

# NN GROUP FINANCIAL SUPPLEMENT

4Q2018

---



## NN GROUP FINANCIAL SUPPLEMENT 4Q2018 INTRODUCTION

---

- The Financial Supplement includes quarterly financial trend data and is published on a quarterly basis.
- Figures are calculated at historical foreign exchange rates, unless otherwise stated.
- All 2Q2017, 3Q2017, 4Q2017, 1Q2018, 2Q2018, 3Q2018 and 4Q2018 figures are including Delta Lloyd, figures of 1Q2017 have not been restated.
- Operating result and Adjusted allocated equity (as used in the calculation of Net operating ROE) are Alternative Performance Measures. These measures are derived from figures according to IFRS-EU. The operating result is derived by adjusting the reported result before tax to exclude the impact of result on divestments, the amortisation of acquisition intangibles, discontinued operations and special items, gains/losses and impairments, revaluations and market & other impacts. The adjusted allocated equity is derived by adjusting the reported total equity to exclude revaluation reserves, the undated subordinated notes classified as equity as well as the goodwill and intangible assets recognised as a result of the Delta Lloyd acquisition. Alternative Performance Measures are non-IFRS-EU measures that have a relevant IFRS-EU equivalent. For definitions and explanations of the Alternative Performance Measures reference is made to the section 'Alternative Performance Measures (Non-GAAP Measures)' in the NN Group N.V. 2017 Consolidated Annual Accounts.
- The segment 'Other' consists of banking business, reinsurance business, the holding company and certain other entities.
- APE represents annualised premium equivalents sold in the period, with single premiums calculated at 1/10th of the single premium amounts.
- The quarterly figures of the previous periods, excluding currency effects, are the sum of the monthly figures calculated at the average rate of each individual month of the current quarter.
- Rounding could cause some small differences.
- All figures are unaudited.

## TABLE OF CONTENTS

---

1.1	Consolidated balance sheet	4
1.2	Total equity	6
1.3	Shareholders' equity reconciliation	7
1.4	Capital base - solvency II	8
1.5	Cash capital position at the holding company	9
1.6	Investments per asset type	10
1.7	Pro forma development of administrative expenses after Delta Lloyd acquisition	11
1.8	Earnings per ordinary share	12
1.9	New business	13
	Analysis of Results:	
2.1	Total	14
2.2.1	Netherlands Life	17
2.2.2	Netherlands Life - Provisions for life insurance and investment contracts	18
2.3.1	Netherlands Non-life	19
2.3.2	Netherlands Non-life - Key figures by line of business	20
2.4.1	Insurance Europe	21
2.4.2	Insurance Europe - Key figures by country	23
2.4.3	Insurance Europe - Provisions for life insurance and investment contracts and Assets under management pensions	25
2.5.1	Japan Life	26
2.5.2	Japan Life - Provisions for life insurance and investment contracts	28
2.6.1	Asset Management	29
2.6.2	Asset Management - Assets under management and Assets under administration	31
2.7.1	Other	32
2.7.2	Banking business - Savings and deposits and Mortgages	34
2.8.1	Japan Closed Block VA	35
2.8.2	Japan Closed Block VA - Account value	37
	Notes	38

## 1.1 CONSOLIDATED BALANCE SHEET: ASSETS

In EUR million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Cash and cash equivalents	8,886	8,540	9,722	10,273	9,383	9,665	10,022	10,827
Financial assets at fair value through profit or loss								
- investments for risk of policyholders	30,230	32,095	32,250	32,196	33,508	33,532	34,506	26,282
- non-trading derivatives	5,096	4,385	4,784	4,905	5,116	4,910	5,297	3,817
- designated as at fair value through profit or loss	722	830	786	806	934	866	815	618
Available-for-sale investments								
- debt securities	97,595	97,173	98,013	97,971	97,002	97,228	99,368	71,186
- equity securities	6,734	7,351	7,592	7,908	7,980	8,610	8,493	7,451
Loans <sup>1)</sup>	58,903	57,427	56,635	56,131	56,043	55,736	54,395	33,938
Reinsurance contracts	1,010	1,007	1,017	969	880	919	1,053	262
Associates and joint ventures	5,000	5,092	4,921	3,523	3,450	3,153	3,113	3,001
Real estate investments	2,374	2,368	2,364	3,629	3,582	3,470	3,428	2,137
Property and equipment	151	154	148	140	150	151	155	88
Intangible assets	863	1,739	1,781	1,816	1,841	1,859	1,899	338
Deferred acquisition costs	1,843	1,788	1,822	1,803	1,691	1,666	1,682	1,715
Assets held for sale	-	-	-	-	-	2,422	2,422	2,491
Deferred tax assets	131	118	119	117	125	121	139	42
Other assets <sup>1)</sup>	4,708	4,725	5,841	5,360	5,377	5,281	5,088	3,218
<b>Total assets</b>	<b>224,246</b>	<b>224,792</b>	<b>227,795</b>	<b>227,547</b>	<b>227,062</b>	<b>229,590</b>	<b>231,874</b>	<b>167,411</b>

## 1.1 CONSOLIDATED BALANCE SHEET: EQUITY AND LIABILITIES

In EUR million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Shareholders' equity (parent)	22,850	23,014	23,568	23,345	22,718	22,009	21,824	22,108
Minority interests	234	269	267	315	317	321	313	12
Undated subordinated notes	1,764	1,764	1,764	1,764	1,764	1,764	1,764	986
<b>Total equity</b>	<b>24,848</b>	<b>25,047</b>	<b>25,599</b>	<b>25,424</b>	<b>24,799</b>	<b>24,094</b>	<b>23,901</b>	<b>23,106</b>
Subordinated debt	2,445	2,451	2,457	2,463	2,468	2,474	2,478	2,301
Debt securities issued	1,990	1,989	1,989	1,988	1,988	2,566	2,577	1,093
Other borrowed funds <sup>1)</sup>	5,717	5,467	5,567	5,409	6,044	5,684	5,224	3,696
Insurance and investment contracts <sup>2) 3)</sup>								
- life insurance liabilities	123,936	123,050	124,196	124,504	123,459	124,084	124,240	82,754
- non-life insurance liabilities	5,955	6,132	6,312	6,382	5,772	5,903	6,008	3,882
- liabilities for life insurance for risk of policyholders	29,231	31,059	31,227	31,347	32,571	33,210	35,110	26,219
- investment contract liabilities	1,996	1,960	1,948	1,883	1,837	1,183	1,213	773
Customer deposits and other funds on deposit	14,729	14,949	14,942	14,725	14,434	14,583	14,572	10,603
Financial liabilities at fair value through profit or loss								
- non-trading derivatives	2,163	2,458	2,428	2,413	2,305	2,835	2,764	1,602
Liabilities held for sale	-	-	-	-	-	2,408	2,408	2,473
Deferred tax liabilities	1,809	1,740	1,973	1,940	1,830	1,655	1,632	2,706
Other liabilities <sup>1)</sup>	9,427	8,490	9,157	9,069	9,555	8,912	9,747	6,203
<b>Total liabilities</b>	<b>199,398</b>	<b>199,745</b>	<b>202,196</b>	<b>202,123</b>	<b>202,263</b>	<b>205,496</b>	<b>207,973</b>	<b>144,305</b>
<b>Total equity and liabilities</b>	<b>224,246</b>	<b>224,792</b>	<b>227,795</b>	<b>227,547</b>	<b>227,062</b>	<b>229,590</b>	<b>231,874</b>	<b>167,411</b>

## 1.2 TOTAL EQUITY

In EUR million	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
Share capital	41	41	41	41	41	41	42	40
Share premium	12,572	12,572	12,572	12,572	12,572	12,572	12,571	12,153
Revaluation reserve available-for sale investments Debt securities	7,592	7,059	8,237	8,508	8,224	7,957	8,199	8,525
Revaluation reserve available-for sale investments Equity securities	1,072	1,609	1,585	1,519	1,602	1,973	1,843	1,627
Revaluation reserve crediting to life policyholders	-5,014	-4,592	-4,951	-5,030	-4,976	-4,823	-4,884	-5,061
Other revaluations	34	31	29	26	26	28	28	27
Cashflow hedge reserve	4,514	3,596	3,928	3,760	3,721	3,264	3,492	4,103
Currency translation reserve	-34	-134	-97	-95	-139	-118	-48	71
Net defined benefit asset/liability remeasurement reserve	-106	-99	-107	-106	-106	-94	-92	-105
Retained earnings and other reserves	2,179	2,931	2,331	2,150	1,753	1,209	673	728
<b>Shareholders' equity (parent)</b>	<b>22,850</b>	<b>23,014</b>	<b>23,568</b>	<b>23,345</b>	<b>22,718</b>	<b>22,009</b>	<b>21,824</b>	<b>22,108</b>
Minority interests	234	269	267	315	317	321	313	12
Undated subordinated notes	1,764	1,764	1,764	1,764	1,764	1,764	1,764	986
<b>Total equity</b>	<b>24,848</b>	<b>25,047</b>	<b>25,599</b>	<b>25,424</b>	<b>24,799</b>	<b>24,094</b>	<b>23,901</b>	<b>23,106</b>
Shareholders' equity per share in EUR	68	68	70	70	68	65	65	69
Shares outstanding in the market (in million)	335	338	338	334	334	337	337	322

## 1.3 SHAREHOLDERS' EQUITY RECONCILIATION

31 December 2018

In EUR million

	(Allocated) Shareholders' equity	Less: Revaluation reserves and other adjustments <sup>4) 27)</sup>	Plus: Minority interest	Adjusted (allocated) equity
Netherlands Life	16,892	6,879	176	10,189
Netherlands Non-life	855	248	57	663
Insurance Europe	2,307	400	-	1,907
Japan Life	2,358	633	-	1,725
Asset Management	371	-1	-	372
Other <sup>5)</sup>	-131	509	2	-638
of which reinsurance business	252	39	-	212
of which banking business	761	4	-	757
of which other	-1,144	466	2	-1,608
<b>Ongoing business</b>	<b>22,652</b>	<b>8,668</b>	<b>234</b>	<b>14,218</b>
Japan Closed Block VA	198	0	-	198
<b>NN Group</b>	<b>22,850</b>	<b>8,668</b>	<b>234</b>	<b>14,416</b>

## 1.4 CAPITAL BASE - SOLVENCY II

	31 Dec 2018	30 Sep 2018	30 Jun 2018	31 Mar 2018	31 Dec 2017	30 Sep 2017	30 Jun 2017	31 Mar 2017
In EUR million								
<b>Solvency II <sup>6)</sup></b>								
<b>IFRS Shareholders' equity</b>	<b>22,850</b>	<b>23,014</b>	<b>23,568</b>	<b>23,345</b>	<b>22,718</b>	<b>22,009</b>	<b>21,824</b>	<b>22,108</b>
Minority interest	234	269	267	315	317	321	313	12
Elimination of deferred acquisition costs and intangible assets	-1,441	-2,349	-2,405	-2,446	-2,356	-2,396	-2,428	-849
Valuation differences on assets	833	1,292	1,423	1,530	1,948	1,570	1,596	1,500
Valuation differences on liabilities, including insurance and investment contracts	-7,677	-7,058	-8,405	-8,890	-9,558	-7,965	-8,157	-11,584
Deferred tax effect on valuation differences	1,571	1,713	2,036	2,134	2,179	1,886	1,943	2,675
Difference in treatment of non-solvency II regulated entities	-1,242	-1,109	-1,221	-1,237	-1,163	-1,297	-1,098	-1,064
<b>Excess of assets over liabilities</b>	<b>15,129</b>	<b>15,772</b>	<b>15,263</b>	<b>14,751</b>	<b>14,085</b>	<b>14,128</b>	<b>13,993</b>	<b>12,799</b>
Deduction of participation in Bank	-905	-905	-890	-874	-884	-866	-843	-605
Qualifying subordinated debt	4,417	4,319	4,386	4,388	4,394	4,345	4,378	3,059
Foreseeable dividends and distributions	-541	-221	-454	-486	-474	-190	-439	-456
<b>Basic Own Funds</b>	<b>18,100</b>	<b>18,965</b>	<b>18,305</b>	<b>17,779</b>	<b>17,121</b>	<b>17,417</b>	<b>17,089</b>	<b>14,797</b>
Non-available Own Funds	1,373	1,482	1,412	1,404	1,339	1,259	1,422	1,311
Non-eligible Own Funds	-	-	74	212	370	299	376	224
<b>Eligible Own Funds (a)</b>	<b>16,727</b>	<b>17,483</b>	<b>16,819</b>	<b>16,163</b>	<b>15,412</b>	<b>15,859</b>	<b>15,291</b>	<b>13,263</b>
of which Tier 1 Unrestricted	10,513	11,228	10,375	9,650	8,935	9,495	8,807	8,220
of which Tier 1 Restricted	1,895	1,854	1,894	1,896	1,885	1,868	1,891	1,095
of which Tier 2	2,433	2,377	2,404	2,405	2,420	2,390	2,399	1,891
of which Tier 3	755	933	1,042	1,067	1,085	1,091	1,097	747
of which non-solvency II regulated entities	1,132	1,091	1,104	1,145	1,087	1,015	1,098	1,309
<b>Solvency Capital Requirement (b)</b>	<b>7,274</b>	<b>7,304</b>	<b>7,429</b>	<b>7,606</b>	<b>7,731</b>	<b>7,782</b>	<b>7,818</b>	<b>5,566</b>
of which non-solvency II regulated entities	507	495	483	489	501	507	508	505
<b>NN Group Solvency II ratio (a/b)</b>	<b>230%</b>	<b>239%</b>	<b>226%</b>	<b>213%</b>	<b>199%</b>	<b>204%</b>	<b>196%</b>	<b>238%</b>



