

Financial supplement 2013

Consolidated statement of financial position			
<i>In millions of euros</i>		31 December 2013	31 December 2012
Assets			
Goodwill		283.5	304.4
AVIF and other intangible assets		99.8	113.9
Deferred acquisition costs		137.8	180.7
Property and equipment		105.8	140.8
Investment property		2,181.2	2,167.5
Associates and joint ventures		296.9	193.6
Deferred tax assets		1,080.1	1,533.3
Debt securities		24,959.9	25,232.8
Equity securities		3,458.0	4,322.1
Derivatives		1,172.4	2,550.3
Investments at policyholders' risk		13,691.5	13,535.2
Loans at fair value through profit or loss		5,784.0	6,249.1
Loans and receivables at amortised cost		12,194.4	17,106.7
Reinsurance assets		554.0	535.2
Plan assets		20.2	18.8
Inventory of real estate projects		-	30.2
Receivables and other financial assets		1,955.2	2,209.5
Current tax assets		70.0	79.7
Capitalised interest and prepayments		617.1	637.9
Cash and cash equivalents		1,127.5	2,570.6
Assets held for sale		6,725.1	283.4
Total assets		76,514.5	79,995.6
Capital and reserves			
Share capital		38.4	35.4
Share premium		507.4	355.2
Revaluation reserves		645.9	637.7
Other reserves		-191.9	-277.5
Equity compensation plan		5.3	5.8
Treasury shares		-19.4	-36.8
Retained earnings		1,634.9	1,586.4
Total capital and reserves		2,620.6	2,306.1
Non-controlling interests		309.4	306.7
Shareholders' funds		2,930.0	2,612.8
Liabilities			
Insurance liabilities		44,340.7	44,722.7
Liabilities for investment contracts		4,817.0	4,736.8
Pension obligations		2,030.4	2,370.7
Provisions for other liabilities		79.2	87.0
Deferred tax liabilities		704.0	1,220.2
Current tax liabilities		161.0	44.8
Subordinated debt		682.3	716.8
Securitised mortgages loan notes		3,914.2	4,897.2
Other borrowings		731.9	1,078.3
Derivatives		1,357.1	2,078.0
Investments at policyholders' risk		11.4	22.8
Customer savings and deposits		4,730.3	10,532.7
Other financial liabilities		1,500.9	2,457.2
Other liabilities		2,088.0	2,282.5
Liabilities relating to assets held for sale		6,435.9	135.2
Total liabilities		73,584.5	77,382.8
Total shareholders' funds and liabilities		76,514.5	79,995.6

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Consolidated income statement			
<i>In millions of euros</i>		2013	2012
Income			
Gross written premiums		5,017.0	5,205.5
Outward reinsurance premiums		-177.2	-201.5
Net written premiums		4,839.8	5,004.0
Change in unearned premiums provision		71.9	1.6
Net premiums earned		4,911.6	5,005.6
Investment income		689.4	5,619.2
Share of profit or loss after tax of associates		-14.6	9.5
Net investment income		674.8	5,628.6
Fee and commission income		297.8	256.0
Other income		43.5	12.1
Total investment and other income		1,016.1	6,037.0
Total income		5,927.8	10,902.3
Expenses			
Net claims and benefits paid*		4,237.7	4,594.2
Change in insurance liabilities		-257.3	6,433.9
Expenses relating to the acquisition of insurance, investment and other contracts		599.8	651.2
Finance costs		427.0	551.8
Other operating expenses		681.5	681.9
Total expenses		5,688.6	12,913.1
Result before tax from continuing operations		239.1	-2,010.8
Income tax		34.1	-533.6
Result after tax from discontinued operations		1.3	11.8
Net result		206.3	-1,465.4
Attributable to:			
Delta Lloyd NV shareholders		168.3	-1,495.1
Non-controlling interests		38.1	29.7
Net result		206.3	-1,465.4

* Net claims and benefits paid includes profit sharing and discounts

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Consolidated statement of comprehensive income		
<i>In millions of euros</i>	2013	2012
Net result	206.3	-1,465.4
Fair value adjustments property	-	2.8
Actuarial gains and losses (pension obligations)	117.2	-258.0
Transfer of actuarial gains and losses relating to DPF contracts to provisions	-2.2	8.4
Income tax relating to items that will not be reclassified	-29.2	61.8
Total items that will not be reclassified to income statement	85.7	-185.0
Changes in value of financial instruments available for sale*	-100.7	299.7
Transfer of available for sale relating to DPF contracts to provisions	8.2	-52.7
Fair value adjustments associates	62.5	25.5
Fair value adjustments due to micro hedge debt securities available for sale	16.0	-2.0
Income tax relating to items that may be reclassified	20.9	-34.7
Total items that may be reclassified subsequently to income statement	6.9	235.7
Total comprehensive income for the year, net of tax	92.6	50.7
Total comprehensive income	299.0	-1,414.7
Attributable to:		
Delta Lloyd NV shareholders	262.2	-1,450.5
Non-controlling interests	36.8	35.8
Total comprehensive income	299.0	-1,414.7

* Realised gains/losses on revaluations of financial instruments available for sale, impairment losses and reversal of impairment losses transferred to income statement are part of changes in value of financial instruments available for sale.

