

2017 ANNUAL REPORT

ENVIRONMENTAL, SOCIAL AND GOVERNANCE INDICATORS (ESG)

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A vida é imprevisível
e, acredite, isso é muito bom.


SulAmérica

2017 ANNUAL REPORT

This document is part of the **Annual Report of the Company** and presents, adopting an integrated approach, our main Environmental, Social and Governance (ESG) indicators, complementing the economic and financial ones.

This document is based on the guidelines and principles of the [Global Reporting Initiative](#) (GRI), of the [United Nation's Global Compact](#) and the [Principles for Sustainable Insurance](#) (PSI). It also considered the alignment of initiatives and their contributions to the [Sustainable Development Goals](#) (SDGs).

In 2016, following the concept framework for Integrated Reporting, proposed by the International [Integrated Reporting Council](#) (IIRC), we revised our data collection process, consolidating indicators, indexes and reports, which started to be reported according to five capitals: Financial, Human, Intellectual, Social, and Relationship. A new methodology of indicators was developed, called SULA indicators, aligned with SulAmérica's [material themes](#). SULA indicators are used in several reports, and for each of them the most relevant indicators are chosen, so not all are covered in this document.

This change is the result of the pursuit of integration and transparency in the process of communication with our customers, shareholders, employees, and the society.



Who we are

SulAmérica operates in the Health and Dental, Automobile, and other Property and Casualty insurance lines. The Company also operates in the Life and Accident insurance, Asset Management, Private Pension products, and Savings Bonds segments.

In the year 2017, SulAmérica contributed to provide access to healthcare to over 3 million lives, making more than 70 million medical and dental care possible. In the Automobile and Other Property and Casualty Lines, which includes property insurance, it protected more than 1.9 million customers, receiving over 2 million calls for 24-hour service, and approximately 20 thousand automobile repairs per month. Life and Accident insurance protected over 2.8 million lives in the year. The Assets under Management in the Investment area and the Private Pension reserves contributed towards investments in infrastructure, agriculture, industry, and services, generating employment and contributing to the country's economy.

In the financial aspect, the Company's operating revenues reached R\$ 18.2 billion, of which R\$ 17.4 billion in insurance

premiums. As at December 31, 2017, SulAmérica Investimentos recorded R\$ 38.3 billion in assets under management, and private pension reserves totaled R\$ 6.2 billion.

With approximately 5,000 employees, its business is performed by means of a broad and diversified distribution network that includes more than 30,000 independent brokers, besides partnerships with more than 20 retail financial institutions, which add to SulAmérica 16,000 points of sale. Its indirect impact extends to over 30 thousand service providers, among which hospitals, medical and dental clinics, labs, auto repair shops, tow trucks, and other 24-hour service.

With approximately 7.0 million customers (individuals and businesses) and 100% of its revenues generated in Brazil, SulAmérica's registered office is located at Rua Beatriz Larragoiti Lucas, 121, Rio de Janeiro, with offices in São Paulo and over 90 localities throughout the country.

Beatriz Tilton
Branch Manager

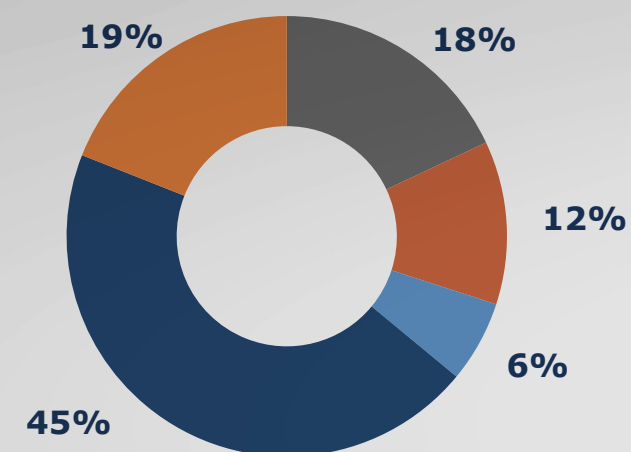
Laura Tilton
de Amorim Coppi
Daughter of Beatriz



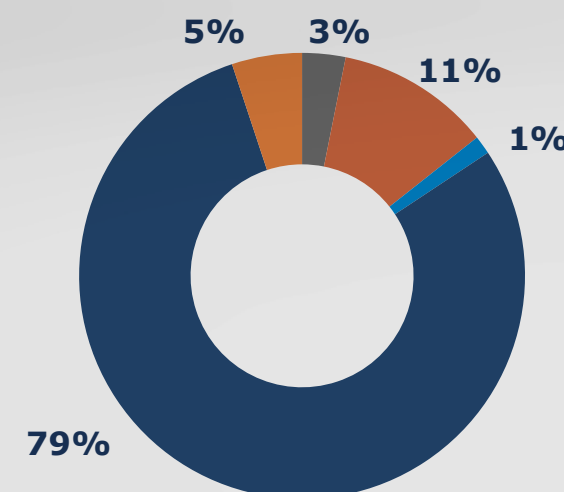
SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 1	Significant changes during the period covered by the report		To learn about the main historical facts, access the Investor Relations website of the Company.	102-10	-	-	-
SULA 2	Location of the organization's headquarters, countries where it operates, and where it has significant operations		The Company has operations that provide service throughout Brazil. Its main administrative offices are located in the municipalities of Rio de Janeiro (state of Rio de Janeiro) and São Paulo (state of São Paulo). For further details on its offices access the Company's institutional website	102-3 102-4	-	-	-
SULA 3	The organization's name, scale, and legal form, and the percentages of the portfolios per region		<p>SulAmérica Seguros, Previdência, Investimentos and Capitalização (trade name)/ Sul América S.A. (legal name) is a publicly-held corporation.</p> <p>It is a large company, with revenues of R\$ 18.2 billion in 2017 and over 5,000 employees. SulAmérica is considered a smallcap, according to the market capitalization classification.</p>	102-1 102-5 102-7 G4-FS6	-	-	-

SULA 3: The portfolio percentage of business line per specific region, scale (e.g, micro/small and medium/large), and industry. (GRI FS6)

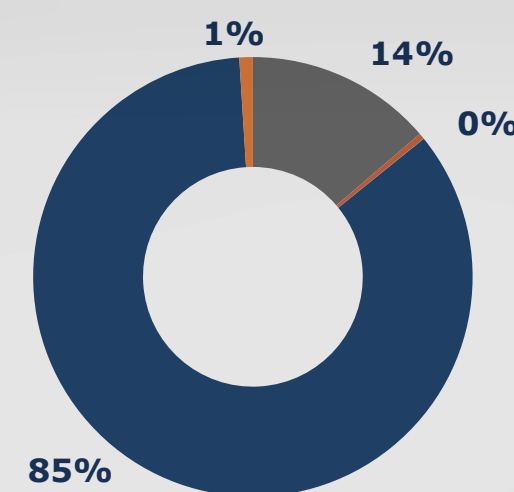
Premiums by region:
Life and Private Pension



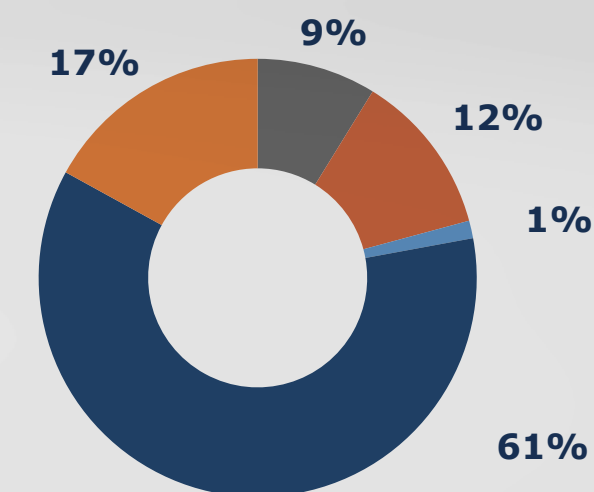
Premiums by region:
Health and Dental



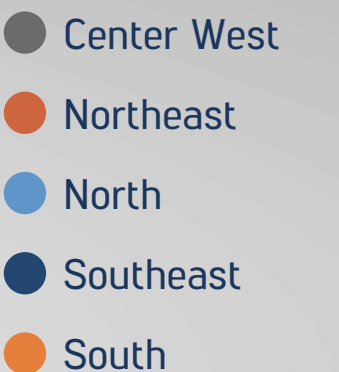
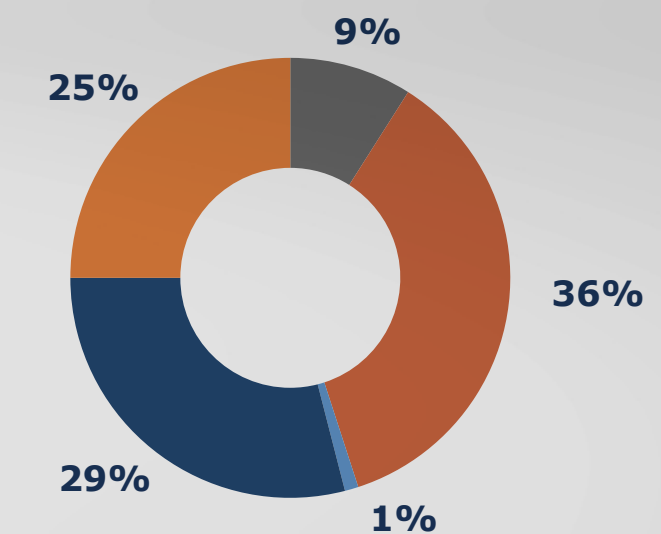
Revenue by region:
Investment



Premiums by region:
Auto



Revenue by region:
Savings bonds



SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 5	Message from the CEO and key events	The CEO message and the main events of the Company are on the Investor Relation’s website .	102-14 102-15	Menssage from the CEO	-	I	
SULA 6	The organization’s values, principles, standards, and norms of behavior, such as the codes of conduct and ethics	<u>Mission, vision and values.</u> <u>Code of Ethical Conduc.</u> The Legal Compliance Program defines the basis for the organization to comply with the brazilian laws and regulations, in addition to all internal policies and procedures necessary for the continuity and growth of its activities. It also defines how compliance activities are structured, the role of the Compliance area, in addition to each employee’s responsibility to conform or comply with the rules of the insurance market. The Program is in accordance with the brazilian laws and regulations applicable to SulAmérica, with the Code of Ethics, and the internal policies and procedures, including the Program of Money Laundering Prevention.	102-16	7 and 10	16	I	
SULA 9	List of membership of associations	<p>SulAmérica is an active member of trade entities and bodies that regulate the areas in which it operates, contributing to the most relevant discussions that help positioning the industry with regard to standards and development of good practices. SulAmérica has seats in all Federations of the insurance market and participates in many debate forums about the regulations of its activities.</p> <p>About 110 executives and employees of the Company hold management positions in commissions and work groups in Federations and in the National Confederation of Insurance, Private Pension and Life Insurance, Private Health Insurance and Savings Bonds Companies (CNSeg in Portuguese), in addition to unions and other bodies that represent the industry.</p> <p>These participations, combined with the performance of the professionals who dedicate to regulatory issues and government relations – National Regulatory Agency for Private Health Insurance and Plans (ANS in Portuguese), Central Bank of Brazil (Bacen in Portuguese), Brazilian Securities and Exchange Commission (CVM in Portuguese), and Superintendence of Private Insurance (Susep in Portuguese) – enable SulAmérica to anticipate changes, and organize itself beforehand to meet new requirements, as well as to contribute to the enhancement of the industry’s regulations.</p> <p>As part of its strategy of always taking domestic and international good practices to the insurance market, SulAmérica has a representative in CNseg’s Sustainability Commission.</p> <p>Complementing its activities in the national level, the Company takes part in international discussions by serving on the Board of the <u>Principles for Sustainable Insurance</u> (PSI), <u>of the United Nation Environment – Financial Initiative</u> (UNEP-FI) and <u>Geneva Association</u>.</p>	102-13	-	17	-	

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 10	Externally-developed charters, principles, or other initiatives	<p>SulAmérica is a member of national and international organizations that contribute towards the guidelines, indicators, principles and goals of the sustainable management of its businesses.</p> <p>Our voluntary commitments guide the Company on management practices that defends human rights, labor rights, environmental preservation, combating of corruption, besides ethical and transparent relationships with the society.</p> <p>Some of the commitments and initiatives are the Principles for Sustainable Insurance <u>PSI</u> (Principles for Responsible Investment), <u>PRI</u> (Principles for Responsible Investment), <u>Global Compact</u>, <u>CDP</u> (Carbon Disclosure Program), <u>Ethos Institute</u>, <u>ISE</u> (B3 Sustainability Index), FTSE Sustainability Index (<u>FTSE4Good</u>), Green Finance Initiative, National Confederation of Insurance, Private Pension and Life Insurance, Private Health Insurance and Savings Bonds Companies (<u>CNSeg</u>) , and the IBGC Sustainable Commission.</p>		102-12	-	17	-

Materiality

The Materiality Matrix brings for discussion with the top management and main external stakeholders (brokers, customers, regulatory bodies, investors, shareholders, and service providers) of SulAmérica the matters of highest relevance to the Company according to its business strategy.

