

Solid results in 9M 2017

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9M 2017 Trading Update

29 November 2017

Solid financial performance driven by strong business results in 9M 2017

Financial results driven by strong operating performance

- Operating result up 23.6% to € 550m, mainly due to improved combined ratio in Non-life and higher results in Life driven by significant increase in investment margin
- Operating result in Q3 2017 of € 165m, up € 19m from Q3 2016
- Operating ROE at 16.4%, well above target of 'up to 12%'

Robust Solvency II-ratio at 193% on standard formula

- Solid organic capital creation sustained in Q3 (+3%-p) and positive effect from market and other developments (+1%-p) partly offset by the impact of the lower VA (-2%-p); remainder deployed for repurchase of own shares (-3%-p)

Profitable growth and underwriting drive strong combined ratio

- Strong combined ratio of 94.5% as a result of expertise and continuous pursuit of profitable growth, benefitting from favourable weather conditions in H1

Operating result

€ 550m

+23.6%

(9M 2016: € 445m)

Operating ROE

16.4%

Target: up to 12%

(9M 2016: 14.8%)

Solvency II (SF)*

193%

-1%-p

(30 June 2017: 194%)

Combined ratio

94.5%

Target < 97%

(9M 2016: 95.7%)

Gross written premiums

€ 3,096m

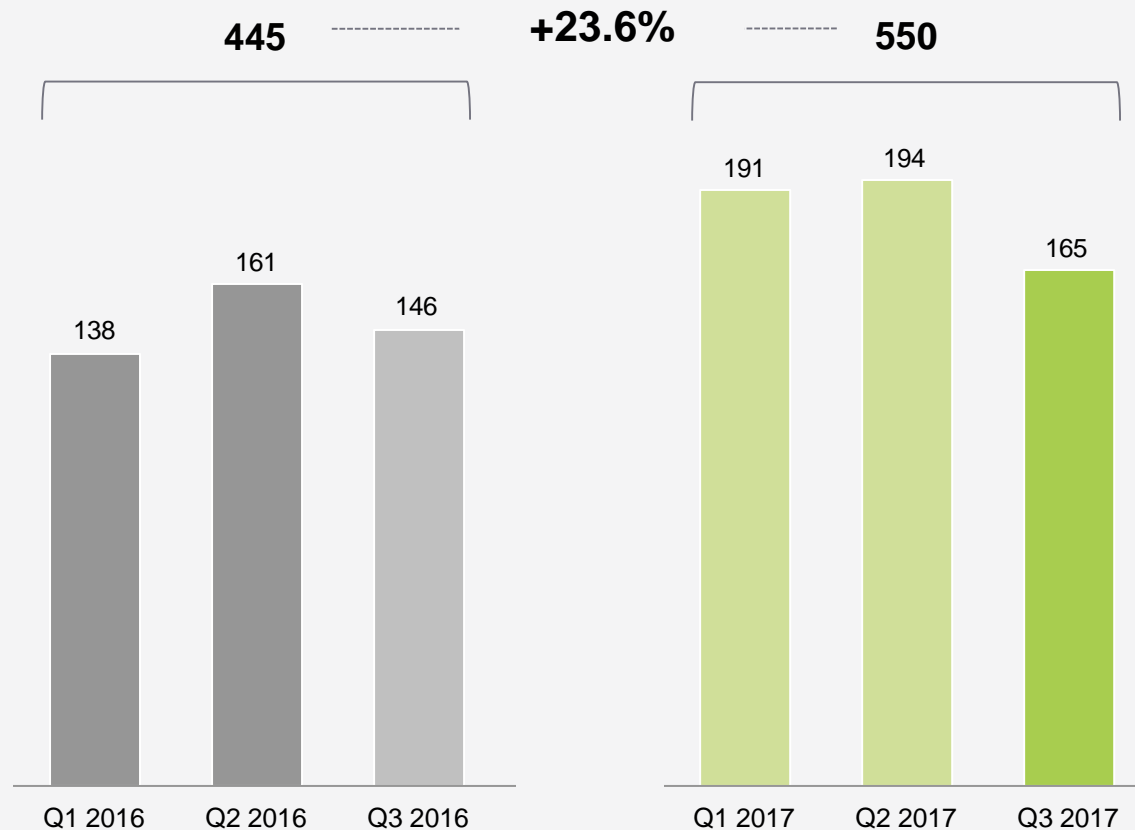
-12.0%

(9M 2016: € 3,518m)

