



Symetra Financial Corporation

Business Overview

December 31, 2017

All financial information in this document is unaudited



**SYMETRA FINANCIAL CORPORATION
BUSINESS OVERVIEW**

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SYMETRA FINANCIAL CORPORATION

BUSINESS OVERVIEW

Unless the context otherwise requires, references to "we," "our," "us," and "the Company" are to Symetra Financial Corporation together with its subsidiaries. References to "Symetra" refer to Symetra Financial Corporation on a stand-alone, non-consolidated basis.

FORWARD-LOOKING STATEMENTS

This report contains forward-looking statements that are intended to enhance the reader's ability to assess the Company's future financial and business performance. Forward-looking statements include, but are not limited to, statements that represent the Company's beliefs concerning future operations, strategies, financial results or other developments, and contain words and phrases such as "may," "expects," "should," "believes," "anticipates," "estimates," "intends" or similar expressions. These statements are based on estimates and assumptions made by the Company in light of information currently known to management and are subject to significant business, economic and competitive uncertainties, many of which are beyond the Company's control or are subject to change. Whether actual results and developments will conform to our expectations is subject to a number of risks, uncertainties and contingencies that could cause actual results to differ materially from expectations, or that could cause management to deviate from currently expected or intended courses of actions, including, among others:

- effects of fluctuations in interest rates, including a prolonged low interest rate environment or a rapidly rising interest rate environment, as well as management's ability to anticipate and timely respond to any such fluctuations;
- general economic, market or business conditions, including changes in national and global monetary and fiscal policy, or economic downturns and other adverse conditions in the global and domestic capital and credit markets;
- changes in laws or regulations, or their interpretation, including those that could increase our business costs, reserve levels and required capital levels, or that could restrict the manner in which we do business and produce sales, including uncertainty related to:
 - tax reform legislation commonly known as the Tax Cuts and Jobs Act of 2017 (the "2017 Tax Act");
 - health care reform, particularly the status of the Patient Protection and Affordable Care Act (PPACA);
 - financial regulation reform, particularly the status of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010; and
 - the evolving and potentially conflicting requirements imposed by regulators on producers selling our annuity and life insurance products, including the actions related to the U.S. Department of Labor's (DOL) fiduciary rule, the Securities and Exchange Commission (SEC) potential rule-making related to the standard of care for broker-dealers and investment advisors, proposed regulations from multiple states related to fiduciary or other standards of care, and possible changes by the National Association of Insurance Commissioners (NAIC) to the Suitability in Annuity Transactions Model Regulation;
- effects of catastrophic events, both natural and man-made, that could adversely affect our operations and results, including impacts to claims and mortality experience, investment portfolio performance, and business operations;
- effects of significant corporate refinance activity, including bond prepayments;
- performance of our investment portfolio;
- continued availability of quality commercial mortgage loan investments and our continued capacity to invest in commercial mortgage loans;
- our ability to successfully execute on our strategies, including the effect of any potential acquisitions and divestitures, restructurings, and other strategic changes;
- accuracy and adequacy of recorded reserves, including the actuarial and other assumptions upon which those reserves are established, adjusted and maintained;
- persistency of our inforce blocks of business;
- deviations from assumptions used in setting prices for insurance and annuity products or establishing cash flow testing reserves;
- significant changes in projected future cash flows underlying the value of our intangible assets, including projections of future sales and profitability;
- continued viability of certain products under various economic, regulatory and other conditions;
- market pricing and competitive trends related to insurance products and services, including potential disruptive innovation from existing or new participants in the insurance industry;
- financial strength or credit ratings changes, particularly ours but also of other companies in our industry sector;
- retention of key personnel and distribution partners;

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- availability and cost of capital and financing;
- adequacy and collectibility of reinsurance that we have purchased, as well as the continued availability and cost of reinsurance coverage;
- ability of subsidiaries to pay dividends to Symetra;
- our ability to implement effective risk management policies and procedures, including hedging strategies;
- our ability to maintain adequate telecommunications, information technology, or other operational systems;
- our ability to prevent or timely detect and remediate any unauthorized access to or disclosure of customer information and other sensitive business data; and
- initiation of regulatory investigations or litigation against us and the results of any regulatory proceedings.

Further, we are a wholly-owned subsidiary of Sumitomo Life Insurance Company, whose financial standing or decisions may affect our business.

