

NN GROUP FINANCIAL SUPPLEMENT

4Q2014



NN GROUP FINANCIAL SUPPLEMENT 4Q2014 INTRODUCTION

- The Financial Supplement includes quarterly financial trend data and is published on a quarterly basis.
- Rounding could cause some small differences.
- All figures are unaudited.
- The segment Other comprises of the businesses of NN Bank and ING Re, the holding company and certain other entities.
- APE is calculated as the sum of annual premiums and 1/10th of regular premiums sold in the period.
- Client balances, for life insurance and investment management activities, encompass all on or off-balance sheet customer accounts (liability based) on which NN earns a spread or a fee. They include the gross life provisions for both general account and separate account life insurance contracts and off-balance sheet funds managed for institutional investors and (proprietary) pension funds. Client balances are not equal to AuM, as client balances exclude the Company's shareholder's equity and provisions for non-life insurance contracts. This key performance indicator measures the volume of NN's in-force life insurance and investment management business which drives future operating income and results.

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NN GROUP 1.1.1 CONSOLIDATED BALANCE SHEET: ASSETS

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013 ¹⁾	30 Sep 2013 ¹⁾²⁾	30 Jun 2013 ¹⁾³⁾	31 Mar 2013 ¹⁾³⁾
Cash and cash equivalents	7,530	5,529	6,739	8,114	7,155	6,858	7,818	7,243
Financial assets at fair value through P&L	49,549	47,862	44,516	42,360	43,933	44,859	45,540	48,866
- trading assets	628	607	645	769	736	570	597	596
- non-trading derivatives	7,207	5,450	4,436	3,423	3,126	3,342	3,687	4,338
- investments for risk of policyholders	41,221	41,298	38,822	37,683	39,589	40,165	40,693	42,525
- other	492	506	612	485	482	782	564	1,408
Available-for-sale investments	72,277	69,249	67,025	63,684	61,014	64,460	64,798	67,858
- debt securities	65,991	63,295	60,861	57,801	55,394	59,101	59,180	62,345
- equity securities	6,286	5,954	6,164	5,883	5,620	5,359	5,618	5,513
Loans	27,802	28,965	27,111	25,905	25,319	22,076	16,823	16,813
Reinsurance contracts	241	267	270	275	252	277	285	293
Investments in associates	1,617	1,602	1,575	1,243	1,071	1,162	1,189	1,328
Real estate investments	1,104	1,022	786	743	721	749	745	748
Property and equipment	139	145	149	162	164	181	185	195
Intangible assets	357	360	383	382	392	398	408	425
Deferred acquisition costs	1,403	1,431	1,441	1,411	1,353	2,832	2,878	3,030
Other assets	3,462	3,626	3,945	3,274	3,754	5,835	5,890	6,195
Total assets excluding assets held for sale	165,481	160,059	153,939	147,553	145,128	149,688	146,561	152,995
Assets held for sale	-	128	123	180	187	16,994	174,589	183,045
Total assets	165,481	160,186	154,062	147,734	145,315	166,682	321,150	336,040

1) The figures for this period have been restated to reflect the change in accounting policy, covering the move towards fair value accounting for Guaranteed Minimum Death Benefits for reserves of the Japan Closed Block VA segment as of 1 January 2014. The figures in this period have also been restated to reflect the implementation of IFRS 11, which replaced proportional consolidation for joint ventures by equity accounting.

2) Reclassified. In the 30 September 2013 balance sheets, Assets and liabilities held for sale includes the insurance and investment management businesses in Asia excluding NN Group's business in Japan. The assets and liabilities of NN Group's business in Japan are included on a line by line basis.

3) Reclassified. In the 30 June 2013 and 31 March 2013 balance sheets, Assets and liabilities held for sale includes ING US, the insurance and investment management businesses in Asia excluding NN Group's business in Japan. The assets and liabilities of NN Group's business in Japan are included on a line by line basis.

NN GROUP 1.1.2 CONSOLIDATED BALANCE SHEET: EQUITY AND LIABILITIES

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013 ¹⁾	30 Sep 2013 ¹⁾²⁾	30 Jun 2013 ¹⁾³⁾	31 Mar 2013 ¹⁾³⁾
Shareholders' equity	20,355	18,344	16,939	14,682	14,062	14,719	22,089	27,114
Minority interests	76	70	60	72	68	65	3,025	240
Undated subordinated notes	986	986						
Total equity	21,417	19,400	16,999	14,754	14,130	14,784	25,114	27,354
Subordinated debt	2,297	2,299	3,287	2,890	2,892	2,894	2,958	2,996
Debt securities in issue	0	0	0	0	0	270	693	694
Senior debt	400	400	400	1,000	1,000	2,000	1,308	1,309
Other borrowed funds	5,467	4,419	3,968	3,243	3,817	2,955	2,687	3,062
Insurance and investment contracts	119,237	119,118	116,031	113,836	111,769	115,420	116,979	121,466
- life insurance provisions	73,639	73,281	72,569	71,345	67,700	70,625	71,485	74,039
- non-life insurance provisions	3,540	3,670	3,787	3,912	3,584	3,726	3,840	3,955
- provision for risk of policyholders	41,285	41,393	38,869	37,772	39,675	40,259	40,812	42,626
- other	772	773	806	808	810	811	841	845
Customer deposits	6,981	6,597	6,519	6,190	5,769	4,962	0	0
Financial liabilities at fair value through P&L	3,142	2,529	1,859	1,396	1,843	1,782	1,920	2,205
- non-trading derivatives	3,142	2,529	1,859	1,396	1,843	1,782	1,920	2,205
Other liabilities	6,540	5,421	4,995	4,408	4,071	5,887	5,877	6,044
Total liabilities excluding liabilities held for sale	144,064	140,783	137,059	132,962	131,161	136,170	132,422	137,777
Liabilities held for sale	-	3	4	18	24	15,728	163,614	170,909
Total liabilities	144,064	140,786	137,063	132,980	131,185	151,898	296,036	308,686
Total equity and liabilities	165,481	160,186	154,062	147,734	145,315	166,682	321,150	336,040

1) The figures for this period have been restated to reflect the change in accounting policy, covering the move towards fair value accounting for Guaranteed Minimum Death Benefits for reserves of the Japan Closed Block VA segment as of 1 January 2014. The figures in this period have also been restated to reflect the implementation of IFRS 11, which replaced proportional consolidation for joint ventures by equity accounting.

2) Reclassified, in the 30 September 2013 reclassified balance sheets, Assets and liabilities held for sale includes the insurance and investment management businesses in Asia excluding NN Group's business in Japan. The assets and liabilities of NN Group's business in Japan are included on a line by line basis.

3) Reclassified, in the 30 June 2013 and 31 March 2013 reclassified balance sheets Assets and liabilities held for sale includes ING US, the insurance and investment management businesses in Asia excluding NN Group's business in Japan. The assets and liabilities of NN Group's business in Japan are included on a line by line basis.

