

Operational result increases to € 405 million

- Operational result increased by € 165 million due to higher insurance service result at Non-Life, improved investment results and growth in interest margin at Retirement Services
- Premium growth in all segments; increase of € 1.5 billion (8%) to € 19.9 billion. Assets under Management increased with 6% to € 206 billion
- Solvency robust at 195%; decrease due to higher healthcare costs and impact of reinsurance programme renewal
- Customer satisfaction remains high. Excellent NPS scores for our brands supported by investments in customer service and digitisation
- Expenses increased (+11%) due to inflation, business growth, strategic investments, legislation and higher personnel costs
- Financial reporting for the first time in accordance with new accounting standards (IFRS 9/17) impacts presentation of results; no change to underlying earning capacity and financial ambitions

Bianca Tetteroo, Chair of Achmea's Executive Board:

"Today we present the results over the first half of 2023 and show strong growth in both premium income and result. Financial markets were less volatile than in 2022, which led to an improvement in the return on our investments. The social and economic context in which we operate nevertheless remains dynamic and uncertain, partly because of the high rate of inflation and increasingly frequent extreme weather conditions. We have recently seen many examples of this in Europe. There are also challenges in the field of healthcare, pensions and the housing market that we are working on based on our purpose 'Sustainable Living Together'. Together with healthcare providers and local governments, we are working to further improve regional healthcare on the basis of the Integral Care Agreement ("Integraal Zorgakkoord"). Extremely important, in this way we keep healthcare accessible and affordable. By building more lifetime homes, we respond to the changing housing needs as a result of an ageing society. This also relieves some of the burden on the healthcare system. And on 1 July, the Future Pensions Act came into force. Together with our customers, we started with the implementation.

Increase in operational result

The operational result over the first six months is € 405 million. This is € 165 million (+69%) higher than last year. The operational result at Non-Life increased by € 61 million. The total cost of claims was lower than last year as the first six months of 2023 saw no major natural catastrophe events in the Netherlands, in contrast to February's storm in 2022. However, we do see a substantial growth in the number of claims due to increased traffic intensity. The cost of repairing damage is also increasing as a result of inflation. The combined ratio remains strong at 91.3%. The operational result of the Health business improved by € 67 million. The result of Retirement Services improved to € 10 million. Interest income improved at Achmea Bank, which forms part of Retirement Services. Mortgage margins increased and the mortgage portfolio grew in the first six months. Underlying trends at Pension & Life are in line with our expectations. The operational result decreased to € 134 million, partly due to the higher indexation on pension contracts from the service book. The operational result at International improved versus last year with € 34 million and, supported by further premium growth, came out at break-even. Finally, there was also an improvement in the operational result on our reinsurance activities of € 37 million owing to the absence of large calamities in the first six months.

Revenue growth

Premiums grew by € 1.5 billion (+8%) to € 19.9 billion. Premiums at Non-Life increased by 4%, mainly due to growth in the commercial segment. At Health, premiums increased by 7% due to higher premiums and a higher equalisation fund contribution. At International, there was the strongest premium growth (+41%) as a result of inflation and customer growth. At Retirement Services, assets under management increased by 6% to € 206 billion driven by inflow of new clients and market value developments. Achmea Bank's mortgage volume grew by € 1 billion. In light of our growth strategy on mortgages, we announced a partnership with Munt Hypotheken in April. We expect to provide approximately € 1.5 billion in additional mortgages with Munt over the next three years. A concerning development is that fewer and fewer people take out term life insurance when initiating or renewing a mortgage. In the longer term, this can lead to distressing situations.

High customer satisfaction and focus on efficiency

The NPS scores for our brands remain high. Customers value our (digital) services in which we continue to invest. This includes investment in a new IT platform that provides a solid basis for transitioning to the new pension system together with our customers.

Expenses increased significantly by 11% compared to last year. On the one hand this was caused by inflation and business growth. On the other hand, there are strategic investments, higher personnel costs and costs to comply with legislation. Also in the past six months we invested in our Customer Due Diligence programme. On the back of the increasing expenses a focus on efficiency and cost control remains key.

Solvency robust

The solvency ratio stood at 195% at the end of June. This is still robust, yet lower than it was six months ago (year-end 2022: 209%). The decrease is caused by a sharp increase in healthcare costs and a higher net retention on our own reinsurance.

Our reinsurance cover was renewed as of 1 July this year. We are seeing higher premiums and altered terms and conditions, partly in response to the global increase in climate-related claims and inflation. This does not only impact the net retention in our reinsurance cover but also has an impact on the cost of our insurance products.

Working together on sustainability

At Achmea we look at three aspects when it comes to climate change: prevention, adaptation and insurability. For these three aspects we work on solutions together with our customers, the Dutch Association of Insurers (“Verbond van Verzekeraars”) and the government. Our employees made their own pleasant contribution to sustainability in the first six months of the year. Since 1 January 2023, all our employees have a climate budget of € 2,500 for making their own living environment more sustainable. More than half of the 12,000 Achmea employees in the Netherlands already used this budget in the first half of this year. We are also making it easier for our customers to improve the sustainability of their homes. From May this year, for example, Centraal Beheer customers receive a discount on their mortgage rate for a green loan component used for making their home more sustainable. At group level, in February Achmea invested € 55 million in two wind farms via the newly-launched Climate Infrastructure Fund.

Realising sufficient lifetime homes

In June, we presented the strategic ambitions and new name of Achmea Real Estate. We have solid growth plans and the development of lifetime homes plays a key role in this ambition. The ageing population means that in the long term the Netherlands requires an additional 450,000 homes of this type. Our goal is for 10% of these to be achieved by Achmea.

Thank you to our customers, partners and employees

We succeeded in moving in the right direction in the first six months of the year and did so together with our customers, partners and employees who I want to thank for their contribution and trust in Achmea!

Group results

KEY FIGURES

(€ MILLION)

RESULTS	H1 2023	H1 2022*	Δ
Non-Life Netherlands	201	140	44%
Pension & Life Netherlands	134	194	-31%
Retirement Services	10	2	n.m.
International activities	0	-34	n.m.
Other activities	-54	-109	50%
Operational result¹ excluding Health Netherlands	291	193	51%
Health Netherlands	114	47	143%
of which Basic Health Insurance	62	-31	n.m.
of which Supplementary Health Insurance and other	52	78	-33%
Operational result including Health Netherlands	405	240	69%
Non-operational result	39	-1,358	n.m.
Result before tax	444	-1,118	n.m.
Income tax expenses	67	-249	n.m.
Net result	377	-869	n.m.

Non-Life Netherlands	2,571	2,472	4%
Health Netherlands	15,766	14,726	7%
Pension & Life Netherlands	466	429	9%
International activities	1,001	709	41%
Gross written premiums²	19,934	18,474	8%

Total revenue segment Retirement Services	233	199	17%
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Gross operating expenses³	1,175	1,063	11%
Of which related to non-insurance activities	378	361	5%

BALANCE SHEET	30.06.2023	31.12.2022**	Δ
Total assets	78,218	76,833	2%
Total equity	8,878	8,597	3%

ASSETS UNDER MANAGEMENT (in € billion)	30.06.2023	31.12.2022	Δ
Achmea Investment Management	180	166	8%
Syntrus Achmea Real Estate & Finance	40	41	-2%
Total Assets under Management**	206	194	6%

SOLVENCY II	30.06.2023	31.12.2022	Δ
Solvency ratio after dividend ⁴	195%	209%	-14 pp

RATINGS	30.06.2023	31.12.2022	
S&P (Financial Strength Rating)	A (Stable)	A (Stable)	n.m.*
Fitch (Insurer Financial Strength)	A+ (Stable)	A+ (Stable)	n.m.*

EMPLOYEES IN THE NETHERLANDS AND ABROAD ⁵	30.06.2023	31.12.2022	Δ
FTEs Netherlands	14,506	14,075	3%
FTEs International	3,456	3,451	0%
Total FTEs	17,962	17,526	2%

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition of operational result

** Total assets under management after eliminations

Group results

OVERVIEW OF GROUP RESULTS

Transition to new accounting standards

For the first time Achmea is reporting its results in accordance with the new IFRS 9 and IFRS 17 accounting standards. Under IFRS 9/17, the value changes of both the investments and the liabilities resulting from changes in e.g. interest rates and equity and real estate prices are recognised in the income statement. This impact was largely included in equity under IAS 39/IFRS 4 and therefore had less of an effect on the net result.