After consulting these stakeholders, the following five themes were prioritized in its operations: Assistance and Services Quality, Products and Services Innovation, Human Capital Development, Responsibility in Value Chain, and Financial Education and the Conscious Use of Insurance. (GRI Standards 103-1)

- **Assistance and Services Quality:** Always open to talk with customers and network of business partners. Constant dialogs helps identify demands and improve everybody's experience with products and services. For this purpose, SulAmérica created many customer service channels, customer satisfaction surveys, and tools for customers, brokers and service providers.
- **Products and Services Innovation:** The solutions are conceived not only to meet the needs of customers and partners, but also those of the society as a whole. The most innovative products and services respond to economic, environmental and social challenges, and this is SulAmérica's way to transform the world.

Tomás Carmona
Superintendent
of Sustainability

Fernando Gomes
Carmona
Thomas's father



Materiality

- **Human Capital Development:** Collaborators, customers, brokers, service providers and the society as a whole are fundamental to make SulAmérica the largest independent insurer group in Brazil. Each one matters, therefore, the company value, respect and encourage the development of the people involved in its businesses.
- **Responsibility in Value Chain:** The diversity and number of partnerships is what causes SulAmérica to have great capacity to offer products to different needs of people. From broker to service provider, including suppliers, sales teams, marketing areas and customers in the middle, the company establish a relationship of trust, ethic and responsibility. It is this relationship that makes it possible that the products and services are used according to the established social and environmental requirements, contributing actively and positively to Society.
- **Financial Education and the Conscious Use of Insurance:** Encouraging financial responsibility is a priority for SulAmérica, because its products and services contribute to the financial security and stability of our customers. The company invest in initiatives, products and services to help customers and brokers to take care of their capital in the present and future. It also includes raising awareness of the appropriate use of insurance, which has a fundamental social and economic role in our society.

For further information, access the [Investor Relations' website](#), in the Stakeholders and Materiality section.

Maria de Fátima
Juvino da Silva
Mother of Schneider

Schneider Juvino da Silva
HR Analyst



SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 12	List of the material topics identified in the process for defining report content	<p>The report considers, according to the materiality, the five themes listed as strategic of the Corporate Sustainability Policy, prepared in a process that had the participation of internal and external stakeholders.</p> <p>For further information, access the Investor Relations' website of the Company.</p>	102-47	-	-	-
SULA 13	List of stakeholders groups engaged by the organization, basis for identifying and selecting stakeholders with whom to engage, and approaches to stakeholder engagement.	<p>SulAmérica has specific actions and practices to engage brokers, customers and service providers (Health and Auto/Massified), besides the real estate brokers in the Savings Bonds business unit.</p> <p>In addition, it directly and indirectly (CNSeg) engages the stakeholders of regulatory agencies and the Judicial Branch to increase awareness of the challenges and dilemmas of the industry.</p> <p>For further information, access the Investor Relations' website of the Company.</p>	102-40 102-42 102-43	-	-	-
SULA 14	Key topics and concerns that have been raised through stakeholder engagement	<p>The key topics raised were the following: Assistance and Services Quality, Products and Services Innovation, Human Capital Development, Responsibility in Value Chain, and Financial Education and the Conscious Use of Insurance, considered strategic themes.</p> <p>For further information, click here.</p>	102-44	-	-	-

Governance

Corporate governance is the system through which companies and other organizations are managed, monitored, and promoted, involving the relationships between shareholders, board of directors, executive board of officers, inspection and control bodies, and other stakeholders.

The Company is committed to the recommendations of the IBGC’s **Code of Best Practices of Corporate Governance**, which comprise the principles of transparency, fairness, accountability, and corporate responsibility.

For further information, access the **Investor Relations’ website**, in the Governance section.

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 17	Report whether and how the organization applies the precautionary principle or approach	<p>The Company has a product and partnership assessment process that assesses, on several aspects, the risks and opportunities associated with each project. Complementing this analysis, it evaluates the adherence of products and services to the voluntary commitments, the Sustainability and Environmental Policies, as well as its contribution to the Principles for Sustainable Insurance (PSI), considering the promotion of access to insurance and insurance inclusion.</p> <p>The Product Assessment and Review Procedure (PARP) was implemented by the area of actuarial controllership as a component of responsible behavior, aiming at tangible gains over time, producing additional encouragement for internal improvements such as transparency, agility and consensual decisions.</p> <p>The process consists of several multidisciplinary analyses, seeking to mitigate the risks and evaluate the opportunities of new initiatives or partnerships, contributing to the Company’s good corporate governance practices. See Note 5 to the <u>Financial Statements</u>.</p>	102-11	-	16	I	
SULA 18	Structure and composition of the governance body and its committees	The structure and composition of the governance body and advisory committees of the Board. <u>Click here.</u>	102-18 102-22	-	-	I	
SULA 19	Report whether the chair of the highest governance body is also an executive officer in the organization (and, in the case of the latter, describe his or her function within the organization’s management and the reasons for this arrangement)	Patrick Antonio Claude de Larragoiti Lucas is the chairman of the Board of Directors of SulAmérica, and also sits on the Governance and Disclosure, Investments, and Compensation committees.	102-23	-	-	-	



SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 21	"Delegation of authority for economic, environmental, and social topics, and executive-level position or positions responsible for such topics"	<p>The Company’s Board of Directors is a collective body that has competence to set strategic guidelines for the Company, as well as guide its businesses. In the process of guiding its executive board, the Board analyses different dimensions, including (i) the Company’s economic sustainability guidelines that assure its continuity over time, and (ii) social guidelines that promote the development of society, while contributing to the expansion of consumer markets for the Company’s products and services, and financial education of its customers. Such guidelines are implemented by the executive board of the Company and key management personnel, bound to these objectives through management contracts, which set objective targets that translate the Board’s instructions into actions.</p> <p>The Board of Directors, with the assistance of the Human Capital Committee, is responsible for assigning the jobs of the Company’s executive officers. With no detriment of the jobs assigned by the Board of Directors, the CEO may assign other jobs to them.</p>	102-19 102-20	-	-	I
SULA 22	Report the processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics. If consultation is delegated, describe to whom it is delegated and how the resulting feedback is provided to the highest governance body	<p>Both the Sustainability Committee, as the body that assists the Board of Directors, and the Executive Committee, formed by the CEO and VPs, have roles in the strategy, in its formulation and resolution on implementation, respectively. This process is undertaken at least four times a year.</p> <p>As to external stakeholders, during the year actions targeted at different groups and within the scope of many business units are taken, in which the processes of dialogue with brokers, service providers, and customers, besides government bodies and trade associations are structured.</p>	102-21	-	-	I
SULA 24	Nomination and selection process for the highest bodies and committees	For information on nomination and selection process for the highest bodies and committees, access the <u>Investor Relation's</u> website.	102-24	-	-	-

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 25	Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether the conflicts of interest are disclosed to stakeholders	<p>SulAmérica has a “Policy on Transactions with Related Parties and Other Situations Involving Conflicts of Interest” that sets the procedures to be followed by employees, management members, and the parents of the Company and its subsidiaries, in transactions to be performed with related parties as well as other situations in which there is potential conflict of interests, in compliance with the best practices of Corporate Governance and prioritizing the interests of the Company.</p> <p>This policy establishes that the operations entered into by the Company with related parties shall observe market conditions, in order to assure that it is performed on arm’s length. Also, the policy establishes that in the event of any interests conflicting with the Company’s interests, with regard to certain matter(s) to be decided in a board or shareholder meeting, the shareholder or management member shall timely disclose the conflict of interest or private interest, declaring herself/himself impeded to participate in the discussions and decisions about the matter.</p> <p>In case she/he fails to do so, another party attending the meeting may report the existing conflict, which will be decided by majority of votes of those present in such meeting. The aforementioned policy forbids the following transactions with related parties of the Company: (i) those conducted on conditions other than the market ones, jeopardizing the interests of the Company; and (ii) granting of loans to its parent, management members, and other related parties established in item 2 of the “Policy on Transactions with Related Parties and Other Situations Involving Conflicts of Interest”. It is also forbidden, under the terms of the Company’s Code of Ethics, the participation of management members and employees in businesses of private or personal nature that interfere or conflict with the interests of the Company or that lead to the use of insider information obtained in view of the performance of the position or job that she/he holds in the Company. To read the Policies, access the IR website, in the section <u>Policies and Charters</u>.</p>	102-25	10	16	I
SULA 26	Report the highest governance body’s and senior executives’ roles in the development, approval, and updating of the organization’s purpose, value, vision or mission statements, strategies, policies, and goals related to economic, environmental, and social topics	The Board of Directors periodically reviews the Company’s strategic planning, which will drive the establishment of the values, mission and vision of the Company, besides the policies and goals related to environmental and social impacts of the Company.	102-26	–	–	–

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 27	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics	The Board has a continuing education program which assures that its members are constantly updated on the market and the company's businesses, as well as improve and deepen their knowledge of the competences required for fulfilling their duties. In 2017, the Board members held individual meetings with some executive board members and attended meetings where issues related to the markets in which the Company operates were addressed, including the presentation of sustainability issues and their economic, social and social levels.		102-27	-	-	-
SULA 28	<p>Report the processes for evaluating the highest governance body's performance with respect to governance of economic, environmental, and social topics.</p> <p>Report whether such evaluation is independent or not, and its frequency.</p> <p>Report whether such evaluation is a self-assessment. Report the actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental, and social topics, including, as a minimum, changes in membership and organizational practices</p>	The process for evaluating the Board of Directors is available on the IR page, in the <u>Management section</u> .		102-28	-	-	-