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Consolidated statement of changes in equity										
<i>In millions of euros</i>	Ordinary share capital	Share premium	Revaluation reserves	Other reserves	Equity compensation plan	Treasury shares	Retained earnings	Total capital and reserves ¹⁾	Non-controlling interests	Shareholders' funds
At 1 January 2012	34.1	356.4	406.0	-90.5	5.4	-37.9	3,191.9	3,865.6	309.4	4,175.0
Total other comprehensive income	-	-	231.7	-187.1	-	-	-	44.6	6.1	50.7
Result for the period ²⁾	-	-	-	-	-	-	-1,495.1	-1,495.1	29.7	-1,465.4
Final dividend payment 2011	0.5	-0.5	-	-	-	-	-76.2	-76.2	-	-76.2
Interim dividend payment 2012	0.7	-0.7	-	-	-	-	-34.8	-34.8	-	-34.8
Non-controlling interests in dividend payment 2012	-	-	-	-	-	-	-	-	-29.3	-29.3
Movement non-controlling interests ³⁾	-	-	-	-	-	-	-	-	-9.3	-9.3
Change treasury shares	-	-	-	-	-	1.5	-	1.5	-	1.5
Change indirectly held shares in investment funds for own risk	-	-	-	-	-	-	-	-	-	-
Change indirectly held shares in investment funds at policyholders' risk	-	-	-	-	-	-0.5	-	-0.5	-	-0.5
Conditional shares granted	-	-	-	-	0.4	-	0.6	0.9	0.1	1.0
At 31 December 2012	35.4	355.2	637.7	-277.5	5.8	-36.8	1,586.4	2,306.1	306.7	2,612.8
At 1 January 2013	35.4	355.2	637.7	-277.5	5.8	-36.8	1,586.4	2,306.1	306.7	2,612.8
Total other comprehensive income	-	-	8.2	85.7	-	-	-	93.9	-1.3	92.6
Result for the period ²⁾	-	-	-	-	-	-	168.3	168.3	38.1	206.3
Final dividend payment 2012	0.9	-0.9	-	-	-	-	-38.4	-38.4	-	-38.4
Interim dividend payment 2013	0.7	-0.7	-	-	-	-	-29.6	-29.6	-	-29.6
Non-controlling interests in dividend payment 2013	-	-	-	-	-	-	-	-	-34.0	-34.0
Conversion preference shares A	0.6	92.2	-	-	-	-	-51.5	41.3	-	41.3
Issue share capital	0.8	61.6	-	-	-	-	-	62.4	-	62.4
Change treasury shares	-	-	-	-	-	2.4	-	2.4	-	2.4
Change indirectly held shares in investment funds for own risk	-	-	-	-	-	1.2	-	1.2	-	1.2
Change indirectly held shares in investment funds at policyholders' risk	-	-	-	-	-	13.9	-	13.9	-	13.9
Conditional shares granted	-	-	-	-	-0.5	-	-0.2	-0.7	-	-0.7
At 31 December 2013	38.4	507.4	645.9	-191.9	5.3	-19.4	1,634.9	2,620.6	309.4	2,930.0

1) Attributable to Delta Lloyd NV shareholders

2) The distribution of the result will be determined by the General Meeting of Shareholders

3) Purchase and disposal of FBA and reclass 15% non-controlling interest in Cyrt Investment to financial liabilities

