

March 2017

# NYSSA 21<sup>st</sup> Annual Insurance Conference



# Caution Regarding Forward-looking Statements

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.

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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

Sustainable competitive advantages and build core capabilities

Diversified sources of earnings;
Strong capital & liquidity positions

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

# **Strategic focus:**

Consumer-related businesses with niche opportunities that:

- Target underserved markets
- Have limited, weak or unfocused competition
- Require unique expertise (underwriting, claim, distribution, other)

# 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

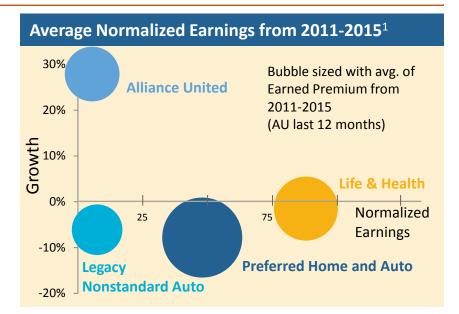
### **World-class operators**

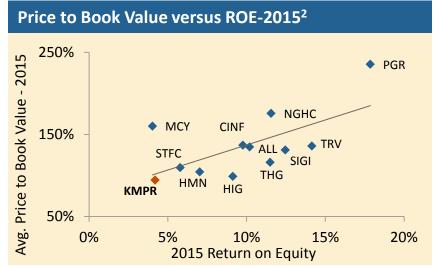
- Execution excellence
- Efficient expense structure
- Nimble



# 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



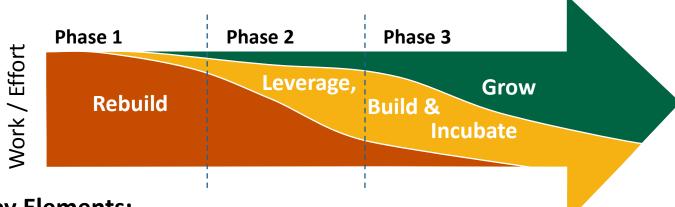




<sup>&</sup>lt;sup>1</sup> See Non-GAAP Financial Measures in Appendix

<sup>&</sup>lt;sup>2</sup> Source: SNL Financial

# Path Forward to Unlock Embedded Value



# **Key Elements:**

### Rebuild

- Reinvigorate culture and senior management
- Reset expense base and on-going expense mgmt.
- Re-examine P&C model and DMF approach
- Redesign P&C claims service delivery model
- Refocus and strengthen nonstandard auto

# Leverage, Build, Incubate

- Translate successes to additional areas
- Enhance technology platforms to support improved products and service
- Test new ideas—small and rapid cycles for continuous improvement

### Grow

- Provide resources to accelerate impact of most promising ideas
- Fund growth in most profitable lines
- Look for adjacencies to expand capabilities



# Path Forward: Significant Progress Made During 2016

<b>Historical</b>	Chal	lenge

- Poor execution/culture of complacency
- Limited strategic focus
- Financial underperformance

- Weak technology infrastructure
- Life claims initiation

### **Actions**

- Senior leadership team established
- Redefined and communicated in September
- Revenues: Stabilized preferred lines new business production and retention
- **Expenses:** Base reset underway; on track to improve FY17 run-rate by \$20 million pre-tax
- Alliance United: Rate, underwriting and agency management actions; increased claims staffing
- **P&C Claims:** Initiated redesigned service delivery model; enhanced focus on shorter cycle times
- **L&H IT:** System upgrade reset and on track
- Preferred P&C IT: System re-platforming (agency front-end, policy admin, rating & billing) on track
- Voluntary resolution defined and being executed



# Path Forward to Unlock Embedded Value

Near-term: 2017

# **Turnaround of Core Businesses & Build Capabilities**

- Continue profit restoration 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

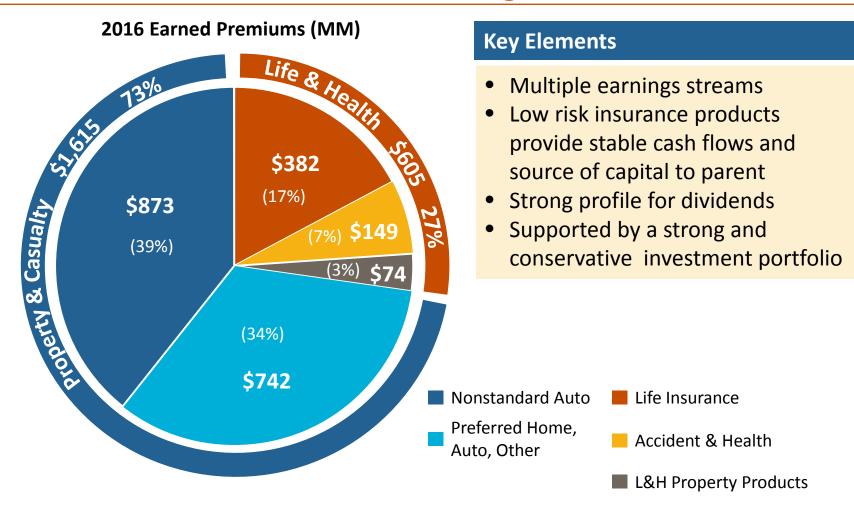
- Scale business platforms
- Optimize data and analytics capabilities
- Expand product platform and markets served

