with LLC/LP's general partners and provide upside potential for successful investments

<sup>1</sup> Excludes \$210MM of Alternative Investments at Fair Value

# Ample Liquidity & Strong Capital Position

## Committed to:

- Maintaining Op & Hold Co existing credit ratings
- Operating debt to capital ratio  $\leq$  35%
- Hold Co liquidity in excess of one year's dividends and interest

Capital	2014	2015	2016
Life & Health Risk Based Capital (%)	420	375	395
Property & Casualty Risk Based Capital (%)	335	330	325

Liquidity	2014	2015	2016
Parent Company Cash & Investments (\$MM)	330	341	299
Undrawn Parent Company Facility (\$MM)	225	225	225
Interest Coverage	10x	11x	11x

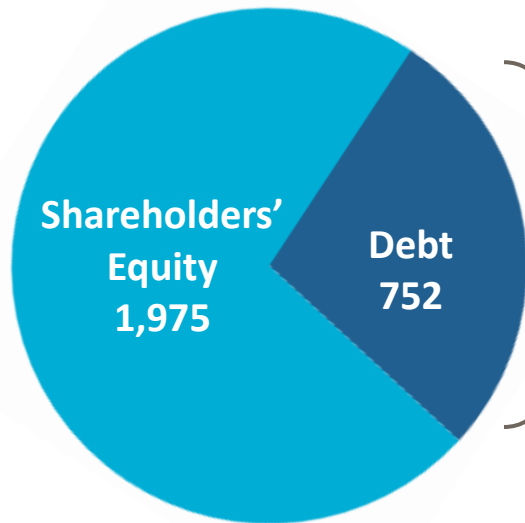
<sup>1</sup> Calculated as the greater of 10% of insurance statutory surplus or insurance statutory net income from the prior year

<sup>2</sup> Total liquidity is the sum of parent company cash & investments and the undrawn parent company facility

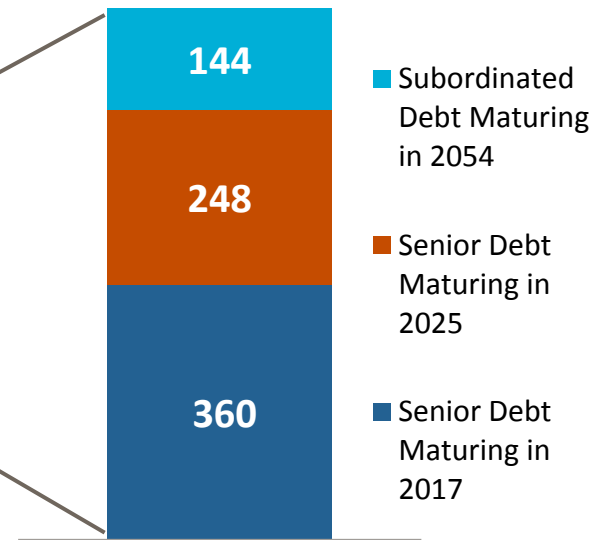


# Flexibility for Upcoming Debt Maturity

2016 Capital (\$MM)



Debt (\$MM)



**Total Capital: \$2,727MM**

**Total Debt: \$752MM**

## Senior Debt Maturing May 15, 2017

- Anticipate refinancing at least \$250 MM (Exploring Index Eligibility Change Implications)
- Parent company held approximately \$300 MM of cash and investments at year-end
- Life & Health continues to be a stable source of capital with predictable cash flows
- Improving Property & Casualty fundamentals
- Entered into a Treasury lock during the fourth quarter of 2016; locked the interest rate portion for \$250MM of debt
- Enhanced Risk Management Program

# The Case for Kemper

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- **Superior Platform to leverage**
  - Distinguished brand
  - Strong capital position
  - Diversified business portfolio
  - Strong investment function
  - Proven executive team
- **Fixable weaknesses — significant actions underway**
  - Issues largely self-inflicted/deferred maintenance
- **Rehabilitating critical areas & building core capabilities for long-term success**
- **Positioning for organic and inorganic growth across range of niche business**