* Excluding a.s.r. Bank

Increased quarterly operating result reflects solid businesses

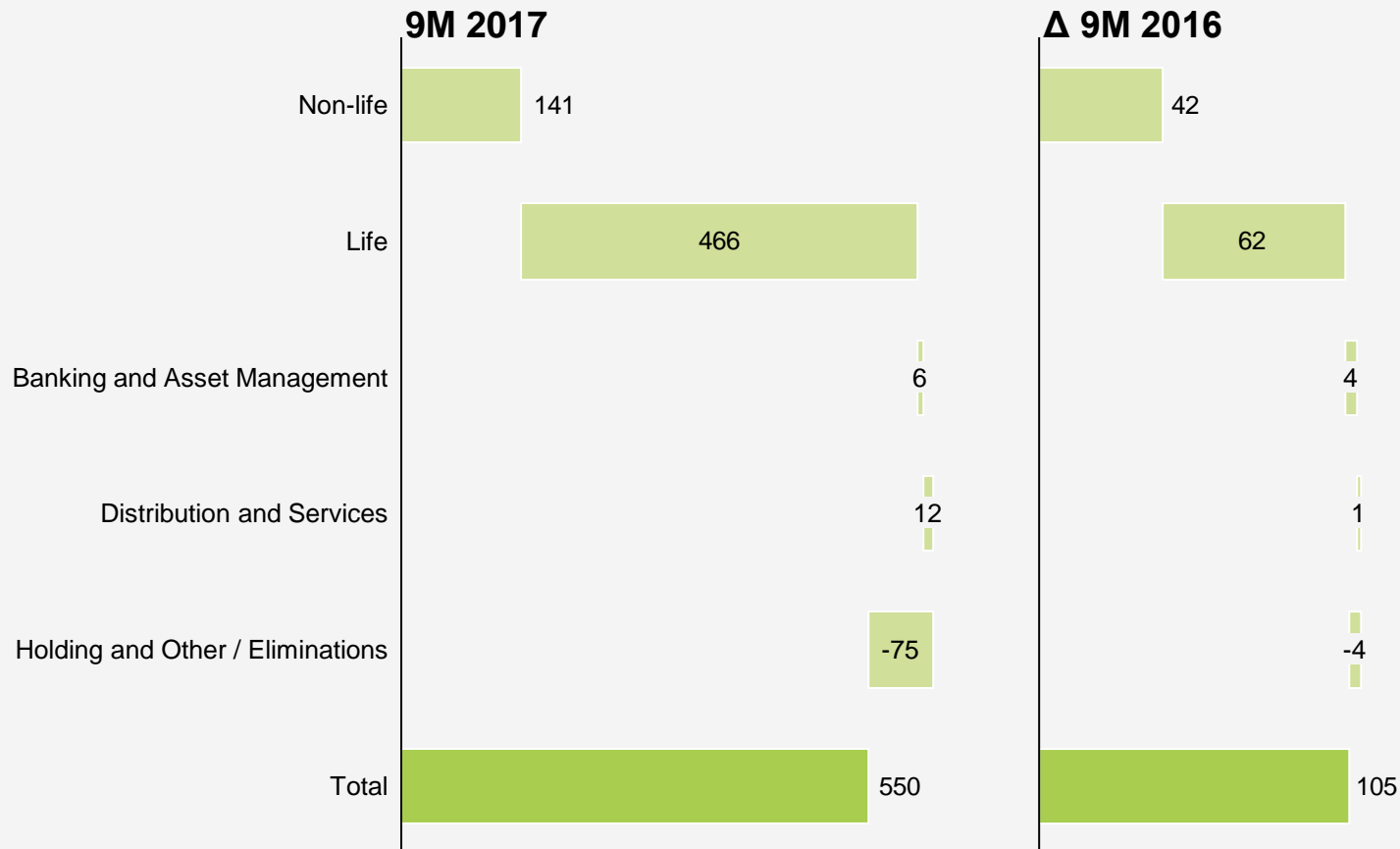
Operating result (in € mln)



