

**Charles Brindamour, CEO**

Scotia Capital  
Financials Summit

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# Forward-looking statements

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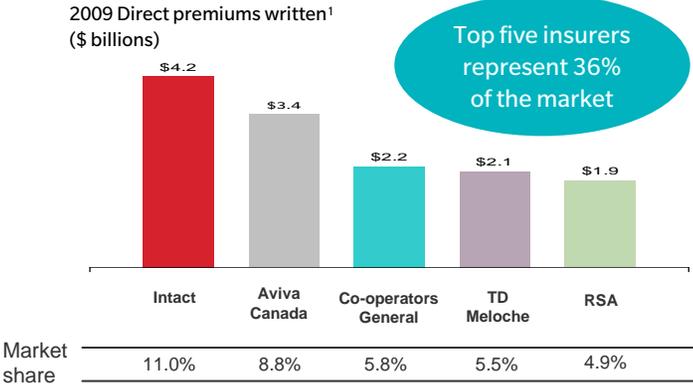
Certain of the statements in this document about the company's current and future plans, expectations and intentions, results, levels of activity, performance, goals or achievements or any other future events or developments constitute forward-looking statements. The words "may", "will", "would", "should", "could", "expects", "plans", "intends", "trends", "indications", "anticipates", "believes", "estimates", "predicts", "likely" or "potential" or the negative or other variations of these words or other similar or comparable words or phrases, are intended to identify forward-looking statements. Forward-looking statements are based on estimates and assumptions made by management based on management's experience and perception of historical trends, current conditions and expected future developments, as well as other factors that management believes are appropriate in the circumstances. Many factors could cause the company's actual results, performance or achievements or future events or developments to differ materially from those expressed or implied by the forward-looking statements, including, without limitation, the following factors: the company's ability to implement its strategy or operate its business as management currently expects; its ability to accurately assess the risks associated with the insurance policies that the company writes; unfavourable capital market developments or other factors which may affect the company's investments and funding obligations under its pension plans; the cyclical nature of the P&C insurance industry; management's ability to accurately predict future claims frequency; government regulations; litigation and regulatory actions; periodic negative publicity regarding the insurance industry; intense competition; the company's reliance on brokers and third parties to sell its products; the company's ability to successfully pursue its acquisition strategy; its ability to execute its business strategy; the company's participation in the Facility Association (a mandatory pooling arrangement among all industry participants); terrorist attacks and ensuing events; the occurrence of catastrophic events; the company's ability to maintain its financial strength ratings; the company's ability to alleviate risk through reinsurance; the company's ability to successfully manage credit risk (including credit risk related to the financial health of reinsurers); the company's reliance on information technology and telecommunications systems; the company's dependence on key employees; general economic, financial and political conditions; the company's dependence on the results of operations of its subsidiaries; the volatility of the stock market and other factors affecting the company's share price; and future sales of a substantial number of its common shares. All of the forward-looking statements included in this document are qualified by these cautionary statements. These factors are not intended to represent a complete list of the factors that could affect the company; however, these factors should be considered carefully, and readers should not place undue reliance on forward-looking statements made herein. The company and management have no intention and undertake no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

Important notes:

- All references to direct premiums written in this document exclude industry pools, unless otherwise noted.
- All references to "excess capital" in this document include excess capital in the P&C insurance subsidiaries at 170% minimum capital test ("MCT") plus liquid assets in the holding company, unless otherwise noted.
- Catastrophe claims are any one claim, or group of claims, equal to or greater than \$5.0 million, related to a single event.
- All underwriting results and related ratios exclude the Market yield adjustment ("MYA"), except if noted otherwise.



# Canada's leader in auto, home and business insurance

<h3>Who we are</h3> <ul style="list-style-type: none"> <li>• Dominant P&amp;C insurer in Canada</li> <li>• Over \$4 billion in direct premiums written</li> <li>• #1 in Ontario, Québec, Alberta, Nova Scotia</li> <li>• Substantial size and scale advantage</li> <li>• 11 successful acquisitions since 1988</li> <li>• \$8.2 billion cash and invested assets</li> </ul>	<h3>Distinct brands</h3>																										
																											