**KEMPER**

# Appendix

# Consolidated Statements of Income

## Kemper Corporation & Subsidiaries

(\$MM)	Years Ended		Change	Comments
	2015	2016		
<b>Revenues:</b>				
Earned Premiums:				
Property & Casualty	\$ 1,415	\$ 1,615	14.1%	Alliance United acquisition April 30, 2015
Life & Health	594	605	1.9%	Deferred Profit Reserve in 1Q15 and
Net Investment Income	303	298	-1.7%	A&H growth in 2016
Other Income	4	3	NM	
Net Realized Investment Gains	25	1	-96.0%	Lower gains on sales of equity securities
<b>Total Revenues</b>	<b>2,341</b>	<b>2,522</b>	<b>7.7%</b>	
<b>Expenses:</b>				
Benefits, Incurred Losses and LAE:				
Property & Casualty	1,086	1,319	21.5%	Alliance United and increased cat losses
Life & Health	382	462	20.9%	Additional voluntary outreach efforts
Insurance Expenses	645	647	0.3%	
Write-off of Long-lived Asset	11	-	-100.0%	
Loss from Early Extinguishment of Debt	9	-	-100.0%	Debt refinancing in 1Q15
Interest and Other Expenses	108	90	-16.7%	Primarily lower pension expense
<b>Total Expenses</b>	<b>2,241</b>	<b>2,518</b>	<b>12.4%</b>	
Income Tax (Expense) Benefit	(20)	9	NM	
<b>Net Income from Continuing Ops.</b>	<b>\$ 80</b>	<b>\$ 13</b>	<b>-83.8%</b>	
<b>Total Net Income</b>	<b>\$ 86</b>	<b>\$ 17</b>	<b>-80.2%</b>	