NN GROUP 1.2 TOTAL EQUITY

in EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013 ¹⁾	30 Sep 2013 ¹⁾	30 Jun 2013 ¹⁾	31 Mar 2013 ¹⁾
Share capital	42	42	0	0	0	0	0	0
Share premium	12,098	12,098	12,140	11,290	11,605	10,711	17,750	17,750
Revaluation reserve equity securities	1,104	933	1,091	1,097	1,019	986	877	947
Revaluation reserve debt securities	9,044	7,006	5,489	4,110	2,807	3,674	4,831	8,504
Revaluation reserve crediting to life policyholders	-5,529	-4,542	-3,858	-3,199	-2,579	-2,812	-3,507	-5,214
Revaluation reserve cashflow hedge	4,464	3,791	3,447	3,039	2,726	2,872	3,076	3,391
Other revaluation reserve	20	22	22	19	-24	306	309	262
Remeasurement of the net defined benefit asset/liability	-118	-95	-83	-64	-1,042	-389	-549	-705
Currency translation reserve	-198	-123	-162	-215	-252	-380	-582	-149
Retained earnings and other reserves	-572	-788	-1,147	-1,395	-198	-249	-116	2,328
Shareholders' equity	20,355	18,344	16,939	14,682	14,062	14,719	22,089	27,114
Minority interests	76	70	60	72	68	65	3,025	240
Undated Subordinated notes	986	986						
Total equity	21,417	19,400	16,999	14,754	14,130	14,784	25,114	27,354
Shareholders' equity per share in EUR	58.16	52.41						
Shares outstanding in the market (in million)	350	350						

1) The figures for this period have been restated to reflect the change in accounting policy, covering the move towards fair value accounting for Guaranteed Minimum Death Benefits for reserves of the Japan Closed Block VA segment as of 1 January 2014.

NN GROUP 1.3 SHAREHOLDERS' EQUITY RECONCILIATION

In EUR million	(Allocated) Shareholders' equity	Less: Revaluation reserves ¹⁾	Plus: Minority interest	Adjusted (allocated) equity
Netherlands Life	14,255	7,615	39	6,678
Netherlands Non-life	760	349	0	411
Insurance Europe	2,103	548	37	1,593
Japan Life	1,579	433	0	1,146
Investment Management	386	-1	0	387
Other ²⁾	261	174	0	87
Ongoing business	19,343	9,118	76	10,301
Japan Closed Block VA	1,012	0	0	1,012
Discontinued operations	0	0	0	0
NN Group	20,355	9,118	76	11,313

1) Revaluation reserves for debt securities, equity securities and property in own use, the cash flow hedge reserve, the related crediting to policyholders and interest on undated subordinated notes.

2) The segment 'Other' comprises of the allocated equity of NN Bank, ING Re and the cash capital position, other assets and debt of the holding company.

NN GROUP 1.4 CAPITAL BASE - IGD

In EUR million	31 Dec 2014	30 Sep 2014	30 Jun 2014	31 Mar 2014	31 Dec 2013	30 Sep 2013	30 Jun 2013	31 Mar 2013
Shareholders' equity	20,355	18,344	16,939	14,682	14,062	14,719	22,089	27,114
Qualifying undated subordinated debt ¹⁾	1,823	1,823	1,809	2,394	2,394	2,394	2,455	2,490
Qualifying dated subordinated debt ¹⁾	1,000	1,000	1,000	-	-	-	-	-
Required regulatory adjustments	-9,005	-7,934	-7,288	-6,110	-5,501	-6,421	-1,664	-5,869
Total capital base ²⁾ (a)	14,172	13,233	12,460	10,966	10,955	10,691	22,881	23,736
EU required capital (b)	4,683	4,683	4,578	4,468	4,385	5,132	8,981	9,347
NN Group IGD Solvency I ratio ³⁾ (a/b)	303%	283%	272%	245%	250%	208%	255%	254%

1) Subordinated debt included at notional value in the IGD capital base.

2) The 31 March 2014 IGD capital base has been updated as the eligible and dated hybrids are capped at 50% and 25% respectively of the EU required capital. The 31 December 2013 IGD capital base has been updated to reflect the move towards fair value accounting for the Guaranteed Minimum Death Benefits reserves of the Japan Closed Block VA segment and that the eligible and dated hybrids are capped at 50% and 25% respectively of the EU required capital.

3) The 2014 solvency ratios are not final until filed with the regulators.

NN GROUP 1.5 CASH CAPITAL POSITION AT THE HOLDING COMPANY

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	FY2014
Cash capital position - beginning of period	1,184	1,156	634	1,363	1,363
Cash divestment proceeds	112	3	4	177	296
Dividends from subsidiaries ¹⁾	206	58	373	73	710
Capital injections into subsidiaries ²⁾	-71	-32	-485	-725	-1,313
Other ³⁾	-17	-1	-18	-79	-116
Free cash flow at the holding	229	27	-127	-553	-424
Capital flows from / (to) shareholders			850	-176	674
Increase / (decrease) in debt and loans			-200		-200
Cash capital position - end of period	1,413	1,184	1,156	634	1,413
Free cash flow at the holding	229	27	-127	-553	-424
IPO related capital transactions ⁴⁾			-450	-424	-874
Adjusted free cash flow at the holding	229	27	323	-129	450

Note: cash capital is defined as net current assets available at the holding company

1) Includes interest on subordinated loans issued by subsidiaries to the holding company.

2) Includes the change of subordinated loans issued by subsidiaries to the holding company.

3) Includes interest on subordinated loans and debt, holding company expenses and other cash flows.

4) Consists of the IPO related capital strengthening of NN Life by EUR 1,050 million through subordinated debt and EUR 176 million of cash proceeds received from the divestment of SulAmérica which were upstreamed to ING Group.

NN GROUP 1.6 INVESTMENTS

31 December 2014

In EUR billion	Loans and advances	Investments AFS		FV through P&L	Total	
	B/S value	B/S value	Reval after tax	B/S value	B/S value	Reval after tax
Total Debt securities	4.7	66.0	9.2	1.6	72.3	9.0
of which Government bonds		52.3	8.4	0.2	52.6	8.4
of which Covered bonds		0.6	0.1		0.6	0.1
of which Financial institutions		4.4	0.2	0.0	4.4	0.2
of which Corporate bonds		7.8	0.5	1.3	9.1	0.5
of which ABS	4.7	0.8	0.0		5.6	-0.2
Public Equity securities		2.7	1.1	0.0	2.7	1.1
Other Equity securities		3.5		1.1	4.7	
Total Investments	4.7	72.3	10.3	2.7	79.6	10.1

NN GROUP 2.1 ANALYSIS OF RESULTS: TOTAL

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013 ¹⁾	3Q2013 ¹⁾	2Q2013 ¹⁾	1Q2013 ¹⁾	FY2014	FY2013 ¹⁾
Analysis of results										
Netherlands Life	157	152	153	153	192	175	204	138	615	709
Netherlands Non-life	35	32	39	22	12	28	42	-3	128	79
Insurance Europe	40	45	44	45	48	57	53	42	176	199
Japan Life	12	37	24	66	15	34	30	83	140	161
Investment Management	41	41	38	39	28	31	41	31	158	130
Other	-24	-33	-42	-31	-73	-89	-97	-115	-130	-373
Operating result ongoing business	260	274	257	295	220	235	274	175	1,086	905
Non-operating items ongoing business	93	123	10	-28	-117	-56	-71	15	198	-229
of which gains/losses and impairments	5	9	-51	10	29	16	-9	61	-28	97
of which revaluations	21	38	84	-0	15	-1	1	-12	143	3
of which market & other impacts	67	76	-24	-37	-161	-71	-63	-34	83	-329
Japan Closed Block VA	-24	89	79	-36	-423	106	-97	162	109	-252
Insurance Other	-	-	-	-	-4	-4	-5	-5	-	-18
Special items before tax	-58	-32	-25	-572	-29	-56	-12	-29	-687	-126
Result on divestments	-3	4	-0	56	48	7	-9	37	57	84
Result before tax from continuing operations	269	458	320	-284	-304	232	80	356	762	364
Taxation	63	86	68	-83	-138	82	32	78	135	54
Net result from continuing operations	205	371	252	-201	-166	150	48	278	628	310
Net result from discontinued operations	1	-3	-1	-12	17	-752	-55	811	-16	20
Minority interests	8	14	-1	2	8	51	-47	-3	23	8
Net result	197	354	252	-215	-157	-652	39	1,092	588	322
Shares outstanding in the market (in million)	350.0	350.0	350.0							
Net result per share in EUR ²⁾	0.56	1.01	0.72							
New business ongoing business										
Single premiums	447	483	423	437	505	390	409	437	1,790	1,741
Regular premiums	219	259	262	396	241	233	225	354	1,136	1,053
New sales life insurance (APE)	264	307	305	439	292	272	266	398	1,315	1,227
Value of new business									196	129
Internal rate of return									10.8%	9.7%