- Operating result up 23.6% for 9M 2017
- Q3 2017 is up 13% compared to Q3 2016
- Quarterly operating result in the first three quarters in 2017 considerably higher than the comparable quarters of 2016
- Low level of large claims and seasonality effects (e.g. dividends) were favorable in H1 this year. Q3 reflects seasonal pattern from higher claims at Travel & Leisure insurance
- Higher contribution from investment results in the Life segment sustained

All segments drive strong increase in operating result

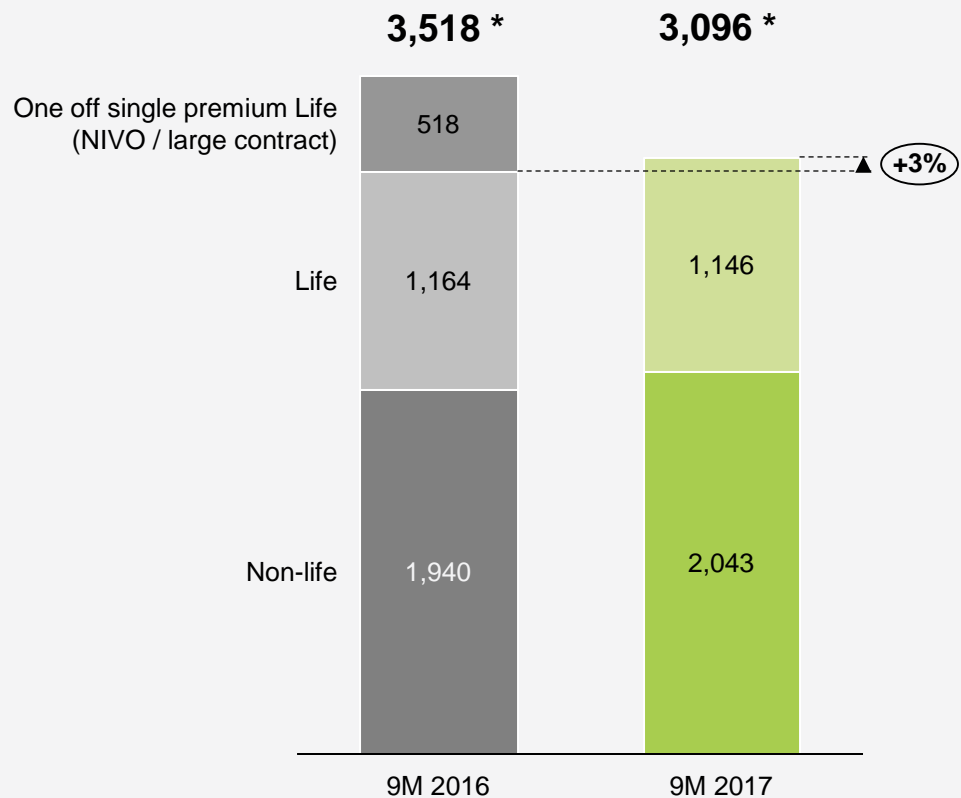
Operating result (€ mln)



- Non-life segment: operating result up significantly (+ € 42m), reflecting higher premium income in all product lines, disciplined underwriting and a low level of claims in H1. Combined ratio of 94.5% in 9M 2017, well below target (<97%)
- Life segment: operating result up (+ € 62m) due to higher direct investment result and higher contribution from the realized gains reserve
- Non-insurance segments: an increase in operating result (+ € 1m) driven by improved interest margin in Banking and higher AuM

GWP up 3% excluding one-offs in 2016

Gross written premiums (€ mln)



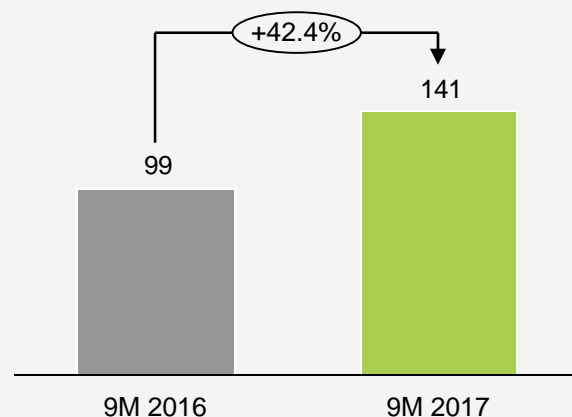
- GWP decreased 12% to € 3,096m in 9M 2017
- Lower GWP reflects high single premiums in 2016 related to acquisition of NIVO and a large single premium contract
- GWP up 3% excluding the 2016 one-offs
- Non-life premiums increased in all business lines. Most notably, P&C up 5% year-on-year in 9M 2017