## 1.5 CASH CAPITAL POSITION AT THE HOLDING COMPANY

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Cash capital position - beginning of period</b>	<b>1,899</b>	<b>1,799</b>	<b>1,631</b>	<b>1,434</b>	<b>1,789</b>	<b>1,731</b>	<b>2,977</b>	<b>2,489</b>	<b>1,434</b>	<b>2,489</b>
Cash divestment proceeds	-	-	-	-	32	-	-	26	-	58
Dividends from subsidiaries <sup>7)</sup>	463	338	536	256	370	332	820	296	1,593	1,818
Capital injections into subsidiaries <sup>8)</sup>	-55	-19	-0	-4	-45	-	-531	-21	-78	-597
Other <sup>9)</sup>	-79	-26	-139	-54	-21	-64	-254	-58	-298	-397
<b>Free cash flow to the holding<sup>10)</sup></b>	<b>329</b>	<b>293</b>	<b>397</b>	<b>198</b>	<b>336</b>	<b>268</b>	<b>34</b>	<b>242</b>	<b>1,216</b>	<b>881</b>
Addition Delta Lloyd cash capital position	-	-	-	-	-	-	413	-	-	413
Acquisition	-	-	-	-	-	-	-2,054	-180	-	-2,234
Capital flows from / (to) shareholders	-223	-193	-229	-	-117	-209	-256	-82	-645	-665
Increase / (decrease) in debt and loans	-	-	-	-	-575	-0	616	508	-	549
<b>Cash capital position - end of period<sup>11)</sup></b>	<b>2,005</b>	<b>1,899</b>	<b>1,799</b>	<b>1,631</b>	<b>1,434</b>	<b>1,789</b>	<b>1,731</b>	<b>2,977</b>	<b>2,005</b>	<b>1,434</b>

## 1.6 INVESTMENTS PER ASSET TYPE

31 December 2018

In EUR million	Asset-backed securities	Financial institutions and Covered bonds	Corporate bonds	Government bonds	Total debt securities	Public equity	Real estate equity	Private equity	Other equity securities	Total equity securities	Real estate	Mortgage	Deposits and other Loans	Other	Investments for risk of policyholders	Total
<b>IFRS classification</b>																
Cash and cash equivalents	-	-	-	-	-	-	-	-	-	-	-	-	-	8,886	-	8,886
Financial assets at fair value through profit or loss	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,230	-
- investments for risk of policyholders	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,230	30,230
- non-trading derivatives	-	-	-	-	-	-	-	-	-	-	-	-	5,096	-	-	5,096
- designated as at fair value through profit or loss	-	-	-	12	12	-	-	-	710	710	-	-	-	-	-	722
Available-for-sale investments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
- debt securities	1,895	10,242	16,154	69,304	97,595	-	-	-	-	-	-	-	-	-	-	97,595
- equity securities	-	-	-	-	-	3,490	779	198	2,266	6,734	-	-	-	-	-	6,734
Loans	1,365	-	-	-	1,365	-	-	-	-	-	-	45,775	11,763	-	-	58,903
Associates and joint ventures	-	-	-	-	-	1	-	469	-	470	4,383	-	127	20	-	5,000
Real estate investments	-	-	-	-	-	-	-	-	-	-	2,374	-	-	-	-	2,374
Other assets <sup>12)</sup>	-	-	-	-	-	-	-	-	-	-	-	-	8,707	-	-	8,707
<b>Total</b>	<b>3,261</b>	<b>10,242</b>	<b>16,154</b>	<b>69,315</b>	<b>98,972</b>	<b>3,492</b>	<b>779</b>	<b>667</b>	<b>2,976</b>	<b>7,914</b>	<b>6,757</b>	<b>45,775</b>	<b>11,890</b>	<b>22,709</b>	<b>30,230</b>	<b>224,246</b>

## 1.7 PRO FORMA DEVELOPMENT OF ADMINISTRATIVE EXPENSES AFTER DELTA LLOYD ACQUISITION

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017	FY2016
<b>Pro forma development of administrative expenses after Delta Lloyd acquisition</b>											
Netherlands Life <sup>13)</sup>	133	117	115	129	147	133	134	137	494	551	591
Netherlands Non-life <sup>14)</sup>	103	94	94	102	118	104	113	115	393	450	481
Belgium	29	31	31	31	31	29	31	30	122	121	137
Asset Management	93	86	85	89	97	89	97	98	352	382	381
Banking business	56	47	50	53	60	55	56	59	206	230	235
Corporate/holding (including reinsurance business)	51	40	38	38	32	37	43	44	167	156	198
<b>Total</b>	<b>465</b>	<b>414</b>	<b>413</b>	<b>442</b>	<b>485</b>	<b>447</b>	<b>475</b>	<b>483</b>	<b>1,734</b>	<b>1,891</b>	<b>2,024</b>

## 1.8 EARNINGS PER ORDINARY SHARE

	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Basic earnings per ordinary share <sup>15)</sup></b>										
Net result (in EUR million)	-533	788	463	399	700	734	240	435	1,117	2,110
Coupon on undated subordinated notes (in EUR million)	-15	-15	-15	-15	-15	-15	-15	-8	-58	-52
<b>Basic earnings (in EUR million)</b>	<b>-548</b>	<b>774</b>	<b>449</b>	<b>384</b>	<b>686</b>	<b>720</b>	<b>226</b>	<b>427</b>	<b>1,059</b>	<b>2,058</b>
<b>Weighted average number of ordinary shares (in million)</b>	<b>336.5</b>	<b>337.4</b>	<b>334.6</b>	<b>334.2</b>	<b>335.7</b>	<b>336.9</b>	<b>328.8</b>	<b>322.9</b>	<b>335.5</b>	<b>331.1</b>
<b>Basic earnings per ordinary share (in EUR)</b>	<b>-1.63</b>	<b>2.29</b>	<b>1.34</b>	<b>1.15</b>	<b>2.04</b>	<b>2.14</b>	<b>0.69</b>	<b>1.32</b>	<b>3.15</b>	<b>6.21</b>
<b>Diluted earnings per ordinary share <sup>16)</sup></b>										
<b>Basic earnings (in EUR million)</b>	<b>-548</b>	<b>774</b>	<b>449</b>	<b>384</b>	<b>686</b>	<b>720</b>	<b>226</b>	<b>427</b>	<b>1,059</b>	<b>2,058</b>
Weighted average number of ordinary shares (in million)	336.5	337.4	334.6	334.2	335.7	336.9	328.8	322.9	335.5	331.1
Dilutive instruments: Stock option and share plans (in million)	0.6	0.6	0.6	0.8	0.7	0.6	0.7	0.9	0.6	0.7
<b>Weighted average number of ordinary shares (including dilutive instruments in million)</b>	<b>337.0</b>	<b>338.0</b>	<b>335.1</b>	<b>335.0</b>	<b>336.4</b>	<b>337.6</b>	<b>329.5</b>	<b>323.8</b>	<b>336.1</b>	<b>331.8</b>
<b>Diluted earnings per ordinary share (in EUR)</b>	<b>-1.63</b>	<b>2.29</b>	<b>1.34</b>	<b>1.15</b>	<b>2.04</b>	<b>2.13</b>	<b>0.69</b>	<b>1.32</b>	<b>3.15</b>	<b>6.20</b>

## 1.9 NEW BUSINESS

In EUR million	2H2018	1H2018	2H2017	1H2017	FY2018	FY2017
<b>NN Group</b>						
Value of new business	186	205	174	170	391	345
Present value of new business premiums	4,847	5,721	5,072	6,043	10,567	11,115
New business margin <sup>33)</sup>	3.8%	3.6%	3.4%	2.8%	3.7%	3.1%
In EUR million						
<b>Netherlands Life</b>						
Value of new business	4	5	4	6	9	10
Present value of new business premiums	574	1,300	715	1,437	1,874	2,151
New business margin <sup>33)</sup>	0.7%	0.4%	0.6%	0.4%	0.5%	0.5%
In EUR million						
<b>Insurance Europe</b>						
Value of new business	85	83	69	72	168	141
Present value of new business premiums	2,262	2,382	2,401	2,418	4,644	4,819
New business margin <sup>33)</sup>	3.8%	3.5%	2.9%	3.0%	3.6%	2.9%
In EUR million						
<b>Japan Life</b>						
Value of new business	97	117	101	93	214	194
Present value of new business premiums	2,011	2,038	1,957	2,188	4,049	4,145
New business margin <sup>33)</sup>	4.8%	5.8%	5.2%	4.2%	5.3%	4.7%

## 2.1 ANALYSIS OF RESULTS: TOTAL

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Netherlands Life	192	236	332	212	170	215	290	220	972	896
Netherlands Non-life	40	46	40	-32	25	1	-27	31	94	30
Insurance Europe	72	65	63	71	68	77	73	42	271	260
Japan Life	29	45	27	66	25	52	37	85	167	200
Asset Management	30	43	41	41	46	45	37	33	155	161
Other	-20	28	4	-45	11	41	-7	-5	-33	40
<b>Operating result ongoing business</b>	<b>343</b>	<b>463</b>	<b>508</b>	<b>313</b>	<b>345</b>	<b>431</b>	<b>404</b>	<b>406</b>	<b>1,626</b>	<b>1,586</b>
Non-operating items ongoing business	268	516	233	257	510	541	211	168	1,275	1,430
of which gains/losses and impairments	206	457	342	28	356	433	132	145	1,034	1,065
of which revaluations	210	12	-18	222	172	89	34	52	427	346
of which market & other impacts	-149	47	-90	6	-18	20	45	-29	-186	19
Japan Closed Block VA	-11	8	-11	15	-3	3	12	-20	1	-9
Special items	-99	-57	-86	-79	-102	-45	-68	-19	-321	-234
Amortisation and impairments of acquisition intangibles	-885	-33	-33	-33	-33	-33	-33	-	-984	-99
Result on divestments	-	56	0	4	28	0	-188	9	60	-150
<b>Result before tax</b>	<b>-384</b>	<b>953</b>	<b>611</b>	<b>477</b>	<b>744</b>	<b>898</b>	<b>338</b>	<b>544</b>	<b>1,657</b>	<b>2,524</b>
Taxation	141	160	145	78	32	159	92	109	524	391
Minority interests	8	5	4	-0	12	4	6	0	16	22
<b>Net result</b>	<b>-533</b>	<b>788</b>	<b>463</b>	<b>399</b>	<b>700</b>	<b>734</b>	<b>240</b>	<b>435</b>	<b>1,117</b>	<b>2,110</b>
Shares outstanding in the market (in million)	335	338	338	334	334	337	337	322	335	334
Basic earnings per ordinary share in EUR <sup>15)</sup>	-1.63	2.29	1.34	1.15	2.04	2.14	0.69	1.32	3.15	6.21
Diluted earnings per ordinary share in EUR <sup>16)</sup>	-1.63	2.29	1.34	1.15	2.04	2.13	0.69	1.32	3.15	6.20
<b>New business ongoing business</b>										
Single premiums	487	331	389	428	497	388	455	389	1,634	1,730
Regular premiums	358	295	318	505	327	355	354	581	1,476	1,618
New sales life insurance (APE)	407	328	357	547	377	394	400	620	1,640	1,791
Value of new business									391	345

