

Our name is our  
promise



## 2009 Annual and Special Meeting of Shareholders

May 13th, 2009  
Art Gallery of Ontario  
Toronto, Canada





# Reception of Financial Statements



# Appointment of Auditor



# Election of Directors



**Charles  
Brindamour**



**Yves  
Brouillette**



**Paul  
Cantor**



**Marcel  
Côté**



**Robert W.  
Crispin**



**Claude  
Dussault**





**Ivan E.H.  
Duvar**



**Eileen  
Mercier**



**Robert  
Normand**



**Louise  
Roy**



**Stephen G.  
Snyder**



**Carol  
Stephenson**





# Election of Directors



# Special Resolution

Name change from ING Canada Inc.  
to Intact Financial Corporation /  
Intact Corporation financière







# Special Resolution

Deletion from authorized capital of  
the Special Share





# Chairman's Report

Claude Dussault





# President and CEO's Report

Charles Brindamour





Our new name is Intact

Helping customers  
get back on track.

**It's what we do.**

It's why our new name says so.



# Rebranding our customer-facing elements



## my home<sup>®</sup>

HOMEOWNERS  
COMPREHENSIVE COVERAGE

Welcome to your insurance policy. Inside you'll find complete details of your insurance coverage. Before you read on, look below for some key features and benefits. We've also included some typical examples of events that are both covered by and excluded from the policy.

The information highlighted on this cover page is only a summary. It is intended as an overview of certain aspects of the policy. Please refer to the enclosed policy wording for the actual and complete terms of your coverage. Or contact your broker, your best source for information and advice. The top 6 events and top 6 exclusions noted below are the most common according to Intact Insurance claims data.

### Key features & benefits

- Your home and belongings are covered for all risks, subject to policy exclusions.
- If your home needs repairs or replacement due to a claim, we will guarantee replacement cost on materials without deduction for depreciation.
- We'll pay today's cost to replace your belongings.
- If your claim exceeds \$10,000, you don't have to pay a deductible.
- Your belongings are covered, even if they're temporarily not at your home.
- Student belongings are covered, even if temporarily living away from home to attend school.
- We'll pay your additional living expenses if you can't live in your home due to a claim.
- Worldwide personal liability protection.

### What's included?

#### TOP 6 EVENTS:

- Fire, explosion and smoke damage
- Wind storm
- Hail
- Water damage
- Vandalism or malicious acts
- Theft

### What's not included?

#### TOP 6 EXCLUSIONS:

The following may be available for purchase. (Check your coverage summary page to confirm coverage or speak to your broker.)

- Sewer back-up
- Earthquake
- If your dwelling has been vacant for more than 30 consecutive days
- If your building is used for business or farming purposes

Not covered under any circumstances:

- Wear and tear, mechanical breakdown or damage caused by rust, corrosion, wet or dry rot, fungi or spores
- Damage caused by continuous or repeated seepage or leakage of water, or flood



## my condo<sup>™</sup>

COMPREHENSIVE COVERAGE

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### Key features & benefits

- my condo covers your belongings, plus:
  - \$500,000 condo protection for the coverages unique to condo living...
    - Upgrades made by you or the previous owners - Your condo unit
    - Loss assessment, covering your share of damage to common elements
  - Maintenance fees if your home is uninhabitable
  - The cost of temporary membership to fitness or health club facilities that you enjoyed in your condo building while you live elsewhere
  - All that stuff you keep in your storage locker
  - Worldwide personal liability protection

### What's included?

#### TOP 6 EVENTS:

- Fire, explosion and smoke damage
- Wind storm
- Hail
- Water damage
- Vandalism or malicious acts
- Theft

### What's not included?

#### TOP 6 EXCLUSIONS:

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- Sewer back-up
- Earthquake
- If your dwelling has been vacant for more than 30 consecutive days
- If your building is used for business or farming purposes

Not covered under any circumstances:

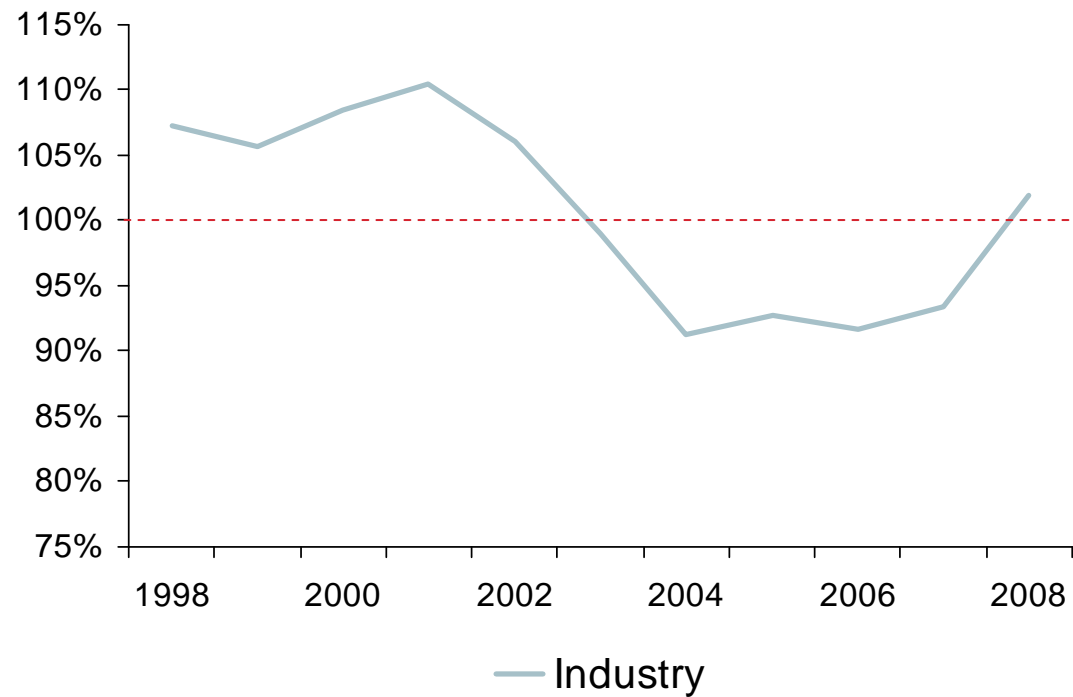
- Wear and tear, mechanical breakdown or damage caused by rust, corrosion, wet or dry rot, fungi or spores
- Damage caused by continuous or repeated seepage or leakage of water, or flood