As a result, movements on the financial markets can cause greater volatility in the result under IFRS 9/17. We have altered the definition of operational result in order to maintain focus on the underlying development of the results. This means that volatility from market movements is recognised in the non-operational result. To this end we use an expected return method based on the expected market rates at the start of the year and normalised returns on investments in equities and investment property. The same market rates are used to determine the discount curve and interest accrual of our insurance liabilities when calculating the operational result. In addition, the operational result is adjusted for any reorganisation expenses and transaction results from mergers and acquisitions. These adjustments enables the operational result to accurately reflect Achmea's underlying financial performance.

Under the adjusted financial indicators the results will give comparable through-the-cycle outcomes, whereby we maintain our ambitions for 2025.

The comparative figures for 2022 have been adjusted accordingly. Recognition of the market value developments of the investments and the insurance liability in the income statement under IFRS 9/17 leads to a substantially lower net result over the first half of 2022 as compared to IAS 39/IFRS 4. Exceptional market conditions, including the sharply higher interest rates, spreads and lower equity prices, had a significant negative impact on the result in the first half of 2022 under IFRS 9/17. By using the expected return method, the operational result is significantly less sensitive to extreme market conditions.

Following the transition to IFRS 9/17 and a revised definition of operational result the dividend policy will be changed, possibly introducing an optional dividend.

Operational result

The operational result increased to € 405 million during the first half of 2023 (H1 2022: € 240 million).

The operational result for Non-Life Netherlands over the first six months of 2023 increased to € 201 million (H1 2022: € 140 million). This was primarily driven by an improvement in the insurance service results. In contrast to the first half of 2022, there were no sizeable storm-related claims in the first six months of 2023. We are seeing a higher amount of claims due to the impact of inflation and for car insurances increased traffic intensity leading to higher claims (including bodily injury). At

Income Protection the result has improved due to a lower cost of claims in the disability insurance portfolio.

At € 114 million operational results for Health Netherlands were higher in the first half of 2023 (H1 2022: € 47 million). The result on supplementary health insurance amounted to € 52 million (H1 2022: € 78 million), while the result on basic health insurance was € 62 million (H1 2022: € 31 million negative).

In the first half of 2023 the operational result for Pension & Life Netherlands decreased to € 134 million (H1 2022: € 194 million). The insurance service result was lower, in part due to higher indexation because of inflation and a lower release of the Contractual Service Margin (CSM).

The operational result for Retirement Services increased to € 10 million in the first half of 2023 (H1 2022: € 2 million), mainly due to the higher interest margin at Achmea Bank in part generated by growth in the mortgage portfolio at a higher return. The results of the other activities within this segments are lower because of higher investments in systems and in preparation for the new pensions act.

The operational result for International activities increased to € 0 million in the first half of 2023 (H1 2022: € 34 million negative). The improved result is primarily driven by the higher insurance service results in Greece deriving from adjustments to premiums and higher financial results combined with a lower impact from hyperinflation on our activities in Turkey in the first six months of 2023 versus 2022.

The result for Other activities improved by € 55 million to € 54 million negative (H1 2022: € 109 million negative). At Achmea Reinsurance the result increased to € 10 million (H1 2022: € 27 million negative) because of the lower impact from catastrophe-related claims and higher premium income due to a hardening of the market. The result on Other activities comprises the expenses from the holding company and shared service activities as well as the financing costs of the bonds issued by Achmea. The operational result improved compared to last year, in part thanks to lower operating expenses and higher investment results.

Result before tax

	(€ MILLION)		
	H1 2023	H1 2022*	Δ
Operational result	405	240	69%
Non-operational result	39	-1,358	n.m.
Non-operational financial result	43	-1,353	n.m.
Reorganisation expenses	-4	-5	-20%
Transaction results (mergers and acquisitions)	0	0	0%
Result before tax	444	-1,118	n.m.

n.m.: not meaningful

** Recalculated in accordance with IFRS 9/17 and changed definition Operational result*

The non-operational result over the first half of 2023 amounts to € 39 million (H1 2022: € 1,358 million negative).

Group results

The non-operational financial result from (re-)insurance activities is € 1,396 million higher in the first half of 2023 than in the same period in 2022. This higher result derives from the more positive trends on the financial markets in 2023 compared to the extreme development of interest rates and spreads and lower equity prices in the first half of 2022, which resulted in lower market values for the investments.

The return on real estate including property investment funds decreased to € 99 million negative in the first six months of 2023 (H1 2022: € 102 million) as a result of market value developments due to higher interest rates. This negative effect in the first half of 2023 was offset in full by the higher returns on the other asset classes. The return on equities and similar instruments was € 163 million in the first half of 2023 (H1 2022: € 125 million negative), which resulted in the overall return on these investments exceeding the expected return.

The difference between the impact of developments in interest rates and spreads on our fixed income investments on the one hand and the insurance liabilities on the other hand improved in the first six months of 2023 versus the same period in 2022. The positive interest rate effect can be explained by the fact that (long-term) interest rates and spreads barely changed in the first half of 2023. This resulted in a slightly positive non-operational financial result in the first half of 2023. Exceptional market conditions, including the sharply higher interest rates, spreads and lower equity prices, had a significant negative impact on the result in the first half of 2022 under IFRS 9/17.

Reorganisation expenses and the transaction result from mergers and acquisitions added up to a small amount (H1 2023: € 4 million negative; H1 2022: € 5 million negative).

Net result

The net result amounted to € 377 million in the first half of 2023 (H1 2022: € 869 million negative). The effective tax expenses were € 67 million (15.1%). The effective tax rate is lower than the tax rate, mainly as a result of charging the interest payments on perpetual bonds to equity and the tax exempt results of our Health business.

Revenue

	(€ MILLION)		
	H1 2023	H1 2022	Δ
Gross written premiums	19,934	18,474	8%
Non-Life Netherlands	2,571	2,472	4%
Health Netherlands	15,766	14,726	7%
Pension & Life Netherlands	466	429	9%
International activities	1,001	709	41%

Gross written premiums increased by 8% to € 19,934 million in the first six months of 2023 (H1 2022: € 18,474 million).

Premiums at Non-Life Netherlands grew by 4% to € 2,571 million (H1 2022: € 2,472 million) due to autonomous growth and

indexation of insured values. At our international non-life business, premiums increased by 40% to € 471 million (H1 2022: € 337 million).

Gross written premiums within Health Netherlands increased by 7% to € 15,766 million (H1 2022: € 14,726 million) thanks to higher premiums and a higher contribution from the Health Insurance Equalisation Fund. Premiums from our international health business grew by 42% to € 497 million (H1 2022: € 351 million), largely owing to growth in Slovakia.

Gross written premiums from pension and life insurance policies increased by 9% to € 466 million (H1 2022: € 429 million), mainly due to higher indexation on pension contracts.

At Retirement Services, revenues grew by 17% to € 233 million in the first half of 2023 (H1 2022: € 199 million), mostly as a result of the higher interest margin at Achmea Bank.

Assets under management at Achmea Investment Management grew to € 180 billion (year-end 2022: € 166 billion) because of new inflow and positive developments on the financial markets. Assets under management at Syntus Achmea remained almost unchanged at € 40 billion (year-end 2022: € 41 billion). The volume of mortgage grew; the value of managed property decreased due to lower valuations in the Dutch real estate market.

Gross operating expenses

The gross operating expenses that can be allocated to the insurance activities are presented as part of the expenses from insurance-related services. The part of the operating expenses that cannot be allocated to the insurance activities and operating expenses from the other activities are recognised under Operating expenses in the income statement.

TOTAL GROSS OPERATING EXPENSES

	(€ MILLION)		
	H1 2023	H1 2022	Δ
Related to insurance activities ⁶	797	711	12%
Related to non-insurance activities	378	352	7%
Gross operating expenses	1,175	1,063	11%

Gross operating expenses increased by 11% to € 1,175 million in the first half of 2023 (H1 2022: € 1,063 million). This increase on the one hand relates to strategic investments and business growth. On the other hand with higher personnel costs, inflation and legislation. The higher personnel costs derive from wage increases under the Collective Labour Agreement and higher expenses for contractors.