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 30	Report the highest governance body's role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities. Mention the highest governance body's role in the implementation of due diligence processes.	The Sustainability Committee is the body that assists the Board of Directors. The Sustainability Committee is responsible for suggesting to the Board of Directors the implementation of a certain strategy, and guide the Executive Committee on its performance. There is an annual Board meeting dedicated to the theme, in which the progresses achieved to pursue the strategy are shown, new challenges are proposed, and the theme-related issues are reviewed.	102-29 102-30 102-31	-	-	-
	Report whether stakeholder consultation and relationship processes are used to support the highest governance body's identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities.	The information discussed and presented to the Board of Directors and Sustainability Committee is directly or indirectly, a result from stakeholders consultation and dialogue processes. The direct information refers to survey and specific demand data, that is, information that directly depends on the participation of stakeholders. Indirect consultations consider the information collected from third parties and organized as public documents, reports or interviews, in which the information is from a known source, however, it was not directly generated by the Company.				
	The management's role in reviewing the effectiveness of the risk management processes for economic, environmental and social topics. Frequency of the senior management's review of economic, environmental, and social topics and their impacts, risks, and opportunities	The Board of Directors addresses the theme annually, during the meeting dedicated to the sustainability theme. The Sustainability Committee, on the other hand, addresses the theme at least four times a year, according to its rules. The Executive Committee address it more intensively, once the HR and Sustainability Executive Management permanently serves on the collective board that meets weekly to take resolutions on the Company's issues.				
SULA 31	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material topics are covered	Sustainability Committee and Executive Committee.	102-32	-	-	-

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 32	<p>"Report the process for communicating critical concerns to the highest governance body.</p> <p>Report the total number and nature of critical concerns that were communicated to the highest governance body, and the mechanism(s) used to address and resolve them</p>	<p>SulAmérica has a solid Corporate Governance structure that assures the flow of information between the Company's Executive Board and Board of Directors. Additionally, the Board of Directors has a channel called "'Fale com o Conselho'" (Talk to the Board) for any pertinent issue addressed to it.</p> <p>Compliance reports the misconducts to the Executive Committee through the Report on Internal Controls and to the Ethics Committee. Such conducts are reported in the SULA 38 indicator.</p>	102-33 102-34	-	-	-
SULA 33	<p>Report the remuneration policies for the highest governance body and senior executives for the following types of remuneration:</p> <ul style="list-style-type: none"> - Fixed pay and variable pay, - Performance-based pay, - Equity-based pay (share or stock options), - Bonus - Deferred or vested shares, - Sign-on bonuses or recruitment incentive payments, - Termination payments, - Clawbacks - Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees <p>Report how performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics</p>	<p>The Compensation Policy establishes the criteria for compensation of the highest governance body and senior executives of the Company.</p> <p>The assessment of executives is performed by Management Contract, which includes a 360-degree appraisal, and performance comparison based on to the quantitative targets set in the beginning of the year.</p>	102-35	-	-	-

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 34 SULA 36	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management.	As set forth in the applicable legislation, the Company's management annually submits to the Shareholders' Meeting a proposal for global remuneration amount. Therefore, the responsibility for the final resolution rests with the Company's shareholders. When votes contrary to this matter or abstentions are identified, the Company seeks to find the reasons of such votes and to offer clarifications that provide a better understanding of the remuneration metrics adopted. Additionally, the Company has a Compensation Policy. For the remuneration of employees, SulAmérica participates in union negotiations to define the Collective Bargaining Agreement of Insurance Workers (CCT in Portuguese) using as benchmark the market salary surveys, and the results of climate and engagement surveys with employees.		102-36 102-37	-	-	-
	Report any other relationships that the remuneration consultants have with the organization						
	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable						
SULA 39	Confirmed incidents of corruption and actions taken	<p>In 2017, no case was reported involving corruption or money laundering, in the past or in progress, filed against SulAmérica or any of its employees.</p> <p>Additionally, 13 negative incidents were reported to the Council for Financial Activity Control on signs of corruption or money laundering in transactions or operations carried out by the company's customers according to the applicable legal requirements</p>		205-3	10	16	I

Risk management

In order to protect its business and all the parties involved, including its customers, SulAmérica has a enterprise risk management framework, coordinated by the Risk Committee, and carried out by all areas of the company and its subsidiaries. The methodology follows the best international practices, including the pronouncements issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO). This process is continuous and involves four stages:

- **Identification:** process of identification and prioritization of the risks that may affect business results
- **Quantification:** the most relevant risks are assessed and quantified based on likelihood of occurring and their possible impacts
- **Response:** according to the results of the quantification process, risk-response action plans are devised

- **Monitoring and reporting:** as risk management is an ongoing process, the information on each risk and its respective response action plans are monitored and managed based on indicators and reports by the enterprise risk area.

The main threats to the operations are credit risks (non-payment by any party); underwriting risks (inappropriate product and service price); operational risks (includes legal issues, fraud, system crashes, among others); and market risks (change in macroeconomic indexes, such as inflation and SELIC).

For further risk management information of the Company, read Note 5 (Risk Management) of the latest version of the **Financial Statements** of, or access the latest version of the **Reference Form of the Company**, in items 4 (Risk Factors) and 5 (Risk Management).



SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 55	Coverage and frequency of audits to assess implementation of environmental and social policies, and risk assessment procedures	<p>The implementation of social and environmental guidelines is a continuous process that considers not only the purchases of products and services, but also the selection and accreditation of service providers and business partners.</p> <p>It is part of the service and product engagement cycle the requirement of full compliance with the Sustainability and Social and Environmental Responsibility Clause, which shares all commitments assumed by SulAmérica with its value chain.</p> <p>Additionally, and besides the compliance with such clause, the accreditation of repair shops and 24-hour services considers the meeting of social and environmental criteria as requirement for establishing the partnership with the company. The effectiveness of this approach is checked in inquiries and inspections, in which the professionals responsible for analysis assess the compliance with social and environmental requirements.</p>	G4-FS9	-	-	I
SULA 58	Procedures for evaluation and classification of environmental and social risks in business lines	<p>Complementing the follow-up within the scope of the Risk Committee and Sustainability Committee, the Company has a Product and Partnership Assessment Process (PARP), which considers, on several aspects, the risks and opportunities associated with each project or product.</p> <p>Among other items, it evaluates the adherence of products and services to the voluntary commitments, the Sustainability and Environmental Policies, as well as its contribution to the Principles for Sustainable Insurance (PSI).</p> <p>As a result of the strategic guidance's and applicable legal requirements, the Company implemented an exclusion list comprising industries for the business units of Investments, Auto and Massified, and developed locks in the quotation systems to automatically block negotiations not aligned with this guideline.</p>	G4-FS2	1 to 10	-	I and II
SULA 60	Total number and percentage of operations assessed for risks related to corruption, and the significant identified risks	<p>All units of the Company are submitted to the assessment of risks related to corruption, money laundering, and other risks mapped as significant and high impact.</p> <p>For further information see SULA 39.</p>	205-1	10	16	I

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 61	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations	<p>In relation to SUSEP, in 2017, there was no significant fine – above R\$ 1 million – for non-compliance with laws and regulations. Regarding ANS, it did not impose any fine above R\$ 1 million, and 16 disciplinary sections were imposed.</p> <p>The fines considered significant to Sulamérica have amounts equal to or above R\$ 1 million.</p>	419-1	-	-	-
SULA 64	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, broken down by type of results.	No incident of non-compliance with regulations and codes concerning marketing communication, advertising, promotion, and sponsorship was identified.	417-3	-	16	-

Financial Capital

The financial capital in SulAmérica consists of the financial funds obtained by means of its activities and insurance operations (health, homeowners, dental, life, private pension, and travel), savings bonds, and investment.

For further information, access the [Investor Relations](#)' website.

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 68	<p>List of all entities included in the organization's consolidated financial statements or equivalent documents</p> <p>Direct economic value generated and distributed</p>	<p>Sul América S.A., Sul América Companhia Nacional de Seguros, Saepar Serviços and Participações S.A., Sul América Seguros de Pessoas and Previdência S.A., Sul América Companhia de Seguro Saúde, Sul América Investimentos Distribuidora de Títulos and Valores Mobiliários S.A., Cival Reinsurance Company Ltd., Sul América Santa Cruz Participações S.A., Sul América Serviços de Saúde S.A., Sul América Odontológico S.A., Sul América Capitalização S.A. – SULACAP, Sul América Investimentos Gestora de Recursos S.A. and Exclusive Investment Funds.</p> <p>See also the Financial Statements</p>	102-45 201-1	–	8	–
SULA 68 – Social Investment						
Direct and indirect beneficiaries		Beneficiary organizations	Investment without incentive	Investment with incentive		
2009	10,921	16	888,868.59	154,703.70		
2010	12,448	33	905,536.08	1,411,628.84		
2011	13,830	41	478,309.00	1,186,995.85		
2012	4,319	35	177,117.71	1,031,272.43		
2013	5,206	58	178,256.04	1,139,943.08		
2014	4,855	18	196,000.00	3,882,730.00		
2015	408,313	6	143,348.37	6,218,116.00		
2016	18,400	5	124,367.78	6,981,568.00		
2017	341,474	8	172,704.02	6,294,450.76		
Total	819,766	220	3,264,507.59	28,301,408.66		

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 69	Markets served		SulAmérica's customers are divided into individuals and businesses. In Auto, Savings Bonds, Life, and Private Pension lines, most of customers are individuals, whereas in the Health, Dental, and Asset Management lines, most of them are businesses. SulAmérica operates throughout Brazil.	102-6	-	-	-
SULA 71	Percentage of assets subject to environmental or social screening, positive or negative		<p>SulAmerica Investimentos uses social and environmental metrics in the assessment of companies where it has invested.</p> <p>Based on its Responsible Investment Policy, SulAmérica Investimentos has funds subject to ESG analysis: Expertise and Total Return funds that account for about 12.70% of variable income assets, and 1.09% of SAMI's total assets.</p>	G4-FS11	1 to 10	-	I, II and III