# Industry underwriting profitability is declining

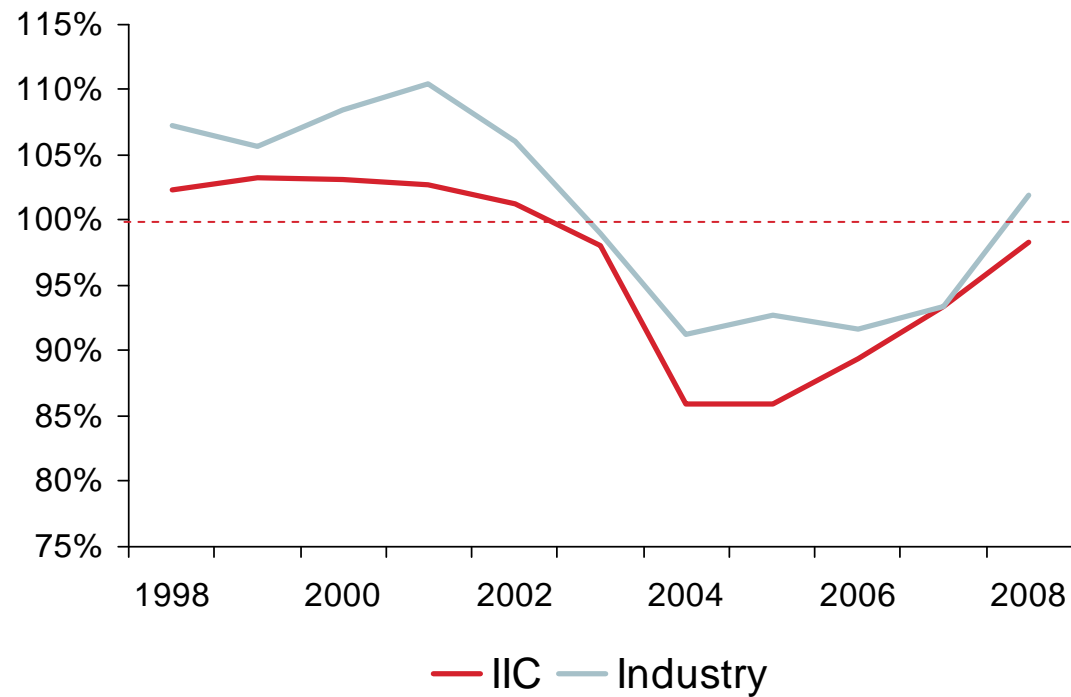
## Combined ratio





# Our underwriting results continue to outperform the industry

## Combined ratio

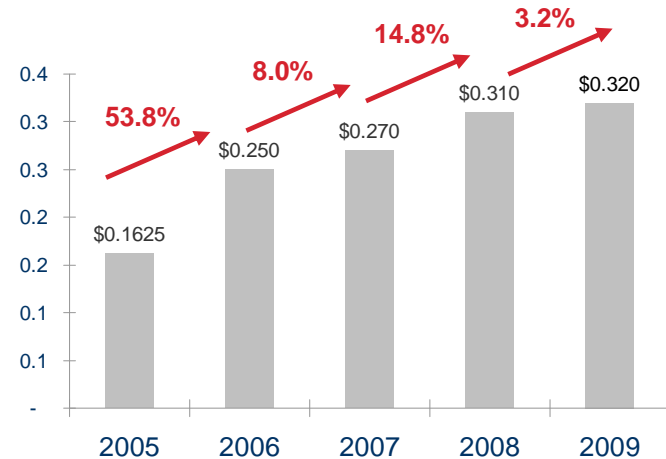




## Our capital position is strong

- More than \$425 million in excess capital, no debt and MCT ratio of 205% at the end of 2008
- Repurchase of 4.6 million shares through our NCIB
- Continued history of dividend increases

### Quarterly dividend



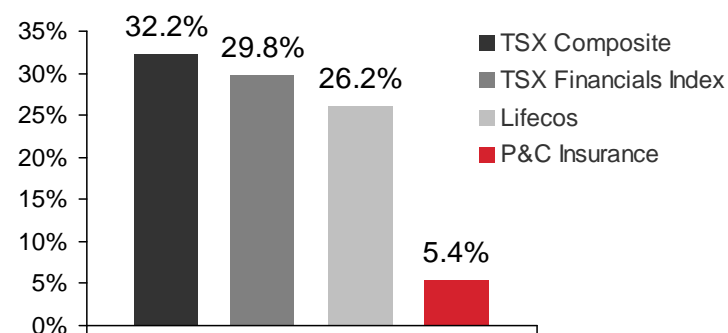




## Our business is resilient in a challenging economy

- The Canadian P&C insurance industry is relatively less affected by the vagaries of the current economy
- The industry's profitability is largely dependent on the availability of capital surplus and costs of claims

### ROE correlation to GDP growth over 20 years





# Auto insurance review in Ontario

- Continued deterioration of industry results in Ontario auto insurance
- Five-Year Review of Automobile Insurance is underway
- Ontario government's consultation process is ongoing





## Our Home insurance improvement plan is robust

- Better segmentation of risks
- Re-assessment of the insured amounts
- Review of the product design
- An enhanced claims process
- Incentives to homeowners to prevent potential water damage





# Our strong operating platform



**belairdirect.**



- The largest provider of auto, home and business insurance in Canada
- An approximate 11% market share
- We distribute insurance under Intact Insurance and Grey Power, and direct-to-consumers through belairdirect





## Our objectives are ambitious



Outperform the industry average return on equity by at least five percentage points every year



Grow operating profit per share by 10% annually over time



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Outperform the industry average return on equity by at least five percentage points every year



Grow operating profit per share by 10% annually over time



Increase customer satisfaction index to place us among the top 10% of Canadian financial institutions



Improve employee engagement to place us among the top 10% of Canadian companies





## In conclusion



- We are providing peace of mind and confidence to customers
- We are well-positioned on all fronts – operationally, financially and strategically
- On our journey we will take full advantage of our solid operating platform, excess capital and our strong team





# President and CEO's Report

Charles Brindamour







# Questions

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