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Consolidated cash flow statement for the year ending 31 December			
<i>In millions of euros</i>		2013	2012
Net result		206.3	-1,465.4
Net result from discontinued operations	5	1.3	11.8
Net result from continuing operations		205.0	-1,477.2
Adjustments for:			
Tax	11	34.1	-533.6
Depreciation	7	12.9	16.5
Amortisation		303.5	357.1
Impairments of:			
- Intangible assets	7	26.6	30.0
- Property and equipment	7	23.7	7.7
- Inventory of real estate projects	7	-	15.6
- Financial investments	6	92.5	183.9
- Loans and receivables including insurance receivables	6,7	17.5	27.1
- Property held for sale	7	0.1	1.5
Net unrealised Fair value movements on financial assets, investment property and borrowings		2,054.9	-2,107.5
Net (decrease)/increase in insurance liabilities	27	-381.9	5,618.4
Net (decrease)/increase in liabilities for investment contract	29	80.2	708.6
Non cash movements associates and joint ventures	17	-97.0	-25.5
Share of profit or loss from associates and joint ventures	17	14.6	-9.5
Cash generating profit of the year		2,386.7	2,813.3
Cash flow from operating activities			
Net (increase)/decrease in intangible assets related to insurance and investment contracts	13	3.7	9.6
Net (increase)/decrease in other intangible assets	5,13	-11.2	-12.0
Net (increase)/decrease in property and equipment	5,15	5.6	-9.6
Net (increase)/decrease in investment property	5,16	-97.0	181.8
Net (increase)/decrease in plan assets	31	-1.4	0.3
Net (increase)/decrease in associates	17	18.6	180.6
Net (increase)/decrease in reinsurance assets	28	-18.9	26.4
Net (increase)/decrease in other assets	5	100.2	-516.6
Net (increase)/decrease in receivables and other financial assets	5	-13.2	-220.7
Net (increase)/decrease in capitalised interest and prepayments	5,5.1. 1	-14.2	-32.0
Net (increase)/decrease in pension obligations and provisions for other liabilities	5,31,3 2	-338.7	275.1
Net (decrease)/increase in tax assets / liabilities	5	32.8	-30.1
Net (decrease)/increase in borrowings	5,34	-248.5	-171.7
Net (decrease)/increase in other liabilities	5,36	64.4	-1,303.2
Net (decrease)/increase in financial liabilities	5,35	-1,166.4	922.3
Net movement in derivative financial instruments	5,39	-2.7	49.5
Subtotal		699.8	2,163.0

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Consolidated cash flow statement for the year ending 31 December			
<i>In millions of euros</i>		2013	2012
Subtotal		699.8	2,163.0
Income taxes (paid)/received		-53.8	15.1
Total net cash flow from operating activities		646.0	2,178.1
Cash flow from investing activities			
Capital injection subsidiaries	17	-59.0	-4.6
Capital withdrawal subsidiaries	17	19.5	-
Acquisition of ZA Verzekeringen	4	-50.0	-
Cash and cash equivalents bought from subsidiaries	4	11.8	-
Disposal of subsidiaries, including cash and cash equivalents sold		-	15.1
Net (increase)/decrease in debt securities	5,39	-2,146.9	-3,537.8
Net (increase)/decrease in equity securities	5,39	975.0	519.3
Net (increase)/decrease in other investments		-9.5	-7.5
Net (increase)/decrease in investments at policyholders' risk		341.4	-188.9
Net increase/decrease in loans against fair value through profit or loss (including at policyholders' risk)		-366.3	-284.4
Net (increase)/decrease in loans and receivables at amortised cost	5,39	385.0	684.5
Purchases of property and equipment	15	-8.8	-17.9
Proceeds from sale of property and equipment	15	1.1	6.0
Total net cash flow from investing activities		-906.8	-2,816.4
Cash flow from financing activities			
Proceeds from borrowings	34	790.8	1,503.6
Repayments of borrowings	34	-1,786.4	-1,688.3
Issue of share capital	5.1.4	62.4	-
Dividends paid to shareholders	5.1.4	-68.0	-111.0
Dividends paid to non-controlling interests	5.1.4	-34.0	-29.3
Total net cash flow from financing activities		-1,035.3	-325.0
Net (decrease)/increase in cash and cash equivalents		-1,296.0	-963.3
Cash and cash equivalents at beginning of year	5,39	2,580.1	3,543.4
Net (decrease)/increase in cash and cash equivalents		-1,296.0	-963.3
Total cash and cash equivalents at 31 December		1,284.1	2,580.1
Cash and cash equivalents consolidated statement of financial position		1,127.5	2,570.6
Cash and cash equivalents in assets Held for sale		129.1	-
Cash and cash equivalents risk reward policyholder		27.5	9.6
Total cash and cash equivalents at 31 December		1,284.1	2,580.1
Further details on cash flow from operating activities			
Interest paid		447.1	737.7
Interest received		1,664.7	1,762.1
Dividends received	6, 17	349.3	414.6