* Total GWP includes elimination of € 93m in 9M 2017 and € 104m in 9M 2016 which relates primarily to the own pension plan

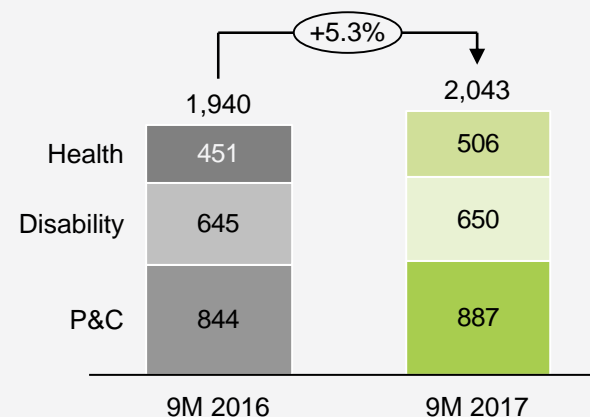
Non-life segment: combined ratio remains strong

Combined ratio below 100% for all Non-life product lines

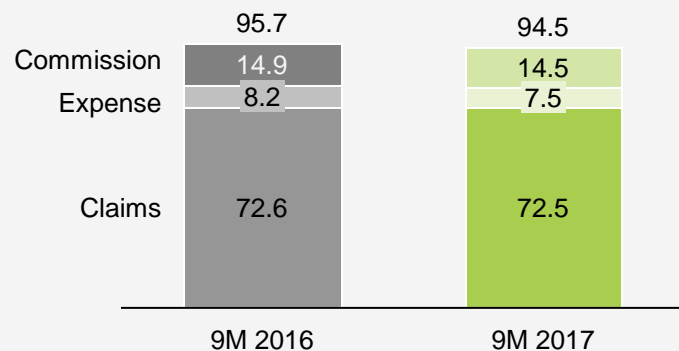
Operating result (€ mln)



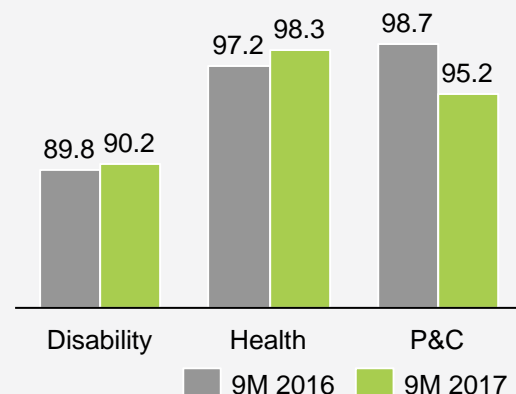
Gross written premiums (€ mln)



Combined ratio (%)



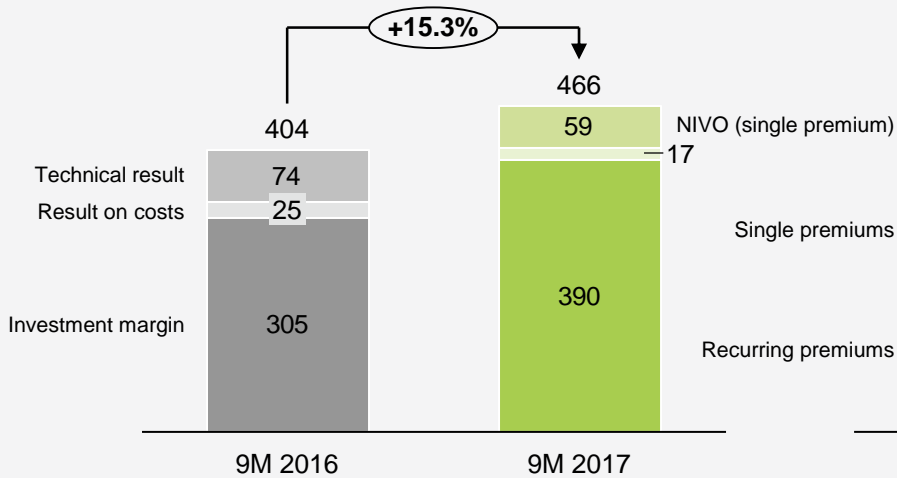
Combined ratio - product line (%)