## 2.1 ANALYSIS OF RESULTS: TOTAL

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Key figures ongoing business</b>										
Gross premium income	2,880	2,949	2,951	4,490	2,796	2,926	2,945	3,397	13,270	12,064
Total administrative expenses	582	523	519	546	602	553	582	427	2,170	2,164
Cost/income ratio (Administrative expenses/Operating income)	32.7%	29.1%	28.5%	30.2%	34.6%	31.5%	31.8%	30.9%	30.1%	32.3%
Combined ratio (Netherlands Non-life) <sup>17) 18)</sup>	96.4%	97.1%	97.9%	106.3%	99.6%	102.5%	107.4%	95.9%	99.4%	102.0%
Asset Management Assets under Management <sup>19)</sup>	246	238	240	240	246	244	245	194	246	246
Life general account invested assets <sup>19)</sup>	138	137	136	136	135	135	136	91	138	135
Investment margin/Life general account invested assets (bps) <sup>20)</sup>	70	72	69	68	70	68	70	92		
Total provisions for insurance and investment contracts <sup>19)</sup>	158	159	159	159	158	158	159	104	158	158
of which for risk policyholder <sup>19)</sup>	28	29	29	28	29	28	29	18	28	29
NN Life Solvency II ratio <sup>6)</sup>	255%	253%	239%	219%	217%	218%	220%	197%	255%	217%
Delta Lloyd Life Solvency II ratio <sup>6)</sup>	180%	202%	190%	169%	153%	149%	139%		180%	153%
Net operating result <sup>21)</sup>	244	339	387	236	255	315	321	299	1,206	1,191
Adjusted allocated equity (end of period) <sup>22)</sup>	14,218	14,004	13,385	13,139	12,661	12,094	11,569	12,355	14,218	12,661
Net operating ROE <sup>23)</sup>	6.9%	9.9%	11.7%	7.3%	8.2%	10.6%	10.7%	9.9%	8.9%	10.3%
<b>Key figures Japan Closed Block VA</b>										
Account value	2,355	2,853	3,466	4,074	4,755	5,384	6,546	7,926	2,355	4,755
Number of policies	34,436	41,224	54,587	68,462	81,808	97,847	122,394	145,457	34,436	81,808
<b>Key figures Total NN Group</b>										
Solvency II ratio <sup>6)</sup>	230%	239%	226%	213%	199%	204%	196%	238%	230%	199%
Total assets <sup>19)</sup>	224	225	228	228	227	230	232	167	224	227
Shareholders' equity	22,850	23,014	23,568	23,345	22,718	22,009	21,824	22,108	22,850	22,718
Employees (internal FTEs, end of period)	14,122	14,200	14,031	14,191	14,505	14,732	15,000	11,327	14,122	14,505

## 2.1 ANALYSIS OF RESULTS: TOTAL - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Netherlands Life	192	236	332	212	170	215	290	220	972	896
Netherlands Non-life	40	46	40	-32	25	1	-27	31	94	30
Insurance Europe	72	65	63	70	68	76	73	43	270	261
Japan Life	29	46	28	68	26	53	36	80	170	196
Asset Management	30	43	41	41	46	45	37	33	155	161
Other	-20	28	4	-45	12	42	-7	-5	-33	41
<b>Operating result ongoing business</b>	<b>343</b>	<b>464</b>	<b>508</b>	<b>314</b>	<b>347</b>	<b>432</b>	<b>403</b>	<b>402</b>	<b>1,629</b>	<b>1,584</b>
Non-operating items ongoing business	268	516	233	257	509	541	211	168	1,274	1,430
of which gains/losses and impairments	206	457	342	28	356	433	132	144	1,034	1,064
of which revaluations	210	12	-19	222	171	89	34	52	427	346
of which market & other impacts	-149	47	-90	6	-18	20	45	-29	-186	19
Japan Closed Block VA	-11	8	-11	15	-3	3	11	-20	1	-9
Special items	-99	-57	-86	-79	-102	-45	-68	-19	-321	-234
Amortisation and impairments of acquisition intangibles	-885	-33	-33	-33	-33	-33	-33	-	-984	-99
Result on divestments	-	56	0	4	28	0	-188	9	60	-150
<b>Result before tax</b>	<b>-384</b>	<b>954</b>	<b>611</b>	<b>478</b>	<b>746</b>	<b>899</b>	<b>337</b>	<b>539</b>	<b>1,659</b>	<b>2,521</b>
Taxation	141	160	145	78	32	160	91	107	525	390
Minority interests	8	5	4	-0	12	4	6	0	16	22
<b>Net result</b>	<b>-533</b>	<b>789</b>	<b>463</b>	<b>400</b>	<b>701</b>	<b>736</b>	<b>240</b>	<b>432</b>	<b>1,118</b>	<b>2,109</b>
Shares outstanding in the market (in million)	335	338	338	334	334	337	337	322	335	334
Basic earnings per ordinary share in EUR <sup>15)</sup>	-1.63	2.29	1.34	1.15	2.05	2.14	0.68	1.31	3.16	6.21
Diluted earnings per ordinary share in EUR <sup>16)</sup>	-1.63	2.29	1.34	1.15	2.04	2.14	0.68	1.31	3.15	6.20
<b>New business ongoing business</b>										
New sales life insurance (APE)	407	332	355	546	376	388	383	594	1,639	1,742
<b>Key figures ongoing business</b>										
Gross premium income	2,880	2,962	2,955	4,513	2,808	2,932	2,908	3,323	13,309	11,971
Total administrative expenses	582	523	518	545	601	550	576	421	2,168	2,149
<b>Key figures Total NN Group</b>										
Total assets <sup>19)</sup>	224	226	229	228	229	231	232	166	224	229



## 2.2.1 ANALYSIS OF RESULTS: NETHERLANDS LIFE

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	184	215	292	181	212	179	254	198	872	843
Fees and premium-based revenues	106	102	111	125	110	103	127	89	444	429
Technical margin	44	44	54	46	5	77	55	43	188	180
Operating income non-modelled business	-0	0	0	0	0	-0	0	-0	-0	0
<b>Operating income</b>	<b>334</b>	<b>361</b>	<b>457</b>	<b>352</b>	<b>328</b>	<b>358</b>	<b>436</b>	<b>330</b>	<b>1,504</b>	<b>1,452</b>
Administrative expenses	133	117	115	129	147	133	134	99	494	513
DAC amortisation and trail commissions	9	9	9	11	11	10	11	10	38	43
<b>Expenses</b>	<b>142</b>	<b>125</b>	<b>125</b>	<b>140</b>	<b>158</b>	<b>143</b>	<b>146</b>	<b>110</b>	<b>532</b>	<b>556</b>
<b>Operating result</b>	<b>192</b>	<b>236</b>	<b>332</b>	<b>212</b>	<b>170</b>	<b>215</b>	<b>290</b>	<b>220</b>	<b>972</b>	<b>896</b>
Non-operating items	324	499	237	251	529	538	141	143	1,310	1,351
of which gains/losses and impairments	223	453	317	28	337	439	76	115	1,022	967
of which revaluations	222	-3	-7	217	187	77	19	57	428	340
of which market & other impacts	-121	49	-74	6	5	22	46	-28	-140	44
Special items	-18	-19	-12	-14	-12	-8	-12	-10	-63	-42
Result on divestments	-	56	-	-	-0	-	-	-	56	-0
<b>Result before tax</b>	<b>498</b>	<b>772</b>	<b>557</b>	<b>448</b>	<b>687</b>	<b>745</b>	<b>419</b>	<b>353</b>	<b>2,275</b>	<b>2,204</b>
Taxation	107	116	129	78	61	129	70	70	430	329
Minority interests	5	2	2	1	7	2	3	0	10	13
<b>Net result</b>	<b>386</b>	<b>654</b>	<b>426</b>	<b>369</b>	<b>619</b>	<b>614</b>	<b>346</b>	<b>283</b>	<b>1,835</b>	<b>1,862</b>
<b>New business</b>										
Single premiums	137	117	101	123	114	120	112	83	479	428
Regular premiums	21	24	38	131	19	38	74	194	214	325
New sales life insurance (APE)	35	36	48	143	30	50	85	202	262	368
Value of new business									9	10
<b>Key figures</b>										
Gross premium income	760	724	775	1,343	699	731	763	880	3,602	3,072
Total administrative expenses	133	117	115	129	147	133	134	99	494	513
Cost/income ratio (Administrative expenses/Operating income)	39.8%	32.3%	25.2%	36.7%	44.9%	37.1%	30.8%	30.1%	32.8%	35.4%
Life general account invested assets <sup>19)</sup>	103	103	102	102	102	102	102	67	103	102
Investment margin/Life general account invested assets (bps) <sup>20)</sup>	85	88	83	81	84	80	85	116		
Total provisions for insurance and investment contracts <sup>19)</sup>	112	113	114	114	114	114	115	72	112	114
of which for risk policyholder <sup>19)</sup>	21	22	21	21	21	21	22	13	21	21
Allocated equity (end of period) <sup>24)</sup>	16,892	16,322	16,776	16,481	16,128	15,467	15,298	15,152	16,892	16,128
NN Life Solvency II ratio <sup>6)</sup>	255%	253%	239%	219%	217%	218%	220%	197%	255%	217%
Delta Lloyd Life Solvency II ratio <sup>6)</sup>	180%	202%	190%	169%	153%	149%	139%		180%	153%
Net operating result	143	182	266	171	141	168	247	169	762	724
Adjusted allocated equity (end of period)	10,189	10,035	9,558	9,384	9,199	8,800	8,325	7,489	10,189	9,199
Net operating ROE <sup>24)</sup>	5.6%	7.4%	11.2%	7.4%	6.3%	7.8%	12.5%	9.1%	7.9%	9.0%
Employees (internal FTEs, end of period)	2,450	2,498	2,499	2,535	2,610	2,642	2,664	2,046	2,450	2,610

## 2.2.2 NETHERLANDS LIFE - PROVISIONS FOR LIFE INSURANCE AND INVESTMENT CONTRACTS

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Provisions for life insurance and investment contracts for risk of company - roll forward</b>										
<b>Beginning of period</b>	<b>91.5</b>	<b>92.3</b>	<b>92.7</b>	<b>92.5</b>	<b>93.1</b>	<b>92.9</b>	<b>59.1</b>	<b>57.8</b>	<b>92.5</b>	<b>57.8</b>
Deposits	0.4	0.4	0.4	1.0	0.4	0.3	0.4	2.0	2.1	3.1
Withdrawals / Benefits	-1.4	-1.3	-1.3	-1.3	-1.6	0.9	-1.3	-0.9	-5.2	-2.9
Net production	-0.9	-0.9	-0.9	-0.3	-1.2	1.2	-0.9	1.1	-3.0	0.2
Acquisition / Divestments / Transfers	-	-	-0.0	0.0	0.1	-1.3	34.5	0.0	-	33.2
Market performance / Interest credited	0.7	0.1	0.5	0.5	0.5	0.3	0.3	0.2	1.7	1.3
FX impact and other	-	-	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>91.2</b>	<b>91.5</b>	<b>92.3</b>	<b>92.7</b>	<b>92.5</b>	<b>93.1</b>	<b>92.9</b>	<b>59.1</b>	<b>91.2</b>	<b>92.5</b>
In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Provisions for life insurance and investment contracts for risk of policyholders - roll forward</b>										
<b>Beginning of period</b>	<b>21.7</b>	<b>21.4</b>	<b>20.9</b>	<b>21.4</b>	<b>21.0</b>	<b>21.9</b>	<b>12.5</b>	<b>14.6</b>	<b>21.4</b>	<b>14.6</b>
Deposits	0.3	0.3	0.3	0.4	0.3	0.3	0.3	0.1	1.4	1.1
Withdrawals / Benefits	-0.4	-0.3	-0.4	-0.6	-0.5	-2.6	-0.6	-2.3	-1.7	-6.0
Net production	-0.1	0.0	-0.1	-0.2	-0.1	-2.3	-0.3	-2.2	-0.3	-4.9
Acquisition / Divestments / Transfers	-	-	0.0	-0.0	0.0	1.3	9.9	-	-	11.2
Market performance / Interest credited	-1.0	0.2	0.6	-0.4	0.5	0.2	-0.2	0.1	-0.5	0.6
FX impact and other	-	-	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>20.6</b>	<b>21.7</b>	<b>21.4</b>	<b>20.9</b>	<b>21.4</b>	<b>21.0</b>	<b>21.9</b>	<b>12.5</b>	<b>20.6</b>	<b>21.4</b>