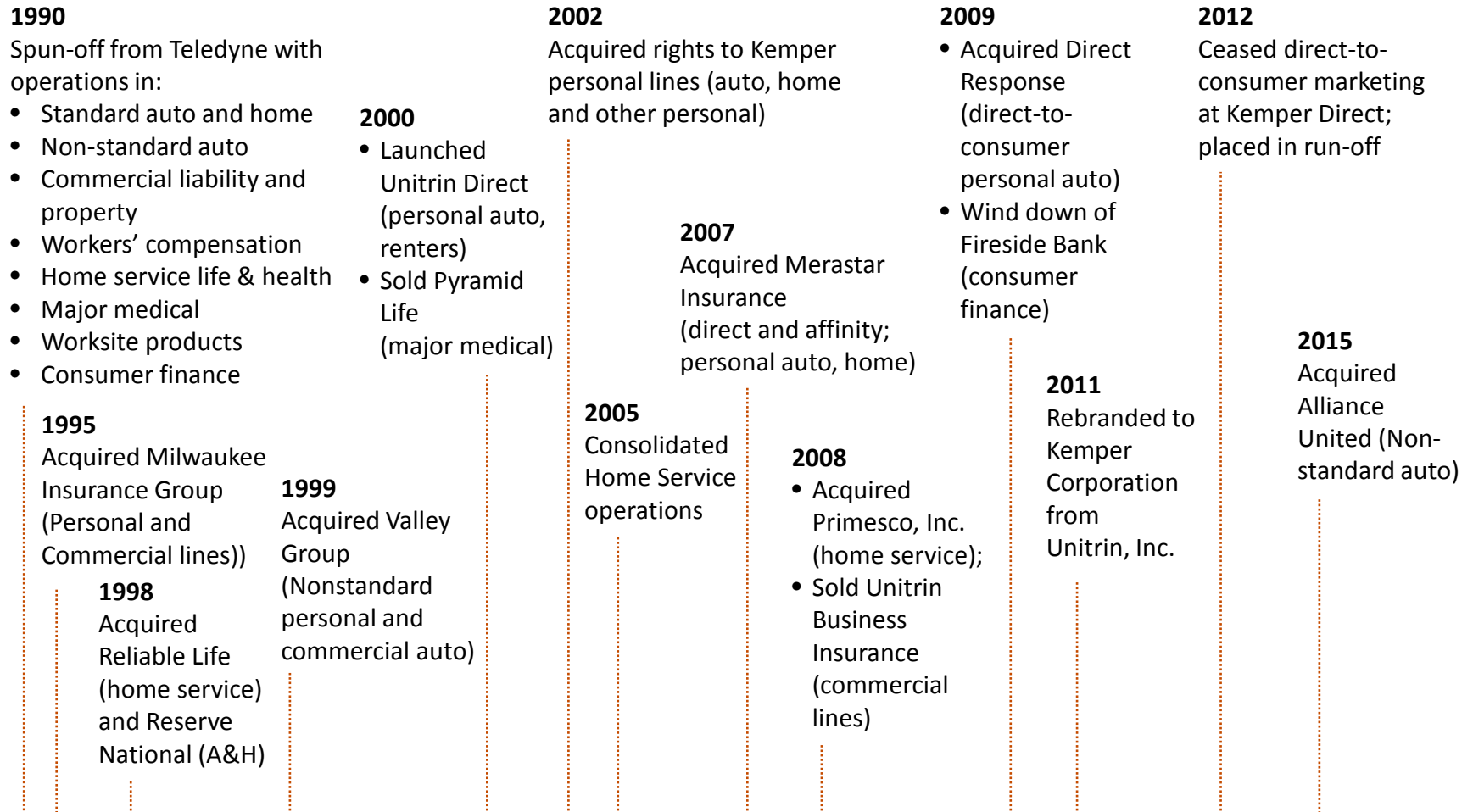
# Consolidated Balance Sheets

## Kemper Corporation & Subsidiaries

(\$MM)	2015	2016	Change	Comments
<b>Assets:</b>				
Cash and Investments:				
Fixed Maturities at Fair Value	\$ 4,852	\$ 5,125	5.6%	
Equity Securities	523	482	-7.8%	
Equity Method LLC/LP	191	176	-7.9%	Intentionally reducing portfolio
Fair Value Option Investments	165	111	-32.7%	Reduced concentration at parent company
Other Investments	443	440	-0.7%	
Cash & Short-term Inv.	417	389	-6.7%	Lower cash holdings
<b>Total Cash &amp; Investments</b>	<b>6,591</b>	<b>6,723</b>	<b>2.0%</b>	
Receivables from Policyholders	332	337	1.5%	
Other Receivables	193	199	3.1%	
Deferred Acquisition Costs	317	332	4.7%	
Goodwill	323	323	0.0%	
Other Assets	280	297	6.1%	
<b>Total Assets</b>	<b>\$ 8,036</b>	<b>\$ 8,211</b>	<b>2.2%</b>	
<b>Liabilities &amp; Shareholders' Equity:</b>				
Insurance Reserves	\$ 4,204	\$ 4,407	4.8%	
Unearned Premiums	613	619	1.0%	
Debt	751	752	0.1%	
Other Liabilities	476	458	-3.8%	
<b>Total Liabilities</b>	<b>6,044</b>	<b>6,236</b>	<b>3.2%</b>	
Shareholders' Equity	1,992	1,975	-0.9%	
<b>Total Liabilities &amp; Shareholders' Equity</b>	<b>\$ 8,036</b>	<b>\$ 8,211</b>	<b>2.2%</b>	

# Our History

Began with a strong heritage; refined portfolio of companies over time



1990 Today

# Non-GAAP Financial Measures

**Normalized Earnings** is an after-tax, non-GAAP financial measure that is most directly comparable to the GAAP financial measure of Segment or Product Line Net Operating Income. For the company's Life & Health business, Normalized Earnings is calculated by 1) normalizing catastrophe losses and LAE by removing the GAAP-reported amounts (including development) and including the Company's planned load for catastrophe losses and LAE, 2) excluding investment income in 2014 from one company that had sold substantially all of its operations, 3) excluding an adjustment recorded in 2015 to correct deferred premium reserves on certain limited pay life insurance policies and 4) excluding the initial impact in 2016 of voluntarily using death verification databases in the company's operation for life insurance products. For the company's Preferred Personal Lines and Legacy Non-standard Auto businesses, Normalized Earnings is computed by normalizing catastrophe losses and LAE by removing the GAAP-reported amounts (including development) and including the Company's planned load for catastrophe losses and LAE. No adjustments were necessary to compute Normalized Earnings for the Alliance United business. The Preferred Personal Lines business consists of Preferred Personal Automobile Insurance, Homeowners Insurance and Other Personal Insurance product lines. The Legacy Non-standard Auto business consists of Non-standard Personal Automobile Insurance, excluding Alliance United, and Commercial Automobile Insurance product lines.

(Dollars in Millions)	Year Ended December 31,					
	2011	2012	2013	2014	2015	2016
<b>Life &amp; Health</b>						
Net Operating Income	\$ 98.9	\$ 90.8	\$ 89.3	\$ 91.8	\$ 71.7	\$ 30.3
Adjustments, After-tax:						
Normalize Catastrophe Losses and LAE:						
Remove: Catastrophe Losses and LAE Including Development, as Reported	4.9	4.0	1.0	2.0	2.5	3.5
Add: Catastrophe Losses and LAE at Planned Load	(3.6)	(2.7)	(2.3)	(1.8)	(1.8)	(1.8)
Remove: Special Dividend From One Investment	-	-	-	(13.9)	-	-
Remove: Deferred Premium Reserve Adjustment	-	-	-	-	4.9	-
Remove: Initial Impact of Voluntarily Using Death Verification Databases	-	-	-	-	-	50.6
Total Adjustments, After-tax	1.3	1.3	(1.3)	(13.7)	5.6	52.3
Normalized Earnings	\$ 100.2	\$ 92.1	\$ 88.0	\$ 78.1	\$ 77.3	\$ 82.6