The total number of employees grew to 17,962 FTEs (year-end 2022: 17,526 FTEs). In the Netherlands, the number of FTEs increased to 14,506 (year-end 2022: 14,075 FTEs) due to strategic investments. The total number of employees outside the Netherlands remained fairly stable at 3,456 FTEs (year-end 2022: 3,451 FTEs).

Group results

CAPITAL MANAGEMENT

Total equity

Achmea's equity increased by € 281 million to € 8,878 million in the first half of 2023 (year-end 2022: € 8,597 million). This is mostly due to the net result over the first six months of 2023. In addition, equity declined in 2023 due to the dividend payment on preference shares over 2022 and coupon payments.

DEVELOPMENT OF TOTAL EQUITY		(€ MILLION)
Total equity 31.12.2022*		8,597
Net result		377
Revaluation of net defined benefit liability		-13
Unrealised gains and losses on property for own use		-7
Movement in exchange difference reserve		-18
Dividends and coupon payments to holders of equity instruments		-58
Issue, sale and buyback of equity instruments		0
Minority interest		0
Total equity 30.06.2023		8,878

* Recalculated in accordance with IFRS 9/17

Solvency II

The solvency position of Achmea Group is solid at 195% at the end of June 2023 (year-end 2022: 209%). The solvency position has decreased driven by an increase in the required capital due to significantly increased healthcare costs and a higher retention and increased premiums on our reinsurance. The growth in Non-Life and the growth of the mortgage portfolio at Achmea Bank also led to an increase in required capital. The investment results and release of capital at Pension & Life contributed positively. On balance, market developments had a negative effect due to interest rate and spread developments, an increase in required capital due to adjustments in the investment portfolio and the increased share prices. Methodology and model changes contributed on balance negatively due to the introduction of a sector wide countercyclical buffer at Achmea Bank that was partly compensated by the positive impact of a change in the contract boundary of disability insurances. Other effects, including the impact of the partial Tier 2 refinancing, the decrease in the restriction of Tier 3 capital due to the increased SCR and a lower net deferred tax asset, had on balance a positive effect on the Solvency II ratio.

SOLVENCY II RATIO FOR ACHMEA GROUP

	30.06.2023	31.12.2022	Δ
Eligible Own Funds under Solvency II	9,290	9,195	95
Solvency Capital Requirement	4,756	4,410	346
Surplus	4,534	4,785	-251
Solvency II Ratio²	195%	209%	-14 pp

Free Capital Generation⁷

In the first half of 2023, the total Free Capital Generation (FCG) amounted to € 70 million negative. FCG by the operational activities, including the release of capital in the service book of Pension & Life Netherlands, contributed € 73 million to the FCG. The operational FCG was negatively impacted by € 80 million due to the growth in required capital at Non-Life and the growth in mortgages.

The increase in the required capital due to a higher net retention and higher premiums for our reinsurance coverage had a negative impact of € 110 million on the FCG. Market developments, including interest rate and spread developments and the increase in required capital due to changes in the investment portfolio and increased share prices had a negative impact of € 266 million. Other impacts, including the impact of the decrease in the restriction of Tier 3 capital due to the increased SCR and a lower net deferred tax asset, had a positive impact of € 216 million. The results and development of the capital position of our Dutch health activities are not part of the FCG.

Financing

The debt-leverage ratio⁸ based on the adjusted definition under IFRS 9/17 improved to 26.4% (year-end 2022: 28.2%), on the one hand due to the redemption on 4 April 2023 of Tier 2 bonds with a value of € 500 million and the higher total equity and on the other hand due to the newly-issued Tier 2 bonds with a value of € 300 million.

The higher operational result led to the fixed-charge coverage ratio⁹ based on the adjusted definition of operational result under IFRS 9/17 rising to 7.0 (FY 2022: 5.8). The fixed-charge coverage ratio based on the result before tax shows the same upward movement as this ratio climbed to 5.4 (FY 2022: 7.2 negative).

On 23 June 2023, Standard & Poor's (S&P) affirmed its A rating and stable outlook for Achmea's Dutch core insurance entities. The rating reflects S&P's expectation that Achmea's capital position will improve further in the period 2023-2025 thanks to a gradual recovery in the net result. S&P expects the group to maintain the robust results in the non-life and health activities and its leading market positions. The credit rating (ICR¹⁰) for Achmea B.V. remained unchanged at BBB+. The rating (FSR¹¹) for Achmea Reinsurance Company N.V. and the rating (ICR) for Achmea Bank N.V. remained unchanged at A-.

Fitch affirmed its rating for Achmea B.V. and its insurance entities on 19 July 2023. Achmea was awarded a score of Very Strong with regard to its business profile, capitalisation and investment risk management. Its ratings are A (IDR¹²) and A+ (IFS¹³) respectively with a stable outlook.

Group results

Update compliance

The 2022 financial statements of Achmea B.V. describes the compliance risks and associated ongoing investigations by supervisors. It clarifies that Achmea monitors compliance with legislation with short-cycle monitoring. Where appropriate, proactive coordination is sought with supervisory authorities. The short-cycle monitoring of Achmea revealed points of attention in the areas of CDD, Privacy, Cybersecurity and Outsourcing. Action plans were drawn up that are implemented in consultation with management.

The on-site investigation by the Dutch Central Bank [De Nederlandse Bank; DNB) at the Achmea Pensioen- en Levensverzekeringen N.V. division regarding non-compliance with the Anti Money Laundering and Terrorist Financing Act [Wet ter voorkoming van witwassen en financieren van terrorisme] has been completed. The improvements requested by DNB were implemented within the agreed time frame.

In 2022, the Authority Financial Markets [Autoriteit Financiële Markten; AFM] launched an investigation at Syntrus Achmea regarding compliance with the Anti Money Laundering and Terrorist Financing Act [Wet ter voorkoming van witwassen en financieren van terrorisme] after unusual transactions were reported by Syntrus Achmea to the Financial Intelligence Unit (FIU) in 2018 to 2022. The investigation by the AFM into the FIU reports has not been completed yet. When appropriate, the AFM can impose an enforcement measure. In addition, the AFM

announced that it will launch an investigation to the compliance with the Anti Money Laundering and Terrorist Financing Act [Wet ter voorkoming van witwassen en financieren van terrorisme] and Sanctions Act [Sanctiewet] by Syntrus Achmea.

Uncertainties

Our activities involve inherent uncertainties, as do the related investments. The risks related to the development of the financial markets are managed as much as possible via the investment policy and the restrictions it contains. The impact and volatility of the Solvency II ratio are kept within specific bandwidths based on the limits set for the individual investments and interest rate sensitivities. However, the application of IFRS 9/17 will cause greater volatility than the standards used in the past because of the integral recognition of market value developments for both our investments and the provisions in the income statement.

Given the nature of our activities, there is always a risk of potential calamities. The summer of 2023 saw several of these in Europe, such as Storm Poly and wildfires in Southern Europe. The financial impact for Achmea of these calamities is still developing, but is limited for the time being. In addition, claims are limited by reinsurance, the level of net retention of which recently has been increased in response to developments within the reinsurance market.