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



# **Business Overview**

# **Diversified Non-correlated Earnings Base**



# 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

### **Our Results**



# **Health Insurance**

### Market & consumer focus

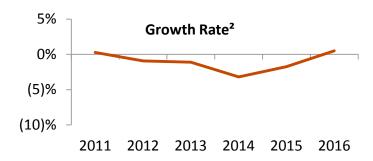
- Indemnity medical supplemental products
- Rural and dissatisfied ACA consumers
- Limited larger or sophisticated players

### **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





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

<sup>&</sup>lt;sup>2</sup> 2015 normalized for deferred premium adjustment

# **Property & Casualty**

# Nonstandard 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

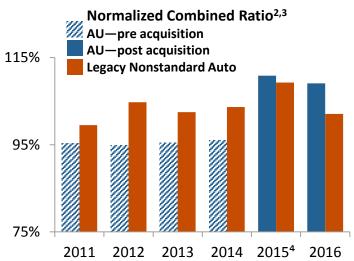
### **Keys to success**

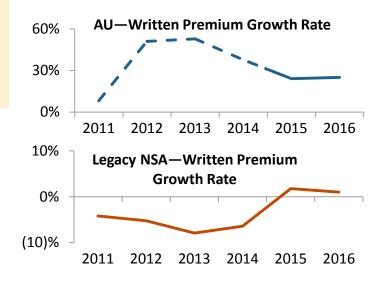
- Relentless nimble execution of fundamental pricing, underwriting and claim capabilities
- Avoid linking preferred and nonstandard processes
- Enhanced sophistication of fundamentals

### **Priorities**

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

### **Our Results**







<sup>&</sup>lt;sup>1</sup> Also includes Commercial Automobile Insurance

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

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

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

# **Property & Casualty**

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

### Market & consumer focus

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

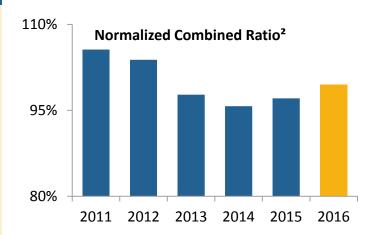
### **Keys to success**

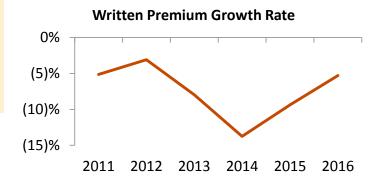
- Product/pricing sophistication
- Claims effectiveness
- Ease of doing business

### **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**



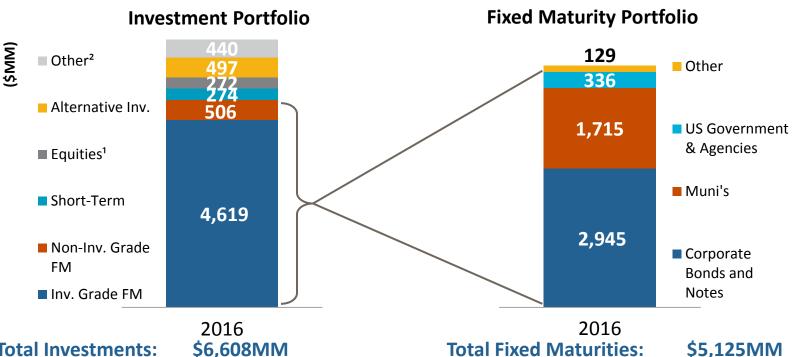


<sup>&</sup>lt;sup>2</sup> See Non-GAAP Financial Measures in Appendix



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

# Disciplined Investment Approach; Superior Returns



**Total Investments:** 

 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
- Pre-tax equivalent book yield of 5.1 percent in 2016 and 5.3 percent in 2015

- 90% investment grade municipal, corporate and agency bonds
- Average duration is 6.3 years
- Unrealized gain of \$278MM

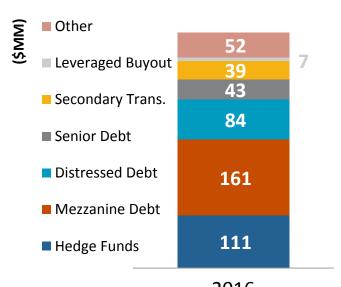


<sup>&</sup>lt;sup>1</sup> Excludes \$210MM of Alternative Investments at Fair Value

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

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

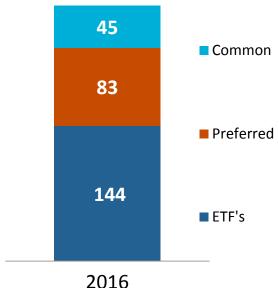
### **Alternative Investments**



2016
Alternative Investments: \$497MM

- 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

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



Equity Securities: \$272MM

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



<sup>&</sup>lt;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 ≤ 35%
- Hold Co liquidity in excess of one year's dividends and interest