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 <table border="1"> <caption>2009 Direct premiums written<sup>1</sup> (\$ billions)</caption> <thead> <tr> <th>Insurer</th> <th>Direct Premiums (\$ billions)</th> <th>Market share</th> </tr> </thead> <tbody> <tr> <td>Intact</td> <td>\$4.2</td> <td>11.0%</td> </tr> <tr> <td>Aviva Canada</td> <td>\$3.4</td> <td>8.8%</td> </tr> <tr> <td>Co-operators General</td> <td>\$2.2</td> <td>5.8%</td> </tr> <tr> <td>TD Meloche</td> <td>\$2.1</td> <td>5.5%</td> </tr> <tr> <td>RSA</td> <td>\$1.9</td> <td>4.9%</td> </tr> </tbody> </table>	Insurer	Direct Premiums (\$ billions)	Market share	Intact	\$4.2	11.0%	Aviva Canada	\$3.4	8.8%	Co-operators General	\$2.2	5.8%	TD Meloche	\$2.1	5.5%	RSA	\$1.9	4.9%	<table border="1"> <thead> <tr> <th>10-year performance – IFC vs. P&amp;C Industry<sup>1</sup></th> <th>IFC outperformance</th> </tr> </thead> <tbody> <tr> <td>Premium growth</td> <td>1.7 pts</td> </tr> <tr> <td>Combined ratio<sup>2</sup></td> <td>3.8 pts</td> </tr> <tr> <td>Return on equity<sup>3</sup></td> <td>7.5 pts</td> </tr> </tbody> </table>	10-year performance – IFC vs. P&C Industry <sup>1</sup>	IFC outperformance	Premium growth	1.7 pts	Combined ratio <sup>2</sup>	3.8 pts	Return on equity <sup>3</sup>	7.5 pts
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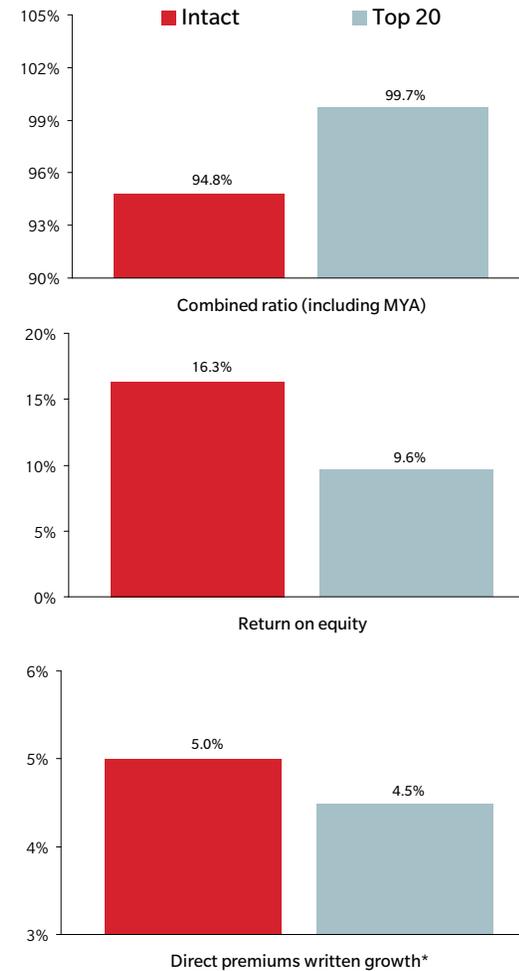
<sup>1</sup> Industry data source: MSA Research excluding Lloyd's, ICBC, SGI, SAF, MPI and Genworth  
<sup>2</sup> Combined ratio includes the market yield adjustment (MYA)  
<sup>3</sup> ROE is for Intact's P&C insurance subsidiaries

