

Creating a leading
insurer in The Netherlands



α . s . r .

Explanatory notes to Alternative Performance Measures

Non-financial targets 2024 - 2026

June 2024

Appendix non-financial targets (1/2)

	Definition	Relevancy
Sustainable reputation	<p>KPI shows the score of a.s.r. based on surveys under Dutch people in the age of 18y - 65y. The survey measures the score on the following attributes:</p> <ul style="list-style-type: none"> • Honesty • Sustainability • Reliability • Socially responsible <p>Survey is conducted by DVJ Insights. People score from 0% - 100%; consolidated score leads to the KPI in %.</p>	<p>Important to the corporate strategy and market positioning. The attributes included in the survey are important elements for the positioning of a.s.r.</p>
Employee engagement	<p>Measurement via the annual Denison scan based on 4 themes:</p> <ul style="list-style-type: none"> • Vision • Core values and behaviour • Empowerment • Knowledge development <p>Each employee scores 4 statements per theme and scores will be consolidated per theme. KPI is expressed as a percentile and compared against the benchmark.</p>	<p>a.s.r. strives to be the most appreciated employer. Engaged employees are key to successfully execute its strategy. This metric is widely used and consistent with 1000+ other organisations.</p>
Customer satisfaction (NPS-i)	<p>Net promotor score for interactions (NPS-i) is a customer satisfaction metric based on both online and offline channels. This metric gives insight in the customer experience in high impact contacts and the potential of improvement. Survey is conducted by Ipsos.</p> <p>New target definition as from 2025. Old target is based on NPS-r.</p>	<p>a.s.r. has the ambition to be the best financial service provider. This metric provides insight in the customer experience. This is closely monitored through the NPS surveys. This also provides valuable feedback during the integration and migration of Aegon customers to a.s.r. products. The goal is to accomplish a smooth integration.</p>
Gender diversity in management	<p>Target is to achieve at least 40% women and at least 40% men within Supervisory Board, Management Board and Management. Management consisting of Senior, higher, and team management.</p>	<p>a.s.r. strives for a workforce that is a representative reflection of society. Diversity provide insights from more angles and enriches decision making.</p>

Appendix non-financial targets (2/2)

	Definition	Relevancy
Carbon footprint reduction	KPI shows the GHG emission intensity reduction in tonnes CO2 equivalent per €m invested. Emissions are in line with the GHG Protocol scope 3 category 15: investments.	a.s.r. is committed to climate initiatives (Climate commitment of Dutch financial sector, Paris Proof commitment, Forum for Insurance transition – FIT). The subject is of interest to multiple stakeholders (e.g. customers, NGO's, supervisors and investors) and contributes heavy in ESG benchmarking. a.s.r. intends to commit to SBTi validation of emission reduction targets.
Impact investments	Definition of Global Impact Investing Network (GIIN) applies: an investment that seeks to generate positive, measurable social and investment impact alongside financial return. Per asset class specific criteria apply.	a.s.r. aims to contribute positively through its Impact investments while also aiming to generate an adequate return. The target continues our commitment to be a steward of the future. Our target complies with the advice of the Netherlands Advisory Board on Impact Investing (NAB).

Relevant asset base in scope of ESG targets

	General account		Affiliated / 3 rd party	
	Internally managed	Externally managed	Internally managed	Externally managed
Carbon footprint reduction	<ul style="list-style-type: none"> Listed equities Listed credits Sovereign bonds Real Estate Mortgages 	X	<ul style="list-style-type: none"> Real Estate Mortgages 	X
Impact investments	V	V	V	X

IR contact details

Email: ir@asr.nl

Tel: +31 (0)30 257 86 00

Disclaimer

Cautionary note regarding forward-looking statements

Cautionary note regarding forward-looking statements. The terms of this disclaimer ('Disclaimer') apply to this document of ASR Nederland N.V. and all ASR Nederland N.V.'s legal vehicles and businesses operating in the Netherlands ('ASR Nederland'). Please read this Disclaimer carefully.

All figures in this document are unaudited. Small differences are possible in the tables due to rounding. Certain of the statements contained herein are not (historical) facts but are forward looking statements ('Statements'). These Statements may be identified by words such as 'expect', 'should', 'could', 'shall', 'target' and similar expressions. The Statements can change as a result of possible events or factors. The Statements are based on our beliefs, assumptions and expectations of future performance, taking into account information that was available to ASR Nederland at the moment of drafting of the document. The Statements are based on the assumption of normal (financial) markets, environmental and economic conditions (including current expectation of the forward interest rate term structure) at the moment of drafting of the document and no material regulatory changes. ASR Nederland warns that the Statements could entail certain risks and uncertainties, so that the actual results, business, financial condition, results of operations, liquidity, investments, share price and prospects of ASR Nederland could differ materially from the Statements.

Factors which could cause actual results to differ from these Statements may include, without limitation: (1) changes in general economic conditions; (2) changes of conditions in the markets in which ASR Nederland is engaged; (3) changes in the performance of financial markets in general; (4) changes in the sales of insurance and/or other financial products; (5) the behavior of customers, suppliers, investors, shareholders and competitors; (6) changes in the relationships with principal intermediaries or partnerships or termination of relationships with principal intermediaries or partnerships; (7) the unavailability and/or unaffordability of reinsurance; (8) deteriorations in the financial soundness of customers, suppliers or financial institutions, countries/states and/or other counterparties; (9) technological developments; (10) changes in the implementation and execution of ICT systems or outsourcing; (11) changes in the availability of, and costs associated with, sources of liquidity; (12) consequences of a

potential (partial) termination of the European currency: the Euro or the European Union; (13) changes in the frequency and severity of insured loss events; (14) catastrophes and terrorist related events; (15) changes affecting mortality and morbidity levels and trends and changes in longevity; (16) changes in laws and regulations and/or changes in the interpretation thereof, including without limitation Solvency II, IFRS, sustainability regulations and taxes; (17) changes in the policies of governments and/or regulatory-or supervisory authorities; (18) changes in ownership that could affect the future availability of net operating loss, net capital and built-in loss; (19) changes in conclusions with regard to accounting assumptions and methodologies; (20) adverse developments in legal and other proceedings and/or investigations or sanctions taken by supervisory authorities; (21) risks related to mergers, acquisitions, and divestments (22) other financial risks such as currency movements, interest rate fluctuations, liquidity, and credit risks could influence future results and (23) the other risks and uncertainties detailed in the Risk Factors section contained in recent public disclosures made by ASR Nederland.

The foregoing list of factors and developments is not meant to be exhaustive. Any Statements made by or on behalf of ASR Nederland only contain information and insights available as of the date these statements were made and, except as required by applicable law, ASR Nederland disclaims any obligation to publicly update or revise and/or publish any Statements, whether as a result of new information, future events or otherwise. Neither ASR Nederland nor any of its directors, officers, employees give any statement, warranty or prediction on the anticipated results as included in the document. The Statements in this /document represent, in each case, only one of multiple possible scenarios and should not be viewed as the most likely or standard scenario. ASR Nederland has taken all reasonable care in the reliability and accurateness of this document. Nevertheless, information contained in this document may be incomplete or incorrect. ASR Nederland does not accept liability for any damages resulting from this document in case the information in this document is incorrect or incomplete.

This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities or any other financial instruments.