OVERVIEW

Our Business

We are a financial services company in the life insurance industry with operations that date back to 1957. On February 1, 2016, we became a direct, wholly-owned subsidiary of Sumitomo Life Insurance Company. Our products are distributed domestically in all states and the District of Columbia, through benefits consultants, financial institutions, broker-dealers, and independent agents and advisers. We manage our business through three divisions composed of four business segments. We also have a fifth segment, referred to as the Other segment. The following is a summary of our three divisions:

Benefits Division

- *Benefits.* We are a multi-line carrier offering medical stop-loss; group life and disability income (DI); and limited benefit medical, group accident, and critical illness insurance products and services to employers.

Retirement Division

- *Deferred Annuities.* We offer fixed deferred annuities, including fixed indexed annuities (FIA), to consumers who want to accumulate assets for retirement on a tax-deferred basis. Certain of our FIA products also provide guaranteed lifetime withdrawals.
- *Income Annuities.* We offer single premium immediate annuities (SPIA) to customers seeking a reliable source of retirement income or protection against outliving their assets during retirement. We also service our block of structured settlement policies and offer funding services options to existing structured settlement clients.

Individual Life Division

- *Individual Life.* We offer individual life insurance products, primarily universal life (UL), including indexed UL (IUL), and term insurance. We also offer institutional products, including bank-owned life insurance (BOLI) and variable corporate-owned life insurance (COLI).

We are focused on generating profitable growth in the retirement, employment-based benefits and life insurance markets, while providing value to our policyholders. We believe our future success is directly related to our ability to:

- offer products that meet consumer demands and have an attractive value proposition;
- profitably underwrite and price products and services at rates that are competitive and appropriately reflect risk;
- develop new and strengthen existing relationships with distributors in our key markets;
- invest cash inflows for appropriate duration at rates of return that maintain desired spreads between investment income earned and amounts credited to policy holders; and,
- differentiate Symetra through our participation in innovation and emerging technology in the insurance industry.

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We aim to effectively manage capital, prudently allocating resources to opportunities that offer attractive, risk-weighted returns in order to maintain our strong financial strength ratings. We believe that our diverse mix of businesses provides flexibility that will enable us to grow in different economic environments, and our strong balance sheet reflects our commitment to disciplined financial management and stability.

The following discussion provides further information about each of our divisions.

BENEFITS DIVISION

Overview

As a multi-line carrier, the Benefits division offers employment-based benefits products and services primarily to employers. These products and services include medical stop-loss insurance; group life, disability income, and accidental death and dismemberment insurance, as well as absence management services (collectively, "group life and DI"); and limited benefit medical, group accident, and critical illness insurance. Earnings in our Benefits division are driven by our loss ratio, which represents the portion of premiums used to pay benefits to customers, and premium volume.

Our customers are primarily mid-sized employers that use knowledgeable employment-based benefits brokers and consultants who understand their financial needs and employee profiles. We work closely with these benefits brokers, consultants and employers to design customized benefit plans that meet each employer's particular requirements. Our experience and expertise in this market allows us to provide employers with innovative and customer-centric benefit plans.

Products

Medical Stop-Loss

We provide medical stop-loss insurance to employers that self-fund their employee health plans. Employers that self-fund pay all claims and administrative costs. Our product helps employers manage health expenses by reimbursing individual claim amounts above a certain dollar deductible and by reimbursing aggregate claims above total dollar thresholds. In addition, we offer underwriting services and consulting through our managing general underwriter (MGU). Our medical stop-loss product and services are targeted primarily at entities with 200 to 5,000 employees. Medical stop-loss represented just over 70% of Benefits division premiums in 2017.

Medical stop-loss pricing reflects the employer group's claims experience and risk characteristics. The employer group's claims experience is reviewed at the time the policy is issued and annually at renewal thereafter, resulting in ongoing adjustments to pricing. The key pricing and underwriting criteria are medical cost trends; the employer's selected provider network discount structure; the employer group's demographic composition (including the age, gender and family composition of the employer group's members); the employer's industry, geographic location and regional economic trends; plan design; and prior claims experience. Additionally, we manage our profitability and risk by purchasing reinsurance coverage to limit our exposure to losses.

Our market leadership in medical stop-loss insurance is evidenced by the size of our block of business and our strong track record of profitability during our 40+ year history in this business. Pricing in the medical stop-loss insurance market has proven to be cyclical over time, and there is significant competition for market share among the carriers. We believe our consistency in the market, disciplined pricing, and high quality customer service will facilitate profitable growth over the long term.

Group Life and Disability Income

Our group life and DI products and services are targeted primarily at policyholders with more than 500 employees. These products include group term life, short-term disability, and long-term disability insurance. Group life and DI represented just over 20% of Benefits division premiums in 2017.