## 2.3.1 ANALYSIS OF RESULTS: NETHERLANDS NON-LIFE

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Earned premiums	786	741	692	735	712	686	700	400	2,954	2,497
Investment income	26	31	38	24	33	24	32	28	118	117
Other income	-4	3	-3	-0	1	1	1	1	-4	3
<b>Operating income</b>	<b>807</b>	<b>775</b>	<b>727</b>	<b>759</b>	<b>745</b>	<b>711</b>	<b>732</b>	<b>428</b>	<b>3,068</b>	<b>2,617</b>
<b>Claims incurred, net of reinsurance</b>	<b>544</b>	<b>525</b>	<b>497</b>	<b>585</b>	<b>520</b>	<b>530</b>	<b>567</b>	<b>281</b>	<b>2,151</b>	<b>1,898</b>
Acquisition costs	147	136	121	130	108	103	106	64	534	382
Administrative expenses	83	75	76	82	97	86	94	53	316	329
<b>Acquisition costs and administrative expenses</b>	<b>230</b>	<b>211</b>	<b>196</b>	<b>213</b>	<b>205</b>	<b>188</b>	<b>200</b>	<b>117</b>	<b>850</b>	<b>710</b>
<b>Expenditure</b>	<b>773</b>	<b>736</b>	<b>693</b>	<b>798</b>	<b>725</b>	<b>718</b>	<b>767</b>	<b>398</b>	<b>3,001</b>	<b>2,608</b>
<b>Operating result insurance businesses</b>	<b>34</b>	<b>39</b>	<b>34</b>	<b>-39</b>	<b>20</b>	<b>-7</b>	<b>-35</b>	<b>30</b>	<b>67</b>	<b>8</b>
Operating result health business and broker business	6	7	6	8	5	8	8	1	27	22
<b>Total operating result</b>	<b>40</b>	<b>46</b>	<b>40</b>	<b>-32</b>	<b>25</b>	<b>1</b>	<b>-27</b>	<b>31</b>	<b>94</b>	<b>30</b>
Non-operating items	-19	5	3	8	29	4	12	3	-2	49
of which gains/losses and impairments	-1	1	7	4	29	1	2	2	11	34
of which revaluations	-4	4	-3	4	7	4	10	1	2	22
of which market & other impacts	-14	-0	-1	-	-6	-	-	-	-15	-6
Special items	-31	-8	-29	-22	-14	-3	-2	-0	-91	-19
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>-10</b>	<b>43</b>	<b>14</b>	<b>-46</b>	<b>40</b>	<b>2</b>	<b>-17</b>	<b>34</b>	<b>1</b>	<b>60</b>
Taxation	-1	9	4	-14	-3	-3	-5	7	-2	-3
Minority interests	3	3	1	-1	5	2	2	-	6	9
<b>Net result</b>	<b>-12</b>	<b>30</b>	<b>9</b>	<b>-30</b>	<b>38</b>	<b>3</b>	<b>-14</b>	<b>27</b>	<b>-3</b>	<b>54</b>
<b>Key figures</b>										
Gross premium income	553	590	678	1,262	553	585	653	788	3,083	2,579
Total administrative expenses <sup>14)</sup>	103	94	94	102	118	104	113	63	393	398
Combined ratio <sup>17) 18)</sup>	<b>96.4%</b>	<b>97.1%</b>	<b>97.9%</b>	<b>106.3%</b>	<b>99.6%</b>	<b>102.5%</b>	<b>107.4%</b>	<b>95.9%</b>	<b>99.4%</b>	<b>102.0%</b>
of which Claims ratio <sup>17) 18)</sup>	<b>67.1%</b>	<b>68.7%</b>	<b>69.5%</b>	<b>77.4%</b>	<b>70.8%</b>	<b>75.0%</b>	<b>78.8%</b>	<b>66.5%</b>	<b>70.6%</b>	<b>73.5%</b>
of which Expense ratio <sup>17) 18)</sup>	<b>29.3%</b>	<b>28.5%</b>	<b>28.4%</b>	<b>28.9%</b>	<b>28.8%</b>	<b>27.4%</b>	<b>28.6%</b>	<b>29.4%</b>	<b>28.8%</b>	<b>28.4%</b>
Total insurance provisions <sup>19)</sup>	6	6	6	6	6	6	6	4	6	6
Allocated equity (end of period) <sup>24)</sup>	855	915	920	936	978	1,001	1,029	694	855	978
Net operating result	33	34	30	-22	22	-0	-18	25	75	29
Adjusted allocated equity (end of period)	663	702	676	699	728	726	767	379	663	728
Net operating ROE <sup>24)</sup>	<b>19.2%</b>	<b>19.9%</b>	<b>17.4%</b>	<b>-12.3%</b>	<b>12.2%</b>	<b>0.0%</b>	<b>-12.8%</b>	<b>26.9%</b>	<b>10.8%</b>	<b>4.3%</b>
Employees (internal FTEs, end of period)	2,804	2,802	2,609	2,672	2,682	2,720	2,684	1,458	2,804	2,682

## 2.3.2 NETHERLANDS NON-LIFE - KEY FIGURES BY LINE OF BUSINESS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Gross premium income by line of business</b>										
<b>Disability &amp; Accident</b>	<b>99</b>	<b>144</b>	<b>178</b>	<b>613</b>	<b>101</b>	<b>140</b>	<b>156</b>	<b>478</b>	<b>1,034</b>	<b>875</b>
Fire	186	180	220	269	190	190	230	136	855	746
Marine & Aviation	13	15	20	23	14	16	20	9	70	59
Motor	172	170	175	218	167	160	162	91	734	581
Miscellaneous	83	82	88	139	82	79	88	73	392	323
Indirect business	-0	0	-3	0	-1	-1	-4	1	-2	-4
<b>Property &amp; Casualty</b>	<b>454</b>	<b>446</b>	<b>500</b>	<b>649</b>	<b>451</b>	<b>445</b>	<b>497</b>	<b>310</b>	<b>2,049</b>	<b>1,704</b>
<b>Total</b>	<b>553</b>	<b>590</b>	<b>678</b>	<b>1,262</b>	<b>553</b>	<b>585</b>	<b>653</b>	<b>788</b>	<b>3,083</b>	<b>2,579</b>
In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Operating result by line of business</b>										
<b>Disability &amp; Accident</b>	<b>17</b>	<b>21</b>	<b>29</b>	<b>13</b>	<b>2</b>	<b>-12</b>	<b>29</b>	<b>29</b>	<b>79</b>	<b>48</b>
Fire	30	13	6	-53	19	5	-6	12	-4	30
Marine & Aviation	4	2	0	2	1	0	-0	1	8	2
Motor	-3	1	-0	-7	-4	-3	-44	-6	-8	-57
Miscellaneous	-13	2	-1	7	3	2	-13	-8	-5	-15
Indirect business	-1	-1	-0	-1	-1	1	0	1	-3	1
<b>Property &amp; Casualty</b>	<b>17</b>	<b>18</b>	<b>5</b>	<b>-52</b>	<b>18</b>	<b>5</b>	<b>-63</b>	<b>0</b>	<b>-12</b>	<b>-39</b>
Health business and broker business	6	7	6	8	5	8	8	1	27	22
<b>Total</b>	<b>40</b>	<b>46</b>	<b>40</b>	<b>-32</b>	<b>25</b>	<b>1</b>	<b>-27</b>	<b>31</b>	<b>94</b>	<b>30</b>
In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Combined ratios Disability &amp; Accident and Property &amp; Casualty<sup>17) 18)</sup></b>										
<b>Disability &amp; Accident</b>										
Combined ratio	93.7%	94.3%	93.1%	94.9%	102.1%	105.8%	91.9%	86.6%	94.0%	97.2%
of which Claims ratio	71.9%	74.1%	74.2%	73.7%	80.4%	84.8%	71.1%	65.5%	73.5%	76.1%
of which Expense ratio	21.9%	20.1%	18.9%	21.1%	21.7%	20.9%	20.8%	21.1%	20.5%	21.2%
<b>Property &amp; Casualty</b>										
Combined ratio	97.6%	98.6%	100.9%	112.4%	98.3%	100.8%	115.4%	103.6%	102.3%	104.6%
of which Claims ratio	64.8%	65.9%	66.6%	79.3%	65.8%	69.9%	82.9%	67.4%	69.1%	72.1%
of which Expense ratio	32.8%	32.8%	34.2%	33.1%	32.5%	30.9%	32.5%	36.2%	33.2%	32.5%
<b>Total</b>										
Combined ratio	96.4%	97.1%	97.9%	106.3%	99.6%	102.5%	107.4%	95.9%	99.4%	102.0%
of which Claims ratio	67.1%	68.7%	69.5%	77.4%	70.8%	75.0%	78.8%	66.5%	70.6%	73.5%
of which Expense ratio	29.3%	28.5%	28.4%	28.9%	28.8%	27.4%	28.6%	29.4%	28.8%	28.4%

## 2.4.1 ANALYSIS OF RESULTS: INSURANCE EUROPE

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	30	17	23	23	30	23	24	14	93	91
Fees and premium-based revenues	177	171	173	181	176	181	179	143	703	679
Technical margin	47	59	46	55	52	50	47	47	207	196
Operating income non-modelled business	0	0	1	0	1	1	1	1	1	3
<b>Operating income Life Insurance</b>	<b>255</b>	<b>247</b>	<b>243</b>	<b>260</b>	<b>259</b>	<b>255</b>	<b>251</b>	<b>205</b>	<b>1,005</b>	<b>969</b>
Administrative expenses	98	101	98	100	108	97	99	82	398	386
DAC amortisation and trail commissions	81	80	80	88	85	81	78	81	328	325
<b>Expenses Life Insurance</b>	<b>179</b>	<b>181</b>	<b>177</b>	<b>188</b>	<b>193</b>	<b>178</b>	<b>178</b>	<b>162</b>	<b>725</b>	<b>711</b>
<b>Operating result Life Insurance</b>	<b>76</b>	<b>66</b>	<b>66</b>	<b>72</b>	<b>66</b>	<b>76</b>	<b>73</b>	<b>43</b>	<b>280</b>	<b>258</b>
Operating result Non-life	-4	-1	-3	-1	1	0	-0	-0	-8	1
<b>Operating result</b>	<b>72</b>	<b>65</b>	<b>63</b>	<b>71</b>	<b>68</b>	<b>77</b>	<b>73</b>	<b>42</b>	<b>271</b>	<b>260</b>
Non-operating items	-26	19	10	-0	-52	-9	30	21	4	-10
of which gains/losses and impairments	-16	3	18	-7	-20	-12	22	19	-2	9
of which revaluations	1	16	-2	7	-15	5	8	2	22	-0
of which market & other impacts	-11	0	-6	0	-17	-2	-0	-0	-16	-19
Special items	-10	-6	-7	-5	-10	-3	-8	-0	-28	-21
Result on divestments	-	-	-	-	20	-	-	-	-	20
<b>Result before tax</b>	<b>37</b>	<b>78</b>	<b>67</b>	<b>65</b>	<b>26</b>	<b>64</b>	<b>95</b>	<b>63</b>	<b>247</b>	<b>248</b>
Taxation	7	20	16	13	-18	18	15	10	55	26
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>30</b>	<b>59</b>	<b>50</b>	<b>53</b>	<b>43</b>	<b>46</b>	<b>80</b>	<b>53</b>	<b>191</b>	<b>222</b>
<b>New business</b>										
Single premiums	350	213	288	305	384	269	343	306	1,156	1,301
Regular premiums	131	107	117	156	137	114	135	145	512	531
New sales life insurance (APE)	166	129	146	186	175	141	170	175	627	661
Value of new business									168	141
<b>Key figures</b>										
Gross premium income	762	673	724	772	849	699	763	609	2,931	2,921
Total administrative expenses (Life & Non-life)	105	105	104	103	111	100	102	84	418	398
Cost/income ratio (Administrative expenses/Operating income)	40.0%	41.2%	41.3%	38.8%	41.9%	38.2%	39.8%	40.0%	40.3%	40.0%
Life general account invested assets <sup>19)</sup>	18	18	19	19	19	19	19	10	18	19
Investment margin/Life general account invested assets (bps) <sup>20)</sup>	50	49	52	52	51	50	49	72		
Total provisions for insurance and investment contracts <sup>19)</sup>	25	25	25	26	26	26	26	16	25	26
of which for risk policyholder <sup>19)</sup>	7	7	7	7	7	7	7	6	7	7
Assets under Management Pensions <sup>19)(26)</sup>	18	19	18	19	19	19	18	18	18	19
Allocated equity (end of period) <sup>24)</sup>	2,307	2,273	2,328	2,530	2,481	2,500	2,464	1,942	2,307	2,481
Net operating result	55	50	51	56	53	58	58	33	212	202
Adjusted allocated equity (end of period)	1,907	1,872	1,907	2,069	2,034	2,031	2,021	1,477	1,907	2,034
Net operating ROE <sup>24)</sup>	11.6%	10.6%	10.3%	11.0%	10.5%	11.4%	13.3%	9.2%	10.9%	10.2%
Employees (internal FTEs, end of period)	4,562	4,558	4,518	4,519	4,521	4,599	4,629	4,215	4,562	4,521