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Details of income		
<i>In millions of euros</i>	2013	2012
Premiums earned		
Life	3,589.2	3,555.2
General	1,427.8	1,650.3
Gross written premiums	5,017.0	5,205.5
Premiums ceded to reinsurers		
Life	-67.7	-71.9
General	-109.5	-129.6
Net written premiums	4,839.8	5,004.0
Gross movement in provision for unearned premiums	77.2	0.6
Reinsurers' share of movement in provision for unearned premiums	-5.3	1.0
Net movement in provision for unearned premiums	71.9	1.6
Net premiums earned	4,911.6	5,005.6
Net investment income		
Interest income	1,583.3	1,564.5
Net rental income	111.7	118.5
Dividends	176.9	159.1
Movements in the fair value of investments classified as held for trading	3.0	4.8
Movements in the fair value of investments classified as other than trading	-1,154.5	2,246.7
Realised gains and losses on investments classified as available for sale	212.7	235.1
Impairment of investments classified as available for sale	-93.2	-185.6
Reversal of impairment of investments classified as available for sale	0.3	1.7
Result from loans and receivables	-0.7	0.8
Impairment of loans and receivables	-26.0	-35.6
Reversal of impairment of loans and receivables	9.8	11.6
Result from derivatives	-740.1	447.4
Realised/unrealised other investment income	-87.0	-123.5
Income on investment property	-72.4	-82.4
Share of profit or loss after tax of associates	-14.6	9.5
Total net investment income - own risk	-90.8	4,372.6
Interest income	19.5	18.6
Dividends	103.5	200.5
Movements in the fair value of investments classified as other than trading	643.6	1,029.3
Result from derivatives	-1.0	7.6
Total net investment income - at policyholders' risk	765.6	1,256.0
Total net investment income	674.8	5,628.6
Fee and commission income		
Fee income from investment contract business	1.2	2.2
Fund management fee income	122.2	120.0
Other fee income	48.4	24.9
Total income from reinsurance premiums	30.8	37.4
Other commission income	95.1	71.6
Total fee and commission income	297.8	256.0
Other income	43.5	12.1
Total income	5,927.8	10,902.3

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Income and result for the financial year							
<i>In millions of euros</i>	Life	General	Bank	Asset management	Other	Eliminations	Total
Income							
Gross written premiums	3,589.2	1,427.8	-	-	-	-	5,017.0
Net premiums earned	3,521.4	1,390.2	-	-	-	-	4,911.6
Fee and commission income	61.8	62.0	76.1	142.8	59.7	-104.6	297.8
Net investment income							
Interest income	1,186.0	60.7	267.0	18.4	154.2	-83.4	1,602.8
Net rental income	118.3	-	-	-	-0.2	-6.4	111.7
Dividends	272.0	8.4	-	-	0.1	-	280.5
Movements in the fair value of investments classified as held for trading	2.6	-	0.4	-	-	-	3.0
Movements in the fair value of investments classified as other than trading	-391.2	0.5	29.0	1.4	-150.6	-	-510.9
Realised gains and losses on investments classified as available for sale	181.6	50.0	-25.1	-	6.2	-	212.7
Impairment of investments classified as available for sale	-85.7	-2.7	-2.5	-	-1.9	-	-92.8
Reversal of impairment of investments classified as available for sale	-	0.3	-	-	-	-	0.3
Result from loans and receivables	-0.6	-0.2	-	-	-	-	-0.7
Impairment of loans and receivables	-8.7	-	-13.7	-	-3.9	-	-26.4
Reversal of impairment of loans and receivables	3.0	-	6.8	-	-	-	9.8
Result from derivatives	-955.8	20.8	5.1	2.8	185.9	-	-741.2
Other investment income	-153.3	-	-	-	1.6	-7.6	-159.3
Share of profit or loss after tax of associates	-14.6	-	-	-0.1	0.1	-	-14.6
Total investment income	153.6	137.8	266.9	22.5	191.5	-97.4	674.8
Other income	52.9	1.2	0.1	-	-9.7	-	44.5
Total income	3,789.7	1,591.2	343.0	165.3	241.5	-202.0	5,928.8
Total intercompany income	71.9	2.1	50.9	36.3	40.8	-202.0	-
Revenue from external customers	3,717.8	1,589.1	292.1	129.0	200.7	-	5,928.8
Result after tax and non-controlling interests	143.7	45.9	-13.8	40.0	-47.4	-	168.3
Operational result after tax and non-controlling interests	322.2	66.8	23.6	44.9	-27.5	-	430.0