Our group term life insurance product provides benefits in the event of an insured employee's or dependent's death. The death benefit can be based on an individual's earnings or occupation, or can be a set dollar amount. We offer basic and supplemental benefits for group term life, including optional accidental death and dismemberment (AD&D) coverage. AD&D coverage provides benefits for an insured employee as a result of accidental death or injury.

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Our group short- and long-term disability income insurance protects an employee against loss of income due to illness or injury. Our group short-term disability (STD) income coverage generally provides benefits for up to 26 weeks following a short waiting period. Our group long-term disability (LTD) income coverage provides benefits following a longer waiting period and throughout prolonged periods of disability. Benefits can be a set dollar amount or based on a percentage of earnings. We utilize an advocacy-based approach to claims management, which focuses on providing personalized administrative and clinical support. We believe this approach helps employers to effectively manage claims and helps to transition employees back to the workplace. We also offer absence management services.

Pricing for group life and DI products varies based on the size of the account. Premium rates for smaller groups reflect the benefit plan, demographics, industry, and location of the employer. Rates for larger groups also incorporate the group's claims experience using credibility factors. Recent historical case-level experience is examined over time, typically three to five years for LTD and one to three years for STD, in the rate setting process. Initial rates are guaranteed for a fixed period of time, which is typically three years, and are renewed bi-annually thereafter.

Limited Benefit Medical, Group Accident, and Critical Illness

Our limited benefit medical insurance is a fixed indemnity plan sold to employers. It is often used as health coverage for employees not otherwise eligible to participate in major medical plans, such as employees that are part-time, seasonal or temporary workers. With the recent growth in popularity of high-deductible health plans among employers, we also offer products that provide supplemental health coverage to major medical plans. Our group accident coverage pays for eligible services and supplies related to an accidental injury, unless covered by workers' compensation or similar law. Benefits are paid up to a fixed per-accident maximum. Our critical illness insurance provides coverage in the event of a serious medical condition, paying a lump-sum benefit upon the first diagnosis of a covered illness. There are no restrictions on how these benefits are spent by the insured employee.

Limited benefit medical, group accident, and critical illness represented just over 5% of Benefits division premiums in 2017. Although these products do not qualify as minimum essential coverage (MEC) under PPACA, we do offer MEC plan administration services. We believe providing this service is attractive to employers with whom we have existing relationships because it allows us to become a single point of contact for claims processing.

Limited benefit medical, group accident, and critical illness product pricing reflects expected utilization of benefits based on employer contribution and employee participation levels. Pricing and underwriting factors include the employer group's demographic composition (including the age, gender and family composition of the employer group's members), and the employer's industry, geographic location, and regional economic trends. The claim experience of each employer group is reviewed annually at renewal and, if warranted, the policy is repriced for alignment with our pricing targets.

Distribution

We sell our employment-based benefits products through several types of distributors, including brokers, third party administrators (TPAs), consultants and administrative services only (ASO) insurance carriers. ASOs are fully-insured health plan carriers that offer administrative services to employer self-funded health plans and also distribute medical stop-loss insurance to those employers. We aim to leverage our leadership position in the medical stop-loss market to continue expanding sales of other employment-based benefits products and build our reputation as a multi-line carrier.

We believe our strong relationships with premier benefits brokers across the country provide a stable platform for distributing our products and driving sales growth. We focus on writing profitable business and have the opportunity to review and adjust pricing at renewal; however, this also provides the risk that some of the policies may lapse. Over half of our business is renewed annually in January. We believe that having close relationships with our key distribution partners is important to retaining and growing our business.

RETIREMENT DIVISION

Our Retirement Division provides products that help our customers prepare for retirement. We believe that demand for deferred and immediate annuity products will continue to be driven by consumers focused on accumulating savings and securing income for retirement. Annuity products help customers supplement their social security and other retirement benefits with reliable income. We believe our products provide opportunities for clients seeking competitive returns along with protection of principal. It is our goal to attract and retain these customers by offering products that address their evolving needs and by providing excellent service to our distribution partners and contract holders.

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Deferred Annuities

Overview

Our Deferred Annuities segment offers fixed deferred annuities, including traditional annuities and FIA, to consumers who want to accumulate assets for retirement on a tax-deferred basis. Certain FIA products also offer a guaranteed lifetime withdrawal benefit (GLWB), which provides a source of lifetime income.