Non-financial results

- Improved NPS scores due to speed of claims handling, customer appreciation of our employees and investments in data and digitisation
- Continued focus on employee engagement, vitality and leadership; slight increase in ratio of women in senior management
- Stimulating the energy transition via enhanced engagement programme with investee companies
- Reduction in carbon emissions from our own business operations on track

NON-FINANCIAL INDICATORS¹⁴

Improving customer satisfaction	HY 2023	FY 2022	Target for 2025
rNPS Centraal Beheer (consumer market) ¹⁵	+24	+22	above market average
rNPS Interpolis (consumer market) ¹⁵	+13	+12	above market average
rNPS Zilveren Kruis (consumer market) ¹⁶	+8	+16	above market average
Sustainable employment practices	30.06.2023	31.12.2022	Target for 2025
% of women in top management ¹⁷	33%	30%	35%
Employee engagement (scale 0-10)	N/A	8.1	≥8
Making our investment portfolio more sustainable	30.06.2023	31.12.2022	Target for 2025
Carbon emissions equity portfolio (tCO2/€M) ¹⁸	38.2	48.3	*
Carbon emissions corporate bond portfolio (tCO2/€M) ¹⁸	47.9	46.9	*
% of energy label A or better real estate portfolio ¹⁹	58%	56%	79%
Average energy label of mortgage portfolio ²⁰	C	C	B
Investments in green and social government and corporate bonds (in billions of EUR)	1.9	1.5	N/D
Making business operations more sustainable	HY 2023	FY 2022	Target for 2025
% reduction of carbon emissions ²¹ (net zero in 2030)	57%	54%	50%

N/D: not defined

N/A: not available

* We aim to achieve a 32% reduction in 2025 versus the market benchmark as of year-end 2020.

Improving customer satisfaction

The relational NPS (rNPS) for Centraal Beheer is 24. This is our highest-ever score and continues the upward trend. The score reflects our method of working via customer journeys and listening to the voices of our customers. The employees in the customer contact centres make the biggest difference. Customers say that their compassion and drive to find a solution are the main reason for recommending Centraal Beheer. They more than live up to the 'Even Apeldoorn bellen (Just call Apeldoorn)' advertising slogan.

Interpolis customers are satisfied with their contacts with our employees. Being left on hold for a long time has a negative impact on customer satisfaction. The storm in February 2022 led to customers experiencing lengthy waiting times and delays to the settlement of claims that continued for some time. During this period the rNPS for Retail customers declined to +10.

Services have been improved in part by investing in employees and systems. The rNPS for the current period is +13 and therefore in line with that of the period prior to the storm in February 2022.

In the 2023 survey the rNPS for Zilveren Kruis dropped back to the same level as two years ago: the rNPS declined from 16 to 8. The mandatory end of the group discount combined with higher healthcare cost inflation, has led to customers awarding a lower rating to the price of our health insurance products. This is visible not only at Zilveren Kruis but also in the broader market.

Via data & digital we are constantly working to improve our customer service. Digital channels are increasingly being used for sales and self-service. These are quick and convenient for our customers (based on STP). At the same time they reduce the burden on our organisation. For storm-related claims we have

Non-financial results

developed a voice robot for better absorbing the peak in claims following storms. Zilveren Kruis customers value the 'Zilveren Kruis Wijzer' (health) app and the speed at which healthcare claims are reimbursed.

Sustainable employment practices

Sustainable employment practices focus on several aspects, including employee engagement. September's annual Employee Engagement Survey will measure progress on this in addition to other aspects such as vitality and leadership. The ratio of women in top management positions increased in line with our target in the first half of 2023. Furthermore, in the first six months of the year we held consultations with the trade unions on the process for agreeing the new Collective Labour Agreement (CAO). The parties have together opted for broad employee participation, with employees being given the opportunity to provide input on the new CAO via panels and a survey and later express their opinion of the result.

Making the investment portfolio more sustainable

As a leading market player, we actively contribute to the transition to a sustainable economy and inclusive society. We do so via both our own investments and our asset management activities for our institutional clients. The knowledge and expertise of Achmea Investment Management and Syntrus Achmea are used to achieve the objectives in our own investment portfolio.

In line with the financial sector's commitment to the Dutch National Climate Agreement, we have continued to work on

implementing our Climate Transition Plan. The carbon emissions of both our own investment portfolio and of the investments backing linked liabilities lie within the set reduction pathway. In the first half of 2023, we set out the climate policy for investments in government bonds in more detail. With a view to accelerating the energy transition, we have also initiated an enhanced engagement programme. Here we focus on the most carbon-intensive companies. In addition, in the first half of 2023 we invested € 55 million in two onshore wind farms via the Climate Infrastructure Fund launched by Achmea Investment Management in December 2022.

The drive to make our own property portfolio more sustainable is on schedule. Our mortgage portfolio has also displayed a slight improvement in terms of energy labels. A green loan component was introduced for mortgage customers in the first half of 2023. Customers can use this to finance sustainability improvements at a lower rate of interest.

Making business operations more sustainable

The gross carbon emissions of our business operations over the first six months of 2023 was 11.2 kiloton. Compared to the base year 2019, this is an additional reduction of 3%-point compared to year-end 2022. We are well on track to achieve our 2025 targets, among other things, by tightening the lease scheme aimed at electric driving.

Non-Life Netherlands

- Operational result at Non-Life increased to € 201 million (H1 2022: € 140 million) driven by better insurance service results
- Combined ratio improved further to 91.3% in first half of 2023
- 4% premium growth driven by o.a. higher number of commercial customers and indexation of premiums
- Successful sustainability initiatives, including climate shop and sustainable damage repair

RESULTS

(€ MILLION)

	H1 2023	H1 2022*	Δ
Operational insurance service result	171	117	46%
Revenue from insurance-related services	1,968	1,872	5%
Expenses from insurance-related services	-1,726	-1,780	3%
Net Insurance service result from reinsurance contracts	-71	25	n.m.
Net operational financial result from (re)insurance activities	35	21	67%
Other results	-5	2	n.m.
Operational result	201	140	44%
Gross written premiums	2,571	2,472	4%

NON-LIFE NETHERLANDS

	H1 2023	H1 2022*	Δ
Claims ratio	66.5%	70.0%	-3.5 pp
Expense ratio	24.8%	23.8%	1.0 pp
Combined ratio	91.3%	93.8%	-2.5 pp

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

GENERAL

Achmea is the market leader in Property & Casualty insurance and ranks in the top three in Income Protection insurance. We provide our retail and commercial customers with car insurance, fire insurance, liability insurance and travel insurance. In addition, we offer sickness and disability insurance. We use innovative services that, for example, give our customers insight into the risks to which they are exposed. In doing so, we help them to prevent and/or restrict damage as much as possible.

We distribute our products and services directly through our brands Centraal Beheer, FBTO and InShared, which gives us a strong position in the retail market. Interpolis is the brand for our Rabobank customers, and via Avéro Achmea we have an excellent partnership with intermediaries and insurance brokers. Our focus is on a high level of customer satisfaction, cost control and digitisation of processes. Based on Achmea's purpose "Sustainable Living. Together", we are devoting ever greater attention to sustainability and climate change. Our services increasingly enable us to help customers with sustainable solutions that are aligned with the energy transition. Examples include the propositions Climate shop, Duurzaam Woongemak (sustainability of homes), Verduurzamen van uw VvE (assistance

on sustainability for homeowner associations) and Duurzaam Schadeherstel (sustainable damage repair), where the focus shifts to repair rather than replacement. With the climate shop, we focus on employers who want to offer sustainability solutions to employees. All these propositions are greatly appreciated by our customers, as shown by the high customer satisfaction scores. The high level of customer satisfaction can also be seen from Centraal Beheer winning best non-life insurer for the commercial market for the fifth time in five years. We have also succeeded in retaining and motivating our employees despite the tight job market. This was confirmed by the results of our annual Employee Engagement Survey.

Operational result

The operational result at Non-Life Netherlands grew to € 201 million in the first half of 2023 (H1 2022: € 140 million) thanks to a better insurance service result.

Net operational financial result from (re)insurance activities increased to € 35 million in the first six months of 2023 (H1 2022: € 21 million) as short-term interest rates were higher at the start of 2023 than at the start of 2022.

Non-Life Netherlands

The operational insurance service result increased to € 171 million in the first half of 2023 (H1 2022: € 117 million). In contrast to the first half of 2022, there were no sizeable storm-related claims in the first six months of 2023. However, compared to the first half of 2022 we have seen an increase in traffic intensity and corresponding higher cost of claims (including bodily injury). Claims are also higher on average, mainly because inflation has risen over the past year. Lower inflation expectations have had a positive effect on our liabilities for insurance contracts.

At Income Protection the result has improved due to a lower cost of claims in the disability (WIA) portfolio. Sickness insurance noted a similar result to that of the first half of 2022. The long-term absenteeism rate is not rising in underlying terms. The result

on disability insurance improved thanks to the continued focus on convalescence.