Intellectual Capital

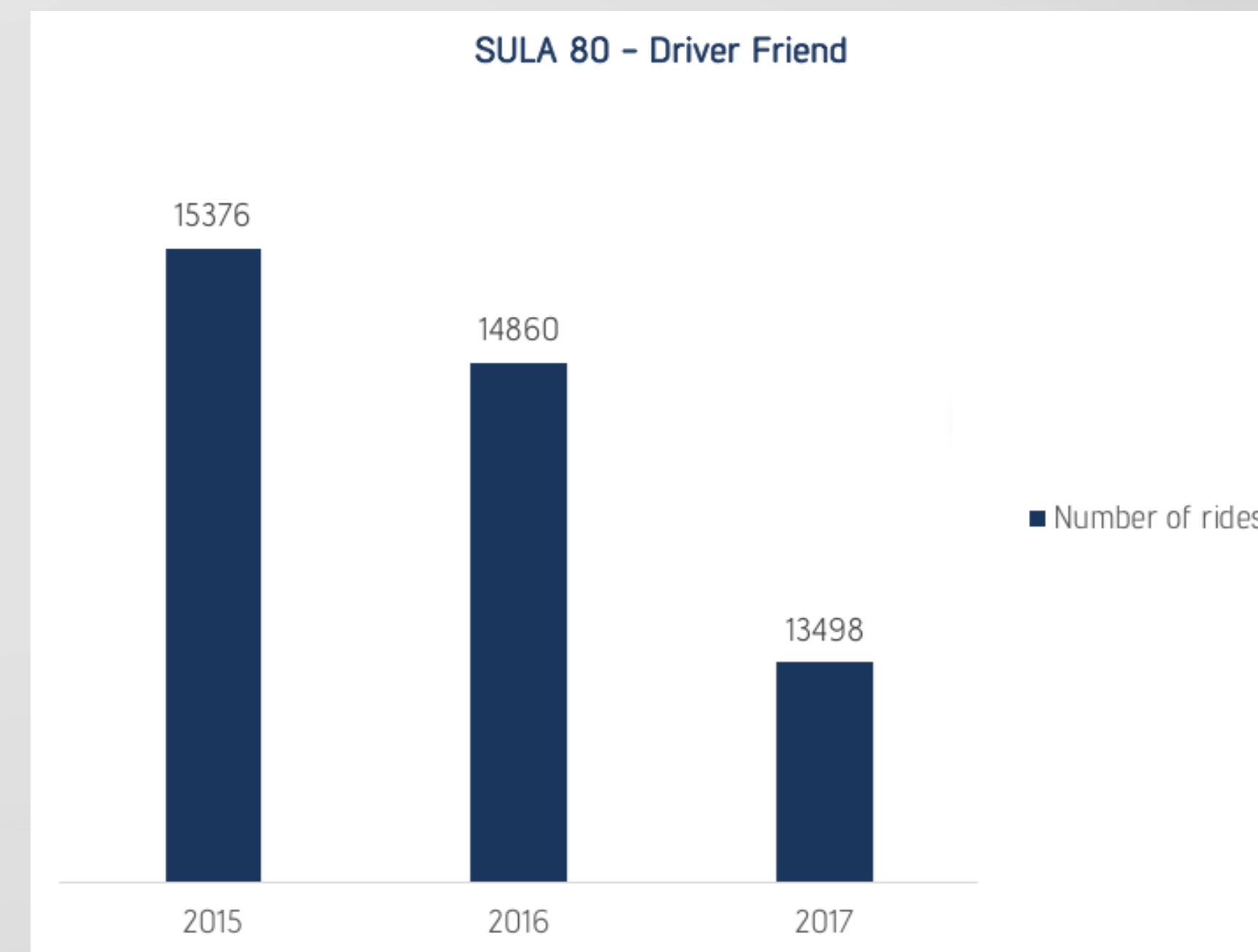
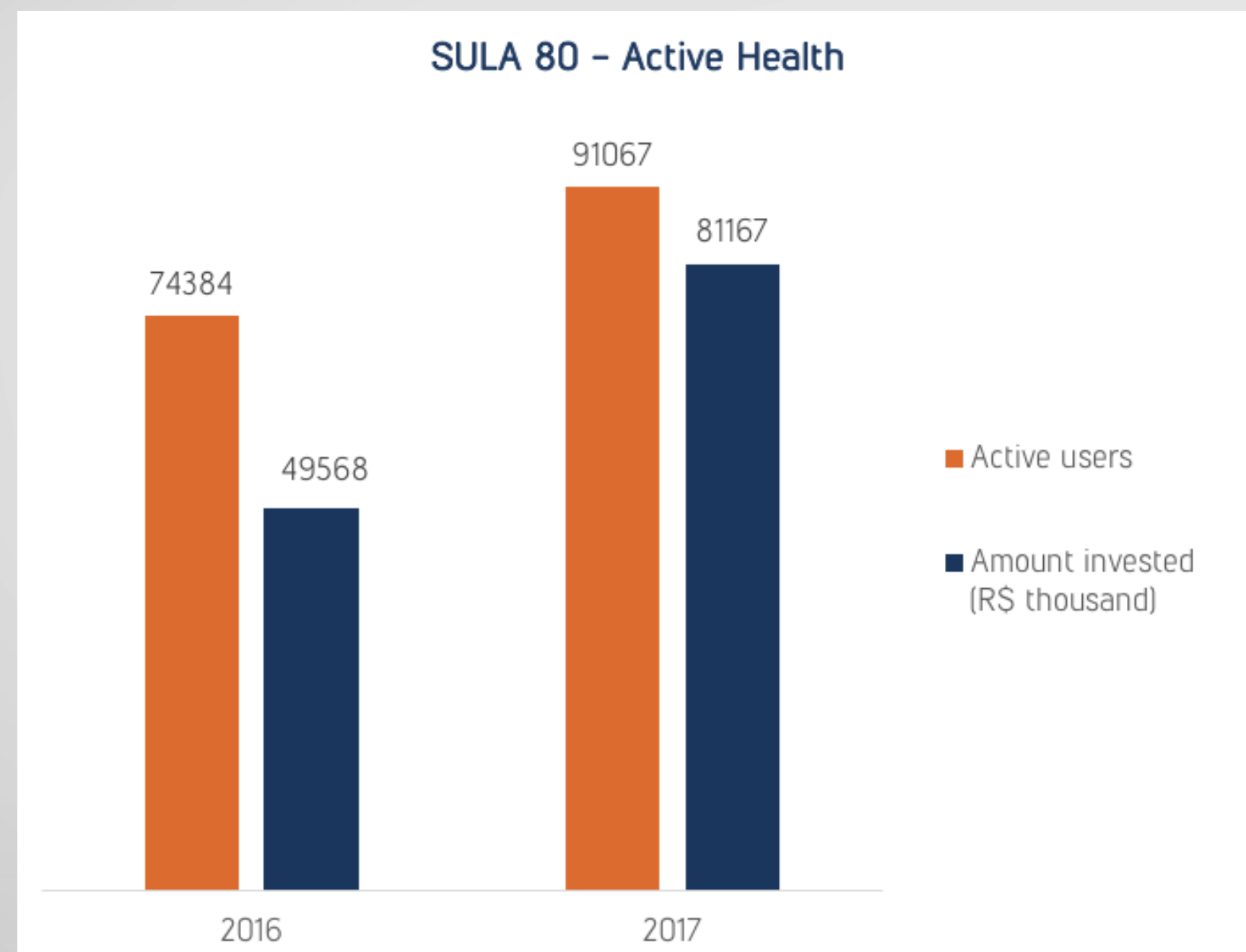
SulAmérica's intellectual capital comprises the technical knowledge and systems capable of guaranteeing an efficient claim management process, responsible in investments and appropriate in risk underwriting, aiming at business sustainability.

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 77	Primary brands, products and/or services.	<p>SulAmérica operates in the health and dental, automobile, and other property and casualty insurance lines. The Company also operates in the life and accident insurance, asset management, private pension products, and savings bonds segments</p> <p>To learn more about our products and services, access SulAmérica's website, and click on the Para você or Para empresa menus (only in Portuguese).</p>	102-2	-	-	-
SULA 78	<p>Initiatives to improve access to financial services for people with disability.</p> <p>Access to financial services in low-populated or economically-disadvantaged areas.</p> <p>Initiatives to improve access to financial services for low-income population.</p>	<p>SulAmérica's distribution and service provider network is very widespread, the health and dental products are sold in 15 states (AC, AL, AM, AP, DF, ES, MS, MT, PB, PI, RN, RO, RR, SEandTO) which are considered low-populated areas, according to the CENSUS of the Brazilian Institute of Geography and Statistics (IBGE). In addition, SulAmérica has branches in Fortaleza, Brasília, Vitória, Goiânia, Itumbiara, Campo Grande, Cuiabá, Recife, Natal and Sergipe.</p> <p>Aimed at providing access to people with hearing or speech impairment, a toll-free customer service number (SAC in Portuguese) was created for serving them, without intermediaries and with priority. The SAC provides basic and corporate information on the Auto, Health, Life, and Private Pension lines.</p> <p>In addition, in Auto, we offer a 24- hour Service product apart: a product that provides emergency vehicle services (such as tow, mechanic, tire change, emergency taxi, etc.) at low cost and facilitated installment payment.</p> <p>Complementing these initiatives, which target specific groups, the Company operates consistently in claim management and pricing strategy. This approach aims at balancing revenues and expenses and providing more accessible and inclusive products and services.</p>	G4-FS13 G4-FS14	1	3, 8 and 11	I

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 79	Initiatives to enhance financial literacy by type of beneficiary	<p>SulAmérica, in line with its sustainability policy and strategic themes, has many Financial Education initiatives.</p> <p>On-line School Service available to the customers of Homeowners Insurance and Educaprevi Pension Plan. It is a portal that posts activities to help children and youth in school years. The tool offer resources like question clearing, online classes of all subjects from the 5th year of Primary School to university entrance examination, virtual tests and subject revision.</p> <p>Financial Education Program targeted at SulAmérica’s collaborators, the Financial Education Program is aimed at raising awareness of the benefits from an appropriate financial planning. In 2015, the Company launched the online financial management course, which had in 2017, more than 45 hits, and held another Financial Education Week, organized in Rio de Janeiro and São Paulo, with the participation of 737 employees. Still in 2017, the pilot of the “Financial Health Program” contemplated a group of nearly 50 employees with presence-based follow-up aimed at providing knowledge and tools for family finance balance.</p> <p>Economic Reports Periodically prepared to inform SulAmérica Investimentos’ customers on the economic scenario, has specialized newsletters by type of fund or theme of interest. To access them, click here.</p>	G4-FS16	1	8	I

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 80	Monetary value of products and services designed to deliver a specific social and environmental benefit for each business line broken down by purpose	<p>Seeking to take a more active role in promoting sustainable development, SulAmérica has been integrating social and environmental benefits into its products and services.</p> <p>Auto Insurance – Motorista Amigo (Driver Friend) SulAmérica Auto Insurance customers may rely on Motorista Amigo, who safely drives the insured and her/his car home if the driver is not in conditions to drive. Driver Friend contributes to the reduction of traffic accidents, as well as to a culture of responsible driving.</p> <p>Health Insurance – Saúde Ativa (Active Health) SulAmérica Saúde Ativa Program is a set of initiatives focused on the integrated health management, targeted at both healthy insureds and more complex cases.</p> <p>With actions on promotion of health, wellness, prevention of diseases and their complications, it helps companies to take care of their most valuable assets: people.</p> <p>The initiatives are implemented according to the insured needs and the company's maturity in health and wellness management, either by behaviors that impact health and wellness or more complex cases, like patients who have cancer, risky pregnancy, spinal and articulation pathologies, among others. Everything is aligned with the expertise of Saúde Ativa – a reference in the development and implementation of sustainable strategies in health. For further information: click here.</p> <p>In 2017, R\$ 81.2 million was invested and over 90 thousand active insureds used the services since the beginning of the program. From 2016, the company started to report the number of active insureds in the active health program. Since 2010, R\$ 265.8 million has been invested in the program.</p> <p>Homeowners Insurance – Responsible Disposal SulAmérica's Homeowners and Business customers can rely on the convenience of the home appliance, electrical and electronic equipment and furniture collection, separation and recycling services de eletrodomésticos, eletroeletrônicos. In partnership with Ecoassist Serviços Sustentáveis, the company launched in August 2013 the Responsible Disposal service, which, besides providing customers with comfort and savings, ensures that the objects and wastes are appropriately disposed. Before being disposed, the objects collected in the insured home are sorted and evaluated.</p>	G4-FS7 G4-FS8	1, 3, 4, 5, 6, 7 and 8	3, 8, 11	I

SULA 80 – Monetary value of products and services designed to deliver a specific social and environmental benefit



(1) In 2015 there was a change in this indicator's calculation methodology. Such year's report start to consider all services provided in 2016, whether they were paid or not in the year.

Human Capital

Human capital comprises employees, with their experiences, motivations and competencies, aimed at excellence in service provision, focus on customer, adaptability, collaboration, and team management with high performance, thus contributing towards the development of innovative projects, operations, products and services that satisfy the customer and ensure business sustainability.