We offer qualified (i.e., annuities sold in connection with tax-favored retirement arrangements) and non-qualified annuities to individuals, mainly through financial institutions and broker-dealers. Approximately 64% of our 2017 sales were non-qualified annuities.

Products

Fixed Annuities

We offer single premium fixed deferred annuities that require a premium payment at time of issue, provide an accumulation period and offer an annuity payout period beginning at some future date. Our fixed annuities include both traditional fixed-rate and FIA products. As of December 31, 2017, we had \$11.80 billion of account values associated with traditional fixed annuities, and \$9.57 billion of FIA account values.

Our fixed annuity contracts are supported by our general account, and interest is generally credited on a tax-deferred basis to the contract owner. Earnings from fixed annuities are driven by the spread between the returns we earn on investment of premiums and the crediting rates we offer to contract holders.

Our primary traditional fixed-rate products are our Custom and Select annuities. Our Custom products offer a five or seven-year surrender charge period and a choice of three-, five-, or seven-year initial guaranteed interest rate periods. After the initial guaranteed interest rate period, the crediting rate may be changed annually at our discretion, subject to the minimum guaranteed rate specified in the contract. Our Select products have a guaranteed credited rate throughout the surrender charge period.

Our FIA products provide contract holders a choice of a traditional fixed-rate account and one or more indexed accounts. Indexed accounts provide crediting rates that are linked to the performance of an index. Contract holders may also select their crediting method, which can be based on the net change in the index for the interest term or a monthly average. The interest rate for most indexed accounts is subject to a cap, which is a maximum crediting rate set at the beginning of each interest term. Certain indexed accounts credit interest based on a margin, which is subtracted from the performance of the index.

The indexed interest rate is guaranteed never to be less than zero. Indexed interest is credited at the end of each term, generally annually. At each renewal date, a contract holder may elect to change allocations, and we have the opportunity to re-price the indexed component (i.e., reset the cap rate or margin) and change the interest rate in the fixed-rate account, subject to contractual guarantees. We hedge our exposure to changes in the reference indexes for the current interest term by transacting in options and futures that are correlated to the indexed account allocations selected by our contract holders.

We believe the indexed account options and product features we offer are an attractive value proposition to contract holders. Our most popular index is the Standard & Poor's 500 Index® (S&P 500) as well as non-traditional indices such as the MSCI EAFE Index and the JPMorgan ETF EfficientSM.

Some of our FIA products offer an optional guaranteed minimum death benefit rider, which provides a lump-sum death benefit to beneficiaries. As of December 31, 2017, approximately \$422.7 million, or 5%, of the FIA account values contained this feature. In addition, certain FIA products offer a GLWB, which guarantees lifetime withdrawals up to an annual maximum withdrawal amount. As of December 31, 2017, approximately \$301.0 million, or 3%, of the FIA account values contained this feature.

Both our traditional fixed annuity and FIA contracts permit the contract owners to make withdrawals during the accumulation period. Contract owners may withdraw all or part of the premium paid, plus interest credited to their accounts, subject to contract provisions, such as surrender charges, depending on the terms of the product. The contracts impose surrender charges that typically vary from 7.0% to 9.0% of the amount withdrawn starting in the year of contract issue and decreasing to zero over the next five- to seven-years. As of December 31, 2017, approximately \$16.9 billion, or 78%, of the total account values of our fixed annuities, including FIA, were subject to surrender charges. However, our contracts generally permit annual withdrawals of up to 10% of the contract holders' account value without incurring surrender charges.

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Many of our fixed annuity contracts have a guaranteed return of premium payment (GROPP) feature that may prevent us from collecting the full amount of the surrender charge if the contract is terminated in the early years. As of December 31, 2017, approximately \$3.2 billion of the total fixed account values, including FIA, have this feature and have not yet earned enough interest to cover the full surrender charge. Approximately \$950 million of this amount was within the first year of the contract when surrender charges are highest. In 2017, for Statutory capital management purposes, we began reinsuring the majority of this GROPP risk for newly issued business.

A majority of our FIA products also have a market value adjustment (MVA) feature, which reduces, but does not eliminate, our exposure to interest rate risk. The MVA feature provides for an adjustment to amounts withdrawn or surrendered from the annuity contract. The adjustment is based on the change in an outside reference interest rate specified in the contract (e.g., the yield on a corporate bond index). This may result in a positive or negative adjustment upon surrender or withdrawal, depending on the reference interest rates and subject to contractual minimum guarantees.