These developments are visible in the improvement of the combined ratio for Non-Life to 91.3% (H1 2022: 93.8%).

Gross written premiums

Gross written premiums increased by 4% to € 2,571 million in the first half of 2023 (H1 2022: € 2,472 million). This can partly be attributed to autonomous growth, especially in the commercial segment, and the indexation of insured values due to inflation. At Income Protection insurance there was slight growth in premiums in the disability (WIA) portfolio.

Health Netherlands

- Improved operational result on basic health insurance this year but lower result for supplementary health insurance
- Premium growth driven mainly by healthcare cost inflation and a higher equalisation contribution versus a smaller number of persons insured
- Zilveren Kruis is fully committed to implementing the Integral Care Agreement

RESULTS

(€ MILLION)

	H1 2023	H1 2022*	Δ
Operational insurance service result	34	47	-28%
Revenue from insurance-related services	7,868	7,342	7%
Expenses from insurance-related services	-7,833	-7,294	-7%
Net Insurance service result from reinsurance contracts	-1	-1	0%
Net operational financial result from (re)insurance activities	75	2	n.m.
Other results	5	-2	n.m.
Operational result	114	47	143%
Gross written premiums	15,766	14,726	7%

BASIC HEALTH

	H1 2023	H1 2022*	Δ
Claims ratio	98.6%	98.8%	-0.2 pp
Expense ratio	1.5%	1.7%	-0.2 pp
Combined ratio	100.1%	100.5%	-0.4 pp

SUPPLEMENTARY HEALTH

	H1 2023	H1 2022*	Δ
Claims ratio	83.5%	77.1%	6.4 pp
Expense ratio	9.9%	9.8%	0.1 pp
Combined ratio	93.4%	86.9%	6.5 pp

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

GENERAL

Zilveren Kruis, Pro Life, De Friesland, Interpolis and FBTO offer basic and supplementary health insurance. The Eurocross Assistance Company provides healthcare services worldwide. To ensure that healthcare remains affordable in the future, Zilveren Kruis and Achmea's other health insurance brands focus on preventing illness and promoting a healthy lifestyle. Zilveren Kruis focuses on affordable, accessible healthcare of the highest standard. The idea is to use prevention to improve general health and encourage people to lead healthier lives. In the process, we promote well-being and reduce healthcare expenses. We are investing in new options for providing safe healthcare at home. Initiatives such as Gezond Ondernemen (Healthy Enterprise) and the Actify lifestyle platform enable us to help our customers live and work more healthily and motivate them to lead a healthy lifestyle.

There are about 4.9 million policyholders with basic health insurance, a decrease of approximately 200,000 versus 2022, in part caused by the end to group discounts. This gives Achmea an estimated market share of 28% in 2023 (2022: 29%).

INTEGRAL CARE AGREEMENT

Together with healthcare providers and authorities, in eleven regions we are heading the drive to inventory and optimise regional healthcare under the Integral Care Agreement ("IZA"). The fall of the Dutch government has potential repercussions for the political landscape and for policies, including on healthcare. In our view it is important to maintain the IZA and other agreements. Zilveren Kruis will continue to implement these with other parties over the next few months. The parties in the IZA - and especially those parties in the regions that need to realise the actual changes - must be given the time and flexibility to do so. Only then can the changes be implemented properly. There is no need to wait for a new government to be formed. Healthcare providers, municipalities, patient organisations and health insurers have the capacity to realise what has been agreed under the IZA together.

Health Netherlands

Operational result

The operational result at Health Netherlands increased to € 114 million in the first half of 2023 (H1 2022: € 47 million). A decrease in the operational insurance service result is more than offset by an increase in the net operational financial result from (re)insurance activities.

Net operational financial result from (re)insurance activities grew to € 75 million (H1 2022: € 2 million negative) owing to the higher yields and wider spreads on fixed income investments.

Basic health insurance

The operational result from our basic health insurance amounted to € 62 million in the first half of 2023 (H1 2022: € 31 million negative). The insurance service result increased to € 5 million negative (H1 2022: € 33 million negative). Net operational financial result from (re)insurance activities grew to € 61 million (H1 2022: € 1 million negative).

The operational insurance service result in the current underwriting year was € 49 million (H1 2022: € 11 million negative). Revenue from insurance-related services is higher than last year because of higher premiums and a higher contribution from the Health Insurance Equalisation Fund than in the first half of last year. Expenses from insurance-related services for the current year are also higher due to higher healthcare costs caused by health care costs inflation and higher personnel costs at healthcare providers.

The result from previous years²² was € 54 million negative (H1 2022: € 22 million negative). The lower result derives from both the lower contribution from the Health Insurance Equalisation Fund in previous years and from higher-than-expected healthcare costs in previous years.

The slightly better insurance service result for the current year translates into an improvement in the combined ratio of basic health insurance to 100.1% (H1 2022: 100.5%).

Supplementary health insurance

Supplementary health insurance accounted for € 49 million (H1 2022: € 79 million) of the operational result from the Health business. The insurance service result decreased to € 39 million (H1 2022: € 80 million). Net operational financial result from (re)insurance activities amounted to € 13 million (H1 2022: € 1 million negative).

The current underwriting year contributes € 42 million to the insurance service result (H1 2022: € 77 million). There was a negative result of € 3 million from previous underwriting years (H1 2022: € 3 million). The result from the current underwriting year is lower due to the decrease in revenue from premiums as a result of the lower number of policyholders and higher healthcare costs, especially Paramedic care (mainly physiotherapy).

The percentage of basic health insurance policyholders with supplementary coverage (supplementary and/or dental cover) stands at 79% in 2023 and is the same as in 2022. The combined ratio of supplementary health insurance is 93.4% (H1 2022: 86.9%). This increase is mostly due to higher healthcare costs.

Other (healthcare offices and services)

The Other category relates to healthcare offices that implement the Long-term Care Act (Wlz) and the healthcare service companies. The healthcare service companies, particularly the Eurocross Assistance Company, aim to assist customers if they urgently require healthcare when abroad, while travelling or at home, and to help people to improve their vitality at work and in everyday life. The operational result over the first half of 2023 improved versus the same period last year and was € 3 million (H1 2022: € 1 million negative). This is largely thanks to higher revenue at the Eurocross Assistance Company and higher reimbursements under the Long-term Care Act.

Gross written premiums

Gross written premiums from basic and supplementary health insurance were € 15,766 million, 7% higher than in the same period last year (H1 2022: € 14,726 million). Gross written premiums from basic health insurance amounted to € 14,568 million (H1 2022: € 13,501 million). The increase of about 8% is a result of higher premiums and a higher contribution from the Health Insurance Equalisation Fund versus a smaller number of policyholders.

Gross written premiums from supplementary health insurance declined by 2% to € 1,198 million (H1 2022: € 1,225 million). The decrease in premiums is primarily due to the smaller number of policyholders.

Pension & Life Netherlands

- Operational result of € 134 million; decrease due to lower insurance service and financial results
- Operational insurance service result affected by higher indexation on pension contracts and a smaller release from the CSM and risk adjustment
- Portfolio growth in line with our service-book strategy

RESULTS

(€ MILLION)

	H1 2023	H1 2022*	Δ
Operational insurance service result	31	82	-62%
Revenue from insurance-related services	780	840	-7%
Expenses from insurance-related services	-753	-754	0%
Net Insurance service result from reinsurance contracts	4	-4	n.m.
Net operational financial result from (re)insurance activities	101	115	-12%
Other results	2	-3	n.m.
Operational result	134	194	-31%
Gross written premiums	466	429	9%

	30.06.2023	31.12.2022*	Δ
Contractual Service Margin (CSM)	996	986	1%
Risk adjustment	687	699	-2%

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

GENERAL

Via our Centraal Beheer, FBTO and Interpolis brands and via the Centraal Beheer PPI we offer term life insurance, individual pension annuities and annuities. This is how we achieve growth in our open-book portfolio. In addition, the Pension & Life service organisation manages a service-book portfolio containing group pension contracts and traditional savings and life insurance products. The service organisation has the ambition of earning a stable result with positive capital generation combined with a high level of customer satisfaction.