SULA Indicators				Response						GRI Standards	Global Compact	SDG	PSI
SULA 85	Total number of employees by employment type, employment contract, gender, and region			Table below						102-8	1 and 6	8	I
SULA 85 – Total workforce by employment type, contract, gender and region (GRI 102-8)													
Employment type		Gender and Region											
		Center West		Northeast		North		Southeast		South			
		F	M	F	M	F	M	F	M	F	M		
Executive Management	43	–	–	–	1	–	–	7	34	–		1	
Management	694	3	8	13	11	2	2	313	320	11		11	
Specialist	2,702	24	24	42	51	14	8	1,299	1,138	51		51	
Administrative	998	14	4	33	9	10	1	654	237	31		5	
Operational	745	–	4	1	3	6	2	590	138	–		1	
Total	5,182												
SULA Indicators				Response						GRI Standards	Global Compact	SDG	PSI
SULA 86	Report the percentage of total employees covered by collective bargaining agreements			All employees of SulAmérica are covered by the Collective Bargaining Agreement of the Insurance Industry’s Workers (CCT), following the agreements of their respective states or federation. Access the CCT of São Paulo and the CCT of Rio de Janeiro , where most of SulAmérica’s employees are concentrated.						102-41	–	8	–

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 87	Total number and rate of new employee hires and employee turnover, by age group, gender and region	Table below		401-1	6	5, 8	–
SULA 87 – Total number and rates of new employee hires and employee turnover by age group, gender and region (GRI 401-1)							
Region	Age group	Gender	New hires	Terminations	Turnover		
Center West	Up to 25 years	F	1	0	0.01		
		M	2	0	0.02		
	From 26 to 35 years	F	1	2	0.03		
		M	4	7	0.11		
	From 36 to 45 years	F	1	0	0.01		
		M	1	2	0.03		
	From 46 to 55 years	F	0	1	0.01		
		M	0	0	0.00		
	65 years old or older	F	0	0	0.00		
		M	0	1	0.01		
Northeast	Up to 25 years	F	1	1	0.02		
		M	1	0	0.01		
	From 26 to 35 years	F	4	6	0.10		
		M	5	4	0.09		
	From 36 to 45 years	F	5	6	0.11		
		M	0	2	0.02		
	From 46 to 55 years	F	1	2	0.03		
		M	0	2	0.02		
	From 56 to 65 years	F	0	0	0.00		
		M	0	0	0.00		
	65 years old or older	F	0	0	0.00		
		M	0	0	0.00		

SULA 87 – Total number and rates of new employee hires and employee turnover by age group, gender and region (GRI 401-1)

Region	Age group	Gender	New hires	Terminations	Turnover
North	Up to 25 years	F	0	0	0.00
		M	0	0	0.00
	From 26 to 35 years	F	0	3	0.03
		M	0	1	0.01
	From 36 to 45 years	F	0	2	0.02
		M	0	1	0.01
	From 46 to 55 years	F	0	1	0.01
		M	0	1	0.01
	From 56 to 65 years	F	0	1	0.01
		M	0	0	0.00
Southeast	Up to 25 years	F	107	62	1.64
		M	69	35	1.01
	From 26 to 35 years	F	168	153	3.12
		M	140	106	2.39
	From 36 to 45 years	F	82	99	1.76
		M	58	71	1.26
	From 46 to 55 years	F	15	41	0.54
		M	21	30	0.50
	From 56 to 65 years	F	4	10	0.14
		M	3	9	0.12
South	Up to 25 years	F	2	4	0.06
		M	2	0	0.02
	From 26 to 35 years	F	13	6	0.18
		M	6	4	0.10
	From 36 to 45 years	F	6	6	0.12
		M	5	5	0.10
	From 46 to 55 years	F	0	1	0.01
		M	1	1	0.02
	From 56 to 65 years	F	0	0	0.00
		M	0	1	0.01
	65 years old or older	F	0	1	0.01
		M	1	0	0.01

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 88	Return to work and retention rates of employees that took parental leave, by gender	<p>In 2016, 131 employees took maternity leave, 128 returned and 89 employees continued to work after the subsequent 12 months, accounting for a return to work rate of 97.71% and retention rate of 67.94%. 144 employees took maternity leave in 2017.</p> <p>In relation to paternity leave, 88 took it, and all them returned to work after the end of the leave and 76 employees continued to work after the subsequent 12 months. A return rate of 100% and retention rate of 86.36%.</p>		401-3	1, 2 and 6	5, 8	I
SULA 89	Composition of the governance bodies, and breakdown per employee category according to gender, age group, and other indicators of diversity	The composition of the governance bodies can be found on the Investor Relations website of the Company		405-1	1 and 6	-	I

SULA 89 –Composition of governance bodies and breakdown of employees per employee category according to gender, age group, and other indicators of diversity (GRI 405-1)

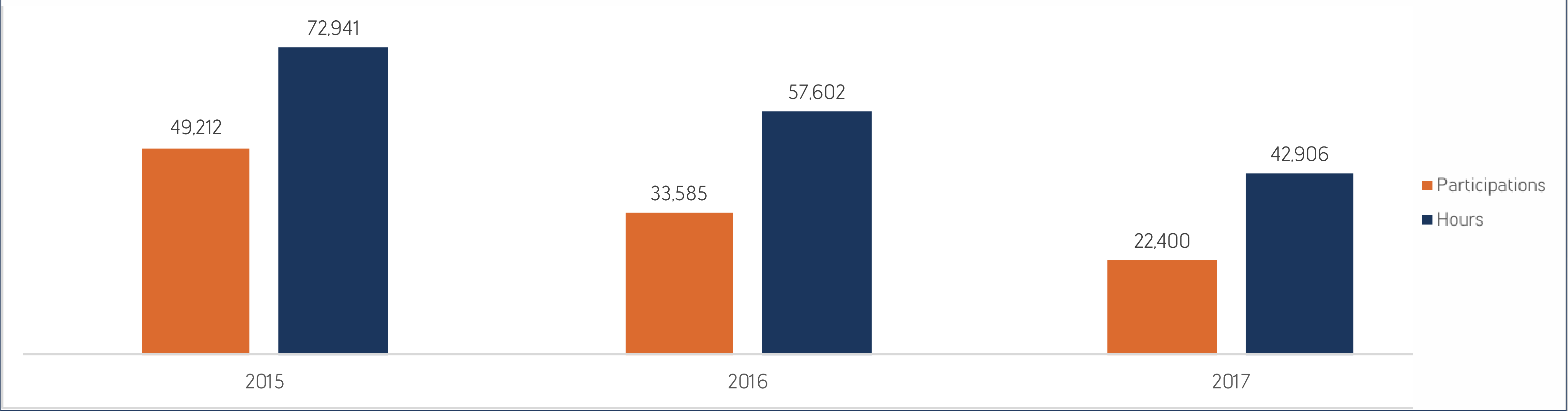
Degree					
	Executive Management	Management	Specialist	Administrative	Operational
Middle school diploma	0.00%	0.00%	0.00%	0.00%	0.00%
Less than middle school diploma	0.00%	0.00%	0.00%	0.00%	0.00%
High school diploma	2.94%	6.63%	18.17%	35.26%	55.30%
Less than high school diploma	0.00%	0.58%	0.70%	1.62%	1.48%
Higher education diploma	76.47%	59.51%	46.67%	35.87%	20.13%
Less than higher education diploma	0.00%	14.12%	27.54%	23.51%	21.74%
Post-graduation/MBA/MBS/ Specialization	20.59%	19.16%	6.70%	3.55%	0.81%

SULA 89 –Composition of governance bodies and breakdown of employees per employee category according to gender, age group, and other indicators of diversity (GRI 405–1)

Race					
	Executive Management	Management	Specialist	Administrative	Operational
Asian	0.00%	1.01%	0.81%	1.52%	0.67%
White	100.00%	79.97%	64.29%	52.08%	39.46%
Indigenous	0.00%	0.00%	0.07%	0.00%	0.00%
African	0.00%	0.58%	3.66%	5.78%	12.75%
Biracial	0.00%	18.44%	31.16%	40.63%	47.11%
Faixa Etária					
	Executive Management	Management	Specialist	Administrative	Operational
Up to 25 years	0.00%	0.43%	9.18%	18.44%	17.05%
From 26 to 35 years	2.94%	20.03%	45.89%	41.03%	42.95%
From 36 to 45 years	38.24%	50.43%	29.57%	25.23%	28.99%
From 45 to 55 years	29.41%	23.92%	12.88%	12.66%	8.46%
From 56 to 65 years	23.53%	4.47%	2.18%	2.13%	1.88%
65 years old or older	5.88%	0.72%	0.30%	0.51%	0.67%

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 90	Average hours of training per year per employee, broken down by gender and employee category	<p>SulAmérica carries out several programs to improve the competences and abilities and build the capacity of its employees. In 2017, the Company invested more than R\$6.6 million in internally-developed training, talks, grants to attend external training courses and events, among other professional and career development programs. Employees took more than 22 thousand training courses offered by the SulAmérica's Corporate University – Universas.</p> <p>In 2017, SulAmérica opted for exploring the employees' top requested theme on behavior and skills in presence-based courses. This strategy is more assertive in the delivery of contents and promotes greater interaction between participants, a relevant learning aspect. However, the capacity of presence-based groups is well below the coverage of online courses, resulting in lower volume figures.</p>	404-1	–	4	I

SULA 90 – ParticipaçãoandCarga Horária em Treinamento



SULA 90 – Average hours of training per year per employee, broken down by gender and employee category (GRI 404–1)				
Employment type	Training hours		Participation	
	F	M	F	M
Executive Management	88	193	3	15
Management	5,494	4,777	1,323	1,119
Specialist	10,569	8,320	5,658	4,431
Administrative	6,775	2,606	4,696	1,719
Operational	3,042	1,042	2,604	832
Total	25,967	16,939	14,284	8,116

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 91	Total number of hours devoted to employee training in human rights policies concerning aspects of human rights that are relevant to the operations of the organization's procedures, including the percentage of employees that received training and communication about training in anti-corruption policies and procedures. Procedure(s) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	<p>Training in Human Rights: In 2011 SulAmérica developed a Human Rights e-learning course that addresses the themes that are related to the labor environment and is aimed at disseminating the concept of human rights and ethical values. In 2017, the participation amounted to nearly 500 and 460 hours of training.</p> <p>Training in Legal Compliance: As a way to assure the understanding of the anti-corruption-related issues by financial institution employees, since 2002 the regulatory bodies have required mandatory training. In addition, following the money laundering regulation introduced in 2011, SulAmérica developed an institutional program of money laundering combat and prevention so that all collaborators understand the theme. Before that, SulAmérica had already implemented the mandatory fraud combat course. In 2017, 2,390 employees completed the ethics, fraud prevention and combat, and money laundering prevention courses, totaling 6,171 hours of training.</p> <p>Training in Sustainability: SulAmérica has invested in the dissemination of Environmental, Social and Governance (ESG) concepts in its business lines, mainly to the teams of the investment, product, control and Investor Relations (IR) areas. In 2017, 894 employees took the Sustainability course in the UNIVERSAS platform.</p>	412-2 205-2 G4-FS4	1, 2, 3, 4, 5, 6 and 10	4	I

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 97	Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individuals) in the same country. Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individuals)	<p>The ratio of the annual compensation for SulAmérica's highest-paid individual to the median annual compensation for all employees is 8.28.</p> <p>The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) is 60%.</p>	102-37 102-38 102-39	-	8	-
SULA 98	Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation	Table below	405-2	1 and 6	5, 8	I
SULA 98 – Ratio of basic salary and remuneration of women to men by employee category and significant location of operations (GRI 405-2)						
		Salary		Ratio		
		F	M			
Management		R\$ 10,222.07	R\$ 15,254.67	-32.99%		
Specialist		R\$ 4,765.74	R\$ 5,454.45	-12.63%		
Administrative		R\$ 2,998.77	R\$ 1,674.03	12.14%		
Operational		R\$ 1,637.33	R\$ 1,727.82	-5.24%		