## 2.4.1 ANALYSIS OF RESULTS: INSURANCE EUROPE - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	30	17	23	23	30	23	24	14	93	91
Fees and premium-based revenues	177	171	172	177	173	176	174	139	697	662
Technical margin	47	59	46	54	52	50	46	47	206	194
Operating income non-modelled business	0	0	1	0	1	1	1	1	1	3
<b>Operating income Life Insurance</b>	<b>255</b>	<b>247</b>	<b>241</b>	<b>254</b>	<b>255</b>	<b>249</b>	<b>245</b>	<b>201</b>	<b>997</b>	<b>950</b>
Administrative expenses	98	102	97	98	106	95	96	79	394	376
DAC amortisation and trail commissions	81	80	79	86	83	79	76	79	325	316
<b>Expenses Life Insurance</b>	<b>179</b>	<b>181</b>	<b>175</b>	<b>183</b>	<b>189</b>	<b>173</b>	<b>172</b>	<b>158</b>	<b>719</b>	<b>692</b>
<b>Operating result Life Insurance</b>	<b>76</b>	<b>66</b>	<b>66</b>	<b>71</b>	<b>66</b>	<b>76</b>	<b>73</b>	<b>43</b>	<b>278</b>	<b>258</b>
Operating result Non-life	-4	-1	-2	-1	2	1	0	-0	-8	3
<b>Operating result</b>	<b>72</b>	<b>65</b>	<b>63</b>	<b>70</b>	<b>68</b>	<b>76</b>	<b>73</b>	<b>43</b>	<b>270</b>	<b>261</b>
Non-operating items	-26	19	10	-0	-52	-9	30	21	4	-10
of which gains/losses and impairments	-16	3	18	-7	-20	-12	22	19	-2	9
of which revaluations	1	16	-2	7	-15	5	8	2	22	-0
of which market & other impacts	-11	0	-6	0	-17	-2	-0	-0	-16	-19
Special items	-10	-6	-7	-5	-10	-3	-8	-0	-28	-21
Result on divestments	-	-	-	-	20	-	-	-	-	20
<b>Result before tax</b>	<b>37</b>	<b>78</b>	<b>66</b>	<b>65</b>	<b>26</b>	<b>64</b>	<b>95</b>	<b>64</b>	<b>246</b>	<b>249</b>
Taxation	7	20	16	13	-18	18	15	10	55	25
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>30</b>	<b>59</b>	<b>50</b>	<b>52</b>	<b>44</b>	<b>46</b>	<b>80</b>	<b>54</b>	<b>190</b>	<b>224</b>
<b>New business</b>										
New sales life insurance (APE)	166	130	142	178	167	130	158	165	616	621
<b>Key figures</b>										
Gross premium income	762	673	721	763	840	688	754	603	2,919	2,886
Total administrative expenses (Life & Non-life)	105	105	102	101	109	97	99	82	414	386

## 2.4.2 INSURANCE EUROPE - KEY FIGURES BY COUNTRY

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Gross premium income by country</b>										
Belgium	260	212	221	251	279	208	237	86	945	810
Poland	93	90	89	93	136	90	90	85	365	401
Czech Republic	40	35	38	39	41	36	38	38	152	153
Hungary	54	58	63	60	67	95	63	58	235	282
Spain	138	117	134	153	146	114	161	156	541	577
Other	178	161	179	175	180	157	174	186	693	698
<b>Insurance Europe</b>	<b>762</b>	<b>673</b>	<b>724</b>	<b>772</b>	<b>849</b>	<b>699</b>	<b>763</b>	<b>609</b>	<b>2,931</b>	<b>2,921</b>

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Operating result by country</b>										
Belgium	15	17	13	9	25	16	15	1	55	57
Poland	25	22	23	25	25	22	20	17	95	84
Czech Republic	7	7	8	8	7	8	10	7	29	32
Hungary	3	3	3	3	1	4	4	4	13	13
Spain	14	7	6	9	12	8	7	7	36	35
Other	8	10	10	16	-2	18	16	6	44	37
<b>Insurance Europe</b>	<b>72</b>	<b>65</b>	<b>63</b>	<b>71</b>	<b>68</b>	<b>77</b>	<b>73</b>	<b>42</b>	<b>271</b>	<b>260</b>

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>New sales (APE) by country</b>										
Belgium	35	21	27	32	31	19	22	6	115	77
Poland	38	23	24	24	39	24	23	27	108	113
Czech Republic	5	4	5	4	4	4	6	6	19	21
Hungary	6	6	7	6	7	9	6	6	25	28
Spain	23	18	23	35	28	19	30	30	99	107
Other	59	56	60	85	67	66	82	100	261	315
<b>Insurance Europe</b>	<b>166</b>	<b>129</b>	<b>146</b>	<b>186</b>	<b>175</b>	<b>141</b>	<b>170</b>	<b>175</b>	<b>627</b>	<b>661</b>

## 2.4.2 INSURANCE EUROPE - KEY FIGURES BY COUNTRY - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Gross premium income by country</b>										
Belgium	260	212	221	251	279	208	237	86	945	810
Poland	93	89	89	91	133	89	89	85	362	396
Czech Republic	40	35	38	38	41	36	39	40	151	156
Hungary	54	58	62	58	65	90	60	55	232	270
Spain	138	117	134	153	146	114	161	156	541	577
Other	178	161	177	172	177	152	168	181	689	678
<b>Insurance Europe</b>	<b>762</b>	<b>673</b>	<b>721</b>	<b>763</b>	<b>840</b>	<b>688</b>	<b>754</b>	<b>603</b>	<b>2,919</b>	<b>2,886</b>
In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Operating result by country</b>										
Belgium	15	17	13	9	25	16	15	1	55	57
Poland	25	22	23	24	24	22	20	17	94	83
Czech Republic	7	7	8	8	7	8	11	7	29	33
Hungary	3	3	3	3	1	4	4	4	13	13
Spain	14	7	6	9	12	8	7	7	36	35
Other	8	10	10	16	-1	18	16	6	44	39
<b>Insurance Europe</b>	<b>72</b>	<b>65</b>	<b>63</b>	<b>70</b>	<b>68</b>	<b>76</b>	<b>73</b>	<b>43</b>	<b>270</b>	<b>261</b>
In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>New sales (APE) by country</b>										
Belgium	35	21	27	32	31	19	22	6	115	77
Poland	38	22	24	23	38	23	23	27	107	111
Czech Republic	5	4	5	4	4	5	6	7	19	22
Hungary	6	6	7	6	6	9	6	6	24	27
Spain	23	18	23	35	28	19	30	30	99	107
Other	59	57	57	77	60	56	72	89	251	277
<b>Insurance Europe</b>	<b>166</b>	<b>130</b>	<b>142</b>	<b>178</b>	<b>167</b>	<b>130</b>	<b>158</b>	<b>165</b>	<b>616</b>	<b>621</b>



## 2.4.3 INSURANCE EUROPE - PROVISIONS FOR LIFE INSURANCE AND INVESTMENT CONTRACTS AND ASSETS UNDER MANAGEMENT PENSIONS

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Provisions for life insurance and investment contracts for risk of company - roll forward</b>										
<b>Beginning of period</b>	<b>17.9</b>	<b>18.2</b>	<b>18.5</b>	<b>18.7</b>	<b>18.6</b>	<b>18.9</b>	<b>9.8</b>	<b>10.1</b>	<b>18.7</b>	<b>10.1</b>
Deposits	0.5	0.3	0.3	0.3	0.5	0.2	0.2	0.2	1.4	1.0
Withdrawals / Benefits	-0.7	-0.5	-0.5	-0.5	-0.8	-0.4	-0.4	-0.4	-2.3	-1.9
Net production	-0.2	-0.2	-0.2	-0.2	-0.3	-0.2	-0.2	-0.2	-0.8	-0.9
Acquisition / Divestments / Transfers	-0.0	0.0	-0.0	-0.0	-	-	9.2	-	-0.0	9.2
Market performance / Interest credited	0.2	-0.1	-0.0	0.0	0.3	-0.1	0.0	-0.1	0.1	0.2
FX impact and other	0.0	0.0	-0.1	-0.0	0.0	-0.0	0.0	0.0	-0.0	0.0
<b>End of period</b>	<b>17.9</b>	<b>17.9</b>	<b>18.2</b>	<b>18.5</b>	<b>18.7</b>	<b>18.6</b>	<b>18.9</b>	<b>9.8</b>	<b>17.9</b>	<b>18.7</b>
In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Provisions for life insurance and investment contracts for risk of policyholders - roll forward</b>										
<b>Beginning of period</b>	<b>7.4</b>	<b>7.1</b>	<b>7.1</b>	<b>7.0</b>	<b>6.8</b>	<b>6.7</b>	<b>5.8</b>	<b>7.9</b>	<b>7.0</b>	<b>7.9</b>
Deposits	0.5	0.2	0.3	0.3	0.3	0.2	0.3	0.3	1.2	1.0
Withdrawals / Benefits	-0.3	-0.1	-0.2	-0.1	-0.2	-0.2	-0.3	-0.2	-0.7	-0.8
Net production	0.2	0.1	0.1	0.1	0.1	-0.0	-0.0	0.1	0.5	0.2
Acquisition / Divestments / Transfers	-	-	0.0	0.0	-	0.0	0.9	-	0.0	0.9
Market performance / Interest credited	-0.4	0.1	0.0	-0.1	0.0	0.2	0.0	-2.2	-0.4	-2.0
FX impact and other	0.0	0.0	-0.1	-0.0	0.0	-0.0	0.0	0.0	-0.1	0.1
<b>End of period</b>	<b>7.1</b>	<b>7.4</b>	<b>7.1</b>	<b>7.1</b>	<b>7.0</b>	<b>6.8</b>	<b>6.7</b>	<b>5.8</b>	<b>7.1</b>	<b>7.0</b>
In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Assets under management pensions - roll forward</b>										
<b>Beginning of period</b>	<b>18.7</b>	<b>17.8</b>	<b>18.5</b>	<b>19.2</b>	<b>18.8</b>	<b>18.4</b>	<b>17.6</b>	<b>16.1</b>	<b>19.2</b>	<b>16.1</b>
Deposits	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	1.6	1.6
Withdrawals / Benefits	-0.2	-0.2	-0.2	-0.3	-0.3	-0.2	-0.2	-0.2	-0.9	-0.9
Net production	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.1	0.7	0.7
Acquisition / Divestments / Transfers	-	-	-	-	-	-	-	-	-	-
Market performance / Interest credited	-0.5	0.6	-0.4	-0.7	0.1	0.4	0.5	1.0	-1.0	2.0
FX impact and other	0.0	0.1	-0.4	-0.1	0.3	-0.2	0.0	0.3	-0.5	0.4
<b>End of period</b>	<b>18.4</b>	<b>18.7</b>	<b>17.8</b>	<b>18.5</b>	<b>19.2</b>	<b>18.8</b>	<b>18.4</b>	<b>17.6</b>	<b>18.4</b>	<b>19.2</b>