We determine the crediting rates for our fixed products based on portfolio earnings rate, prevailing market rates, competitive factors, product profitability and our judgment as to the impact any change would have on our relationships with our customers and distribution partners. We determine cap rates and margins on new FIA deposits based on financial market conditions, including interest rates and option prices, the competitive environment, and various actuarial assumptions. We have adjusted, and will continue to adjust, crediting rates, cap rates and margins on new and in-force business as we work to maintain adequate interest spreads.

We price our annuity products based on our expectations for investment returns, persistency, and mortality. Persistency refers to the probability that a contract will remain in force from one period to the next, which is evaluated for the group of contract holders as a whole. Our mortality assumptions reflect improvements in the general population and our own historical experience. Additionally, we analyze the risk profile of the product, including whether it provides a GROPP feature or has special reserve and capital requirements.

Variable Annuities

In 2017, we discontinued sales of variable annuities products. We will continue to service our existing block of business and, as of December 31, 2017, we had \$613.2 million of variable annuity account values held in our separate accounts. In a variable annuity, the contract holder bears the investment risk, and we generate earnings through asset-based fees. Variable annuities allow the contract holder to allocate their premium to separate account subaccounts that each invest in shares of a designated mutual fund. There is no guaranteed minimum rate of return for these investments, and the contract owner bears the entire risk associated with the performance of the subaccounts, subject to any guaranteed minimum death benefit (GMDB). The majority of our GMDB risk on our variable annuities is reinsured. We do not have guaranteed living benefits on our variable annuities.

Variable annuities provide us with fee revenue in the form of mortality and expense risk charges, flat-fee annual contract charges and asset-related administration fees. The mortality and expense risk charge and asset-related administration fee are applied to the contract owner's assets in the separate account at annual rates ranging from 0.6% to 1.4%.

Distribution

We distribute our deferred annuities primarily through financial institutions and broker-dealers, with sales and marketing support provided by our wholesalers. By providing our distribution partners with high levels of service and attractive products, we seek to cultivate strong relationships. The attractiveness of our products to distributors depends on many factors, including the interest rates we credit initially and through the life of our traditional fixed annuity contract and the cap rates and margins we offer on our FIA products.

Income Annuities

Overview

We offer retail immediate annuities that guarantee a series of payments that continue for a certain number of years and/or for the remainder of an annuitant's life. Payments can begin immediately or can be deferred several years into the future. As of December 31, 2017, we had \$1.41 billion of reserves associated with retail immediate annuities. We also service a block of structured settlement annuities which we discontinued selling in 2012. As of December 31, 2017, we had \$5.70 billion of reserves associated with structured settlement annuities.

Our earnings from this segment are driven by the spread on our investment of contract holder deposits versus the interest rate assumptions we used to set reserves for these contracts. During periods of low interest rates, the investment assets backing these reserves are at risk of prepayment causing reinvestment at lower rates, which reduces the margin we earn

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on our reserves. We are not able to reset the rates on Income Annuities products, and therefore our spread is impacted by interest margin compression.

A portion of our Income Annuities reserves, representing longer term liabilities, is supported by equity investments. Unlike our fixed maturity investments, these investments do not contribute to interest spread metrics. However, we expect returns on these equity investments to increase long-term earnings over time.

Earnings can increase or decrease on the contracts that contain life contingent payments depending on our mortality experience. Mortality gains and losses represent the difference between actual and expected reserves released on life-contingent annuities. Mortality experience is volatile and can fluctuate significantly from period to period.

Products

Immediate Annuities

SPIAs provide for contractually guaranteed payments that typically begin within one year of issue. In exchange for a single premium, SPIAs provide a fixed amount of income over a defined number of years, the annuitant's lifetime, or the longer of the two. Longevity annuities enable the customer to select a payment start date several years after contract purchase, which we believe lowers the customer's cost of funding a future income stream.

Generally, our SPIAs do not provide for surrender or policy loans by the contract holder. We offer a liquidity feature on certain products that allows the contract holder to periodically reduce a portion of the future payments in exchange for a present value lump sum. We also offer a feature that allows beneficiaries to convert remaining non-life contingent benefits to a lump sum after the death of the annuitant.

We price immediate annuities using industry-produced annuity mortality information, and our mortality experience to develop assumptions regarding annuitant longevity, as well as assumptions regarding investment yields at the time of issue and thereafter.