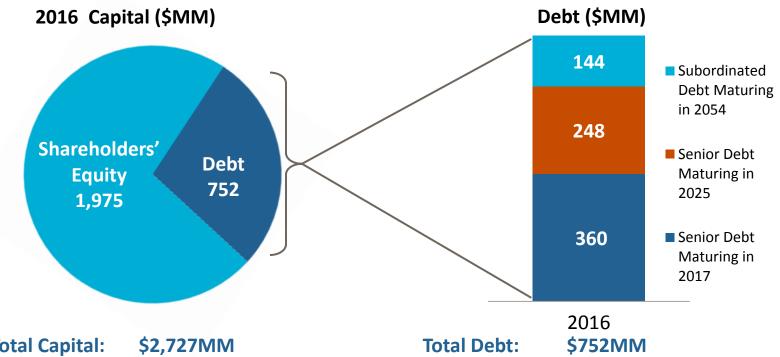
Capital	2014	2015	2016
Life & Health Risk Based Capital (%)	420	375	395
Property & Casualty Risk Based Capital (%)	335	330	325

Liquidity <sup>1</sup>	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>&</sup>lt;sup>1</sup> Total liquidity is the sum of parent company cash & investments and the undrawn parent company facility



# Flexibility for Upcoming Debt Maturity



**Total Capital:** 

### 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

# 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 businesses



# KEMPER

# **Appendix**

# **Consolidated Statements of Income**

# **Kemper Corporation & Subsidiaries**

Years Ended													
(\$MM)	2015		:	2016	Change	Comments							
Revenues:													
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							
Total Revenues	2,341			2,522	7.7%								
Expenses:													
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							
Total Expenses	2,241			2,518	12.4%								
Income Tax (Expense) Benefit	(20	)		9	NM								
Net Income from Continuing Ops.	\$ 80	_ ·	\$	13	-83.8%								
Total Net Income	\$ 86	<u>_</u>	\$	17	-80.2%								



# **Consolidated Balance Sheets**

# **Kemper Corporation & Subsidiaries**

(\$MM)	2015	2016	Change	Comments
Assets:				
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
Total Cash & Investments	6,591	6,723	2.0%	
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%	
Total Assets	\$ 8,036	\$ 8,211	2.2%	
Liabilities & Shareholders' Equity:				
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%	
Total Liabilities	6,044	6,236	3.2%	
Shareholders' Equity	1,992	1,975	-0.9%	
Total Liabilities & Shareholders' Equity	\$ 8,036	\$ 8,211	2.2%	



# **Our History**

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

<ul><li>1990</li><li>Spun-off from Teledyne with operations in:</li><li>Standard auto and home</li><li>Nonstandard auto</li></ul>	2000 a	2002 Acquired rights to personal lines (aut and other persona	Kemper • to, home	OO9 Acquired Direct Response (direct-to- consumer	2012 Ceased direct-to- consumer marketing at Kemper Direct; placed in run-off
<ul> <li>Commercial liability and property</li> <li>Workers' compensation</li> <li>Home service life &amp; health</li> <li>Major medical</li> <li>Worksite products</li> <li>Consumer finance</li> <li>1995         <ul> <li>Acquired Milwaukee</li> <li>Insurance Group</li> <li>(Personal and Acquired Commercial lines))</li> <li>Group</li> <li>1998</li> <li>(Nonsonal Acquired)</li> </ul> </li> </ul>	<ul> <li>Launched         Unitrin Direct         (personal auto,         renters)</li> <li>Sold Pyramid         Life         (major medical)</li> <li>ired Valley         o         standard         inal and         nercial auto)</li> </ul>	Insura (direc	red Merastar	personal auto) Wind down of Fireside Bank (consumer finance)  2011 Rebranded to Kemper Corporation from	<b>2015</b> Acquired

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 Nonstandard 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 Nonstandard Auto business consists of Nonstandard Personal Automobile Insurance, excluding Alliance United, and Commercial Automobile Insurance product lines.

	Year Ended December 31,											
(Dollars in Millions)		2011		2012		2013		2014		2015		016
Life & Health												
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)

	Year Ended December 31,											
(Dollars in Millions)	2011 2012		2013 2			2014		2015		2016		
Preferred Personal Lines												
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	\$	15.8	\$	21.7	\$	67.5	\$	67.1	\$	54.5	\$	36.1
Legacy Non-standard Auto												
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	\$	20.5	\$	2.6	\$	10.4	\$	3.4	\$	(8.7)	\$	7.7



# 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					
Preferred Personal Lines											
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	105.6%	103.8%	97.7%	95.8%	97.0%	99.5%					
Legacy Non-standard Auto											
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	99.5%	104.7%	102.5%	103.7%	109.3%	102.1%					