# We continued to outperform the industry in H1-2010

## Operating highlights: 2010 year-to-date

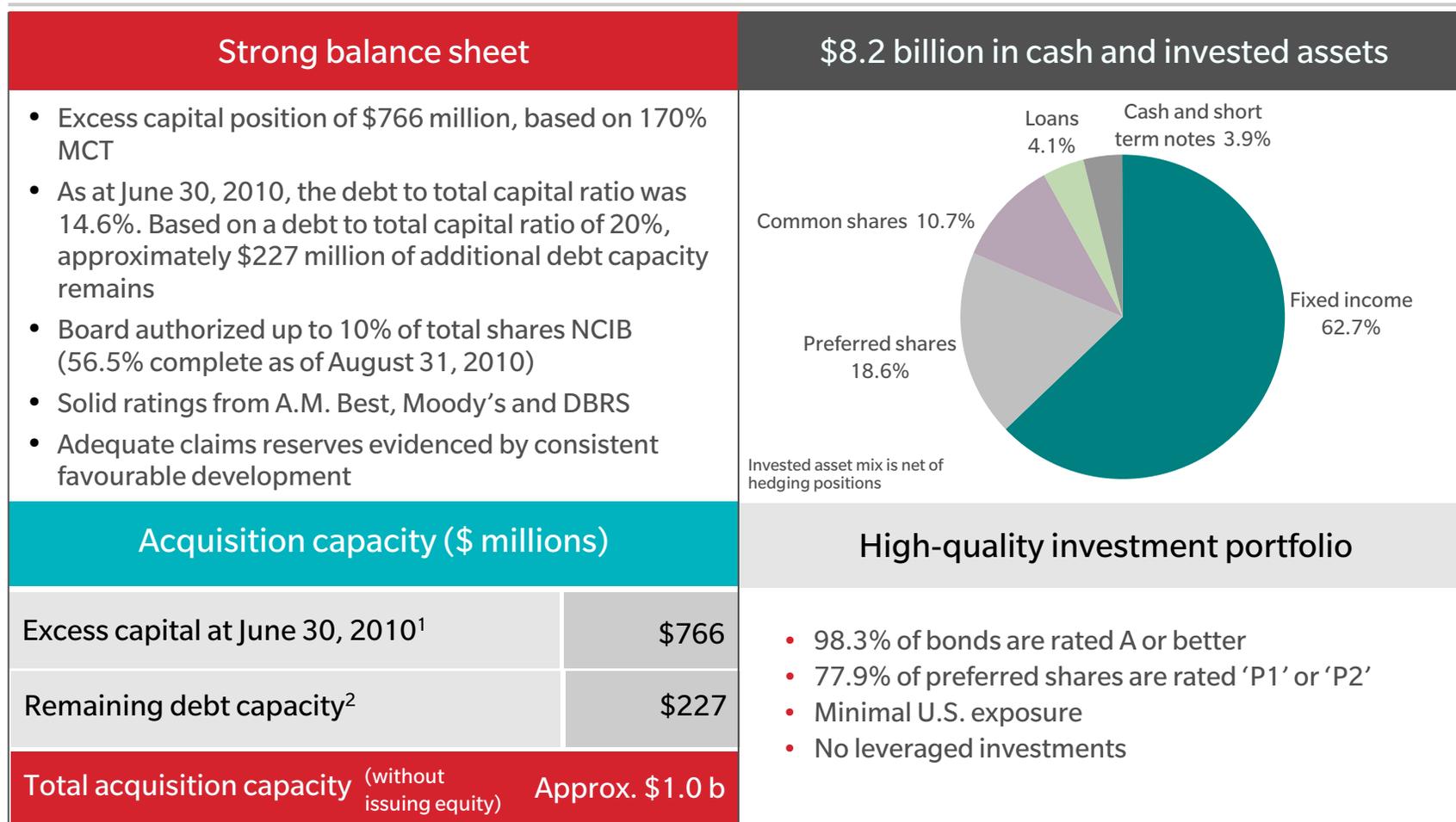
- Net operating income of \$231 million or 42.7% higher than last year due to improved underwriting performance
- Solid overall combined ratio of 93.5%
- Growth of 5.3% based on contributions from all lines of business
- Operating return on equity of nearly 12% for the last 12 months
- Year-to-date 2010 annualized operating return on equity of 15.4%

## Comparison with Canadian P&C industry<sup>1</sup> benchmark



1. Industry data source: MSA Research excluding Lloyd's and Genworth  
\* Difference versus 5.3% due to exclusion of industry pools

# Strong financial position and excess capital



All figures as at June 30, 2010 unless otherwise noted

<sup>1</sup> Excess capital over MCT of 170%

<sup>2</sup> At 20% debt-to-total capital. Remaining debt capacity at June 30, 2010



# 12-month outlook:

## Industry pricing environment firming up in Canada

Personal lines	<ul style="list-style-type: none"><li>• Premiums in personal lines increasing due to cost inflation<ul style="list-style-type: none"><li>▶ Recent escalation in the costs of BI and AB claims should subside as a result of the September Ontario auto reforms; however, we expect further rate increases as industry premiums remain inadequate</li><li>▶ Home insurance premiums continue to increase reflecting the impact of more frequent and/or severe storms</li></ul></li></ul>
Commercial lines	<ul style="list-style-type: none"><li>• Pricing conditions remain soft; signs in the past nine months that pricing has begun to firm up in segments where we operate. We do not expect meaningful acceleration in the near term.</li></ul>
Capital	<ul style="list-style-type: none"><li>• Capital markets remain volatile, as economic data (particularly outside of Canada) raise questions about the sustainability of the global recovery</li><li>• Low investment yields could influence higher premiums across the industry</li><li>• Debt and equity capital markets are currently open allowing companies to raise capital at reasonable rates</li><li>• Global capital requirements are becoming more stringent, whereas changes in requirements for Canadian P&amp;C are likely to remain neutral overall</li></ul>