Structured Settlements

We discontinued sales of structured settlement annuities in 2012, but continue to service our existing block of business. Structured settlements, which are long-term in nature, are typically purchased for the benefit of an injured claimant following an award settlement to guarantee a fixed benefit stream and generally do not permit surrender or borrowing against the amounts outstanding under the contract. Disciplined asset-liability management, including investing in commercial mortgage loans and equities, is particularly important to this long-duration block of business.

We offer funding services to existing payees whose financial circumstances may have changed from the time they originally received a structured settlement. Our funding services provide a lump sum payment to replace future benefit payments.

Distribution

We distribute our SPIAs primarily through financial institutions, brokerage general agencies (BGA) and broker-dealers, and we continue to add distribution partners to help drive sales of this product. Our wholesalers provide support with sales and marketing. We are focused on generating SPIA sales that are of shorter-duration and lower reinvestment risk relative to longer-term annuities.

We compete with a large number of life insurance companies in the single premium immediate annuity marketplace. SPIA sales are very sensitive to interest rates, and we expect sales to continue to be pressured by the low interest rate environment.

INDIVIDUAL LIFE DIVISION

Overview

Our Individual Life division sells life insurance products which play a key role in our clients' financial plans to preserve wealth and provide death benefits to aid beneficiaries in times of financial hardship. We offer UL, including IUL, insurance products that may also include a buildup of cash value that can be used to meet the policyholder's financial needs during his or her lifetime. Our individual term life products provide life insurance coverage with guaranteed level premiums for a specified period of time, with no buildup of cash value. We also offer institutional life insurance products to banks and other corporate institutions to insure the lives of their employees, usually officers and other highly compensated employees.

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For our UL products, including IUL, earnings are driven by investment margins, premium and/or policyholder persistency versus expectations, risk charges on policyholder account balances relative to mortality experience, and expense margins (charges assessed to our policyholders less expenses incurred to manage our business). Mortality experience drives earnings on our term and traditional life products. For our BOLI product, earnings are driven by return on assets (ROA), which includes investment margin, cost of insurance revenue, and mortality experience. BOLI ROA is calculated as total revenues, including net investment income and cost of insurance charges, less total policyholder benefits and claims as a percentage of BOLI account values.

Products

Universal Life Insurance

We offer UL products that provide policyholders with death benefit coverage on a flexible, tax-favored basis and may include the ability to access the cash value of the policy through a policy loan, partial withdrawal, or full surrender. As of December 31, 2017, our reserves associated with these products were \$1.39 billion, net of reinsurance.

Our most popular UL product carries a secondary guarantee in the form of a lapse protection benefit rider, offering guaranteed premiums while potentially maintaining some cash accumulation value.

We credit premium payments and interest to the policyholder's account, and we deduct expense and risk charges. The mortality risk charge is referred to as the cost of insurance charge (COI), which generally increases from year to year as the insured ages. Most of our policies also include surrender charge provisions for early termination and partial withdrawals. We credit interest on policyholder account balances at a rate determined by us at contractually-defined intervals, subject to a guaranteed minimum rate.

In 2017, we began offering an IUL product that credits investment returns to the policyholder's account, in addition to a guaranteed minimum interest crediting rate. These investment returns are based on the performance of the investment strategy selected by the policyholder, related participation rates, and the product's index caps and floors.

We determine crediting and cap rates based on competitive factors, portfolio earnings rates, prevailing market rates and conditions, product profitability, various actuarial assumptions, and our judgment as to the impact any change would have on our relationships with our customers and distribution partners. We have adjusted, and will continue to adjust, crediting and cap rates on new business and in-force business, when contractually allowed, as part of our efforts to maintain adequate interest spreads.

Many of our UL and IUL products also offer a policy rider that allows the policyholder with a chronic or terminal illness to access accelerated death benefits, as long as certain contractual requirements have been met.

Term Life Insurance

We offer term life products that provide a guaranteed benefit upon the death of the insured while the coverage is in force. As of December 31, 2017, we had \$192.2 million of reserves, net of reinsurance, associated with our term life and other traditional life products. Our term life policies have no cash value buildup and therefore rarely have a payout if a policyholder allows the policy to lapse. These products have guaranteed level premiums for initial terms ranging from 10 to 30 years.

Institutional Products

Our institutional products include fixed rate BOLI and variable COLI products, which are commonly used by banks and other corporations as a tax-advantaged asset to fund employee benefit plans.

Our BOLI product offers institutional customers a stable, low-risk investment with an attractive after-tax equivalent return. As of December 31, 2017, we had \$5.24 billion of BOLI account values. The majority of our BOLI policies have contractual provisions that allow us to adjust the interest crediting rate periodically, based on the portfolio yield and claims experience, subject to certain contractual minimums. We continually adjust crediting rates in an attempt to maintain adequate interest spreads.