## 2.5.1 ANALYSIS OF RESULTS: JAPAN LIFE

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	-3	-1	-2	-3	-2	-1	-2	-3	-9	-7
Fees and premium-based revenues	130	157	130	187	117	154	135	194	605	599
Technical margin	1	-0	-1	-1	-3	-0	1	13	-1	11
Operating income non-modelled business	0	0	-0	0	0	0	-0	0	-0	-0
<b>Operating income</b>	<b>128</b>	<b>156</b>	<b>127</b>	<b>184</b>	<b>112</b>	<b>152</b>	<b>134</b>	<b>204</b>	<b>594</b>	<b>602</b>
Administrative expenses	40	35	33	32	36	35	36	32	140	139
DAC amortisation and trail commissions	58	76	67	85	51	65	61	87	287	264
<b>Expenses</b>	<b>98</b>	<b>111</b>	<b>100</b>	<b>118</b>	<b>86</b>	<b>100</b>	<b>97</b>	<b>119</b>	<b>427</b>	<b>403</b>
<b>Operating result</b>	<b>29</b>	<b>45</b>	<b>27</b>	<b>66</b>	<b>25</b>	<b>52</b>	<b>37</b>	<b>85</b>	<b>167</b>	<b>200</b>
Non-operating items	-9	-3	-8	-5	-4	-3	-4	-1	-25	-11
of which gains/losses and impairments	-0	-0	-4	1	-0	-0	-0	8	-3	8
of which revaluations	-9	-3	-4	-6	-4	-3	-4	-9	-22	-19
of which market & other impacts	-	-	-	-	-	-	-	-	-	-
Special items	-1	-1	-0	-0	-0	-	-	-	-3	-0
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>19</b>	<b>40</b>	<b>19</b>	<b>60</b>	<b>21</b>	<b>49</b>	<b>34</b>	<b>85</b>	<b>139</b>	<b>188</b>
Taxation	8	14	3	16	8	14	10	24	41	55
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>12</b>	<b>26</b>	<b>16</b>	<b>44</b>	<b>13</b>	<b>35</b>	<b>24</b>	<b>61</b>	<b>97</b>	<b>133</b>
<b>New business</b>										
Single premiums	-	-	-	-	-	-	-	-	-	-
Regular premiums	206	164	163	218	171	203	145	243	751	762
New sales life insurance (APE)	206	164	163	218	171	203	145	243	751	762
Value of new business	-	-	-	-	-	-	-	-	214	194
<b>Key figures</b>										
Gross premium income	797	956	767	1,108	690	904	762	1,114	3,628	3,470
Total administrative expenses	40	35	33	32	36	35	36	32	140	139
Cost/income ratio (Administrative expenses/Operating income)	31.4%	22.3%	25.7%	17.7%	32.2%	23.2%	26.6%	15.6%	23.6%	23.1%
Life general account invested assets <sup>19)</sup>	16	16	15	15	14	14	14	15	16	14
Total provisions for insurance and investment contracts <sup>19)</sup>	15	14	14	14	13	13	13	13	15	13
of which for risk policyholder <sup>19)</sup>	0	0	0	0	0	0	0	0	0	0
Allocated equity (end of period) <sup>24)</sup>	2,358	2,124	2,265	2,231	2,116	2,121	2,162	2,336	2,358	2,116
Net operating result	20	32	15	44	17	37	26	61	111	141
Adjusted allocated equity (end of period) <sup>27)</sup>	1,725	1,631	1,634	1,607	1,514	1,527	1,550	1,673	1,725	1,514
Net operating ROE <sup>24) 27)</sup>	4.7%	7.9%	3.7%	11.4%	4.4%	9.6%	6.6%	15.1%	6.8%	9.0%
Employees (internal FTEs, end of period)	829	830	839	804	801	804	792	734	829	801

## 2.5.1 ANALYSIS OF RESULTS: JAPAN LIFE - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	-3	-1	-2	-3	-2	-1	-2	-2	-9	-7
Fees and premium-based revenues	130	160	131	193	122	157	130	182	614	590
Technical margin	1	-0	-1	-1	-3	-0	2	12	-1	10
Operating income non-modelled business	0	0	-0	0	-0	0	-0	0	-0	-0
<b>Operating income</b>	<b>128</b>	<b>158</b>	<b>128</b>	<b>189</b>	<b>116</b>	<b>155</b>	<b>130</b>	<b>192</b>	<b>603</b>	<b>593</b>
Administrative expenses	40	35	33	33	37	36	34	30	142	138
DAC amortisation and trail commissions	58	77	68	88	53	66	59	82	291	259
<b>Expenses</b>	<b>98</b>	<b>113</b>	<b>101</b>	<b>122</b>	<b>90</b>	<b>102</b>	<b>93</b>	<b>112</b>	<b>433</b>	<b>397</b>
<b>Operating result</b>	<b>29</b>	<b>46</b>	<b>28</b>	<b>68</b>	<b>26</b>	<b>53</b>	<b>36</b>	<b>80</b>	<b>170</b>	<b>196</b>
Non-operating items	-9	-3	-8	-5	-4	-3	-4	-1	-26	-11
of which gains/losses and impairments	-0	-0	-4	1	-0	-0	-0	7	-3	7
of which revaluations	-9	-3	-4	-6	-4	-3	-3	-8	-22	-18
of which market & other impacts	-	-	-	-	-	-	-	-	-	-
Special items	-1	-1	-0	-1	-0	-	-	-	-3	-0
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>19</b>	<b>41</b>	<b>19</b>	<b>62</b>	<b>22</b>	<b>50</b>	<b>33</b>	<b>79</b>	<b>141</b>	<b>184</b>
Taxation	8	15	3	16	8	14	9	22	42	54
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>12</b>	<b>26</b>	<b>16</b>	<b>46</b>	<b>14</b>	<b>36</b>	<b>23</b>	<b>57</b>	<b>99</b>	<b>131</b>
<b>New business</b>										
New sales life insurance (APE)	206	166	164	225	179	208	139	228	762	754
<b>Key figures</b>										
Gross premium income	797	971	775	1,142	719	923	733	1,046	3,686	3,420
Total administrative expenses	40	35	33	33	37	36	34	30	142	138

## 2.5.2 JAPAN LIFE - PROVISIONS FOR LIFE INSURANCE AND INVESTMENT CONTRACTS

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Provisions for life insurance and investment contracts for risk of company - roll forward</b>										
<b>Beginning of period</b>	<b>14.0</b>	<b>13.9</b>	<b>13.5</b>	<b>12.5</b>	<b>12.5</b>	<b>12.5</b>	<b>13.2</b>	<b>12.2</b>	<b>12.5</b>	<b>12.2</b>
Deposits	0.7	0.9	0.7	1.0	0.6	0.8	0.7	1.0	3.3	3.1
Withdrawals / Benefits	-0.5	-0.5	-0.5	-0.5	-0.4	-0.4	-0.4	-0.5	-2.1	-1.8
Net production	0.2	0.3	0.2	0.5	0.2	0.4	0.2	0.5	1.2	1.3
Acquisition / Divestments / Transfers	-	-	-	-	-	-	-	-	-	-
Market performance / Interest credited	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.2
FX impact and other	0.7	-0.3	0.2	0.4	-0.2	-0.5	-0.9	0.4	1.0	-1.2
<b>End of period</b>	<b>14.9</b>	<b>14.0</b>	<b>13.9</b>	<b>13.5</b>	<b>12.5</b>	<b>12.5</b>	<b>12.5</b>	<b>13.2</b>	<b>14.9</b>	<b>12.5</b>

## 2.6.1 ANALYSIS OF RESULTS: ASSET MANAGEMENT

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment income	-0	-0	-0	-0	-0	0	-0	-0	-1	-0
Fees	123	129	126	130	143	134	135	118	508	530
<b>Operating income</b>	<b>123</b>	<b>128</b>	<b>126</b>	<b>130</b>	<b>143</b>	<b>134</b>	<b>135</b>	<b>118</b>	<b>507</b>	<b>530</b>
<b>Administrative expenses</b>	<b>93</b>	<b>86</b>	<b>85</b>	<b>89</b>	<b>97</b>	<b>89</b>	<b>97</b>	<b>85</b>	<b>352</b>	<b>369</b>
<b>Operating result</b>	<b>30</b>	<b>43</b>	<b>41</b>	<b>41</b>	<b>46</b>	<b>45</b>	<b>37</b>	<b>33</b>	<b>155</b>	<b>161</b>
Non-operating items	-0	0	0	-0	0	0	-0	0	-0	0
Special items	-15	-1	-11	-5	-15	-2	-5	-0	-31	-22
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>15</b>	<b>42</b>	<b>30</b>	<b>36</b>	<b>31</b>	<b>43</b>	<b>32</b>	<b>33</b>	<b>123</b>	<b>139</b>
Taxation	4	10	7	8	6	9	10	8	29	32
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>11</b>	<b>32</b>	<b>23</b>	<b>27</b>	<b>25</b>	<b>34</b>	<b>23</b>	<b>25</b>	<b>94</b>	<b>107</b>
<b>Key figures</b>										
Total administrative expenses	93	86	85	89	97	89	97	85	352	369
Cost/income ratio (Administrative expenses/Operating income)	75.6%	66.8%	67.4%	68.4%	68.1%	66.3%	72.4%	72.0%	69.5%	69.6%
Net inflow Assets under Management (in EUR billion)	0	-1	-3	-2	-0	-2	2	-1	-6	-0
Assets under Management <sup>19)</sup>	246	238	240	240	246	244	245	194	246	246
Fees/average Assets under Management (bps)	20	22	21	21	23	22	25	24	21	24
Allocated equity (end of period) <sup>24)</sup>	371	409	427	454	447	453	452	426	371	447
Net operating result	22	32	31	31	34	34	28	25	117	121
Adjusted allocated equity (end of period)	372	410	428	454	447	453	452	427	372	447
Net operating ROE <sup>24)</sup>	22.8%	30.9%	28.4%	27.8%	30.2%	30.4%	25.6%	23.9%	27.6%	27.7%
Employees (internal FTEs, end of period)	982	1,030	1,066	1,080	1,171	1,185	1,220	1,086	982	1,171

## 2.6.1 ANALYSIS OF RESULTS: ASSET MANAGEMENT - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment income	-0	-0	-0	-0	-0	0	-0	-0	-1	-0
Fees	123	129	126	130	144	134	134	117	509	529
<b>Operating income</b>	<b>123</b>	<b>128</b>	<b>126</b>	<b>130</b>	<b>143</b>	<b>134</b>	<b>134</b>	<b>117</b>	<b>508</b>	<b>529</b>
<b>Administrative expenses</b>	<b>93</b>	<b>86</b>	<b>85</b>	<b>89</b>	<b>98</b>	<b>89</b>	<b>97</b>	<b>84</b>	<b>353</b>	<b>368</b>
<b>Operating result</b>	<b>30</b>	<b>43</b>	<b>41</b>	<b>41</b>	<b>46</b>	<b>45</b>	<b>37</b>	<b>33</b>	<b>155</b>	<b>161</b>
Non-operating items	-0	0	0	-0	0	0	-0	0	-0	0
Special items	-15	-1	-11	-5	-15	-2	-5	-0	-31	-22
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>15</b>	<b>42</b>	<b>30</b>	<b>36</b>	<b>31</b>	<b>43</b>	<b>32</b>	<b>33</b>	<b>124</b>	<b>138</b>
Taxation	4	10	7	8	6	9	10	8	29	32
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>11</b>	<b>32</b>	<b>23</b>	<b>27</b>	<b>25</b>	<b>34</b>	<b>22</b>	<b>25</b>	<b>94</b>	<b>107</b>
<b>Key figures</b>										
Total administrative expenses	93	86	85	89	98	89	97	84	353	368