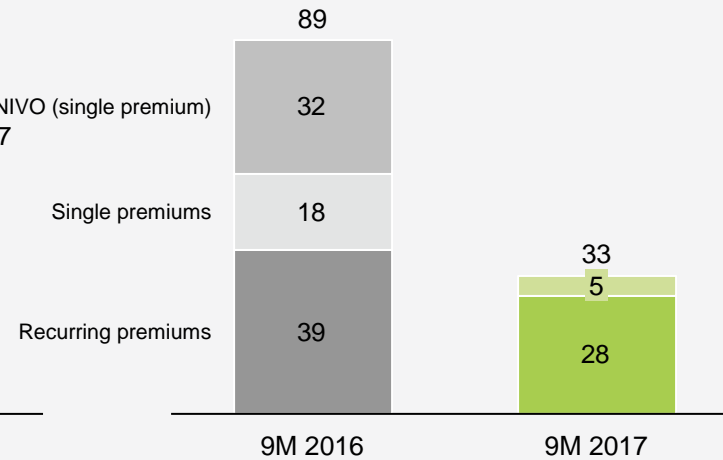
- Operating result up 42.4% to € 141m in 9M 2017, reflecting particularly strong results in H1 and a stable Q3
- CoR improves 1.2%-p to 94.5% driven by broad-based improvement in claims ratio, expense ratio and commission ratio. CoR remains ahead of target (<97%)
- P&C CoR improves 3.5%-p, primarily reflecting low claims in H1 and better underwriting. Q3 shows seasonal effect in Travel & Leisure and uptick in large claims
- Disability continues strongly ahead of target (<93%) in 9M 2017, based on sound underwriting results
- Health shows premium increase from better pricing and new customers
- GWP up € 103m to € 2,043m as a result of growth in premiums in all business lines

Life performance: driven by investment margin

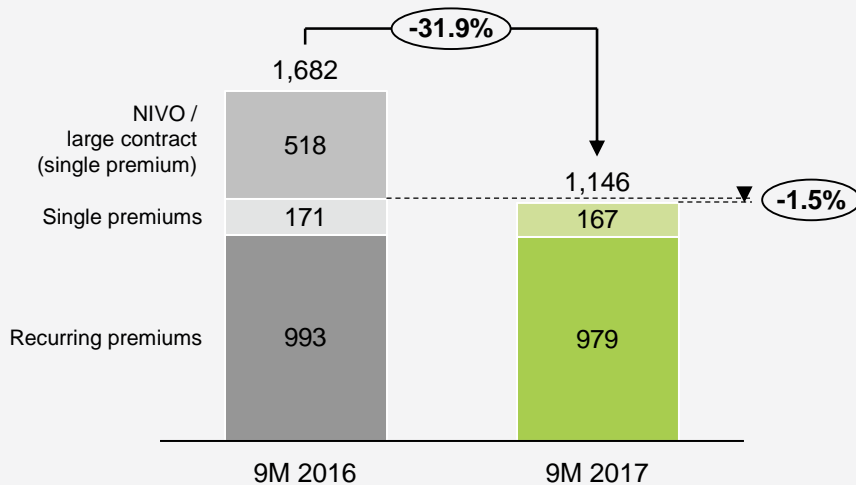
Operating result (€ mln)



New business (APE) (€ mln)