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Income and result for the prior financial year							
<i>In millions of euros</i>	Life	General	Bank	Asset Management	Other	Eliminations	Total
Income							
Gross written premiums	3,555.2	1,650.3	-	-	-	-	5,205.5
Net premiums earned	3,483.3	1,522.2	-	-	-	-	5,005.6
Fee and commission income	16.1	73.7	74.0	146.2	39.7	-93.8	256.0
Net investment income							
Interest income	1,183.8	63.6	234.8	26.4	344.4	-128.0	1,725.1
Net rental income	126.3	-	-	-	-0.1	-7.8	118.5
Dividends	343.2	13.7	0.2	-	2.5	-	359.6
Movements in the fair value of investments classified as held for trading	-	-	1.9	-	3.0	-	4.8
Movements in the fair value of investments classified as other than trading	3,010.5	5.8	-25.4	0.1	285.0	-	3,276.0
Realised gains and losses on investments classified as available for sale	98.3	91.2	45.1	-	0.5	-	235.1
Impairment of investments classified as available for sale	-125.8	-27.5	-	-	-32.2	-	-185.6
Reversal of impairment of investments classified as available for sale	-	0.6	1.1	-	-	-	1.7
Result from loans and receivables	0.9	0.1	-0.2	-	-	-	0.8
Impairment of loans and receivables	-3.7	-	-15.6	-	-16.3	-	-35.6
Reversal of impairment of loans and receivables	3.4	-	5.2	-	3.0	-	11.6
Result from derivatives	611.2	-3.7	-19.6	4.7	-137.6	-	455.0
Other investment income	-31.1	15.5	0.1	-	-183.7	-6.8	-205.9
Share of profit or loss after tax of associates	17.1	3.2	-	-0.1	-10.8	-	9.5
Total investment income	5,234.3	162.3	227.6	31.2	257.7	-142.5	5,770.6
Other income	4.8	-0.4	0.3	-	7.4	-	12.1
Total income	8,738.5	1,757.8	302.0	177.4	304.8	-236.2	11,044.3
Total intercompany income	119.9	6.2	72.5	42.7	-5.0	-236.2	-
Revenue from external customers	8,618.6	1,751.6	229.5	134.7	309.8	-	11,044.3
Result after tax and non-controlling interests	-1,174.7	-121.6	-60.6	43.9	-182.0	-	-1,495.1
Operational result after tax and non-controlling interests	319.5	53.9	-11.1	47.9	-6.1	-	404.1

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Segment statement of financial position at year end							
<i>In millions of euros</i>	Life	General	Bank	Asset Management	Other	Eliminations	Total
Assets							
Intangible assets	56.3	27.7	0.7	15.0	283.9	-	383.6
Associates and joint ventures	293.6	-	-	0.2	3.1	-	296.9
Financial investments	50,775.9	2,502.6	9,827.7	707.7	6,052.0	-2,384.7	67,481.2
Reinsurance assets	441.4	112.7	-	-	-	-	554.0
Assets held for sale	0.6	-	6.2	-	-	-	6.8
Other assets	5,673.5	553.0	1,082.7	517.5	3,384.2	-3,418.9	7,791.9
Total assets	57,241.3	3,196.0	10,917.3	1,240.3	9,723.1	-5,803.5	76,514.5
Total shareholders' funds	2,836.9	496.6	406.1	55.9	-865.4	-	2,930.0
Liabilities							
Investment liabilities	4,817.0	-	-	-	-	-	4,817.0
Insurance liabilities	42,062.0	2,278.8	-	-	-	-	44,340.7
Borrowings	586.8	98.3	560.2	94.9	5,118.5	-704.5	5,754.1
Other liabilities	6,938.8	322.3	9,951.0	1,089.5	5,470.1	-5,099.0	18,672.7
Total liabilities	54,404.5	2,699.4	10,511.2	1,184.4	10,588.6	-5,803.5	73,584.5
Total shareholders' funds and liabilities	57,241.3	3,196.0	10,917.3	1,240.3	9,723.1	-5,803.5	76,514.5
Capital expenditure							
Property and equipment	0.7	-	4.3	-	3.8	-	8.8
Intangible assets	2.2	-	3.3	-	2.2	-	7.7
Capital injection subsidiaries	43.9	-	-	-	-	-	43.9
Purchase of subsidiaries	50.0	-	-	-	-	-	50.0
Total capital expenditure	96.8	-	7.6	-	6.0	-	110.3