NN GROUP 2.1 ANALYSIS OF RESULTS: TOTAL

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013 ¹⁾	3Q2013 ¹⁾	2Q2013 ¹⁾	1Q2013 ¹⁾	FY2014	FY2013 ¹⁾
Key figures ongoing business										
Gross premium income	1,821	2,047	1,977	3,489	1,917	1,959	2,016	3,633	9,334	9,525
Total administrative expenses	455	427	439	437	462	438	447	460	1,758	1,807
Cost/income ratio (Administrative expenses/Operating income)	37.6%	35.6%	37.0%	34.5%	38.1%	36.5%	36.3%	37.3%	36.2%	37.1%
Combined ratio (Netherlands Non-life) ³⁾	99.4%	99.6%	98.5%	100.2%	103.6%	97.4%	98.2%	106.5%	99.4%	101.5%
Investment Management Assets under Management ⁴⁾	186	180	177	168	174	176	176	184	186	174
Life general account invested assets ⁴⁾	78	78	78	77	75	75	75	76	78	75
Investment margin/Life general account invested assets (in bps) ⁵⁾	93	90	89	92	89	93	89	88		
Total provisions for insurance and investment contracts ⁴⁾	105	104	100	98	96	97	98	100	105	96
of which for risk policyholder ⁴⁾	28	27	24	24	25	25	25	26	28	25
NN Life Solvency I ratio ⁶⁾	260%	252%	250%	235%	223%	183%	230%	204%	260%	223%
Net operating result ⁷⁾	191	203	196	216	149	154	203	160	806	666
Adjusted allocated equity (end of period) ⁸⁾	10,301	9,921	9,605	8,458	8,989	7,158	7,577	7,542	10,301	8,989
Net operating ROE ⁹⁾	7.6%	8.3%	8.7%	9.9%	7.4%	8.3%	10.7%	9.0%	8.6%	8.9%
Key figures Japan Closed Block VA										
Account value	13,248	14,313	14,425	14,175	14,687	15,792	16,104	17,205	13,248	14,687
Number of policies	294,263	317,316	330,203	338,197	346,306	357,904	366,651	373,439	294,263	346,306
Key figures Total NN Group										
IGD Solvency I ratio ⁶⁾¹⁰⁾	303%	283%	272%	245%	250%	208%	255%	254%	303%	250%
Total assets ⁴⁾	165	160	154	148	145	150	147	153	165	145
Shareholders' equity	20,355	18,344	16,939	14,682	14,062	14,719	22,089	27,114	20,355	14,062
Employees (FTEs, end of period)	11,659	11,854	11,913	12,129	12,245	12,519	12,291	12,509	11,659	12,245

1) The figures of this period have been restated to reflect the change in accounting policy, i.e., the move towards fair value accounting for Guaranteed Minimum Death Benefits reserves of the Japan Closed Block VA segment as of 1 January 2014.

2) Net result per share in Q22014 is calculated based on the NN Group shares outstanding as of 7 July 2014.

3) Excluding Mandema and Zicht broker businesses.

4) End of period, in EUR billion.

5) Four-quarter rolling average.

6) The 2014 solvency ratios are not final until filed with the regulators.

7) Net operating result of the ongoing business, adjusted for the accrued coupon on undated notes classified in equity.

8) Allocated equity, adjusted for revaluation reserves and excluding undated notes classified in equity.

9) Net operating ROE is calculated as the (annualised) net operating result of the ongoing business, adjusted for the accrued coupon on undated notes classified in equity divided by the average allocated equity of the ongoing business adjusted for revaluation reserves and excluding undated notes classified in equity.

10) The 31 March 2014 IGD Solvency I ratio has been updated as the eligible and dated hybrids are capped at 50% and 25% respectively of the EU required capital. The 31 December 2013 IGD Solvency I ratio has been updated to reflect the move towards fair value accounting for the Guaranteed Minimum Death Benefits reserves of the Japan Closed Block VA segment and that the eligible and dated hybrids are capped at 50% and 25% respectively of the EU required capital.

Note: Operating results are non-GAAP measures. These are derived from figures according to IFRS-EU by excluding impact from divestments, discontinued operations and special items, gains/losses and impairments, revaluations and market & other impacts.

NN GROUP 2.2 ANALYSIS OF RESULTS: NETHERLANDS LIFE

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results										
Investment margin	175	154	162	140	145	133	173	106	630	557
Fees and premium based revenues	95	92	89	127	94	111	106	149	404	461
Technical margin	15	17	36	34	84	56	60	38	102	237
Income non-modelled life business	0	-0	0	0	-0	0	-0	0	0	-0
Operating income	285	263	287	301	322	301	339	293	1,136	1,255
Administrative expenses	114	98	120	126	114	110	118	129	457	472
DAC amortisation and trail commissions	14	14	13	23	16	16	17	26	64	75
Expenses	128	111	133	148	131	126	134	156	521	547
Operating result	157	152	153	153	192	175	204	138	615	709
Non-operating items	88	63	10	-46	-158	-102	-83	-3	115	-345
of which gains/losses and impairments	0	4	-57	-9	-18	-37	-29	41	-62	-43
of which revaluations	23	34	82	0	21	6	9	-9	139	27
of which market & other impacts	65	25	-15	-37	-161	-71	-63	-34	38	-329
Special items before tax	-10	4	-7	-340	14	-16	-10	-10	-352	-22
Result on divestments	-	-	-	-	6	-	-	-	-	6
Result before tax	235	218	157	-233	53	57	111	126	377	347
Taxation	52	36	22	-68	9	15	18	22	41	65
Minority interests	7	4	-1	-1	4	1	2	0	9	6
Net result	176	179	136	-164	40	41	92	103	327	276
New business										
Single premiums	99	224	137	189	178	120	123	189	649	610
Regular premiums	14	23	32	112	44	22	14	84	182	163
New sales life insurance (APE)	24	46	46	131	61	34	27	102	247	224
Value of new business									25	-53
Internal rate of return									10.5%	4.5%
Key figures										
Gross premium income	492	574	614	1,405	573	527	615	1,524	3,084	3,240
Total administrative expenses	114	98	120	126	114	110	118	129	457	472
Cost/income ratio (Administrative expenses/Operating income)	40.0%	37.3%	41.8%	41.9%	35.4%	36.5%	34.8%	44.0%	40.2%	37.6%
Life general account invested assets ¹⁾	58	57	57	57	55	53	54	54	58	55
Investment margin/Life general account invested assets (in bps) ²⁾	111	108	105	109	104	109	104	103		
Total provisions for insurance and investment contracts ¹⁾	73	71	68	67	65	65	66	68	73	65
of which for risk policyholder ¹⁾	20	20	17	16	18	17	18	19	20	18
Allocated equity (end of period)	14,255	12,386	11,265	10,243	9,491	9,764	9,865	10,615	14,255	9,491
NN Life Solvency I ratio ³⁾	260%	252%	250%	235%	223%	183%	230%	204%	260%	223%
Net operating result	120	121	126	122	129	129	165	102	490	525
Adjusted allocated equity (end of period)	6,678	6,485	6,291	6,197	6,325	6,418	6,381	6,322	6,678	6,325
Net operating ROE	7.3%	7.6%	8.1%	7.8%	8.1%	8.1%	10.4%	6.7%	7.7%	8.3%
Employees (FTEs, end of period)	2,174	2,314	2,366	2,433	2,571	2,602	2,646	2,693	2,174	2,571

1) End of period, in EUR billion.

2) Four-quarter rolling average.