For the majority of our BOLI business, the underlying asset portfolios are earning sufficient returns to support crediting rates higher than the guaranteed minimum. If portfolio rates decrease, we could gradually lower crediting rates towards the minimums. We may experience volatility in the results of our BOLI business due to the timing and magnitude of claims incurred.

Our variable COLI product allows corporate customers to allocate premium to a separate account, a fixed account or both. The separate account is divided into subaccounts that each invest in shares of a designated underlying mutual fund, and

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customers elect their investment allocations within these subaccounts. The variable COLI account values will fluctuate based on returns of the selected assets, less any COI charges and administration fees. As of December 31, 2017, we had \$280.7 million of variable COLI account values.

Underwriting and Pricing

Our underwriting practices are generally consistent across our Individual Life products. We set pricing assumptions for expected claims, lapses, investment returns, expenses and customer demographics based on our own relevant experience and other factors. We strive to deliver competitively priced products for the marketplace that achieve our target returns. We routinely review and adjust our pricing as necessary in response to the regulatory, economic and competitive environment.

We consider each life insurance application individually and apply our underwriting guidelines to place each applicant in one of our primary risk categories, depending on current health, medical history, and other factors. We may decline an applicant's request for coverage if the applicant's health or other risk factor assessment is unacceptable to us. Our strategy is to price our products competitively for our target risk categories and not necessarily to be equally competitive in all categories.

We use reinsurance agreements to manage risk, limit losses, and minimize exposure to significant risks. We also obtain reinsurance for capital management purposes, and may continue to do so in the future when the economic impact makes it appropriate to do so. We review our reinsurance coverage periodically to balance risk management and pricing expectations. The use of reinsurance does not discharge us from liability on the insurance we cede. We are required to pay the full amount of our insurance obligations, even in circumstances where we are entitled or able to receive payments from our reinsurer. To mitigate our exposure to this credit risk, we obtain reinsurance from a diverse group of reinsurers, and we monitor concentration and financial strength ratings of our principal reinsurers.

Distribution

We offer our life insurance products primarily through retail channels, including brokerage general agents, financial institutions, independent agents, and financial advisers. We utilize specialty agents to distribute our BOLI and variable COLI products.

COMPETITION

We face significant competition for customers and distributors from insurance and other non-insurance financial services companies, such as banks, broker-dealers and asset managers. Generally, our products compete with similar products offered by other large and highly rated insurers. In addition, our annuity products compete with products offered by other financial services companies. Our ability to compete effectively is dependent on a number of factors, including:

- product features;
- price, crediting rates and cap and margin rates;
- commissions and fees;
- our ability to respond to changes in the economic environment and/or regulations;
- the strength of our brand;
- reputation;
- quality of service and related technological capabilities;
- financial strength ratings and other industry ratings;
- our ability to invest premiums and deposits in appropriate assets; and
- diversification of distribution channels.

The relative importance of these factors depends on the particular product and market. For example, many of our annuity products compete on the interest rates we credit, resulting in the risk that our annuity contract holders may be able to obtain more favorable rates from our competitors. Recent entrants to annuity markets may be willing to assume more risk in their investment portfolios, allowing them to offer higher crediting rates that are more attractive to consumers. Additionally, our ability to gain traction with new distribution partners may be impacted by a lack of consumer name recognition in certain markets. However, we believe that our extensive distribution network, strong financial position, diverse business mix, and disciplined investment management provides us with competitive advantages.

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BUSINESS OVERVIEW

INVESTMENTS

In managing our investments, we are focused on disciplined matching of our assets to our policyholder liabilities and preservation of principal. We aim to reduce and manage credit risk by focusing on capital preservation, fundamental credit analysis and value-oriented security selection. Our investment portfolio consists in large part of high quality fixed maturities and commercial mortgage loans. We also have a smaller allocation of high-yield fixed maturities, marketable equity securities, and other investments. Additionally, we utilize derivative instruments to mitigate certain risks.

Our investment department directs the management of our invested assets. The majority of our invested assets are managed internally, including origination of our commercial mortgage loan portfolio. Where appropriate, we contract with external investment advisors to manage certain portions of our portfolio.

We separate our investments into distinct portfolios and align them to our business segments. Our investment strategy for each portfolio is based on the expected cash flow characteristics of the liabilities associated with the portfolio. The portfolio strategies are regularly monitored using several portfolio metrics, including effective duration, yield curve sensitivity, convexity, liquidity, asset sector concentration and credit quality.