Segment statement of financial position at prior year end							
<i>In millions of euros</i>	Life	General	Bank	Asset Management	Other	Eliminations	Total
Assets							
Intangible assets	61.1	29.4	16.2	17.5	294.0	-	418.2
Associates and joint ventures	190.2	-	-	0.3	3.2	-	193.6
Financial investments	52,864.2	2,414.2	9,880.9	950.5	6,723.2	-3,836.8	68,996.3
Reinsurance assets	416.9	143.5	-	-	-	-	560.4
Assets held for sale	107.0	-	6.3	-	20.4	-	133.8
Other assets	5,997.8	844.3	1,260.2	1,329.4	3,934.7	-3,673.0	9,693.3
Total assets	59,637.2	3,431.5	11,163.7	2,297.8	10,975.4	-7,509.9	79,995.6
Total shareholders' funds	2,812.4	483.5	416.3	66.9	-1,166.2	-	2,612.8
Liabilities							
Investment liabilities	4,736.8	-	-	-	-	-	4,736.8
Insurance liabilities	42,423.4	2,433.3	-	-	-	-	44,856.7
Borrowings	510.3	98.1	475.2	93.1	6,189.5	-673.8	6,692.3
Other liabilities	9,154.3	416.6	10,272.2	2,137.8	5,952.1	-6,836.1	21,097.0
Total liabilities	56,824.8	2,948.0	10,747.4	2,230.9	12,141.6	-7,509.9	77,382.8
Total shareholders' funds and liabilities	59,637.2	3,431.5	11,163.7	2,297.8	10,975.4	-7,509.9	79,995.6
Capital expenditure							
Property and equipment	1.6	-	3.1	-	13.2	-	17.9
Intangible assets	0.2	-	2.6	-	8.3	-	11.0
Total capital expenditure	1.7	-	5.7	-	21.6	-	29.0

Financial supplement 2013

Reconciliation of the result		
<i>In millions of euros</i>	2013	2012
Operational result after tax and non-controlling interests	430.0	404.1
Income tax	154.8	147.2
Non-controlling interests	34.4	37.5
Operational result before tax and non-controlling interests	619.2	588.9
Assumed long-term investment return	-365.1	-371.9
Fair value gains and losses	725.2	-4,704.2
Actual return including required interest	-578.4	2,806.4
Longevity - non operational	-14.3	16.7
Non-operational items	-145.8	-329.3
Operational result before tax and non-controlling interests from discontinued operations	-1.7	-17.5
Result before tax from continuing operations	239.1	-2,010.8

Reconciliation non-operational items		
<i>In millions of euros</i>	2013	2012
Run off result international marine portfolio	-18.0	-139.5
Impact WGA-ER	-44.8	-57.5
Impairments	-51.4	-48.8
Other	-31.6	-83.5
Total	-145.8	-329.3

Financial supplement 2013

Management cost base per segment		
<i>In millions of euros</i>	2013	2012
Life Insurance	274.6	288.0
General Insurance	232.7	236.0
Bank	143.7	154.7
Asset Management	43.5	54.2
Other	77.1	48.9
Total	771.5	781.9

Reconciliation IFRS operational costs to other operating expenses		
<i>In millions of euros</i>	2013	2012
Other operating expenses	681.5	681.9
Allocated to expenses relating to the acquisition of insurance and investment contracts	215.0	234.5
Movement in other provisions	-6.7	13.7
Non-operational costs	-118.4	-148.3
Management cost base	771.5	781.9

Details of other operating expenses in the financial year		
<i>In millions of euros</i>	2013	2012
Other operating expenses		
Staff costs and other employee-related expenditures	554.4	568.3
Amortisation of intangible fixed assets	15.5	17.7
Depreciation on property and equipment	12.9	16.5
Operating expenses	262.4	256.2
Impairment of property held for sale	0.1	1.5
Impairment of goodwill	21.8	30.0
Impairment of AVIF	-	-
Impairment of other intangible fixed assets	4.7	-
Impairment of property and equipment	23.7	7.7
Impairment of inventory of real estate projects	-	15.6
Impairment of receivables	5.5	9.0
Reversal of impairment of receivables	-4.6	-5.9
Foreign exchange differences	-	-0.2
Allocated to expenses relating to the acquisition of insurance, investment and other contracts	-215.0	-234.5
Total other operating expenses	681.5	681.9

* Total claims and benefits paid includes profit sharing and discounts

Financial supplement 2013

Carrying value of financial investments related to unit-linked liabilities at year end

<i>In millions of euros</i>	2013	2012
Debt securities	2,759.1	2,697.4
Equity securities	10,660.9	10,352.2
Derivatives	120.5	358.5
Receivables and other financial assets	121.0	114.3
Capitalised interest and prepayments	2.5	3.2
Cash and cash equivalents	27.5	9.6
Total	13,691.5	13,535.2
The associated liabilities are:		
Unit-linked contracts classified as insurance contracts	12,314.2	12,544.7
Unit-linked contracts classified as investment contracts	523.3	452.2
Derivatives liabilities	11.4	22.8
Third-party interests in investment funds	876.7	1,065.6
Total	13,725.6	14,085.4

Financial investments for own risk at year end

<i>In millions of euros</i>	2013	2012
Debt securities	24,959.9	25,232.8
Equity securities	3,458.0	4,322.1
Derivatives	1,172.4	2,550.3
Loans at fair value through profit or loss (FVTPL)	5,784.0	6,249.1
Loans and receivables at amortised cost	12,194.4	17,106.7
Total financial investments	47,568.8	55,461.0