3) The 2014 NN Life Solvency I ratios are not final until filed with the regulators.

NN GROUP 2.3 ANALYSIS OF RESULTS: NETHERLANDS NON-LIFE

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results										
Earned premiums	377	380	379	389	384	385	382	396	1,525	1,546
Investment income	31	27	32	24	29	26	36	24	114	115
Other income	1	2	-1	-1	-2	-12	-1	-2	0	-17
Operating income	409	409	410	411	410	399	416	418	1,640	1,644
Claims incurred, net of reinsurance	259	264	254	273	279	255	250	293	1,049	1,077
Acquisition costs	59	61	64	62	57	60	62	63	245	241
Administrative expenses	57	54	56	56	61	60	63	66	222	251
Acquisition costs and administrative expenses	116	114	120	117	119	120	125	129	467	492
Expenditure	375	379	373	390	398	375	375	422	1,516	1,569
Operating result insurance businesses	34	30	37	21	13	24	41	-3	123	75
Operating result broker businesses	1	1	2	1	-1	3	1	0	4	4
Total operating result	35	32	39	22	12	28	42	-3	128	79
Non-operating items	-0	3	8	-1	7	-2	-2	-0	10	4
of which gains/losses and impairments	-0	1	-3	-1	2	-2	-1	-0	-3	-1
of which revaluations	0	2	11	1	5	0	-0	0	14	5
of which market & other impacts	-	-	-	-	-	-	-	-	-	-
Special items before tax	-6	-3	-4	-85	6	-5	-6	-11	-97	-16
Result on divestments	-	-	-	-	-	-	-	-	-	-
Result before tax	29	32	44	-63	25	21	35	-14	41	66
Taxation	6	6	8	-17	5	5	8	-4	4	14
Minority interests	-	-	-	-	-	-	-	-	-	-
Net result	23	26	36	-47	20	16	27	-10	38	53
Key figures										
Gross premium income	239	280	286	760	240	285	291	766	1,566	1,582
Total administrative expenses	76	71	73	75	82	80	83	87	294	332
Combined ratio ¹⁾	99.4%	99.6%	98.5%	100.2%	103.6%	97.4%	98.2%	106.5%	99.4%	101.5%
of which Claims ratio ¹⁾	68.7%	69.5%	66.9%	70.1%	72.7%	66.3%	65.5%	73.9%	68.8%	69.7%
of which Expense ratio ¹⁾	30.7%	30.1%	31.6%	30.1%	30.9%	31.1%	32.7%	32.6%	30.6%	31.8%
Total insurance provisions ²⁾	3	3	4	4	3	3	4	4	3	3
Allocated equity (end of period)	760	704	651	695	734	700	716	535	760	734
Net operating result	27	24	30	17	8	21	33	-2	99	59
Adjusted allocated equity (end of period)	411	388	373	458	551	511	531	295	411	551
Net operating ROE	27.3%	25.8%	28.9%	13.7%	5.8%	16.1%	31.7%	-3.3%	23.3%	13.3%
Employees (FTEs, end of period)	1,708	1,752	1,748	1,911	1,999	2,029	2,049	2,073	1,708	1,999

1) Excluding Mandema and Zicht broker businesses.

2) End of period, in EUR billion.

NN GROUP 2.4 ANALYSIS OF RESULTS: INSURANCE EUROPE

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results										
Investment margin	21	21	21	27	25	27	28	25	90	105
Fees and premium based revenues	132	131	127	128	133	126	128	120	518	507
Technical margin	49	53	44	48	49	49	46	48	194	191
Income non-modelled life business	1	1	1	1	5	5	6	5	4	20
Life Insurance operating income	203	206	193	204	211	206	207	198	806	824
Administrative expenses	84	77	74	74	77	74	79	81	310	310
DAC amortisation and trail commissions	77	82	77	86	89	77	79	76	322	319
Life Insurance expenses	161	159	152	160	166	150	157	157	632	630
Life Insurance operating result	42	47	42	44	46	56	50	42	174	194
Non-life operating result	-2	-1	3	2	2	1	2	0	1	5
Operating result	40	45	44	45	48	57	53	42	176	199
Non-operating items	-0	56	0	10	47	4	3	-1	66	53
of which gains/losses and impairments	-3	5	8	10	48	5	3	-0	21	55
of which revaluations	0	-0	1	-0	-1	-1	-0	-1	1	-3
of which market & other impacts	2	52	-9	-0	-0	-	-0	-	44	-0
Special items before tax	-12	-17	-2	-2	-3	-2	-3	-1	-32	-9
Result on divestments	-2	-	-	-	-	-	-	-	-2	-
Result before tax	26	84	43	54	91	60	52	39	207	243
Taxation	1	16	16	12	34	21	15	7	46	77
Minority interests	2	10	0	2	3	2	2	2	14	9
Net result	23	58	26	39	54	37	35	30	146	156
New business										
Single premiums	341	250	274	229	303	240	254	207	1,094	1,005
Regular premiums	105	88	108	117	110	84	105	110	418	410
New sales life insurance (APE)	140	113	135	140	140	108	131	131	528	510
Value of new business									78	96
Internal rate of return									9.3%	9.7%
Key figures										
Gross premium income	618	577	546	587	646	564	585	549	2,327	2,344
Total administrative expenses (Life & Non-life)	90	85	78	77	80	77	82	84	331	323
Cost/income ratio (Administrative expenses/Operating income)	40.5%	37.9%	36.8%	34.8%	34.8%	34.5%	36.6%	39.1%	37.7%	36.3%
Life general account invested assets ¹⁾	11	12	12	12	12	13	13	13	11	12
Investment margin/Life general account invested assets (in bps) ²⁾	76	77	80	84	80	86	86	85		
Total provisions for insurance and investment contracts ³⁾	19	19	20	19	19	20	20	20	19	19
of which for risk policyholder ¹⁾	7	8	7	7	7	7	7	7	7	7
Assets under management pensions ¹⁾³⁾	14	15	15	14	23	22	20	20	14	23
Allocated equity (end of period)	2,103	2,091	1,997	2,031	1,898	2,024	1,972	2,077	2,103	1,898
Net operating result	32	35	31	36	30	38	40	35	134	143
Adjusted allocated equity (end of period)	1,593	1,597	1,526	1,654	1,601	1,742	1,711	1,796	1,593	1,601
Net operating ROE	8.0%	8.9%	7.9%	8.9%	7.2%	8.7%	9.1%	7.8%	8.4%	8.2%
Employees (FTEs, end of period)	4,085	4,069	4,046	4,039	4,016	4,043	4,056	4,084	4,085	4,016

1) End of period, in EUR billion.

2) Four-quarter rolling average.

3) The numbers shown under AuM are client balances which exclude IFRS shareholder's equity related to the respective pension businesses and include the assets under administration.