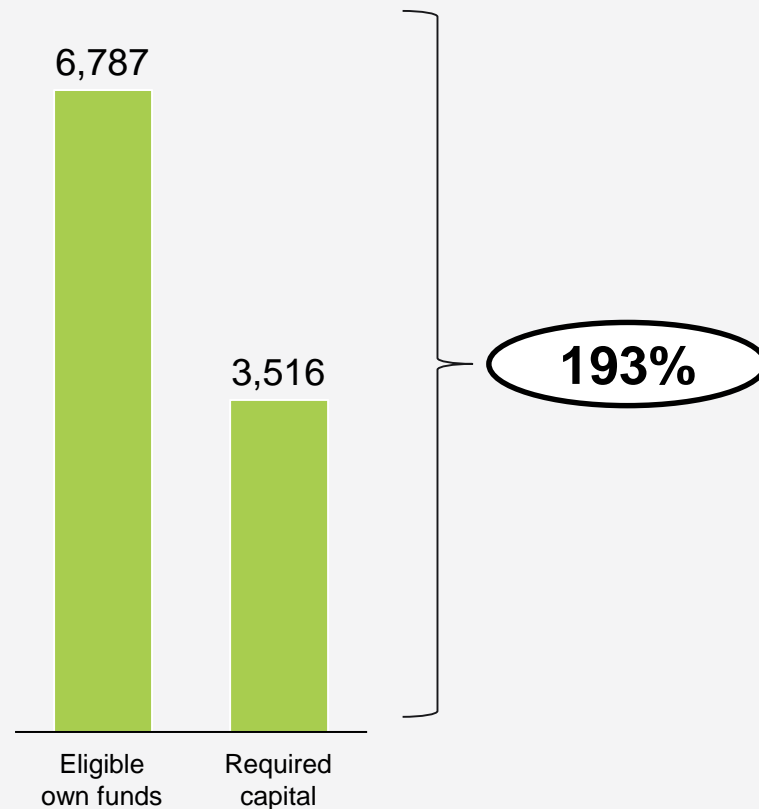
Gross Written Premiums (€ mln)



- Operating result of the Life segment up 15.3% to € 466m
- Investment margin up € 85m due to management actions (+ € 34m) and higher release of realized gains reserve (+ € 51m)
- Result on cost down € 8m due to lower cost coverage (- € 23m), mainly reflecting decline of Individual Life book. Strict cost control remains focus point for the Life segment
- Technical result lower mainly due to mortality result, driven by incidental influenza wave in H1 2017 and a one-off gain in 2016
- Recurring premiums remained fairly stable; higher Pension premiums and stable Funeral premiums, offset by the decline of the Individual Life business

Solid Solvency II-ratio at 30 September 2017

Solvency II* (€ mln)



△ H1 2017: - € 9m + € 12m

* Excluding a.s.r. Bank

- Solvency II-ratio* (standard formula), remains robust at 193% (30/6: 194%)
- Organic capital creation (+3%-p), market and other developments (+1%-p), impact of lower VA (-2%-p) and deployed for repurchase of own shares (-3%-p)
- Increase of eligible own funds of € 92m before share-repurchase
- Inaugural RT1 hybrid bond placed in October 2017 (€ 300m @ 4.625%); Q4 SII uplift of 8%-p
- Tier 1 capital comprises 85% of total own funds
 - Tier 1 capital alone represents 164% of SCR
 - Restricted Tier 1: € 204m
 - Tier 2: € 1,005m
 - Tier 3: € 10m
- Significant further headroom available:
 - Tier 1: € 1,188m (before issuance of RT1 bond of € 300m in October 2017)
 - Tier 2&3: € 743m

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Well-diversified and robust investment portfolio

Assets (€ billion, fair value) *	31 Dec. 2016	30 Sept. 2017	Delta
Fixed income	26.0	23.6	-2.4
Equities	2.2	2.5	0.3
Real estate	3.2	3.2	-
Mortgages / other loans	7.2	8.0	0.8

- Rise in interest rates impact fair value of fixed-income securities
- Re-allocation of market risk budget to equities, mortgages and other loans; allocation to real estate stable at the current level
- Further increase in mortgage exposure. High-quality mortgage portfolio further improved the credit performance with better arrears positions and incurred foreclosure losses at < 2 bps
- Vacancy rates decreased due to redevelopments and new contracts in retail and sale of non-core office locations
- Lower swap spread exposure under the Solvency II regime by exchanging long-dated core government bonds for a combination of short-duration instruments and receiver swaps

* This presentation is on an investment portfolio basis (from an asset management perspective) and distinguishes different investment categories compared to IFRS

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