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 99	Percentage of total employees by gender and by employee category who received a regular performance and career development review	<p>SulAmérica annually reviews the performance of its employees, taking into account the performance in relation to targets, and the development of their skills and competencies. In the year 2017, 84.9% of employees were reviewed by the Performance and Development Management (GPD in Portuguese) system.</p> <p>SulAmérica quarterly reviews the performance of its employees that work in sales, considering the performance in relation to targets, and the development of their skills. In 2017, 7.9% of employees were reviewed by the Sales Bonus Program (ReX)</p>	404-3	-	-	-
SULA 99 – Percentage of employees receiving regular performance and career development reviews, by gender and employee category – Commercial Area Employees (GRI 404-3)						
		Performance Review				
		F	M	Total		
Management		40	66	106		
Specialist		194	123	317		
Administrative		0	0	0		
Operational		0	0	0		
Total		234	189	423		
SULA 99 – Percentage of total employees by gender and by employee category who received a regular performance and career development reviews, by gender and employee category – Other employees (GRI 404-3)						
		Performance Review				
		Feminino	Masculino	Total		
Management		300	282	582		
Specialist		1,218	1,139	2,357		
Administrative		698	217	915		
Operational		559	127	686		
Total		2,775	1,765	4,540		

SULA Indicators			Response		GRI Standards	Global Compact	SDG	PSI
SULA 102	Types of injury, injury rate, occupational disease rate, lost day rate, absentee rate, and work-related fatalities, per region and gender	According to Brazilian labor legislation, SulAmérica promotes the Internal Accident Prevention Week (SIPAT in Portuguese), courses for the members of the Internal Accident Prevention Commission (CIPA in Portuguese), training in first aid, and training of the voluntary Fire Brigade to zeal for occupational health and safety of its employees.			403-2	-	-	-
SULA 102 – Rates of injuries, occupational diseases, lost work days, absence and deaths (GRI 403–2)								
Region								
	Rate of injuries (TL)		Rate of Lost Work Days (TDP)		Rate of Absence (TA)			
	With Call Center	Without Call Center	With Call Center	Without Call Center	With Call Center	Without Call Center		
Center West	0.00	0.00	0.00	651.57	0.55	0.53		
Northeast	0.00	0.61	0.00	3,008.88	0.65	0.59		
North	0.00	0.00	0.00	2,132.58	0.52	0.52		
Southeast	0.60	0.33	5,576.51	2,034.17	1.33	1.06		
South	0.00	0.63	0.00	772.06	0.33	0.32		
Gender								
	Rate of injuries (TL)		Rate of Lost Work Days (TDP)		Rate of Absence (TA)			
	With Call Center	Without Call Center	With Call Center	Without Call Center	With Call Center	Without Call Center		
Female	0.49	0.36	6,065.77	2,603.16	1.42	1.10		
Male	1.08	0.32	3,407.51	1,194.57	1.01	0.80		
SULA 102 – Rates of injuries, occupational diseases, lost work days, absence and deaths (GRI 403–2)								
	2015		2016		2017		Variação	
Number of accidents	20		13		18		-28%	
Hours of leave	16,622		15,254		16,136		-5%	
RSI cases	1		1		0		-	
Work-related deaths	0		0		0		-	

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 105	Benefits granted to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	<p>The benefits offered by SulAmérica are available in the "Faça parte do Time" (Join the Team) (only in Portuguese) section on the Company's corporate website. The Health Plan, Dental Insurance, PrevSas, Funeral aid, daycare/ babysitter, and meal allowance benefits are not offered to temporary employees.</p> <p>SulAmerica also has the Saúde Ativa (Active Health) Program, which is a set of initiatives focused on prevention and promotion of health, according to the need of each person.</p>	401-2	-	3, 8	-
SULA 106	Minimum notice period prior to the implementation of operational changes, and whether they are specified in collective agreements	This kind of guarantee is already established in the Law, not being required a Collective Agreement to assert this right.	402-1	3	-	-
SULA 107	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	In 2017, SulAmérica recorded 271 new labor grievances, of which 100 new former employees and 171 from third parties. Of these 271 grievances, 56 have already been resolved. Also in 2017, 134 grievances which were recorded in the period prior to December 31, 2016 were resolved. Total resolved grievances: 190	103-2	-	8	I and II

Natural Capital

The concern with natural capital is a principle included in many of the voluntary commitments SulAmérica took on. They were an inspiration to formulate our Environmental Policy and Environmental Management Program. To control the business impact on nature, there are two main initiatives:

- **Environmental Targets:**

We committed to meet the following targets for reduction in natural resources consumption:

- **Energy:**

60% reduction between 2014 and 2023

- **Water:**

75% reduction between 2014 and 2023

- **Recyclable waste:**

35% increase between 2014 and 2023

- **Non-recyclable waste:**

12% reduction between 2014 and 2023

- SulAmérica organizes conscious consumption campaigns involving employees, suppliers and service providers.

In recent years, the company saved 400 tons of paper, reduced the consumption of energy by 23% and of water by 25.49 million liters. The Pinheiros' head office, in São Paulo, occupied in 2015, was designed following the best building practices that adopt sustainability standards.

- **Inventory of GHG Emissions:**

SulAmérica has measured and disclosed the GHG emissions in its operations since 2010. The analysis helps to devise strategies for reducing and neutralizing this impact on environment. The result is a 40% drop in the GHG emissions from 2010 to 2017. For further information, access our [inventory history](#) (only in Portuguese).



SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 115	Materials used, broken down by weight or volume.	<p>The Company is a big consumer of paper and has adopted a series of consumption reduction actions, particularly the digitalization of processes (further information in the SULA 119 indicator).</p> <p>In 2017, 51.3 tons of paper was used for printing 11 million sheets in the SulAmérica’s units, representing a 14% reduction in relation to the prior year.</p> <p>In addition, were printed more tyhan 39 million sheets of paper to produce leaflets, booklets and correspondence for the insured, wich represents more than 250 tonnes of paper.</p>		301-1	8	–	–
SULA 116	Energy consumption within the organization. Reduction in energy consumption. Reductions in energy consumption related to products and services.	<p>Seeking to improve its operational efficiency, SulAmérica has an ecoefficiency program and organize campaigns for raising its employee awareness of the rational consumption of resources like electric energy, water and fuels.</p> <p>Among some of the actions, it is worth noting the change in the turn-on and turn-off hours of lights, lifts and air conditioning system in the administrative units, directly contributing to save electric energy.</p>		302-1 302-4 302-5	7, 8 and 9	7	I
SULA 116: Energy consumption within the organization. (GRI 302-1, 302-4)							
Electric Energy (GJ)	2015	2016	2017	Change			
Headquarters	26,992	26,098	24,190	-7.3%			
Morumbi	17,459	–	–	–			
Pinheiros	1,215	8,474	8,656	2.2%			
Subtotal	45,666	34,572	32,846	-5.0%			
Branches	9,845	9,570	8,528	-10.9%			
Subtotal	55,511	44,142	41,375	-6.3%			

SULA 116: Energy consumption within the organization. (GRI 302-1, 302-4)				
Diesel (GJ)	2015	2016	2017	Change
Headquarters	20	48	71	47,9%
Morumbi	81	-	-	-
Pinheiros	28	325	193	-40,6%
Own Fleet	-	-	7	-
Subtotal	129	373	271	-27,4%
Ethanol (GJ)	2015	2016	2017	Change
Own Fleet	3.216	2.436	2.146	-11,9%
Gasoline (GJ)	2015	2016	2017	Change
Own Fleet	12.468	11.133	13.013	16,9%
Total	82.120	58.085	15.430	-73,4%

(1) From November 2015 the head office in Morumbi was closed down. Then we started to report to the head office in Plnheiros. (2) The amounts reported in 2015 in the Pinheiros unit refer to November and December, being possible to compare them with the current year.

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 117	Energy consumption outside of the organization.	Table below		302-2	8	7	–
SULA 117: Energy consumption outside the organization (GRI 302-2)							
Sources of Emissions (GJ)	2015	2016	2017	Change			
AUTO Locksmith	442	464	–	–			
AUTO Mechanic	5,292	5,951	–	–			
AUTO Tow trucks	100,938	111,322	–	–			
AUTO Taxi	11,068	11,527	–	–			
Reimbursement for ride in km	7,350	8,974	9,699	8.1%			
Health Ambulance	813	1,001	585	–41.5%			
Claims – Massified ³	330	125	–	–			
Taxi for employees ²	3,042	1,694	1,869	10.3%			

(1) SulAmérica will not report Solid Waste disposal emissions because it is impossible to convert such them into Gigajoule. Such amounts can be found in the GHG Emission Inventory on the GHG Protocol Brazil website. (2) In February and March 2016, the Ticket provider system was changed, and it was not possible to collect such information. (3) From September 2016 SulAmérica terminated its activities with this supplier in the Massified portfolio. (4) The information on the emission sources of 24-hour Services (AUTO Locksmith, AUTO Mechanic, AUTO Tow Trucks, and AUTO Taxi) are only found in the emission inventory published in the Public Emission Records.

SULA Indicators			Response		GRI Standards	Global Compact	SDG	PSI
SULA 118	Total water withdrawn by source. Total percentage and volume of water recycled and reused.	Table below			303-1 303-3	7, 8 and 9	6	I
SULA 118: Total water supply by source(GRI 303-1, 303-3)								
Water consumption (m³)		2015	2016	2017	Change			
Headquarters – CEDAE		16,983	18,591	15,233	-18.1%			
Headquarters – ETAC (303-3)		11,018	8,959	4,563	-49.1%			
Subtotal		28,001	27,550	19,796	-28.1%			
Morumbi – SABESP ¹		7,924	-	-	-			
Morumbi – artesian well water ¹		28,629	-	-	-			
Pinheiros – SABESP		472	7,995	12,649	58.2%			
Pinheiros – ETAC (303-3) ¹		-	9,205	8,838	-4.0%			
Subtotal		37,025	17,200	21,487	24.9%			
Branches		18,300	11,930	12,878	7.9%			
Subtotal		18,300	11,930	12,878	7.9%			
Total		83,326	56,680	54,161	-4.4%			

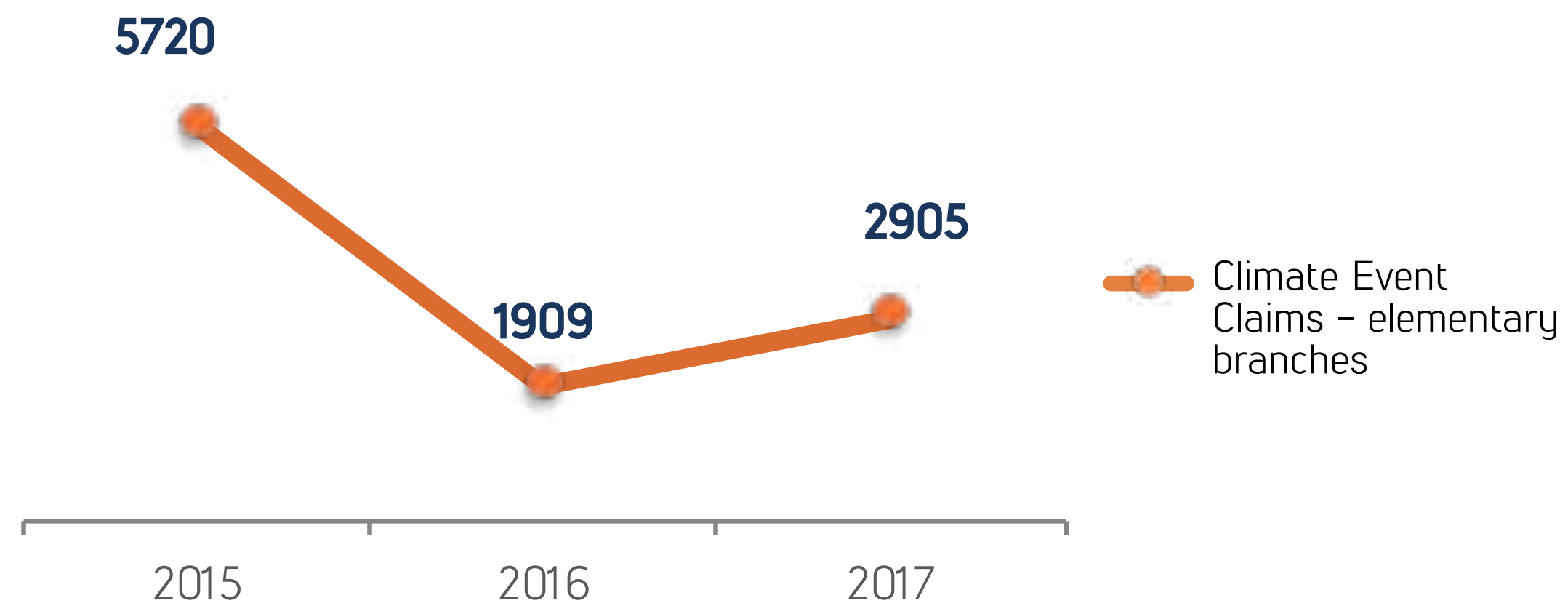
(1) From November 2015 the Morumbi head office was closed down. From then we started to report to the Pinheiros head office. (2) In 2016, the consumptions reported in the Pinheiros head office included only the period from June to December, because of an error in Sabesp’ hydrometer. (3) In 2017, the reduction in potable water volume in the Headquarters resulted from the consumption reduction actions, like reducing the flow in washbasins, bathrooms, and toilet bowls. In relation to the ETAC, there was reduction in reclaimed water because of problems in the storage and piping system.

SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 119	Environmental Impact Mitigation Initiatives		<p>Aiming at mitigating its environmental impacts, SulAmérica has several programs and initiatives in-house and in its value chain for paper reduction.</p> <p>Paper reduction initiatives:</p> <ul style="list-style-type: none">– Imprimir para quê? (Why Print?): Encourages employees to print less, including double-side printing as standard, print with access password, and monitoring of prints per user.– Autorização Prévia Saúde (Healthcare Precertification): Automated analysis of documents for ordering special materials, thus speeding up and increasing the reliability of the medical procedure authorization process.– Certificação Digital Saúde (Healthcare Digital Certification): Used in the electronic document exchange process related to the processing of medical bills, digital certification reduces the paper volume and processing time with healthcare service providers.– Demonstrativos on-line Saúde (On-line Healthcare Statements): The billing reports are only provided electronically for consultation and download. The payment forms, which have to be printed and sent to insured due to legal issues, have their format and printing system changed to reduce material consumption.– Projeto Automação Saúde (Healthcare Automation Project): Consists of implementing the electronic sending of bills, using the On-line Health Portal of SulAmérica or the website of the connectivity company Orizon, eliminating the sending of paper forms to medical service providers.– Devolução de Contas Médicas (Return of Medical Bills): The medical bills used to be returned to the healthcare provider by mail with printed cover and forms. Nowadays, with the new disallowance tool the bill is not longer returned to the provider and the cover is no longer printed. The migration to the tool is in final phase.– Análise Preditiva de Sinistro (Predictive Claim Analysis): Internal audit carried out in healthcare service providers by a digital workflow tool that provides process security and agility. <p>These initiatives and many other implemented in SulAmérica and its value chain led to the savings shown in SULA 115.</p> <p>In relation to its impacts, in 2017 SulAmérica did not receive any complaint related to environmental impacts.</p>	103-2	–	–	–
	Number of grievance related to environmental impacts filed, processes and resolved by formal mechanism						

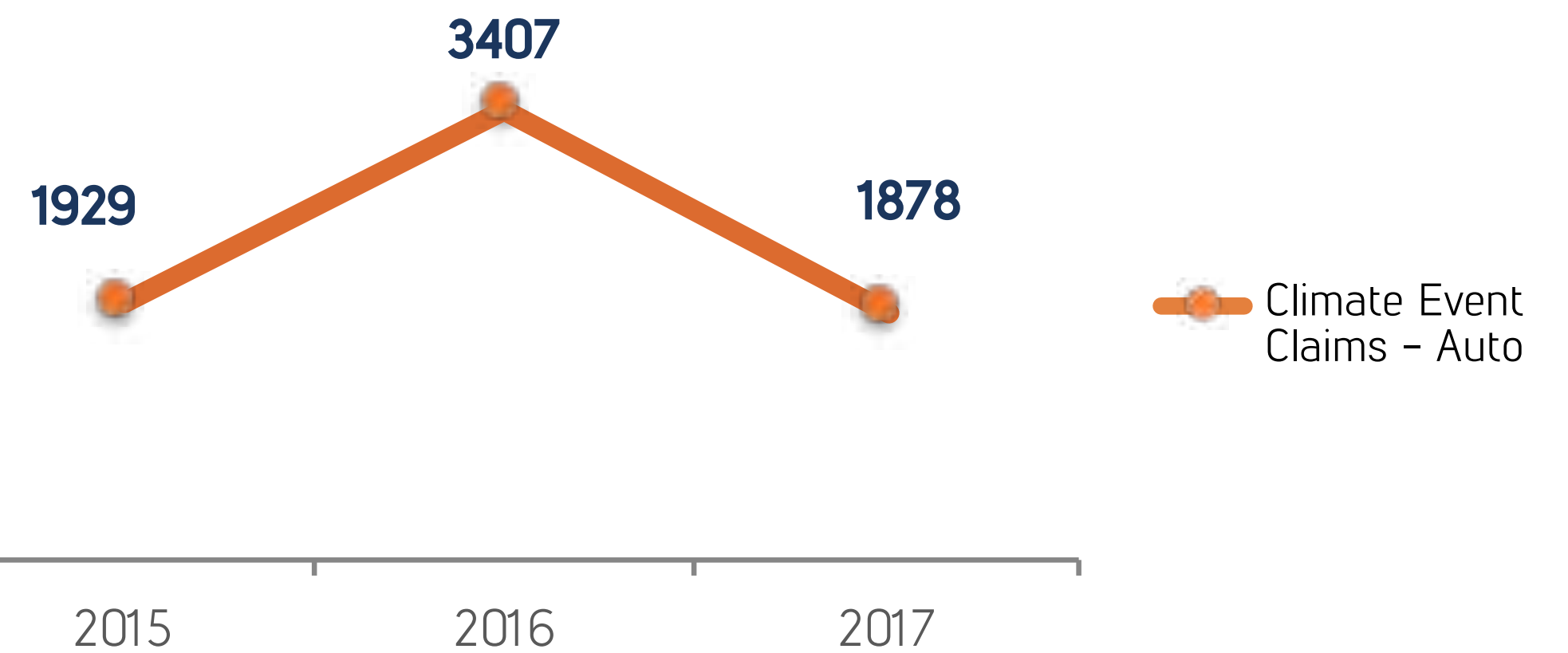
SULA Indicators			Response	GRI Standards	Global Compact	SDG	PSI
SULA 121	Financial implications and other risks and opportunities to the organization's activities due to climate change	<p>The impact of climate changes on SulAmérica's Homeowners, Business and Condominium Portfolios totaled R\$ 7.5 million in damages (of which 6.4 million paid in 2017, and R\$ 1.06 million pending payment) arising from gales, floods and hails, which represent 15.16% of all claims paid.</p> <p>In the Automobile portfolio, gales, floods and hails resulted in over R\$ 21 million paid in damages, which corresponds to 0.93% of all claims paid.</p> <p>In the other portfolios, it was not possible to identify the financial impact of climate changes.</p>	201-2	7 and 8	13	I	

SULA 121: Financial implications and other risks and opportunities to the organization's activities due to climate change (GRI 201-2)

Claims arising from Climate Events – Condominium, Homeowners and Business



Claims arising from Climate Events – Auto



SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 122	Direct (Scope 1) GHG emissions	To access information on SulAmérica's GHG emissions, click here (only in portuguese).	305-1	7, 8 and 9	13	I
	Energy indirect (Scope 2) GHG emissions		305-2			
SULA 123	Other indirect (Scope 3) GHG emissions		305-3			
	Reduction of GHG emissions		305-5			



Beatriz Tilton
Garcia
Branch Manager

Laura Tilton
de Amorim Coppi
Daughter of Beatriz

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 127	Total weight of waste, by type and disposal method	Since 2004, the company has adopted recycling collection in its business units, reducing the direct impacts of its operations. In the value chain, by means of partnership with suppliers and service providers, SulAmérica encourages the correct waste management and disposal in its operations.	306-2	8	-	-
SULA 127: Total weight of waste, by type and disposal method (GRI 306-2)						
Sanitary landfill (t)		2015	2016	2017	Change	
SulAmérica (Headquarters and Pinheiros)		60.40	294.00	123.33	-59.4%	
Recycling (t)		2015	2016	2017	Change	
SulAmérica Headquarters, Morumbi and Pinheiros)		617.38	66.20	33.69	-49.1%	
Nespresso capsules		-	-	0.88	-	
Crushed vehicles		276.10	602.32	1,475.33	144.9%	
Automobile parts		101.42	75.42	57.38	-23.9%	
Telephone and TI cables		0.01	-	0.78	-	
Glass		787.55	807.20	728.65	9.7%	
Recycling (units)		2015	2016	2017	Change	
Lamps (Headquarters and Pinheiros)		1,500	-	1,672	-	
Reuse/Retrofit (units)		2015	2016	2017	Change	
Furniture		4,564	26	70	169.2%	
Equipment		4,934	1,308	67	-94.9%	

(1) In 2016, the waste collection service supplier that serves the Headquarters started to adopt the bucket volume for reporting purposes, using the 230kg/m³ methodology. (2) From November 2015, the Morumbi head office was closed down. From then, we started to report to the Pinheiros head office. (3) The total waste sent to the sanitary landfill does not contemplate the waste disposed in Morumbi, because of the incompatibility of measurement units. (4) In 2017, SulAmérica followed the guideline about the performance of equipment retrofit and maintenance in-house, thus avoiding sending them for recycling. (5) In 2017, SulAmérica performed a pilot project, in which the vehicles that were not awarded damages, in yards for over a year, were sent for pressing. The project was undertaken according to the legislation, with the duly notification of owners. (6) The 2016 reported figure included the waste of the entire condominium. From 2017, the reported figure refers only to the Headquarters of SulAmérica. (7) The collection of lamps by the supplier is performed only from 1,500 units, which are stored until SulAmérica gathers the minimum quantity. (8) In 2017, changes and retrofits were performed in units where the furniture was in poor condition, increasing the number of disposed furniture. (8) The reduction in the waste sent to landfill and increase in recycling in the Pinheiros head office is a consequence of actions on training and awareness of recycling collection.

Social and Relationship Capital

SulAmérica developed a model of ethical and transparent relationship with its customers, brokers, business partners, regulatory bodies, shareholders, government, and the society. This model has led to a continuous improvement in satisfaction survey rates and customer loyalty, contributing to strengthen the trademark and increase revenue. As a way to give back to the Society, the company increases its capacity of creating collective value and contributing the collective safety and wellness.