NN GROUP 2.5 ANALYSIS OF RESULTS: JAPAN LIFE

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results ¹⁾										
Investment margin	0	0	-1	-1	1	-0	2	4	-2	7
Fees and premium based revenues	89	112	102	134	81	107	98	150	437	436
Technical margin	-13	-4	-4	9	-3	1	-2	6	-13	2
Income non-modelled life business	-0	-0	0	-0	-0	0	0	-0	-0	-0
Operating income	76	108	96	142	79	108	98	160	422	445
Administrative expenses	26	23	25	24	28	27	25	26	97	106
DAC amortisation and trail commissions	38	48	47	52	36	47	43	52	185	177
Expenses	64	70	72	76	64	74	68	77	282	283
Operating result	12	37	24	66	15	34	30	83	140	161
Non-operating items	4	-0	-0	-3	-2	23	1	9	1	30
of which gains/losses and impairments	5	-3	1	-0	-1	25	6	11	3	42
of which revaluations	-1	2	-1	-3	-1	-2	-5	-3	-2	-11
of which market & other impacts	-	-	-	-	0	-0	0	-0	-	-0
Special items before tax	-1	-0	-	-	-	-	-	-	-2	-
Result on divestments	-	-	-	-	-	-	-	-	-	-
Result before tax	14	37	24	64	13	56	31	91	139	192
Taxation	5	13	7	23	7	21	13	31	48	71
Minority interests	-	-	-	-	-	-	-	-	-	-
Net result	9	25	17	40	6	36	19	61	91	121
New business ¹⁾										
Single premiums	7	9	13	19	23	31	31	41	48	126
Regular premiums	100	147	123	167	88	127	106	160	536	480
New sales life insurance (APE)	100	148	124	169	90	130	109	164	541	493
Value of new business									93	86
Internal rate of return									14.3%	17.3%
Key figures ¹⁾										
Gross premium income	462	607	524	731	444	574	519	785	2,323	2,322
Total administrative expenses	26	23	25	24	28	27	25	26	97	106
Cost/income ratio (Administrative expenses/Operating income)	34.2%	21.3%	26.0%	16.9%	35.4%	25.0%	25.5%	16.3%	23.0%	23.8%
Life general account invested assets ²⁾	9	9	9	9	8	9	9	9	9	8
Total provisions for insurance and investment contracts ²⁾	8	8	8	8	7	8	8	8	8	7
of which for risk policyholder ²⁾	0	0	0	0	0	0	0	0	0	0
Allocated equity (end of period)	1,579	1,496	1,438	1,354	1,259	1,315	1,247	1,660	1,579	1,259
Net operating result	7	25	17	42	7	21	18	55	91	100
Adjusted allocated equity (end of period)	1,146	1,194	1,161	1,129	1,074	1,113	1,099	1,353	1,146	1,074
Net operating ROE	2.5%	8.4%	5.9%	15.3%	2.4%	7.7%	5.8%	16.1%	7.9%	8.4%
Employees (FTEs, end of period)	614	628	649	656	637	657	674	668	614	637

1) JPY/EUR average quarterly fx rates: 142.83 (4Q2014), 137.82 (3Q2014), 140.31 (2Q2014), 141.57 (1Q2014), 137.46 (4Q2013), 130.24 (3Q2013), 127.03 (2Q2013) and 119.65 (1Q2013) and JPY/EUR end of period fx rates: 145.12 (4Q2014), 138.12 (3Q2014), 138.41 (2Q2014), 142.44 (1Q2014), 144.66 (4Q2013), 131.83 (3Q2013), 129.45 (2Q2013) and 120.64 (1Q2013).

2) End of period, in EUR billion.

NN GROUP 2.6 ANALYSIS OF RESULTS: INVESTMENT MANAGEMENT

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results										
Investment income	-0	0	-0	-0	-0	0	0	1	-0	1
Fees	129	123	116	118	111	107	117	109	486	444
Operating income	129	123	116	118	111	108	117	110	486	445
Administrative expenses	88	82	79	79	83	76	76	79	328	314
Operating result	41	41	38	39	28	31	41	31	158	130
Non-operating items	0	0	0	0	0	-0	0	0	0	0
Special items before tax	-2	-0	-	-122	-	-	-	-	-124	-
Result on divestments	-0	-2	-	-	-	-	-	-	-2	-
Result before tax	38	38	38	-83	28	31	41	31	31	131
Taxation	10	9	9	-22	8	8	10	8	5	34
Minority interests	-	-	-	-0	-0	0	-0	0	-0	-0
Net result ¹⁾	29	29	29	-61	20	23	31	22	26	97
Key figures										
Total administrative expenses	88	82	79	79	83	76	76	79	328	314
Cost/income ratio (Administrative expenses/Operating income)	68.2%	66.7%	68.1%	66.9%	74.8%	70.4%	65.0%	71.8%	67.5%	70.6%
Net inflow Assets under Management (in EUR billion)	0	-2	4	-12	-3	0	-4	-3	-11	-10
Assets under Management ²⁾	186	180	177	168	174	176	176	184	186	174
Fees/average Assets under Management (in bps)	28	27	27	28	25	24	26	24	27	25
Allocated equity (end of period)	386	386	380	351	359	358	335	388	386	359
Net operating result	30	31	29	31	20	23	31	22	121	97
Adjusted allocated equity (end of period)	387	386	380	352	360	362	337	390	387	360
Net operating ROE	31.5%	32.9%	31.4%	34.6%	22.2%	26.3%	34.3%	23.7%	32.4%	26.7%
Employees (FTEs, end of period)	1,151	1,135	1,139	1,145	1,134	1,144	1,154	1,187	1,151	1,134

1) Excluding the Net result from discontinued operations.

2) End of period, in EUR billion.

NN GROUP 2.7 ANALYSIS OF RESULTS: OTHER

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Analysis of results										
Interest on hybrids and debt	-26	-28	-35	-33	-33	-46	-47	-41	-122	-167
Investment income and fees	16	16	12	7	0	2	7	-0	50	8
Holding expenses	-24	-40	-33	-26	-46	-44	-50	-43	-123	-183
Amortisation of intangible assets	-2	-2	-2	-2	-2	-2	-2	-2	-7	-7
Holding result	-36	-53	-58	-54	-81	-90	-91	-86	-201	-348
Operating result Reinsurance business	4	2	15	11	5	-0	5	-25	31	-15
Operating result NN Bank	7	13	2	5	-1	3	-7	-6	27	-11
Other results	1	6	-0	7	3	-1	-3	2	13	1
Operating result	-24	-33	-42	-31	-73	-89	-97	-115	-130	-373
Non-operating items	2	1	-9	11	-11	20	10	10	6	29
of which gains/losses and impairments	3	1	-0	10	-2	25	12	9	14	44
of which revaluations	-1	0	-9	1	-9	-5	-1	1	-8	-14
of which market & other impacts	0	-0	0	-0	-0	0	-0	0	-0	-0
Special items before tax	-27	-17	-13	-23	-45	-33	8	-8	-80	-79
Result on divestments	-0	6	-0	0	7	1	-58	-1	6	-50
Result before tax	-49	-42	-64	-43	-123	-100	-136	-114	-198	-473
Taxation	3	-10	-11	-0	-43	-15	-7	-28	-18	-93
Minority interests	0	0	0	0	0	-0	0	-0	0	0
Net result	-52	-32	-53	-43	-80	-85	-129	-86	-180	-380
Key figures										
Gross premium income	10	9	7	7	12	9	6	9	34	36
Total administrative expenses	60	70	64	56	74	67	63	55	251	259
of which Reinsurance business	4	3	3	3	2	3	3	3	13	11
of which NN Bank	31	26	27	27	24	16	6	6	112	52
NN Bank common equity Tier 1 ratio phased in	14.1%	14.6%	15.7%	16.7%	16.4%	21.4%	37.1%	32.6%	14.1%	16.4%
Total assets NN Bank ¹⁾	9	8	9	8	7	7	1	1	9	7
Total provisions for insurance and investment contracts ¹⁾	1	1	1	1	1	1	1	1	1	1
Allocated equity (end of period) ²⁾	261	0	5	-1,220	-1,104	-4,001	-3,331	-3,646	261	-1,104
Net operating result ³⁾	-26	-34	-38	-32	-44	-78	-84	-52	-129	-258
Adjusted allocated equity (end of period) ²⁾	87	-130	-127	-1,332	-921	-2,988	-2,483	-2,615	87	-921
Employees (FTEs, end of period)	1,838	1,875	1,884	1,868	1,777	1,929	1,594	1,688	1,838	1,777

1) End of period, in EUR billion.

2) (Adjusted) allocated equity excluding undated notes classified in equity.

3) Net operating result is adjusted for the accrued coupon on undated notes classified in equity.