Operational result

In the first half of 2023, the operational result at Pension & Life Netherlands decreased to € 134 million (H1 2022: € 194 million) because of both a lower operational insurance service result and a lower net operational financial result from (re)insurance activities.

The operational insurance service result declined to € 31 million in the first six months of 2023 (H1 2022: € 82 million). This was mostly due to a smaller release from the CSM, a lower contribution from the risk adjustment and higher indexations on pension contracts.

The release from the CSM is lower than in the first half of last year because of adjustments to the applied assumptions. Among other things, these adjustments relate to a higher life expectancy and increased expenses generated by higher inflation. In

addition, due to interest rate developments the starting position of the risk adjustment decreased, which in turn led to a smaller release.

The operational financial result from insurance and reinsurance contracts decreased to € 101 million in the first half of 2023 (H1 2022: € 115 million). The lower result is related to the impact of changes to interest rates and spreads. Furthermore, the size of the investments declined in line with the run-off of the service-book portfolio.

Gross written premiums

In the first half of 2023 gross written premiums increased by 9% to € 466 million (H1 2022: € 429 million). Of this amount, € 104 million (H1 2022: € 102 million) came from the open book and € 362 million from the service book (H1 2022: € 327 million).

Premiums from term life insurance in the open-book portfolio increased slightly to € 36 million (H1 2022: € 35 million), while the market share increased. In the first half of 2023, single premium production from individual annuities and pensions amounted to € 68 million (H1 2022: € 67 million).

Higher indexation led to total written premiums on our service-book *pension* portfolio growing to € 135 million in the first half of 2023 (H1 2022: € 107 million), while total written premiums on our service-book *life* portfolio amounted to € 227 million (H1

Pension & Life Netherlands

2022: € 220 million). In line with our strategy, no insurance contracts are being sold to new clients in these portfolios.

Development of CSM and Risk Adjustment

Both the CSM and the risk adjustment were more or less stable in the first half of 2023 and were € 996 million (year-end 2022: € 986 million) respectively € 687 million (year-end 2022: € 699 million).

Retirement Services Netherlands

- Focus on preparations for the new Future Pensions Act and our customers' transition to it
- 17% increase in revenue at Retirement Services driven by mortgage portfolio growth at a higher interest margin and improved returns
- € 12 billion increase in AuM from inflow (€ 6 billion) and market value increases (€ 6 billion)
- Number of Centraal Beheer retail customers grew by 3% to over 430,000

RESULTS

(€ MILLION)

RETIREMENT SERVICES	H1 2023	H1 2022*	Δ
Total income	233	199	17%
Administrative and management fees	140	133	5%
Net interest margin	101	58	74%
Fair value results ²³	-8	8	n.m.
Operating expenses ²⁴	222	190	17%
Other results	1	7	-86%
Operational result	10	2	n.m.

	30.06.2023	31.12.2022	Δ
Common Equity Tier 1 ratio Achmea Bank	17.1%	18.2%	-1.1 pp
ICLAAP ratio Achmea Investment Management	170%	187%	-17 pp
ICLAAP ratio Syntrus Achmea Real Estate & Finance	199%	199%	0 pp

(€ BILLION)

ASSETS UNDER MANAGEMENT ²⁵	30.06.2023	31.12.2022	Δ
Achmea Investment Management	180	166	14
Syntrus Achmea Real Estate & Finance	40	41	-1
Of which real estate	12	13	-1
Of which mortgages	28	28	0
Total Assets under Management**	206	194	12

MORTGAGES	30.06.2023	31.12.2022	Δ
Banking mortgage portfolio	13.4	12.4	1.0

	H1 2023	H1 2022	Δ
Mortgage production Retirement Services	1.9	3.0	-1.1
Of which on behalf of Achmea Bank	1.1	0.7	0.4
Of which on behalf of Achmea's insurance entities	0.2	0.6	-0.4
Of which on behalf of third parties	0.6	1.7	-1.1

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

** Total assets under management after eliminations

GENERAL

Through Retirement Services, Achmea provides (financial) solutions for employers, institutional and retail customers for now and the future. We do this via Achmea Bank, Achmea Investment Management, Achmea Pension Services, Syntrus

Achmea Real Estate & Finance (Syntrus Achmea) and the Centraal Beheer PPI (CB PPI).

By combining the retirement services units - mortgages & financial services, institutional investments and real estate - we

Retirement Services Netherlands

offer an integral product range for our customers and can respond even better to customer interests.

In the employer and retail customer market we position ourselves via the Centraal Beheer brand as a financial service provider that offers a wide range of pension, savings, investment, mortgage and insurance products. Within Retirement Services we serve over 430,000 active customers through our retail customer solutions; this translates into growth of 3% in the first half of 2023.

Achmea Bank offers retail customers banking services such as mortgages, savings and investment products. Furthermore, it conducts mortgage-related transactions with institutional parties and works with external partners to realise our growth strategy, expand services and achieve economies of scale.

Achmea Investment Management offers products for wealth accumulation and supports via strategic and portfolio advice. In addition, it manages investments on behalf of institutional investors, pension funds including the Centraal Beheer APF, the CB PPI and Achmea Group.

Achmea Pension Services administers pension funds, including the Centraal Beheer APF and CB PPI, and supports and advises employers on issues relating to retirement services.

Syntrus Achmea manages real estate and mortgages for Achmea Group on behalf of pension funds and other institutional investors. As of 1 June 2023, the property business operates under the new (trade) name of Achmea Real Estate.

Via pension and financial consultants the CB PPI offers sustainable and modern pension solutions for employers and administers pension schemes for their employees.

Our knowledge of both pension administration and asset management within Retirement Services enables us to service our existing and new clients on implementation of the new pension agreement.

Operational result

The operational result at Retirement Services increased to € 10 million in the first half of 2023 (H1 2022: € 2 million). Most of this derives from a higher interest margin combined with growth in the mortgage portfolio at Achmea Bank.

Achmea Bank

Due to developments on the financial markets, the operational result for Achmea Bank over the first half of 2023 increased by € 21 million to € 30 million (H1 2022: € 9 million). The reason for this was a higher interest result (+ € 43 million). The positive development of the interest result is driven by the expansion of the mortgage portfolio caused by new inflow and revised rates on existing mortgages. The higher market interest rates are generating a shift on the mortgage market towards shorter fixed-rate periods on mortgages and lower funding expenses on

derivatives. The development of ECB interest rates also has a positive impact on the interest result at Achmea Bank.

The mortgage portfolio continues to grow. Centraal Beheer mortgage production amounted to € 1.1 billion and is therefore higher than last year (H1 2022: € 0.7 billion). Moreover, the total portfolio grew to a total of € 13.4 billion (H1 2022: € 12.4 billion) as a result of the acquisition of € 0.5 billion in mortgage portfolios during the first half of 2023 (H1 2022: € 0.6 billion).

In April 2023, Achmea Bank announced a partnership with asset manager DMFCO that will enable further implementation of its growth and diversification strategy for mortgage production. Over the next three years, Achmea Bank aims to invest a total of € 1.5 billion in mortgages provided under the MUNT Hypotheken label.

Wealth accumulation for customers via mortgage, savings and investment products are key pillars of the Retirement Services strategy that Achmea Bank helps to implement. In the past year, Centraal Beheer has adopted a successful pricing position for savings, resulting in the retail savings portfolio at Achmea Bank growing by € 0.7 billion to € 8.0 billion.

Achmea Bank's capital position remains solid at a Common Equity Tier 1 ratio of 17.1% as of the end of June 2023 (year-end 2022: 18.2%). Achmea Bank applies the standardised approach to risk weighting its assets and is working towards implementing an internal credit risk model (A-IRB) approach for its mortgage book.

Achmea Investment Management

The operational result at Achmea IM was € 3 million negative in the first half of 2023 (H1 2022: € 1 million). The lower result relates to the investment in the new operating model and corresponding outsourcing of the investment administration system. We also invested in the implementation of the new pension agreement.

As a result, operating expenses increased by € 5 million to € 57 million (H1 2022: € 52 million). In the first half of 2023 revenue amounted to € 54 million (H1 2022: € 54 million).