# Non-GAAP Financial Measures

## Normalized Earnings (continued)

(Dollars in Millions)	Year Ended December 31,					
	2011	2012	2013	2014	2015	2016
<b>Preferred Personal Lines</b>						
Net Operating Income (Loss)	\$ (45.1)	\$ (12.1)	\$ 90.4	\$ 57.3	\$ 55.2	\$ 12.5
Adjustments, After-Tax:						
Normalize Catastrophe Losses and LAE:						
Remove: Catastrophe Losses and LAE						
Including Development, as Reported	94.8	69.7	20.1	50.1	34.3	54.7
Add: Catastrophe Losses and LAE at						
Planned Load	(33.9)	(35.9)	(43.0)	(40.3)	(35.0)	(31.1)
Total Adjustments, After-tax	60.9	33.8	(22.9)	9.8	(0.7)	23.6
Normalized Earnings	<u>\$ 15.8</u>	<u>\$ 21.7</u>	<u>\$ 67.5</u>	<u>\$ 67.1</u>	<u>\$ 54.5</u>	<u>\$ 36.1</u>
<b>Legacy Non-standard Auto</b>						
Net Operating Income (Loss)	\$ 19.8	\$ 1.2	\$ 10.4	\$ 3.1	\$ (9.1)	\$ 5.6
Adjustments, After-Tax:						
Normalize Catastrophe Losses and LAE:						
Remove: Catastrophe Losses and LAE						
Including Development, as Reported	2.5	3.2	2.4	2.4	2.5	4.0
Add: Catastrophe Losses and LAE at						
Planned Load	(1.8)	(1.8)	(2.4)	(2.1)	(2.1)	(1.9)
Total Adjustments, After-tax	0.7	1.4	-	0.3	0.4	2.1
Normalized Earnings	<u>\$ 20.5</u>	<u>\$ 2.6</u>	<u>\$ 10.4</u>	<u>\$ 3.4</u>	<u>\$ (8.7)</u>	<u>\$ 7.7</u>

# Non-GAAP Financial Measures

**Normalized Combined Ratio** is a non-GAAP financial measure that is most directly comparable to the GAAP financial measure of the Combined Ratio. The Combined Ratio is computed by dividing the sum of total incurred losses and LAE and insurance expenses by earned premiums. The Normalized Combined Ratio is computed by normalizing incurred losses and LAE by removing the GAAP-reported amounts for catastrophe losses and LAE (including development) and including the Company's planned load for catastrophe losses and LAE. No adjustments were necessary to compute the Normalized Combined Ratio for the Alliance United business.

	Year Ended December 31,					
	2011	2012	2013	2014	2015	2016
<b>Preferred Personal Lines</b>						
Combined Ratio, GAAP-basis	114.3%	108.8%	94.2%	97.5%	96.9%	104.4%
Remove: Impact on Ratio from Catastrophe Losses and LAE Including Development, as Reported	(13.5%)	(10.2%)	(3.1%)	(8.6%)	(6.7%)	(11.3%)
Add: Impact on Ratio from Catastrophe Losses and LAE at Planned Load Ratio	4.8%	5.3%	6.6%	7.0%	6.9%	6.5%
Normalized Combined Ratio	<u>105.6%</u>	<u>103.8%</u>	<u>97.7%</u>	<u>95.8%</u>	<u>97.0%</u>	<u>99.5%</u>
<b>Legacy Non-standard Auto</b>						
Combined Ratio, GAAP-basis	99.8%	105.3%	102.5%	103.8%	109.4%	103.0%
Remove: Impact on Ratio from Catastrophe Losses and LAE Including Development, as Reported	(0.9%)	(1.2%)	(0.9%)	(1.0%)	(1.1%)	(1.7%)
Add: Impact on Ratio from Catastrophe Losses and LAE at Planned Load Ratio	0.6%	0.6%	0.9%	0.9%	0.9%	0.8%
Normalized Combined Ratio	<u>99.5%</u>	<u>104.7%</u>	<u>102.5%</u>	<u>103.7%</u>	<u>109.3%</u>	<u>102.1%</u>