We primarily invest in the following types and durations of predominately investment-grade assets for our segments:

- *Deferred Annuities.* We generally invest in medium-duration corporate bonds, mortgage-backed securities, commercial mortgage loans, collateralized loan obligations, and a modest amount of below-investment-grade bonds. We also take positions in derivative instruments (primarily equity index call options) to economically hedge exposure to equity markets related to our FIA product liabilities.
- *Income Annuities.* The Income Annuities segment has liability payments that can extend well beyond 40 years. Therefore, we generally invest the majority of the segment's portfolio in long-duration corporate bonds, mortgage-backed securities, commercial mortgage loans, and a modest amount of below-investment-grade bonds. In addition, we invest in equities to support a portion of the longer-duration liability payments.
- *Individual Life.* We generally invest in medium to long-duration corporate bonds, mortgage-backed securities, commercial mortgage loans and a modest amount of below-investment-grade bonds. We also invest in derivative instruments (primarily equity index call options) to hedge risk related to our new IUL product.
- *Other.* We generally invest in corporate bonds and equities, commercial mortgage loans, tax credit investments, alternative investments (private equity and hedge funds) and a modest amount of below-investment-grade bonds.

Additionally, in connection with certain products and investments, we use a variety of strategies to manage the associated risks, including the use of derivative instruments. We have established policies for managing each of these risks, including controls over derivatives designed to prevent market-making and other speculative activities.

REGULATION

Our insurance operations are subject to a wide variety of laws and regulations. State insurance laws and regulations govern most aspects of our insurance businesses, and our insurance subsidiaries are regulated by the insurance departments of the states in which they are domiciled and licensed. Our insurance products, and thus our businesses, also are affected by federal, state and local tax laws. Further, we are indirectly impacted by regulation that affects our distributors and customers, and our ability to provide products and services that comply with these regulations.

In addition, variable annuity contracts and variable life insurance contracts (together, variable contracts) issued by our insurance subsidiaries are securities. Unless offered pursuant to an exemption, these contracts are registered as such under the Securities Act of 1933 (the "1933 Act") and, as a result, the Securities and Exchange Commission (SEC) regulates their offer and sale.

The purpose of the laws and regulations affecting our insurance and securities businesses is primarily to protect our customers and not our noteholders or sole stockholder Sumitomo Life. Many of the laws and regulations to which we are subject are regularly re-examined, and existing or future laws and regulations may become more restrictive or otherwise adversely affect our operations. In addition, insurance and securities regulatory authorities make inquiries of us regarding compliance with insurance, securities and other laws and regulations. We cooperate with such inquiries and take corrective action when warranted.

The Company's sole stockholder, Sumitomo Life, is subject to regulation by the Japanese Financial Services Agency (JFSA). Under applicable laws and regulations, Sumitomo Life is required to provide notice to or obtain the consent of the JFSA prior to taking certain actions or engaging in certain transactions, either directly or indirectly through its subsidiaries, including the Company.

SYMETRA FINANCIAL CORPORATION BUSINESS OVERVIEW

Many of our customers and distribution partners are also sensitive to changes in regulations that may affect their ability or desire to purchase or distribute our products.

Insurance Regulation

Our insurance subsidiaries are licensed and regulated in all states in which they conduct insurance business, and all forms and rates are filed for approval in states where required. In many instances, the laws and regulations originate from the National Association of Insurance Commissioners (NAIC), which provides standardized insurance industry model laws and regulations, and standardized accounting and reporting guidance. The extent of this regulation varies, but most states have broad administrative power dealing with many aspects of our insurance subsidiaries' businesses. These laws and regulations govern the financial condition of insurers, including standards of solvency, types and concentration of investments, establishment and maintenance of reserves, credit for reinsurance, insurer use of captive reinsurance companies, mergers, and requirements of capital adequacy, and establish minimums for guaranteed crediting rates on life insurance policies and annuity contracts, corporate governance standards for insurers, and the business conduct of insurers, including risk management, marketing and sales practices, product designs, underwriting practices, privacy, agent appointments, and claims handling.

State insurance departments monitor our business by examining our policies, procedures and practices from time to time through market conduct and financial examinations; by enacting and enforcing reporting obligations; and by conducting inquiries and/or market analysis. In addition, statutes and regulations usually require the licensing of insurers and their agents, the approval of policy forms and related materials and the approval of rates for certain lines of insurance.