

CNP Assurances Holding

Summary of the Group Inclusive Insurance Policy

Introductory Note

This document is a condensed version of the CNP Assurances Group Inclusive Insurance Policy – GR/UD/POL-002 (the “Policy”). It is intended mainly for external stakeholders and provides an overview of how inclusive insurance solutions are designed and distributed within the CNP Assurances Group, composed of CNP Assurances Holding and all its direct and indirect subsidiaries (the “Group”).

Purpose and Scope of the Policy

The purpose of this Policy is to present the Group’s commitments and processes regarding financial and social inclusion in the field of insurance. It is aligned with the Group’s purpose: “As responsible insurers and investors, driven by the civic vocation of our Group, we work with our partners for an inclusive and sustainable society by providing the greatest number of people with solutions that protect and facilitate all life journeys.”

This Policy aims to:

- Support innovation in the design and distribution of insurance solutions with social impact.
- Encourage the development of groundbreaking solutions and influence the market.
- Facilitate access to inclusive insurance solutions for the largest number of people, particularly vulnerable populations.

It applies to all insurance solutions (products, services, processes) designed by Group subsidiaries and distributed through their partners, ensuring simplicity, usefulness, accessibility, viability and fairness, in accordance with the SUAVE principles described in the Policy.

The policy is part of the Group's corporate social responsibility strategy, contributes to reducing protection gaps and aligns with the UN Sustainable Development Goals. It also complements commitments made under the Principles for Sustainable Insurance (PSI), which CNP Assurances signed in 2020.

Guiding Principles

The CNP Assurances Group is committed to pushing the boundaries of insurance to protect all life journeys.

The Group commits to designing, distributing and managing inclusive insurance products and services that promote financial and social inclusion, ensuring accessibility, clarity and relevance for the largest number of people, especially vulnerable or underserved populations.

Improving Accessibility to Solutions for All

The Group is committed to providing accessible insurance products and services for all, preventing financial exclusion through risk pooling and offering contracts tailored to the needs of targeted populations. It also develops partnerships to reach vulnerable groups that are often excluded from traditional distribution channels.

Commitment to Vulnerable Populations

A vulnerable population is defined as individuals who are more likely to face significant harm due to age, health status, disabilities, economic hardship, or exposure to environmental risks. Vulnerability may be structural or situational and includes those excluded from essential services due to physical, psychological, financial or social barriers.

Customer Satisfaction, Claims Management and Client Education

The Group is attentive to the specific needs of inclusive insurance target populations, using participatory and inclusive approaches such as simplified surveys, co-design workshops and qualitative feedback.

Continuous improvement is guided by Indicators such as CES, NPS, clear language compliance rate and verbatims from impact studies.

Claims Management

The Group adopts a proactive and fair approach to complaint handling, seeing complaints as opportunities for improvement. It ensures clear, accessible and non-discriminatory access to the complaint processes and adapts responses to linguistic, cultural, digital or contractual barriers.

Client Education

The Group strengthens client understanding and autonomy, ensuring that insurance products are accessible and understandable. Documents are designed to meet clarity, accessibility and transparency criteria.

Responding to Specific Needs of Target Populations

Before launch, products are tested with target populations (e.g., people in precarious situations, with disabilities or low financial literacy). Feedback helps improve clarity and accessibility. Distributors receive necessary information about products, target markets and distribution strategies.

Innovation in Products and Services

Innovation is central to the inclusive insurance strategy. The Group relies on internal innovation structures, external partners and international networks to develop impactful solutions.

Promoting Value for Money

The Group ensures that the cost-benefit balance of products is transparent, equitable and aligned with client needs. Guarantees must be clear, relevant and free of hidden fees.

Working with Partners

The Group promotes consistency between its inclusive insurance principles and the practices of its distribution partners, including health institutions, postal networks, associations, banks

and retailers. Agreements specify responsibilities, compliance requirements, anti-fraud measures and commitments to sustainability and inclusion.

Developing Social Impact

Through its inclusive insurance policy, the Group aims to provide effective protection for vulnerable populations, reduce insurability inequalities and combat exclusion.

Supporting Definition and Evaluation of Inclusive Insurance Solutions – SUAVE Framework

The Group adheres to the SUAVE principles:

- **Simple:** easy-to-understand products and processes.
- **Understood:** guarantees explained in clear language.
- **Accessible:** physical, digital and alternative channels with affordable premiums.
- **Valuable:** essential coverage at a fair price.
- **Efficient:** optimized processes with fast payments and limited documentation.

Governance and Operational Implementation

A clear governance structure ensures cohesive and effective inclusive insurance deployment. Central governance bodies (Board of Directors, Executive Committee, Sustainability Department, Client Experience Department, Compliance Department, Marketing and Actuarial teams) oversee policy deployment.

Operational Deployment at Entity Level

Each entity adapts the Policy operationally according to its specificities. Business Units ensure product development and distribution align with the Policy and that partners follow inclusive practices.

Controls and Reporting

First-level controls are carried out by teams creating and distributing inclusive solutions. The Risk function ensures risks are integrated in the Group risk map.

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A specialized committee validates the eligibility of inclusive solutions contributing to the Key Point Indicator (KPI) on offers for vulnerable populations.

Periodic Reporting

A reporting mechanism tracks performance and impact indicators. The Group Sustainability Department submits regular reports to the Corporate and Social Responsibility (CSR) Committee and the Executive Committee.