As of mid-2023, Achmea IM's solvency ratio is robust and solid at an ICLAAP ratio of 170% (year-end 2022: 187%).

As of June 2023, assets under management totalled € 180 billion (year-end 2022: € 166 billion). This increase is the result of new inflow (onboarding of new clients contracted in 2022) and positive developments on the financial markets.

Achmea Pension Services

The result for Achmea Pension Services amounted to € 18 million negative in the first half of 2023 (H1 2022: € 12 million negative). Slightly higher revenue of € 1 million was realised by indexing fees, resulting in revenue of € 27 million over the first six months of 2023 (H1 2022: € 26 million).

Retirement Services Netherlands

Conversely, expenses increased by € 6 million from investing in the new platform and preparation for implementing the new pension legislation.

At the end of April this year, Achmea Pension Services took the important decision to select the AllVida platform of IG&H.

This decision means we will be able to continue supporting our institutional clients, SME and retail customers on their journey towards a carefree old age, with a variety of products, services and pro-active communications.

We are currently working hard to serve the first fund (Ahold Delhaize Pensioenfond) from the AllVida platform from 2024 and in parallel to prepare the platform for implementation of the new pension legislation.

Syntrus Achmea Real Estate & Finance

The operational result of Syntrus Achmea declined to € 2 million in the first half of 2023 (H1 2022: € 3 million).

Total revenue increased to € 67 million (H1 2022: € 66 million) driven by higher volumes within mortgages, which offset the lower revenue from real estate caused by lower valuations on the property market.

Assets under management in real estate and mortgages remained about the same at € 40.4 billion (year-end 2022: 40.5 billion). The mortgage volume increased. The value of real estate under management decreased due to lower valuations in the Dutch real estate market.

Expenses increased to € 66 million (H1 2022: € 63 million), in part as a result of higher project expenses deriving from the

migration to a single back office for mortgages completed in June 2023 and upgrading the primary IT system for real estate.

With an ICLAAP ratio of 199%, the capital position is solid (year-end 2022: 199%).

Centraal Beheer PPI

Achmea's ambition is to expand the CB PPI over the next few years. To achieve this, we are using our extensive distribution network and are working intensively with the professional pension consultancy market. The CB PPI has set itself the goal of being the most expert, engaged and trusted pension partner in 2027. The CB PPI focuses on three strategic spearheads to this end: excellent performance, commercial growth and further consolidation of the organisation.

The operational result is € 1 million negative (year-end 2022: € 1 million), partly owing to ongoing projects for integrating the CB PPI into the Achmea organisation.

The focus is on employers that want to offer their employees a Defined Contribution (DC) pension scheme with corresponding wealth accumulation. The new Future Pensions Act (WTP) presents the CB PPI and Achmea with opportunities for further growth in this defined contribution market. The new business has grown over the past six months following completion of the acquisition in 2022. There is an expanding pipeline for potential new clients as of 2024.

The CB PPI's client base now comprises approximately 920 employers and about 180,000 participants from small and medium-sized enterprises and the major corporates market. Assets under management totalled € 3.5 billion as of the end of June (year-end 2022: € 3.2 billion).

International activities

- Gross written premiums up 41% from increase in number of customers and premium adjustments
- Operational result break-even but increased by € 34 million due to higher insurance service result in Greece in addition to lower hyperinflation effects and higher investment results on our Turkish activities

RESULTS

(€ MILLION)

	H1 2023	H1 2022*	Δ
Operational insurance service result	-9	-1	n.m.
Revenue from insurance-related services	770	619	24%
Expenses from insurance-related services	-1,176	-639	84%
Net Insurance service result from reinsurance contracts	397	19	n.m.
Net operational financial result from (re)insurance activities	23	15	53%
Other results	-14	-48	71%
Operational result	0	-34	n.m.
Gross written premiums	1,001	709	41%

GROSS WRITTEN PREMIUMS PER COUNTRY

	H1 2023	H1 2022	Δ
Slovakia	481	332	45%
Greece	218	197	11%
Turkey	253	136	86%
Australia	50	43	16%

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

GENERAL

Achmea's international activities focus on non-life and health insurance products, distributed via the online (direct) and banking channels. Achmea pursues an international growth strategy by exporting knowledge and digital expertise gained in the Netherlands to other countries.

Operational result

The operational result from our international activities increased to € 0 million (H1 2022: € 34 million negative) in the first half of 2023.

The operational result of Greece increased to € 14 million (H1 2022: € 7 million negative) because of an increase in the number of policyholders and premium adjustments. The operational result in Turkey also improved to € 7 million (H1 2022: € 6 million negative). Expenses for hyperinflation were lower than in the first half of 2022 and investment income increased. Conversely, a net impact of € 6 million from February's earthquake pushed up the cost of claims and margins decreased due to sales of motor liability insurance at maximum premiums under new legislation. The operational result in Australia and Canada is negative and in line with last year. Slovakia's operational result declined slightly to € 12 million negative (H1 2022: € 11 million negative) owing to higher healthcare costs that were for now partly offset by the government contribution.

Gross written premiums

Gross written premiums increased by 41% to € 1.0 billion (H1 2022: € 709 million).

In Slovakia, gross written premiums in the health business grew by 45% thanks to growth in the number of customers and a higher contribution from the government. Premiums at the non-life and life business grew by 29% as a result of the acquisition of the Groupama portfolio, growth in the motor portfolio and the revival in the travel industry and in turn in travel insurance.

In Greece, Interamerican noted premium growth of 11%, in part driven by an upturn in the number of customers. The health business realised 10% growth in gross written premiums.

Premium growth in Turkey was 176% in local currency. Converted into euros this was 86% due to the devaluation of the Turkish lira versus the euro over the past year. This growth was driven by price adjustments and a higher number of customers.

In Australia, gross written premiums grew by about 21% in local currency thanks to growth in the number of customers and price adjustments. When converted to euros, this translates into a growth rate of 16%.

In Canada, Onlia continued to grow via its digital business model in collaboration with our partner Fairfax.

Other activities

- Sharply improved result driven by a higher result on our reinsurance activities, lower expenses and higher investment income
- Reinsurance result increases due to higher average premiums in line with market developments and a lower claims from weather calamities

RESULTATEN

(€ MILLION)

	H1 2023	H1 2022*	Δ
HOLDING			
Operational result Achmea Reinsurance Company N.V.	10	-27	n.m.
Gross other income	49	4	n.m.
Operating expenses	-71	-64	11%
Interest and similar expenses	-32	-28	14%
Other expenses	-10	6	n.m.
Operational result Holding	-64	-82	-22%
Operationeel result Other activities	-54	-109	-50%
ACHMEA REINSURANCE COMPANY N.V.			
Insurance service result	6	-23	n.m.
Revenue from insurance-related services	154	115	34%
Expenses from insurance-related services	-87	-230	-62%
Net Insurance service result from reinsurance contracts	-61	92	n.m.
Net operational financial result from (re)insurance activities	6	2	67%
Other results	-2	-6	-67%
Operational result Achmea Reinsurance	10	-27	n.m.
Gross written premiums	216	225	-4%

n.m.: not meaningful

* Recalculated in accordance with IFRS 9/17 and changed definition Operational result

GENERAL

Other activities include the results of Achmea Reinsurance and shareholder expenses, including a part of the expenses from the holding company and shared service activities that are not charged to the operating activities, as well as the financing charges for the bonds issued by Achmea.

Operational result

The operational result amounts to € 54 million negative, an increase of € 55 million versus the first half of 2022 (H1 2022: € 109 million negative).

The operational result for Achmea Reinsurance Company N.V. (Achmea Reinsurance) increased to € 10 million (H1 2022: € 27 million negative). The holding company result excluding the result for Achmea Reinsurance improved by € 18 million compared to the first half of 2022. This was due to higher investment income and the release of a provision for variable remuneration.

ACHMEA REINSURANCE COMPANY N.V.

As Achmea's reinsurance expert, Achmea Reinsurance has three roles: consultant, purchaser and risk carrier. In its role as group reinsurer and risk carrier, Achmea Reinsurance provides

reinsurance coverage to the group's Dutch and foreign insurance entities. In addition, Achmea Reinsurance has a reinsurance portfolio covering global risks for third parties. Achmea Reinsurance has decided to stop taking on the non-life risk of third parties in order to enhance the focus on its group role, restrict volatility and improve the return on capital.