Financial supplement 2013

Fair value of financial investments for own risk by category at year end

<i>In millions of euros</i>	Recognised in the statement of financial position at amortised cost	Recognised at fair value through profit or loss trading	Recognised at fair value through profit or loss other than trading	Available for sale	Total 2013
Debt securities	-	0.1	21,667.0	3,292.8	24,959.9
Equity securities	-	0.8	567.4	2,889.8	3,458.0
Derivatives	-	1,172.4	-	-	1,172.4
Loans at fair value through profit or loss (FVTPL)	-	-	5,784.0	-	5,784.0
Loans and receivables at amortised cost	13,254.6	-	-	-	13,254.6
Total	13,254.6	1,173.3	28,018.4	6,182.7	48,629.0

Fair value of financial investments for own risk by category at prior year end

<i>In millions of euros</i>	Recognised in the statement of financial position at amortised cost	Recognised at fair value through profit or loss trading	Recognised at fair value through profit or loss other than trading	Available for sale	Total 2012
Debt securities	-	14.4	21,695.1	3,523.3	25,232.8
Equity securities	-	3.4	672.0	3,646.7	4,322.1
Derivatives	-	2,550.3	-	-	2,550.3
Loans at fair value through profit or loss (FVTPL)	-	-	6,249.1	-	6,249.1
Loans and receivables at amortised cost	18,625.3	-	-	-	18,625.3
Total	18,625.3	2,568.1	28,616.2	7,170.0	56,979.6

Financial supplement 2013

Derivatives for own risk at year end						
<i>In millions of euros</i>	Contract / notional amount 2013	Fair value asset 2013	Fair value liability 2013	Contract / notional amount 2012	Fair value asset 2012	Fair value liability 2012
Foreign exchange contracts						
OTC						
Forwards	7,151.9	74.3	44.0	9,355.7	75.5	52.3
Currency swaps *	-	136.1	151.6	-	158.8	157.4
Total foreign exchange contracts	7,151.9	210.4	195.5	9,355.7	234.3	209.7
Interest rate contracts						
OTC						
Interest rate and currency swaps held for fair value hedge accounting	1,644.2	1.3	103.2	2,037.5	-	118.6
Interest rate and currency swaps not held for fair value hedge accounting	22,531.3	748.5	731.2	21,592.9	1,601.5	1,403.5
Options	4,400.0	180.3	-	6,500.0	462.1	0.8
Exchange traded						
Futures	2,059.5	-	-	910.2	-	-
Options	550.0	0.2	-	550.0	0.6	-
Total interest rate contracts	31,185.0	930.3	834.4	31,590.6	2,064.2	1,522.9
Equity/index contracts						
OTC						
Options	3,678.5	25.8	316.9	6,477.3	191.7	343.4
Exchange traded						
Futures	0.2	-	-	259.9	-	-
Options	224.9	2.4	-	269.3	20.6	-
Total equity/index contracts	3,903.6	28.1	316.9	7,006.5	212.3	343.4
Credit default swaps	826.9	3.6	10.3	956.4	39.5	2.0
Total	43,067.4	1,172.4	1,357.1	48,909.2	2,550.3	2,078.0

* No notional amount of the currency swaps is reported, as it relates to back-to-back transactions.

Financial supplement 2013

Insurance liabilities at year end			
<i>In millions of euros</i>	Life	General	Total
Discretionary participating contracts	7,488.5	-	7,488.5
Non-discretionary participating contracts	3,864.8	0.1	3,864.8
Unit-linked non-participating contracts	12,314.2	-	12,314.2
Other non-participating contracts	18,394.4	-	18,394.4
Outstanding claims provisions	-	1,376.9	1,376.9
Provision for claims handling expenses	-	58.8	58.8
Provision for claims incurred but not reported	-	559.2	559.2
Provision for unearned premiums	-	257.5	257.5
Provision for unexpired risks	-	26.3	26.3
Total	42,062.0	2,278.8	44,340.7

Insurance liabilities at prior year end			
<i>In millions of euros</i>	Life	General	Total
Discretionary participating contracts	7,616.9	-	7,616.9
Non-discretionary participating contracts	4,334.8	0.1	4,334.9
Unit-linked non-participating contracts	12,544.7	-	12,544.7
Other non-participating contracts	17,926.9	-	17,926.9
Outstanding claims provisions	-	1,309.6	1,309.6
Provision for claims handling expenses	-	52.8	52.8
Provision for claims incurred but not reported	-	577.2	577.2
Provision for unearned premiums	-	344.6	344.6
Provision for unexpired risks	-	15.0	15.0
Total	42,423.4	2,299.3	44,722.7