NN GROUP 2.8 ANALYSIS OF RESULTS: JAPAN CLOSED BLOCK VA

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013 ²⁾	3Q2013 ²⁾	2Q2013 ²⁾	1Q2013 ²⁾	FY2014	FY2013 ²⁾
Analysis of results ¹⁾										
Investment margin	-	-	-	-	-	-0	-	-0	-	-0
Fees and premium based revenues	30	30	28	30	33	34	35	35	117	136
Technical margin	-	-	-	-	-	-	-	-	-	-
Income non-modelled life business	-0	0	-0	-0	-0	0	-0	0	-0	0
Operating income	30	30	28	30	33	34	35	35	117	136
Administrative expenses	8	4	4	4	2	3	3	8	21	18
DAC amortisation and trail commissions	3	3	3	3	3	11	12	12	12	38
Expenses	11	7	8	7	6	14	15	20	33	56
Operating result	19	22	20	23	27	20	19	14	84	80
Non-operating items	-43	67	59	-59	-450	86	-117	148	24	-333
of which gains/losses and impairments	-	-	-	-	-	1	-	0	-	1
of which revaluations	-	-	-	-	-	-	-	-	-	-
of which market & other impacts	-43	67	59	-59	-450	86	-117	148	24	-334
Special items before tax	-	-	-	-	-	-	-	-	-	-
Result on divestments	-	-	-	-	-	-	-	-	-	-
Result before tax	-24	89	79	-36	-423	106	-97	162	109	-252
Taxation	-14	16	17	-11	-157	28	-23	42	8	-110
Minority interests	-	-	-	-	-	-	-	-	-	-
Net result	-10	73	62	-24	-266	78	-75	120	101	-142
Key figures ¹⁾³⁾										
Gross premium income	2	1	1	1	1	3	2	1	5	7
Allocated equity	1,012	1,135	1,061	1,058	1,071	1,466	1,387	1,619	1,012	1,071
Account value	13,248	14,313	14,425	14,175	14,687	15,792	16,104	17,205	13,248	14,687
Net Amount at Risk	133	393	694	870	663	1,448	1,908	2,497	133	663
IFRS Reserves	556	792	1,068	1,267	1,086	1,808	2,161	2,667	556	1,086
Number of policies	294,263	317,316	330,203	338,197	346,306	357,904	366,651	373,439	294,263	346,306
Employees (FTEs)	89	80	81	76	111	115	117	116	89	111

1) JPY/EUR average quarterly fx rates: 142.83 (4Q2014), 137.82 (3Q2014), 140.31 (2Q2014), 141.57 (1Q2014), 137.46 (4Q2013), 130.24 (3Q2013), 127.03 (2Q2013) and 119.65 (1Q2013) and JPY/EUR end of period fx rates: 145.12 (4Q2014), 138.12 (3Q2014), 138.41 (2Q2014), 142.44 (1Q2014), 144.66 (4Q2013), 131.83 (3Q2013), 129.45 (2Q2013) and 120.64 (1Q2013).

2) The figures of this period have been restated to reflect the change in accounting policy, i.e., the move towards fair value accounting for Guaranteed Minimum Death Benefits reserves of the Japan Closed Block VA segment as of 1 January 2014.

3) End of period except Gross premium income.

NN GROUP 3.1 CLIENT BALANCES: NETHERLANDS LIFE

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Client Balances included on Balance Sheet										
Beginning of period	60.9	60.9	60.7	60.2	60.5	60.5	60.8	60.4	60.2	60.4
Deposits	0.3	0.4	0.5	1.2	0.4	0.4	0.4	1.3	2.5	2.5
Withdrawals / Benefits	-1.3	-1.1	-1.0	-1.2	-1.3	-1.0	-1.1	-1.5	-4.5	-4.8
Net production	-0.9	-0.7	-0.5	0.0	-0.8	-0.6	-0.6	-0.2	-2.1	-2.3
Acquisition / Divestments / Transfers	-	-	-	-	-	-	-	-	-	-
Market performance / Interest credited	0.7	0.7	0.7	0.5	0.6	0.6	0.3	0.6	2.5	2.1
FX impact and other	-	-	-	-	-	-	-	-	-	-
End of period	60.6	60.9	60.9	60.7	60.2	60.5	60.5	60.8	60.6	60.2

NN GROUP 3.2 CLIENT BALANCES: INSURANCE EUROPE

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Client Balances included on Balance Sheet										
Beginning of period	18.8	18.9	18.8	19.0	19.0	19.1	19.6	21.0	19.0	21.0
Deposits	0.6	0.4	0.7	0.5	0.6	0.5	0.5	0.5	2.1	2.0
Withdrawals / Benefits	-0.9	-0.7	-0.9	-0.9	-0.8	-0.8	-0.8	-0.9	-3.4	-3.3
Net production	-0.3	-0.3	-0.2	-0.4	-0.2	-0.4	-0.3	-0.4	-1.3	-1.3
Acquisition / Divestments / Transfers	-	-	0.0	0.0	-	-	-	-1.0	0.0	-1.0
Market performance / Interest credited	0.2	0.2	0.3	0.2	0.2	0.2	-0.1	0.1	0.9	0.5
FX impact and other	-0.1	-0.0	0.0	-0.0	-0.0	0.1	-0.1	-0.1	-0.1	-0.2
End of period	18.6	18.8	18.9	18.8	19.0	19.0	19.1	19.6	18.6	19.0
Off Balance Sheet Pension and Mutual Funds business										
Beginning of period	14.9	14.9	14.5	22.9	22.0	20.2	20.4	19.2	22.9	19.2
Deposits	0.4	0.4	0.4	0.5	0.4	0.5	0.4	0.4	1.7	1.7
Withdrawals / Benefits	-0.3	-0.6	-0.1	-8.9	-0.1	-0.1	-0.1	-0.1	-10.0	-0.5
Net production	0.1	-0.3	0.3	-8.5	0.2	0.4	0.3	0.3	-8.3	1.3
Acquisition / Divestments / Transfers	-	-	-	-	-	-	-	1.4	-	1.4
Market performance / Interest credited	-0.5	0.3	0.0	0.2	0.5	1.0	0.0	-0.1	0.0	1.5
FX impact and other	-0.1	-0.0	0.1	-0.1	0.2	0.4	-0.6	-0.4	-0.2	-0.4
End of period	14.4	14.9	14.9	14.5	22.9	22.0	20.2	20.4	14.4	22.9
Total Client Balances										
Beginning of period	33.7	33.8	33.3	41.9	41.0	39.3	40.0	40.2	41.9	40.2
Deposits	1.0	0.7	1.1	1.0	1.0	1.0	0.9	0.9	3.8	3.8
Withdrawals / Benefits	-1.2	-1.3	-1.0	-9.8	-0.9	-0.9	-0.9	-1.0	-13.3	-3.8
Net production	-0.2	-0.6	0.1	-8.8	0.0	0.0	-0.0	-0.1	-9.5	-0.0
Acquisition / Divestments / Transfers	-	-	0.0	0.0	-	-	-	0.4	0.0	0.4
Market performance / Interest credited	-0.3	0.5	0.3	0.4	0.7	1.3	-0.0	0.1	1.0	2.0
FX impact and other	-0.2	-0.1	0.1	-0.2	0.1	0.4	-0.7	-0.5	-0.4	-0.6
End of period	33.0	33.7	33.8	33.3	41.9	41.0	39.3	40.0	33.0	41.9