- Personal lines growth picking up speed
- Organic growth potential in commercial lines as pricing hardens and industry capacity shrinks
- Strong capital base to participate in industry consolidation

# Ontario auto reforms are now in place

## Context

- Accident benefits and tort-related bodily injury cost increases (AB inflation: 19% in last four years) have resulted in the industry raising rates by 20% since January 2008.
- We estimate that the combined ratio of the industry exceeds 110% and that premiums remain inadequate.
- Ontario drivers pay 5% of disposable income for auto insurance compared to 3% in other provinces.
- In March 2010, new regulations providing choice to consumers and controlling costs were approved and became effective September 1, 2010.

## Implementation

- FSCO estimates claims cost reduction of 6% upon implementation and reduced inflation going forward.
- Coverage reforms will kick-in on policies that will renew only after Sept. 1, 2010.
- Procedural reforms have impacted claims since Sept. 1, 2010.
- Accidents reported after Aug. 31, 2010 are subject to reforms.

## Key features

- Capping medical/rehabilitation and assessment/examination expenses for minor injuries to \$3,500.
- Providing standard medical and rehabilitation coverage for non-catastrophic claims of \$50,000, with optional coverage of \$100,000 or \$1,100,000.
- Offering standard attendant care coverage for non-catastrophic claims of \$36,000, with optional coverage of \$72,000 or \$1,072,000.
- Supplying optional caregiver, housekeeping and home maintenance benefits for non-catastrophic claimants.
- Capping each assessment to \$2,000 – this applies for all assessments.
- Eliminating rebuttal examinations.

## Risks

- Political in nature, as many customers will receive renewals for less coverage but with increased rates.



# Four distinct avenues for growth

Benefit from firming market conditions	Develop existing platforms
<p><b>Personal lines</b></p> <ul style="list-style-type: none"> <li>• Ontario auto rate increases accelerating</li> <li>• Home insurance premiums also on the rise</li> </ul> <p><b>Commercial lines</b></p> <ul style="list-style-type: none"> <li>• Evidence of price hardening in Ontario</li> <li>• Opportunity to gain share in middle market</li> </ul>	 <ul style="list-style-type: none"> <li>• Offer Intact Insurance solutions on the web</li> <li>• Expand and grow belairdirect and Grey Power</li> <li>• Transform BrokerLink by leveraging scale</li> </ul>
Consolidate Canadian P&C market	Expand beyond existing markets
<p><b>Capital</b></p> <ul style="list-style-type: none"> <li>• Approx. \$1.0 billion of total acquisition capacity</li> </ul> <p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>• Grow areas where IFC has a competitive advantage</li> </ul> <p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Global capital requirements becoming more stringent</li> <li>• Industry underwriting results remain challenged</li> <li>• Continued difficulties in global capital markets</li> </ul>	<p><b>Principles</b></p> <ul style="list-style-type: none"> <li>• Financial guideposts: long-term customer growth, IRR&gt;20%</li> <li>• Stepped approach with limited near-term capital outlay</li> <li>• Build growth pipeline with meaningful impact in 5+ years</li> </ul> <p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>• Enter new market in auto insurance by leveraging strengths: (1) pricing, (2) claims, (3) online expertise</li> </ul> <p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Emerging markets or unsophisticated mature markets</li> </ul>

## Recent accolades

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### **Intact Insurance**

Highest in Customer Satisfaction among Québec Automotive Insurance Providers<sup>1</sup>



### **Grey Power**

Highest in Customer Satisfaction among Private Full-Coverage Automotive Insurance Providers<sup>1</sup>



### **Intact Financial Corporation**

Insurance Company of the Year 2010, Canada<sup>2</sup>



1. J.D. Power and Associates 2010 Canadian Auto Insurance Customer Satisfaction Study<sup>SM</sup>

2. World Finance Insurance Awards 2010, *World Finance* magazine

# Conclusion

## Disciplined pricing, underwriting, investment and capital management have positioned us well for the future

- Largest P&C insurance company in Canada with substantial scale advantage in the market
- Strong financial position
- Excellent long-term earnings power
- Organic growth platforms easily expandable
- M&A environment more conducive to consolidation
- Well-positioned as industry pricing conditions continue to improve