Financial supplement 2013

Statement of changes in life insurance business provisions		
<i>In millions of euros</i>	2013	2012
At 1 January	42,423.4	37,046.8
Provisions in respect of new business	1,635.5	1,494.5
Expected change in existing business provisions	-1,273.9	-543.3
Movement in longevity provision	-7.2	411.1
Variance between actual and expected experience	301.5	-348.1
Effect of operating assumption changes	-70.7	-100.6
Effect of economic assumption changes	-855.2	4,456.2
Other movements recognised as expense	-53.8	6.3
Change in liability recognised as expense	-323.8	5,376.2
Other movements not recognised as expense	-42.1	0.4
Changes in group	4.5	-
At 31 December	42,062.0	42,423.4

Statement of changes in claims provisions¹		
<i>In millions of euros</i>	2013	2012
At 1 January	1,939.7	1,687.5
Effect of changes in operational assumptions	3.6	-6.8
Effect of changes in economic assumptions	-3.4	27.7
Claim losses and expenses incurred in the current year	1,024.0	1,170.1
Movement in anticipated claim losses and expenses incurred in prior years	8.7	160.3
Incurred claims losses and expenses	1,032.9	1,351.3
Payments made on claims incurred in the current year	-443.9	-495.7
Payments made on claims incurred in prior years	-563.0	-531.4
Recoveries on claim payments	13.2	13.9
Claims payments made in the year, net of recoveries	-993.7	-1,013.2
Increase in provision due to passage of time	16.1	15.5
Other movements in the claims provisions	-	8.8
Movement in claims provision recognised as expense	55.2	362.5
Transfer to liabilities relating to assets held for sale	-	-119.8
Other gross movements	-	9.6
At 31 December	1,994.9	1,939.7

1) The statement of changes in general insurance provisions excludes provision for unearned premiums and provision for unexpired risk

Assets and liabilities relating to assets held for sale		
<i>In millions of euros</i>	2013	2012
Assets held for sale		
Property relating to Belgium	-	6.3
Property relating to Germany	0.6	127.5
Non-life insurance business relating to Belgium	-	149.6
Delta Lloyd Bank België	6,724.5	-
Total assets held for sale	6,725.1	283.4
Liabilities held for sale		
Non-life insurance business relating to Belgium	-	135.2
Delta Lloyd Bank België	6,435.9	-
Total liabilities held for sale	6,435.9	135.2

Financial supplement 2013

Pension expenses		
<i>In millions of euros</i>	2013	2012
Current service cost	62.9	47.9
Past service cost (gain)/loss	-15.3	1.4
Net interest expense	67.7	90.1
Total charge to income defined benefit	115.2	139.5
Total charge to income defined contribution	1.3	2.8
Total charge to income	116.6	142.3
Investment income (gain)/loss	32.7	-327.5
Total pension result recognised in Income Statement	149.3	-185.2
Actuarial (gains) and losses recognised in other comprehensive income	-117.2	258.0
Net pension result	32.1	72.8

Sensitivity analysis of investments of life insurance business				
<i>In millions of euros</i>	Impact on result at year end	Impact on equity at year end	Impact on result at prior year end	Impact on equity at prior year end
Credit risk +50 bps	-271.7	-292.1	-260.6	-270.5
Credit risk -50 bps	291.0	312.4	278.9	289.3
Interest rate risk +25 bps	-605.2	-616.7	-655.3	-662.4
Interest rate risk -25 bps	640.6	652.4	692.5	699.9
Equity risk +10%	-11.7	92.9	-34.3	89.8
Equity risk -10%	27.8	-76.8	63.9	-60.2
Property risk +10%	184.2	184.2	176.7	184.0
Property risk -10%	-184.2	-184.2	-176.7	-184.0

Sensitivity analysis of liabilities of life insurance business				
<i>In millions of euros</i>	Impact on result at year end	Impact on equity at year end	Impact on result at prior year end	Impact on equity at prior year end
Credit risk +50 bps	5.3	23.7	5.4	14.3
Credit risk -50 bps	-5.6	-24.9	-5.7	-15.0
Interest rate risk +25 bps	616.9	627.3	626.0	632.4
Interest rate risk -25ps	-649.3	-660.0	-711.8	-718.4
Equity risk +10%	34.5	33.7	37.3	36.3
Equity risk -10%	-36.8	-35.9	-42.3	-41.4
Property risk +10%	-42.7	-42.7	-40.3	-40.3
Property risk -10%	42.7	42.7	40.3	40.3
Longevity risk -5%	-161.1	-161.1	-169.3	-169.3
Expense risk +10%	-33.6	-33.6	-34.9	-34.9
Mortality risk +5%	150.1	150.1	159.4	159.4