NN GROUP 3.3 CLIENT BALANCES: JAPAN LIFE

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Client Balances included on Balance Sheet										
Beginning of period	8.3	8.0	7.6	7.4	7.8	7.8	7.9	8.2	7.4	8.2
Deposits	0.4	0.5	0.5	0.6	0.4	0.5	0.5	0.7	2.0	2.0
Withdrawals / Benefits	-0.2	-0.3	-0.3	-0.5	-0.1	-0.5	-0.1	-0.6	-1.4	-1.2
Net production	0.2	0.3	0.1	0.1	0.3	0.0	0.4	0.1	0.7	0.8
Acquisition / Divestments / Transfers	-	-	-	-	0.0	-0.0	-0.0	-0.0	-	-0.0
Market performance / Interest credited	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.1	0.2	0.2
FX impact and other	-0.4	0.0	0.2	0.1	-0.7	-0.1	-0.5	-0.5	-0.1	-1.9
End of period	8.2	8.3	8.0	7.6	7.4	7.8	7.8	7.9	8.2	7.4

NN GROUP 3.4 CLIENT BALANCES: INVESTMENT MANAGEMENT

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Off Balance Sheet Institutional Asset Management										
Beginning of period	76.7	74.7	76.1	79.5	78.6	78.4	74.6	71.8	79.5	71.8
Deposits	4.2	2.3	3.6	7.8	2.4	1.8	11.8	6.8	17.9	22.8
Withdrawals / Benefits	-4.7	-3.5	-7.4	-13.7	-3.0	-2.3	-6.5	-4.7	-29.2	-16.5
Net production	-0.5	-1.1	-3.8	-5.9	-0.6	-0.5	5.3	2.1	-11.2	6.3
Acquisition / Divestments / Transfers ¹⁾	-0.0	0.6	-	0.0	-0.0	-0.0	0.0	-	0.7	-0.0
Market performance / Interest credited	2.4	2.4	2.5	1.9	1.4	0.7	-1.5	-0.1	9.2	0.5
FX impact and other	0.1	0.0	-0.0	0.5	0.0	-0.0	-0.0	0.8	0.6	0.8
End of period	78.7	76.7	74.7	76.1	79.5	78.6	78.4	74.6	78.7	79.5
Off Balance Sheet Pension and Mutual Funds business										
Beginning of period	37.8	18.0	17.2	14.6	14.0	13.5	13.0	11.4	14.6	11.4
Deposits	4.1	3.1	2.1	2.5	3.0	2.2	2.9	2.5	11.9	10.6
Withdrawals / Benefits	-4.6	-3.1	-1.0	-1.9	-2.3	-2.0	-2.0	-2.3	-10.6	-8.6
Net production	-0.5	-0.0	1.2	0.6	0.7	0.2	0.9	0.2	1.3	2.0
Acquisition / Divestments / Transfers ¹⁾	-0.0	19.1	-	1.7	-0.0	0.0	-0.0	-	20.8	-0.0
Market performance / Interest credited	0.3	0.4	-0.0	0.1	0.3	0.2	-0.3	0.4	0.8	0.6
FX impact and other	-0.1	0.3	-0.4	0.2	-0.3	0.1	-0.1	0.9	0.0	0.5
End of period	37.5	37.8	18.0	17.2	14.6	14.0	13.5	13.0	37.5	14.6
Total Client Balances										
Beginning of period	114.5	92.7	93.3	94.1	92.6	91.9	87.6	83.2	94.1	83.2
Deposits	8.3	5.4	5.7	10.4	5.4	4.0	14.8	9.3	29.8	33.5
Withdrawals / Benefits	-9.3	-6.6	-8.3	-15.6	-5.4	-4.3	-8.5	-7.0	-39.8	-25.1
Net production	-1.0	-1.1	-2.6	-5.3	0.1	-0.3	6.3	2.3	-10.0	8.4
Acquisition / Divestments / Transfers ¹⁾	-0.0	19.7	-	1.7	-0.0	-0.0	0.0	-	21.5	-0.0
Market performance / Interest credited	2.7	2.8	2.5	2.0	1.7	0.9	-1.8	0.4	10.0	1.2
FX impact and other	-0.0	0.3	-0.4	0.7	-0.3	0.1	-0.2	1.7	0.6	1.3
End of period	116.2	114.5	92.7	93.3	94.1	92.6	91.9	87.6	116.2	94.1

1) As of 3Q2014 the AuM sold via ING Bank channel is recognised in the client balances, as NN Group is reported Held for Sale by ING Group.

NN GROUP 3.5 CLIENT BALANCES: OTHER (NN BANK)

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Client Balances included on Balance Sheet										
Beginning of period	6.6	6.5	6.2	5.7	5.0	0.7	0.5	0.4	5.7	0.4
Deposits	1.0	0.5	0.7	1.1	1.3	1.0	0.2	0.1	3.3	2.6
Withdrawals / Benefits	-0.6	-0.5	-0.4	-0.6	-0.6	-0.3	-0.0	-0.0	-2.1	-0.9
Net production	0.4	0.1	0.3	0.4	0.8	0.7	0.2	0.1	1.2	1.7
Acquisition / Divestments / Transfers	-	-	-	-	-	3.6	-	-	-	3.6
Market performance / Interest credited	-	-	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-	-	-
End of period	7.0	6.6	6.5	6.2	5.7	5.0	0.7	0.5	7.0	5.7

NN GROUP 3.6 CLIENT BALANCES: JAPAN CLOSED BLOCK VA

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Client Balances included on Balance Sheet										
Beginning of period	14.2	14.5	14.2	14.7	15.6	16.1	16.8	16.8	14.7	16.8
Deposits	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Withdrawals / Benefits	-1.3	-0.7	-0.5	-0.5	-0.6	-0.5	-0.4	-0.2	-3.1	-1.7
Net production	-1.3	-0.7	-0.5	-0.5	-0.6	-0.5	-0.4	-0.2	-3.1	-1.7
Acquisition / Divestments / Transfers	-	-	-	-	-0.0	0.0	0.0	0.0	-	0.0
Market performance / Interest credited	0.9	0.6	0.4	-0.2	1.0	0.6	0.6	1.6	1.6	3.8
FX impact and other	-0.6	-0.1	0.4	0.2	-1.3	-0.6	-0.9	-1.4	-0.0	-4.2
End of period	13.3	14.2	14.5	14.2	14.7	15.6	16.1	16.8	13.3	14.7

NN GROUP 4.1 ADDITIONAL INFORMATION: ADMINISTRATIVE EXPENSES IN THE NETHERLANDS

In EUR million	FY2014	FY2013	Change
Netherlands Life	457	472	-15
Netherlands Non-Life	294	332	-38
Corporate / holding	126	214	-89
of which segment Other excluding NN Bank and reinsurance business	126	197	-71
of which Insurance Other	-	18	-18
Total	877	1,019	-142

NN GROUP 4.2 ADDITIONAL INFORMATION: NETHERLANDS NON-LIFE

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Gross premium income by line of business										
Disability & Accident	60	102	102	433	61	105	103	431	696	700
Fire	74	72	73	121	73	75	78	124	340	350
Marine & Aviation	3	3	5	9	4	4	5	11	20	23
Motor	72	74	77	120	72	72	75	119	343	339
Miscellaneous	29	30	29	76	30	30	29	79	164	167
Indirect business	1	1	0	1	2	-1	1	1	3	3
Property & Casualty	179	178	184	328	179	180	188	335	869	882
Total	239	280	286	760	240	285	291	766	1,566	1,582

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Operating result by line of business										
Disability & Accident	21	26	34	19	30	15	22	-6	100	61
Fire	7	-1	2	4	-19	-3	13	8	12	-1
Marine & Aviation	0	0	0	-1	1	1	2	-0	0	4
Motor	-5	-2	-9	-6	-6	12	-7	-4	-22	-5
Miscellaneous	10	7	10	5	6	0	11	-2	33	15
Indirect business	1	-0	1	1	1	-0	0	-0	1	0
Property & Casualty	13	4	4	2	-18	10	19	2	24	14
Mandema and Zicht broker businesses	1	1	2	1	-1	3	1	0	4	4
Total	35	32	39	22	12	28	42	-3	128	79