## 2.6.2 ASSET MANAGEMENT - ASSETS UNDER MANAGEMENT AND ASSETS UNDER ADMINISTRATION

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
<b>Assets under Management (AuM) and Assets under Advice and Administration (AuA)</b>								
<b>Affiliates</b>	<b>165</b>	<b>154</b>	<b>158</b>	<b>156</b>	<b>159</b>	<b>158</b>	<b>160</b>	<b>118</b>
Proprietary (general account assets)	143	130	133	131	133	132	134	99
Other affiliates business	22	24	25	25	26	26	26	19
<b>Third parties</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>76</b>
Institutional customers	42	41	40	41	43	41	41	34
Retail customers home markets	28	31	29	31	31	31	30	27
Retail customers others	11	13	12	13	14	14	14	15
<b>Total Assets under Management</b>	<b>246</b>	<b>238</b>	<b>240</b>	<b>240</b>	<b>246</b>	<b>244</b>	<b>245</b>	<b>194</b>
<b>Assets under Advice and Administration</b>	<b>46</b>	<b>48</b>	<b>48</b>	<b>47</b>	<b>48</b>	<b>49</b>	<b>53</b>	<b>68</b>

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
<b>AuM by investment</b>								
Equity	23	26	28	28	31	31	31	26
Fixed income	192	180	181	180	185	184	186	145
Multi asset	31	32	32	32	30	29	28	23
<b>Total</b>	<b>246</b>	<b>238</b>	<b>240</b>	<b>240</b>	<b>246</b>	<b>244</b>	<b>245</b>	<b>194</b>

### 31 December 2018

In EUR billion	Affiliates	Proprietary	Other	Third Parties	Institutional	Retail home markets	Retail Others	Total
<b>AuM roll forward</b>								
<b>Beginning of period</b>	<b>154</b>	<b>130</b>	<b>24</b>	<b>84</b>	<b>41</b>	<b>31</b>	<b>13</b>	<b>238</b>
Net inflow	0	1	-0	-0	1	-0	-1	0
Acquisition / Divestments / Transfers	10	10	-	-	-	-	-	10
Market performance (incl. FX Impact) and Other	1	2	-1	-3	-1	-2	-1	-2
<b>End of period</b>	<b>165</b>	<b>143</b>	<b>22</b>	<b>81</b>	<b>42</b>	<b>28</b>	<b>11</b>	<b>246</b>

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017
<b>AuM roll forward</b>								
<b>Beginning of period</b>	<b>238</b>	<b>240</b>	<b>240</b>	<b>246</b>	<b>244</b>	<b>245</b>	<b>194</b>	<b>195</b>
Net inflow	0	-1	-3	-2	-0	-2	2	-1
Acquisition / Divestments / Transfers	10	-	-	-3	0	-0	52	-
Market performance (incl. FX Impact) and Other	-2	-0	2	-1	2	1	-3	-0
<b>End of period</b>	<b>246</b>	<b>238</b>	<b>240</b>	<b>240</b>	<b>246</b>	<b>244</b>	<b>245</b>	<b>194</b>

## 2.7.1 ANALYSIS OF RESULTS: OTHER

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Interest on hybrids and debt <sup>28)</sup>	-27	-27	-27	-27	-31	-35	-34	-31	-108	-130
Investment income and fees	24	25	24	23	29	39	23	12	96	102
Holding expenses	-49	-37	-36	-35	-30	-37	-38	-16	-156	-121
Amortisation of intangible assets	-0	-0	-0	-0	-0	-0	-0	-0	-1	-2
<b>Holding result</b>	<b>-52</b>	<b>-40</b>	<b>-39</b>	<b>-39</b>	<b>-31</b>	<b>-34</b>	<b>-50</b>	<b>-36</b>	<b>-170</b>	<b>-150</b>
Operating result reinsurance business	2	19	7	-39	9	21	8	5	-12	43
Operating result banking business	28	33	35	33	32	35	34	24	128	124
Other results	2	16	2	1	3	19	0	2	21	23
<b>Operating result</b>	<b>-20</b>	<b>28</b>	<b>4</b>	<b>-45</b>	<b>11</b>	<b>41</b>	<b>-7</b>	<b>-5</b>	<b>-33</b>	<b>40</b>
Non-operating items	-2	-3	-9	3	7	12	32	1	-11	51
of which gains/losses and impairments	0	1	4	2	10	5	32	1	7	48
of which revaluations	0	-1	-3	1	-3	6	-0	0	-3	4
of which market & other impacts	-3	-3	-9	-	-0	-	-	-	-15	-0
Special items	-25	-22	-26	-31	-51	-29	-41	-8	-104	-129
Amortisation and impairments of acquisition intangibles	-885	-33	-33	-33	-33	-33	-33	-	-984	-99
Result on divestments	-	-	0	4	9	0	-188	9	4	-170
<b>Result before tax</b>	<b>-932</b>	<b>-30</b>	<b>-64</b>	<b>-102</b>	<b>-57</b>	<b>-9</b>	<b>-237</b>	<b>-3</b>	<b>-1,129</b>	<b>-306</b>
Taxation	14	-11	-12	-27	-21	-9	-11	-5	-36	-45
Minority interests	0	0	-0	0	0	0	0	-0	0	0
<b>Net result</b>	<b>-946</b>	<b>-19</b>	<b>-52</b>	<b>-75</b>	<b>-36</b>	<b>-0</b>	<b>-226</b>	<b>2</b>	<b>-1,093</b>	<b>-261</b>
<b>Key figures</b>										
Gross premium income	6	6	7	6	5	6	5	6	25	22
Total administrative expenses	107	87	88	91	92	92	99	63	373	347
of which reinsurance business	2	2	2	3	3	3	3	4	9	13
of which banking business	56	47	50	53	60	55	56	43	206	214
of which corporate/holding	49	38	36	36	29	34	39	17	158	120
NN Bank common equity Tier 1 ratio <sup>29)</sup>	16.3%	16.4%	16.2%	15.6%	15.2%	14.2%	14.0%	13.2%	16.3%	15.2%
Total assets banking business <sup>19)</sup>	22	22	22	21	21	21	21	15	22	21
Net operating result banking business	21	25	26	25	24	26	26	18	96	93
Adjusted allocated equity banking business (end of period)	757	747	730	722	700	686	658	528	757	700
Net operating ROE banking business <sup>30)</sup>	11.1%	13.5%	14.3%	13.8%	13.6%	15.5%	17.2%	13.6%	13.1%	15.0%
Total provisions for insurance and investment contracts <sup>19)</sup>	0	0	0	0	0	0	0	0	0	0
Allocated equity (end of period) <sup>24)</sup>	-131	728	576	389	216	64	-33	1,038	-131	216
Net operating result <sup>31)</sup>	-28	8	-6	-46	-12	18	-19	-13	-73	-27
Adjusted allocated equity (end of period) <sup>22) 27)</sup>	-638	-645	-818	-1,074	-1,262	-1,442	-1,547	911	-638	-1,262
Employees (internal FTEs, end of period)	2,455	2,441	2,457	2,538	2,674	2,733	2,958	1,740	2,455	2,674



## 2.7.1 ANALYSIS OF RESULTS: OTHER - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Interest on hybrids and debt	-27	-27	-27	-27	-31	-35	-34	-31	-108	-130
Investment income and fees	24	25	24	23	29	39	23	12	96	102
Holding expenses	-49	-37	-36	-35	-30	-37	-38	-16	-156	-121
Amortisation of intangible assets	-0	-0	-0	-0	-0	-0	-0	-0	-1	-1
<b>Holding result</b>	<b>-52</b>	<b>-40</b>	<b>-39</b>	<b>-39</b>	<b>-31</b>	<b>-33</b>	<b>-49</b>	<b>-36</b>	<b>-170</b>	<b>-150</b>
Operating result reinsurance business	2	19	7	-39	9	21	8	5	-12	43
Operating result banking business	28	33	35	33	32	35	34	24	128	124
Other results	2	16	2	1	3	19	0	2	21	24
<b>Operating result</b>	<b>-20</b>	<b>28</b>	<b>4</b>	<b>-45</b>	<b>12</b>	<b>42</b>	<b>-7</b>	<b>-5</b>	<b>-33</b>	<b>41</b>
Non-operating items	-2	-3	-9	3	7	12	32	1	-11	51
of which gains/losses and impairments	0	1	4	2	10	5	32	1	7	48
of which revaluations	0	-1	-3	1	-3	6	-0	0	-3	4
of which market & other impacts	-3	-3	-9	-	-0	-	-	-	-15	-0
Special items	-25	-22	-26	-31	-51	-29	-41	-8	-104	-129
Amortisation and impairments of acquisition intangibles	-885	-33	-33	-33	-33	-33	-33	-	-984	-99
Result on divestments	-	-	0	4	9	0	-188	9	4	-170
<b>Result before tax</b>	<b>-932</b>	<b>-30</b>	<b>-64</b>	<b>-102</b>	<b>-57</b>	<b>-8</b>	<b>-237</b>	<b>-3</b>	<b>-1,128</b>	<b>-305</b>
Taxation	14	-11	-12	-27	-21	-9	-11	-5	-36	-45
Minority interests	0	0	-0	0	0	0	0	-0	0	0
<b>Net result</b>	<b>-946</b>	<b>-19</b>	<b>-52</b>	<b>-75</b>	<b>-36</b>	<b>1</b>	<b>-226</b>	<b>2</b>	<b>-1,092</b>	<b>-260</b>
<b>Key figures</b>										
Gross premium income	6	4	6	3	-2	5	5	6	19	14
Total administrative expenses	107	87	88	91	92	92	99	63	373	347
of which reinsurance business	2	2	2	3	3	3	3	4	9	13
of which banking business	56	47	50	53	60	55	56	43	206	214
of which corporate/holding	49	38	36	36	29	34	39	17	158	119

## 2.7.2 BANKING BUSINESS - SAVINGS AND DEPOSITS AND MORTGAGES

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Savings &amp; Deposits - roll forward</b>										
<b>Beginning of period</b>	<b>14.7</b>	<b>14.7</b>	<b>14.4</b>	<b>14.1</b>	<b>14.2</b>	<b>13.7</b>	<b>10.6</b>	<b>10.2</b>	<b>14.1</b>	<b>10.2</b>
Deposits	0.8	0.8	1.0	1.3	1.1	0.8	1.0	1.3	3.9	4.3
Withdrawals / Benefits	-1.1	-0.7	-0.7	-1.0	-1.2	-0.8	-0.9	-1.0	-3.5	-3.9
Net production	-0.2	0.0	0.2	0.4	-0.1	0.0	0.2	0.4	0.4	0.4
Acquisition / Divestments / Transfers	-	-	-	-	-	0.5	2.9	-	-	3.4
Market performance / Interest credited	-	-	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>14.5</b>	<b>14.7</b>	<b>14.7</b>	<b>14.4</b>	<b>14.1</b>	<b>14.2</b>	<b>13.7</b>	<b>10.6</b>	<b>14.5</b>	<b>14.1</b>
In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Mortgages - roll forward</b>										
<b>Beginning of period</b>	<b>17.8</b>	<b>17.5</b>	<b>17.5</b>	<b>17.6</b>	<b>17.8</b>	<b>17.4</b>	<b>13.1</b>	<b>12.7</b>	<b>17.6</b>	<b>12.7</b>
Production	2.2	1.2	1.2	1.5	1.1	1.1	0.9	1.1	6.1	4.1
Redemptions	-0.5	-0.4	-0.4	-0.4	-0.4	-0.4	-0.4	-0.3	-1.6	-1.5
Net production	1.7	0.8	0.9	1.1	0.6	0.6	0.5	0.8	4.5	2.7
Acquisition / Divestments / Transfers	-1.5	-0.6	-0.8	-1.3	-0.8	-0.2	3.8	-0.5	-4.2	2.3
Market performance / Interest credited	-	-	-	-	-	-	-	-	-	-
FX impact and other	-	-	-	-	-	-	-	-	-	-
<b>End of period</b>	<b>17.9</b>	<b>17.8</b>	<b>17.5</b>	<b>17.5</b>	<b>17.6</b>	<b>17.8</b>	<b>17.4</b>	<b>13.1</b>	<b>17.9</b>	<b>17.6</b>