“



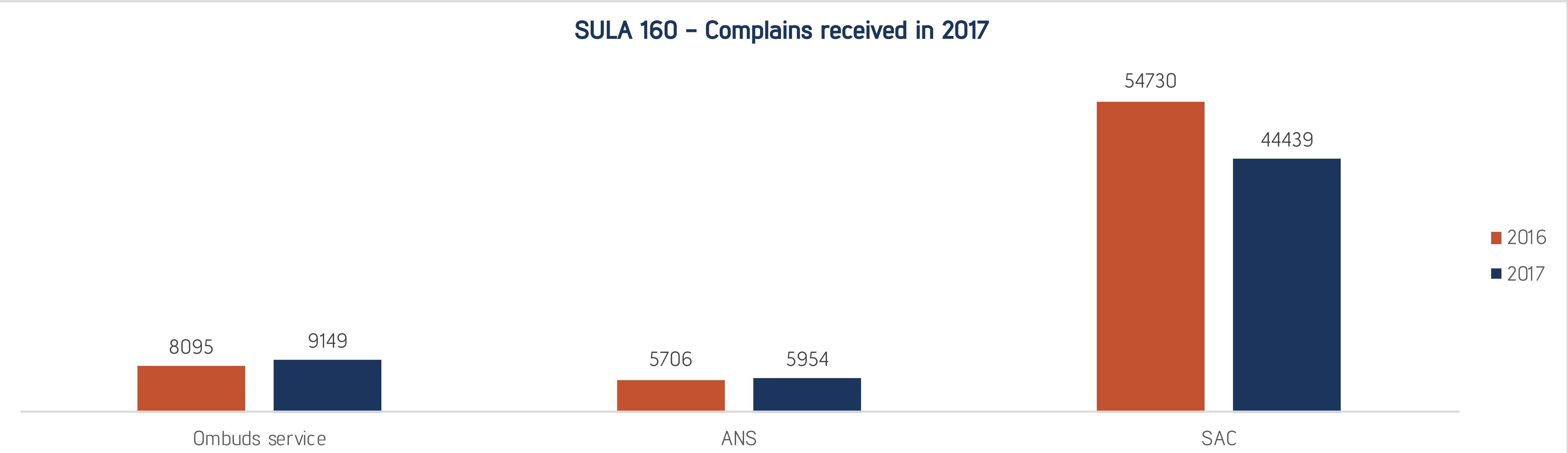
SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 137	Percentage of operations with implemented local community engagement, impact assessments, and/or development.	The Company operates proactively supporting countrywide social, cultural and sports projects. Accordingly, 100% of the Brazilian territory is eligible to receive the company's investments in project development.	413-1	1	11	III
SULA 138	Number of grievance related to impacts on society filed, processes and resolved by formal grievance mechanism.	In 2017, in the Compliance communication channels (compliance@sulamerica.com.br, Fale com o Compliance (talk to compliance) and others), 52 grievances were filed and submitted to the Ethics Committee, which determined the actions necessary for addressing such grievances. These grievances were classified as follows: 2 conflicts of interest; 1 harassment reporting; 46 labor relations issues; and 3 other reports of another nature.	103-2	-	11	II
SULA 143	Describe the organization's supply chain.	Click here to access the video.	102-9	-	12	-
SULA 145	Significant actual and potential negative social impacts on labor, human rights, society, and environment practices in the supply chain, and the measures taken on such respect	<p>For SulAmérica, significant negative impacts are considered to be labor analogous to slavery, child labor, involvement in corruption, negligence of social and environmental issues, and infringement of labor rights.</p> <p>The main impact in relation to labor and human rights practices in the supply chain of SulAmérica is the breach of the Consolidated Labor Laws, whether by not signing the work card or evading taxes and payroll charges.</p> <p>To mitigate such risks, 100% of SulAmérica's contracts, in which it is possible to use a standard draft, contain a labor clause, to ensure that service providers and suppliers comply with the Brazilian labor legislation, as well as show supporting documents, such as, for example, the payment forms of labor charges. In addition, all contracts consider the Sustainability and Social and Environmental Responsibility Clause, which condition the maintenance of engaged services to the compliance with laws and voluntary commitments assumed by the company on the theme.</p>	308-2 414-2	-	8	II and III
SULA 146	Percentage of new suppliers that were screened using labor, environmental, human rights, and society-related criteria	<p>According to standard procedure, every supplier goes through a careful screening for Slavery and Child Labor, as well as for the involvement in corruption, environmental negligences.</p> <p>According to its rules, every supplier shall be evaluated and analyzed according to the labor practices to be approved and cleared for negotiation, however, no supplier was commissioned based only on environmental criteria.</p> <p>Access the SULA 150 indicator for further information on the theme.</p>	308-1 414-1		8, 12	

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 147	Percentage spent with suppliers local to significant location of operations	<p>SulAmérica serves its insureds by means of its accredited service providers, and screens them using criteria like structure coverage, technical skills, 24-hour service center, service cost and quality according to the needs of each business segment.</p> <p>To commission local suppliers, on the other hand, the Supply area considers cost, location, product quality, and delivery capacity, except in the cases of products with specific technical qualities. It is estimated that 99% of the commissioned ones are local, that is, based in the states in which products or services are provided.</p>	204-1	-	8, 12	-
SULA 150	Total number and percentage of significant investment agreements, and that include human rights clauses, or that were submitted to human rights-related screening.	<p>To guarantee that its suppliers share SulAmérica's commitment to sustainability, all of the new contracts have a Sustainability and Business Responsibility Clause.</p> <p>In the Supplies area, approximately 90% of contracts have labor and human right responsibility clauses – the exceptions are the contracts that follow the model proposed by the supplier.</p> <p>In the healthcare area, 100% of contracts with the accredited network contains such clause.</p>	412-3	1, 2, 4, 5 and 6	8, 12	I
SULA 151	<p>Identified operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk, and the measures taken to support this right.</p> <p>Identified operations and suppliers considered to have risk for incidents of child labor and the measures taken to contribute to the effective abolition of child labor.</p> <p>Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor, and the measures taken to contribute to the elimination of all forms of forced or compulsory labor.</p>	<p>In 2017, no incident was reported in which the collective bargaining and the freedom of association were impeded in any unit of the company or in any of its main service providers.</p> <p>In 2013, SulAmérica included in its contracts a Sustainability and Social and Environmental Responsibility Clause, which contains the theme abolition of child labor.</p> <p>Access the SULA 150 indicator for further information on the theme.</p>	407-1 408-1 409-1	1, 2, 3, 4 and 5	8, 12	I

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 155 SULA 156	<p>Report the organization's internal and external mechanisms for seeking advice about ethical and lawful behavior</p> <p>Report the organization's internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and organizational integrity, like reporting concerns by hierarchical means, mechanisms for reporting irregularities or reporting channels</p>	<p>SulAmérica has internal and external mechanisms for ethical, legal and anti-corruption issues.</p> <p>The main communication channel on the theme is Fale com compliance (talk to compliance), a communication channel available on the corporate website, through which an employee of any hierarchy level of the Company may report any breach of the Code of Ethical Conduct's guidelines, and internal and external policies, which will be addressed by the Ethics Committee.</p> <p>In addition, the e-mail compliance@sulamerica.com.br is provided in the Code of Ethical Conduct, and is available for internal and external stakeholders.</p>	102-17	-	16	-
SULA 160	Results of customer satisfaction surveys	<p>SulAmérica conducts several quality and satisfaction surveys targeted at its strategic target groups (insureds, customers, service providers, brokers and investment analyst) as a way to improve processes and the quality of its products and services</p> <p>The main results of the surveys conducted in 2017 were the following:</p> <ul style="list-style-type: none"> - SulAmérica uses the Net Promoter Score (NPS) methodology, which measures customer satisfaction and loyalty level. Among the NPS benefits, we highlight its user friendly and simplicity qualities, besides the identification of actions to optimize loyalty, improving even more the customer experience with our products and services. All received opinions are replied by the team in charge of customer experience. - The satisfaction level of brokers in relation to SulAmérica increased 2.3 p.p. in relation to 2016 with 80.1% of satisfaction. About the relationship with the sales area, there was a 1.2 p.p. increase as compared to the prior year. - The National Regulatory Agency for Private Health Insurance and Plans (ANS) monthly assesses the private healthcare plans and in December 2017 SulAmérica ranked 12th in complaints, an improvement of 5 ranks in relation to December of last year. 	102-43 102-44	-	8	I

SULA 160 – Complains received

SULA 160 – Complains received in 2017



In 2017, besides the cases of ANS and Canal Direto da Ouvidoria (Direct Ombuds Channel), the area in charge also handled complains from PROCON (1,272 complaints), SUSEP (1,196 complaints), Press (131 complaints), and other channels (957 complaints.)

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 162	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.	SulAmérica did not have in 2017 or in recent prior years the inclusion of environmental and/or social requirements in agreements with customers, besides the Sustainability and Social and Environmental Responsibility clause. To learn about the clause, click here	G4-FS3	1 to 10	12	I and II
SULA 167	Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities	Seeking a more active role in promoting sustainable development, SulAmérica has been integrating social and environmental benefits into its businesses, products and services. For innovations in products and services, see SULA 80; for initiatives in the value chain, see SULA 127; and for initiatives in financial education and responsible use of insurance, see SULA 79.	G4-FS5	1 to 10	-	II and III

OTHER INDICATORS

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 170	Policies with specific environmental and social components applied to business lines	Environmental Policy. Donations and Investments of Social Interest Policy. Corporate Sustainability Policy. Stakeholders Engagement Policy. Click here	G4-FS1	1 to 10	12	I and II
SULA 171	Process for defining the report content and the topic boundaries	As described on the Investor Relations' website.	102-46	–	16	–
SULA 172	Report of any specific limitation regarding scope or report boundary	The social and environmental information, in certain cases, cover only some units, due to the lack of indicators or impossibility of monitoring. In such cases, explanatory notes were included in tables, charts, and texts.	103-1	–	–	–
SULA 173	For each topic report its boundary outside the organization	To learn about the material themes identified by the Company, access the Investor Relations' website.	103-1	–	–	–
SULA 174	Report the effect of any restatements of information given in previous reports, and the reasons for such restatements	In 2017, in the data in relation to which the measurement methodology changed, an explanatory note on the nature of such change was included.	102-48	–	–	–
SULA 175	Significant changes in the scope, boundary or measurement methods applied in the report	All significant changes in the measurement methods in relation to 2017 are notified in the respective text, spreadsheet, or chart to which the change refers.	102-49	–	–	–
SULA 176	Reporting period for the information provided	1/1/2017 to 12/31/2017.	102-50	–	–	–
SULA 177	Date of most recent previous report	03/31/2017	102-51	–	–	–
SULA 178	Reporting cycle	Annual	102-52	–	–	–

OTHER INDICATORS

SULA Indicators		Response	GRI Standards	Global Compact	SDG	PSI
SULA 179	The contact point for questions regarding the report or its contents	<p><u>Corporate website.</u> (only in portuguese).</p> <p><u>Investor Relations' website.</u></p> <p>Social and environmental information: sustentabilidade@sulamerica.com.br +55 (11) 3779-5027</p> <p>For other information: ri@sulamerica.com.br</p>	102-53	-	-	-
SULA 180	Content index that specifies where the information can be found in the report	<p>SulAmérica prepares its Annual Report according to the Core option, reporting the impacts of its economic, environmental, social, and governance impacts. This document – Environmental, social and governance indicators – contains information on indicators, or provide links to the websites of the Company that contain the responses.</p>	102-54 102-55	-	-	IV
SULA 181	The policy and current practice with regard to seeking external assurance for the report	<p>SulAmérica's management is responsible for the preparation and presentation of the information contained in the Annual Report related to the period from January 1, 2016 to December 31, 2017. Since 2008, this report has been prepared in accordance with the criteria, assumptions, and methodologies of the Global Reporting Initiative (GRI). In 2017, the Company has started to use the GRI STANDARDS version ("Core" reporting option). Since 2011, SulAmérica has had external assurance for its annual reports..</p> <p>To get the external assurance for its Annual Report, SulAmérica seeks companies operating in the market that have the skills it requires to perform assurance for its report and inventory. The engagement is carried out by the Purchase and Sustainability areas, in which Purchase checks the financial and compliance criteria, while Sustainability checks technical issues.</p>	102-56	-	-	-

A blurred background image of a business meeting. In the foreground, a white tablet lies on a desk next to a black pen and some papers with charts. In the background, two people in business attire are shaking hands. The overall tone is professional and positive.

THANK YOU!

A vida é imprevisível
e, acredite, isso é muito bom.

The logo for SulAmérica, featuring a stylized orange wave above the company name.

SulAmérica