	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Combined ratios Disability & Accident and Property & Casualty ¹⁾										
Disability & Accident										
Combined ratio	101.4%	95.7%	94.5%	97.7%	94.0%	98.7%	102.4%	111.6%	97.3%	101.9%
of which Claims ratio	78.2%	73.4%	71.8%	75.1%	70.9%	75.7%	77.3%	88.0%	74.6%	78.2%
of which Expense ratio	23.2%	22.3%	22.7%	22.6%	23.1%	23.0%	25.1%	23.6%	22.7%	23.7%
Property & Casualty										
Combined ratio	97.8%	102.6%	101.9%	102.4%	110.9%	96.3%	95.1%	102.2%	101.0%	101.2%
of which Claims ratio	61.3%	66.3%	63.5%	66.2%	73.5%	58.8%	56.8%	62.2%	64.2%	62.9%
of which Expense ratio	36.5%	36.3%	38.4%	36.3%	37.3%	37.5%	38.3%	40.0%	36.9%	38.2%
Total										
Combined ratio	99.4%	99.6%	98.5%	100.2%	103.6%	97.4%	98.2%	106.5%	99.4%	101.5%
of which Claims ratio	68.7%	69.5%	66.9%	70.1%	72.7%	66.3%	65.5%	73.9%	68.8%	69.7%
of which Expense ratio	30.7%	30.1%	31.6%	30.1%	30.9%	31.1%	32.7%	32.6%	30.6%	31.8%

1) Excluding Mandema and Zicht broker businesses.

NN GROUP 4.3 ADDITIONAL INFORMATION: INSURANCE EUROPE KEY FIGURES BY COUNTRY

In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Gross premium income by country										
Belgium	145	149	130	130	123	113	115	114	554	464
Poland	105	94	85	85	120	137	133	94	370	483
Czech Republic	48	43	46	46	53	48	52	54	185	207
Hungary	62	59	54	56	61	58	55	57	232	231
Spain	124	111	105	151	145	95	109	117	491	465
Other	133	119	125	119	146	114	122	113	496	494
Insurance Europe	618	577	546	587	646	564	585	549	2,327	2,344
In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
Operating result by country										
Belgium	8	5	12	4	9	13	12	7	29	41
Poland	22	21	22	26	34	25	25	27	90	111
Czech Republic	5	4	6	6	5	6	4	7	21	21
Hungary	2	4	2	2	-0	4	3	4	10	10
Spain	6	6	5	5	3	5	5	5	23	18
Other	-3	5	-3	4	-2	4	3	-7	3	-2
Insurance Europe	40	45	44	45	48	57	53	42	176	199
In EUR million	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013	FY2014	FY2013
New sales (APE) by country										
Belgium	14	13	12	12	12	9	10	10	51	42
Poland	23	20	23	25	30	27	25	23	90	105
Czech Republic	6	6	6	7	7	7	8	11	25	33
Hungary	8	7	6	7	6	6	5	6	26	23
Spain	25	17	18	21	20	13	15	16	81	64
Other	65	51	70	67	65	46	67	64	253	243
Insurance Europe	140	113	135	140	140	108	131	131	528	510

NN GROUP 4.4 ADDITIONAL INFORMATION: INVESTMENT MANAGEMENT

In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
Assets under Management (AUM) and Assets under Advice and Administration (AUA)								
Affiliates	113	107	104	99	99	102	102	106
Proprietary (general account assets)	84	79	76	72	70	73	74	78
Other affiliates business	29	28	28	27	29	28	28	29
Third parties	74	73	73	69	75	75	74	78
Institutional customers	37	36	36	34	42	42	42	46
Retail customers home markets	25	25	24	23	23	23	23	24
Retail customers others	12	13	12	11	10	9	9	8
Total Assets under Management	186	180	177	168	174	176	176	184
Assets under Advice and Administration	45	44	42	45	39	39	38	29
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
AUM by investment								
Equity	36	35	35	34	34	33	32	33
Fixed income	147	142	139	130	137	140	140	148
Money Market	3	3	3	3	3	4	4	4
Total	186	180	177	168	174	176	176	184
In EUR billion	Affiliates	Proprietary	Other	Third Parties	Institutional	Retail home markets	Retail Others	Total
AUM rollforward								
Beginning of period	107	79	28	73	36	25	13	180
Net inflow	1	1	-1	-1	0	0	0	0
Acquisition/ Divestments	0	0	0	0	0	0	0	0
Market performance (incl. FX Impact) and Other	5	4	1	1	1	0	0	6
End of period	113	84	29	74	37	25	12	186
In EUR billion	4Q2014	3Q2014	2Q2014	1Q2014	4Q2013	3Q2013	2Q2013	1Q2013
AUM rollforward								
Beginning of period	180	177	168	174	176	176	184	185
Net inflow	0	-2	4	-12	-3	0	-4	-3
Acquisition/ Divestments	0	0	0	2	0	0	0	0
Market performance (incl. FX Impact) and Other	6	5	6	4	1	1	-5	3
End of period	186	180	177	168	174	176	176	184

NN GROUP 4.5 ADDITIONAL INFORMATION: NEW BUSINESS METRICS

In EUR million	FY2014	FY2013
NN Group		
Value of new business	196	129
Present value of new business premiums	7,280	6,615
New business margin ¹⁾	2.7%	2.0%
Internal rate of return	10.8%	9.7%
Payback period (in years)	9	10
Netherlands Life		
Value of new business	25	-53
Present value of new business premiums	939	838
New business margin ¹⁾	2.7%	-6.3%
Internal rate of return	10.5%	4.5%
Payback period (in years)	11	15
Insurance Europe		
Value of new business	78	96
Present value of new business premiums	3,313	3,188
New business margin ¹⁾	2.4%	3.0%
Internal rate of return	9.3%	9.7%
Payback period (in years)	10	9
Japan Life		
Value of new business	93	86
Present value of new business premiums	3,028	2,589
New business margin ¹⁾	3.1%	3.3%
Internal rate of return	14.3%	17.3%
Payback period (in years)	7	8

1) Value of new business as a percentage of Present value of new business premiums.

IMPORTANT LEGAL INFORMATION

NN Group's Annual Accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ("IFRS-EU").

In preparing the financial information in this document, the same accounting principles are applied as in the NN Group N.V. condensed consolidated interim financial information for the period ended 30 June 2014. The Annual Accounts for 2014 are in progress and may be subject to adjustments from subsequent events. 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, including, without limitation, certain statements made of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those expressed or implied in such statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation: (1) changes in general economic conditions, in particular economic conditions in NN Group's core markets, (2) changes in performance of financial markets, including developing markets, (3) consequences of a potential (partial) break-up of the euro, (4) the implementation of the EC Restructuring Plan, (5) changes in the availability of, and costs associated with, sources of liquidity as well as conditions in the credit markets generally, (6) the frequency and severity of insured loss events, (7) changes affecting mortality and morbidity levels and trends, (8) changes affecting persistency levels, (9) changes affecting interest rate levels, (10) changes affecting currency exchange rates, (11) changes in investor, customer and policyholder behaviour, (12) changes in general competitive factors, (13) changes in laws and regulations, (14) changes in the policies of governments and/or regulatory authorities, (15) conclusions with regard to accounting assumptions and methodologies, (16) changes in ownership that could affect the future availability to us of net operating loss, net capital and built-in loss carry forwards, (17) changes in credit and financial strength ratings, (18) NN Group's ability to achieve projected operational synergies and (19) the other risks and uncertainties detailed in the Risk Factors section contained in recent public disclosures made by NN Group and/or related to NN Group (such as the most recent annual report of ING Groep N.V.).

Any forward-looking statements made by or on behalf of NN Group speak only as of the date they are made, and, NN Group assumes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information or for any other reason. This document does not constitute an offer to sell, or a solicitation of an offer to buy, any securities.