## 2.8.1 ANALYSIS OF RESULTS: JAPAN CLOSED BLOCK VA

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	-1	-1	-1	-1	-1	-1	-1	-1	-2	-2
Fees and premium-based revenues	5	5	7	6	7	9	11	12	23	39
Technical margin	-	-	-	-	-	-	-	-	-	-
Operating income non-modelled business	0	-0	0	0	-0	-0	-0	0	0	0
<b>Operating income</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>21</b>	<b>37</b>
Administrative expenses	2	2	2	2	3	3	3	3	9	12
DAC amortisation and trail commissions	1	1	1	1	1	1	1	1	3	5
<b>Expenses</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>17</b>
<b>Operating result</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>20</b>
Non-operating items	-13	6	-14	12	-6	-1	5	-27	-8	-29
of which gains/losses and impairments	-0	-0	-0	-0	-0	-0	-0	-0	-0	-0
of which revaluations	-	-	-	-	-	-	-	-	-	-
of which market & other impacts	-13	6	-14	12	-6	-1	5	-27	-8	-29
Special items	-	-0	0	-0	-	-	-	-	0	-
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>-11</b>	<b>8</b>	<b>-11</b>	<b>15</b>	<b>-3</b>	<b>3</b>	<b>12</b>	<b>-20</b>	<b>1</b>	<b>-9</b>
Taxation	3	2	-3	4	-1	1	3	-5	6	-2
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>-14</b>	<b>6</b>	<b>-8</b>	<b>11</b>	<b>-2</b>	<b>2</b>	<b>9</b>	<b>-15</b>	<b>-5</b>	<b>-7</b>
<b>Key figures <sup>25)</sup></b>										
Gross premium income	1	1	1	1	1	1	1	1	2	3
Allocated equity (end of period) <sup>32)</sup>	198	241	275	323	351	404	452	519	198	351
Account value	2,355	2,853	3,466	4,074	4,755	5,384	6,546	7,926	2,355	4,755
Net Amount at Risk	175	38	80	106	25	80	180	434	175	25
IFRS Reserves	285	157	218	256	188	271	401	677	285	188
Number of policies	34,436	41,224	54,587	68,462	81,808	97,847	122,394	145,457	34,436	81,808
Employees (internal FTEs, end of period)	39	41	43	43	46	49	53	49	39	46

## 2.8.1 ANALYSIS OF RESULTS: JAPAN CLOSED BLOCK VA - EXCLUDING CURRENCY EFFECTS

In EUR million	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Analysis of results</b>										
Investment margin	-1	-1	-1	-1	-1	-1	-1	-1	-3	-2
Fees and premium-based revenues	5	5	7	6	7	9	11	11	23	38
Technical margin	-	-	-	-	-	-	-	-	-	-
Operating income non-modelled business	0	-0	0	0	-0	-0	-0	0	0	0
<b>Operating income</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>21</b>	<b>36</b>
Administrative expenses	2	2	2	2	3	3	3	3	9	12
DAC amortisation and trail commissions	1	1	1	1	1	1	1	1	3	5
<b>Expenses</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>17</b>
<b>Operating result</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>19</b>
Non-operating items	-13	6	-14	12	-6	-1	5	-27	-8	-29
of which gains/losses and impairments	-0	-0	-0	-0	-0	-0	-0	-0	-0	-0
of which revaluations	-	-	-	-	-	-	-	-	-	-
of which market & other impacts	-13	6	-14	12	-6	-1	5	-27	-8	-29
Special items	-	-0	0	-0	-	-	-	-	-0	-
Result on divestments	-	-	-	-	-	-	-	-	-	-
<b>Result before tax</b>	<b>-11</b>	<b>8</b>	<b>-11</b>	<b>15</b>	<b>-3</b>	<b>3</b>	<b>11</b>	<b>-20</b>	<b>1</b>	<b>-9</b>
Taxation	3	2	-3	4	-1	1	3	-5	6	-2
Minority interests	-	-	-	-	-	-	-	-	-	-
<b>Net result</b>	<b>-14</b>	<b>6</b>	<b>-8</b>	<b>11</b>	<b>-2</b>	<b>2</b>	<b>8</b>	<b>-16</b>	<b>-5</b>	<b>-8</b>

## 2.8.2 JAPAN CLOSED BLOCK VA - ACCOUNT VALUE

In EUR billion	4Q2018	3Q2018	2Q2018	1Q2018	4Q2017	3Q2017	2Q2017	1Q2017	FY2018	FY2017
<b>Account value - roll forward</b>										
<b>Beginning of period</b>	<b>2.9</b>	<b>3.5</b>	<b>4.1</b>	<b>4.8</b>	<b>5.4</b>	<b>6.5</b>	<b>7.9</b>	<b>8.2</b>	<b>4.8</b>	<b>8.2</b>
Deposits	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Withdrawals / Benefits	-0.4	-0.6	-0.7	-0.7	-0.8	-1.1	-1.1	-0.5	-2.4	-3.5
Net production	-0.4	-0.6	-0.7	-0.7	-0.8	-1.1	-1.1	-0.5	-2.3	-3.5
Acquisition / Divestments / Transfers	-	-	-	-	-	-	-	-	-	-
Market performance / Interest credited	-0.3	0.1	0.0	-0.2	0.2	0.2	0.3	-0.0	-0.3	0.6
FX impact and other	0.1	-0.1	0.0	0.1	-0.1	-0.2	-0.5	0.3	0.3	-0.6
<b>End of period</b>	<b>2.4</b>	<b>2.9</b>	<b>3.5</b>	<b>4.1</b>	<b>4.8</b>	<b>5.4</b>	<b>6.5</b>	<b>7.9</b>	<b>2.4</b>	<b>4.8</b>

## NOTES

---

- 1) As of the first quarter of 2018 the various cash collateral amounts paid and received are all presented in Other assets and Other liabilities. The relevant comparative figures for previous periods have been amended. This change impacts the classification in the Condensed consolidated balance sheet, impacting the line items Loans, Other borrowed funds and Other assets and liabilities, with no net impact on shareholders' equity. There was no impact on the Condensed consolidated profit and loss account.
- 2) To be better aligned with external presentations, investment contract liabilities for risk policyholders are no longer presented as liabilities for life insurance for risk policyholders, but included in investment contracts. Previous quarters have been adjusted accordingly.
- 3) The 30 June 2017 presentation of life insurance liabilities and investment contract liabilities was adjusted as the result of the integration of Delta Lloyd.
- 4) Revaluation reserves for debt securities, equity securities and property in own use, the cash flow hedge reserve, the related crediting to policyholders, the coupon on undated subordinated notes recognised in equity as well as the goodwill and intangible assets recognised as a result of the Delta Lloyd acquisition.
- 5) The segment 'Other' comprises of the allocated equity of banking business, reinsurance business and the cash capital position, other assets and debt of the holding company.
- 6) The solvency ratios are not final until filed with the regulators. The Solvency II ratios for NN Group and NN Life are based on the partial internal model. The Solvency II ratio for Delta Lloyd Life for 4Q18 is also based on the partial internal model while the ratios for comparative periods are based on the standard formula.
- 7) Includes interest on subordinated loans provided to subsidiaries by the holding company.
- 8) Includes the change of subordinated loans provided to subsidiaries by the holding company.
- 9) Includes interest on subordinated loans and debt, holding company expenses and other cash flows.
- 10) Free cash flow to the holding company is defined as the change in cash capital position of the holding company over the period, excluding acquisitions, capital transactions with shareholders and debtholders.
- 11) Cash capital is defined as net current assets available at the holding company.
- 12) Other assets contain Reinsurance contracts, Property and equipment, Intangible assets, and Deferred acquisition costs.
- 13) Including AZL.
- 14) Including health business and broker business.
- 15) Basic earnings per ordinary share is calculated as the net result, adjusted to reflect the deduction of the accrued coupon on undated subordinated notes classified in equity, divided by the weighted average number of ordinary shares outstanding (net of treasury shares).
- 16) Diluted earnings per share is calculated as if the share plans and warrants outstanding at the end of the period had been exercised at the beginning of the period and assuming that the cash received from exercised share plans and warrants was used to buy own shares against the average market price during the period. The net decrease in the number of shares results from the cancellation of shares following the share buy back programme.
- 17) As of 2Q17, the calculation methodology for the combined ratio has been updated and now excludes the discount rate unwind on the D&A insurance liabilities. All comparative combined ratios have been updated to reflect this change.
- 18) Excluding health business and broker business.
- 19) End of period, in EUR billion.
- 20) Four-quarter rolling average. As of 2Q17, the calculation reflects the impact of including Delta Lloyd on an annualised basis.
- 21) Net operating result of the ongoing business, adjusted to reflect the deduction of the accrued coupon on undated subordinated notes classified in equity.
- 22) Allocated equity, adjusted for revaluation reserves and excluding undated subordinated notes classified in equity as well as the goodwill and intangible assets recognised as a result of the Delta Lloyd acquisition.
- 23) Net operating ROE is calculated as the (annualised) net operating result of the ongoing business, adjusted to reflect the deduction of the accrued coupon on undated subordinated notes classified in equity, divided by (average) adjusted allocated equity of ongoing business. Adjusted allocated equity is an Alternative Performance Measure. It is derived from IFRS equity by excluding revaluation reserves, the undated subordinated notes classified as equity as well as the goodwill and intangible assets recognised as a result of the Delta Lloyd acquisition. Reference is made to the section 'Alternative Performance Measures (Non-GAAP Measures)' in the NN Group N.V. 2017 Consolidated Annual Accounts.
- 24) Net operating ROE is calculated as the (annualised) net operating result of the segment, divided by (average) adjusted allocated equity. Adjusted allocated equity is an Alternative Performance Measure. It is derived from IFRS equity by excluding revaluation reserves. Reference is made to the section 'Alternative Performance measures (Non-GAAP measures)' in the NN Group N.V. 2017 Consolidated Annual Accounts.
- 25) End of period, except Gross premium income.
- 26) The numbers shown under AuM are client balances which exclude IFRS shareholders' equity related to the respective pension businesses and include the assets under administration.
- 27) As of 2Q17, the net operating result and adjusted allocated equity used to calculate the Net operating ROE of Japan Life are adjusted for the impact of internal reinsurance ceded to NN Group's reinsurance business.
- 28) Does not include interest costs on subordinated debt treated as equity.
- 29) The Common equity Tier 1 ratio is not final until filed with the regulators. The 2017 ratios are for NN Bank, prior to the merger with Delta Lloyd Bank. The ratios for 2018 onwards are for the merged banking business of NN Bank and Delta Lloyd Bank.
- 30) Net operating ROE is calculated as the (annualised) net operating result of the banking business, divided by (average) adjusted allocated equity. Adjusted allocated equity is an Alternative Performance Measure. It is derived from IFRS equity by excluding revaluation reserves. Reference is made to the section 'Alternative Performance Measures (Non-GAAP Measures)' in the NN Group N.V. 2017 Consolidated Annual Accounts.
- 31) Net operating result is adjusted to reflect the deduction of the accrued coupon on undated subordinated notes classified in equity.
- 32) Allocated equity, adjusted for revaluation reserve.
- 33) Value of new business as a percentage of Present value of new business premiums.

## IMPORTANT LEGAL INFORMATION

---

NN Group's Consolidated Annual Accounts are prepared in accordance with International Financial Reporting Standards as adopted by the European Union ("IFRS-EU") and with Part 9 of Book 2 of the Dutch Civil Code. In preparing the financial information in this document, the same accounting principles are applied as in the NN Group N.V. Condensed consolidated interim accounts for the period ended 30 September 2018. The Annual Accounts for 2018 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 or European Union countries leaving the European Union, (4) changes in the availability of, and costs associated with, sources of liquidity as well as conditions in the credit markets generally, (5) the frequency and severity of insured loss events, (6) changes affecting mortality and morbidity levels and trends, (7) changes affecting persistency levels, (8) changes affecting interest rate levels, (9) changes affecting currency exchange rates, (10) changes in investor, customer and policyholder behaviour, (11) changes in general competitive factors, (12) changes in laws and regulations and the interpretation and application thereof, (13) changes in the policies and actions of governments and/or regulatory authorities, (14) conclusions with regard to accounting assumptions and methodologies, (15) changes in ownership that could affect the future availability to NN Group of net operating loss, net capital and built-in loss carry forwards, (16) changes in credit and financial strength ratings, (17) NN Group's ability to achieve projected operational synergies, (18) catastrophes and terrorist-related events, (19) adverse developments in legal and other proceedings and (20) the other risks and uncertainties contained in recent public disclosures made by NN Group.

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.