The operational result increased to € 10 million (H1 2022: € 27 million negative) in the first half of 2023 owing to higher insurance and other results.

In the first half of 2023, the operational insurance service result increased to € 6 million (H1 2022: € 23 million negative) because of a lower impact from catastrophe claims and higher average premiums caused by a hardening of the market, partly mitigated by higher reinsurance expenses and the lower US dollar.

Furthermore, driven by higher interest rates the Net operational financial result from (re)insurance activities increased to € 6 million in the first half of 2023 (H1 2022: € 2 million).

The other results improved to € 2 million negative (H1 2022: € 6 million negative) in the first half of 2023.

Other activities

Gross written premiums totalled € 216 million in the first six months of 2023, a decrease versus the same period last year (H1 2022: € 225 million). This is primarily due to the impact of the

lower US dollar as some of the premiums are received in dollars and to more selective underwriting on incoming reinsurance contracts.

Additional information

ABOUT ACHMEA

Achmea is a broad financial service provider with strong brands such as Centraal Beheer, Interpolis and Zilveren Kruis. Achmea helps people to get on with their lives when it really matters. For more than 210 years we have been run by and for our customers as well as for society at large. Together with our customers, strategic partners and business relations, we want to solve major social issues relating to health, living and working, mobility and income. This is how we aim to create sustainable value for our customers, employees, our company and society. Previous generations were able to rely on us; future generations will also be able to do so.

Achmea's customers paid approximately € 21 billion in premiums in 2022. In the Netherlands, Achmea is market leader in Non-Life and Health and a major player in Retirement Services. Achmea grants mortgages via brands such as Centraal Beheer. Asset manager Achmea Investment Management has € 166 billion in assets under management. Syntrus Achmea manages € 41 billion in real estate and mortgages on behalf of 70 pension funds and other institutional investors. Outside the Netherlands, Achmea operates in Turkey, Greece, Slovakia, Australia, Canada and Germany. The company has approximately 18,000 FTEs, 3,500 of whom work abroad.

ADDITIONAL INFORMATION ON WWW.ACHMEA.COM

Achmea B.V. Analyst Presentation Interim Results 2023

Achmea B.V. Financial Supplement Interim Results 2023

Achmea B.V. Half year report 2023

Achmea B.V. ESG Presentation Interim Results 2023

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Disclaimer

Sections of this press release contain or may contain information on Achmea B.V. in the sense of article 7, paragraphs 1 to 4 of Regulation (EU) No. 596/2014 (Market Abuse Regulation).

Some assertions in this press release are not facts, whether historical or otherwise, but forward-looking statements based on the management's current opinions and assumptions and relate to known and unknown risks and uncertainties. This means that actual results, performance or events may diverge substantially from those contained or implied in such assertions.

The actual results of Achmea B.V. may deviate from those contained in such assertions as a result of (but not limited to): (1) changes to general economic conditions, (2) changes to conditions on the markets in which Achmea B.V. operates, (3) changes to the performance of the financial markets, (4) repercussions of the potential partial or total break-up of the euro currency union or of EU member states exiting the European Union, (5) changes to the sale of insurance and/or other financial products, (6) changes to the behaviour of investors, customers and competitors, (7) changes to laws and regulations and their interpretation and application, (8) changes to the policies and conduct of governments and/or regulatory bodies, (9) changes to accounting assumptions or methodologies, (10) negative developments in legal and other procedures and/or supervisory authorities' investigations or sanctions, (11) changes to the availability and cost in relation to liquidity and the circumstances on the credit markets in general, (12) changes to the frequency and severity of insured events, (13) changes that can affect mortality and morbidity rates and trends, (14) disasters and terrorist acts, (15) risks relating to mergers, acquisitions or divestments, (16) changes to credit and financial ratings, (17) the unavailability and/or unaffordability of reinsurance, (18) other financial risks such as exchange rate fluctuations, interest rate fluctuations, liquidity or credit risks and their impact on the valuation of our insurance-related and other liabilities and investments, (19) technological developments; (20) changes to the implementation or execution of IT systems or outsourcing and (21) other risks and uncertainties included in recent publications by Achmea B.V.

All forward-looking assertions made by or on behalf of Achmea B.V. only apply on the date on which they are made and Achmea B.V. is under no obligation to publicly update or revise forward-looking statements, either because new information has become available or for any other reason.

None of the results in this press release have been audited.

Achmea B.V. has taken all reasonable care to ensure the reliability and accuracy of this press release. It is nevertheless possible that the information in this press release is incomplete or incorrect. Achmea B.V. accepts no liability for any loss arising from this press release in the event that the information in this press release is incorrect or incomplete.

This press release does not constitute an offer to sell or an invitation to make an offer to buy securities.

Footnotes

GROUP RESULTS

Key figures

¹ Operational result is equal to the result before tax adjusted for reorganisation expenses, transaction results (mergers & acquisitions) and application of an expected return methodology for the return on the investments in the insurance operations. Using this method, we base our calculations on the expected market rates at the start of the year and normalised returns on investments in equity and investment property. The same market rates are also used to determine the discount curve and accrual of our insurance liabilities when calculating the operational result.

² Gross written premiums ("Premiums") for Property & Casualty insurance (with the exception of disability insurance contracts) and Health insurance relate to insurance contracts with starting dates during the reporting period and comprise the contractual premiums throughout the entire contract period. The gross written premiums for Health insurance also include the contribution from the Health Insurance Equalisation Fund. The contract period is the period during which Achmea is unable to (entirely) adjust the premiums or the insurance policy conditions for the changed risk profile of policyholders. For the other insurance contracts, the amount of Gross written premiums is equal to the premiums owed or earned during the contract period.

³ Gross operating expenses comprise personnel costs, depreciation costs for property for own use and equipment and general expenses, including IT expenses and marketing expenses.

⁴ The solvency ratios reported here are based on our Partial Internal Model and are after the deduction of (planned) payment of dividends and coupons on hybrid capital.

⁵ The number of FTEs is based on a working week of 34 hours.

Operating expenses

⁶ The operating expenses that can be allocated to the insurance activities are recognised under Expenses from insurance-related services.

Solvency II

⁷ Free Capital Generation relates to the amount of free capital that is generated. This is the increase in capital above the required capital.

Financing

⁸ Debt-leverage ratio: (non-banking debt + perpetual subordinated bonds) as a percentage of the total (total equity + non-banking debt + perpetual subordinated bonds + CSM + risk adjustment +/- goodwill)

⁹ The fixed-charge coverage ratio (FCCR) is based on the results and financing charges of the last four quarters.

¹⁰ ICR: Issuer Credit Rating

¹¹ FSR: Financial Strength Rating

¹² IDR: Issuer Default Rating

¹³ IFS: Insurer Financial Strength

Non-financial results

¹⁴ Achmea is preparing for the implementation of the CSRD (Corporate Sustainability Reporting Directive), which will apply to the annual reports of certain companies from financial year 2024. Part of the implementation process is a materiality assessment that is currently being carried out. The results of this can lead to a further interpretation or tightening of the KPIs and/or objectives mentioned in the table.

¹⁵ Based on the average rNPS over 4 quarters. Research conducted by MetrixLab on behalf of Achmea

¹⁶ Based on annual survey of health insurers by Marketresponse, April 2023 and 2022

Footnotes

¹⁷ Top management is defined as the Executive Board, Directors' Council and senior management. Excluding third-party companies (subsidiaries of Achmea B.V. that have their own administration for social and environmental aspects) and international operating companies.

¹⁸ Scope 1 and 2 emissions are included in the calculation of the carbon emissions of these investments; Scope 3 emissions are excluded. The portion of a company's carbon emissions that are allocated to the investment is determined by the ratio of the value of Achmea's investment (numerator) and the value of the company in which it invests (denominator). This ratio is called the attribution factor. The value of the company (denominator) is Enterprise Value Including Cash (EVIC) and this is defined as the sum of the market capitalisation of ordinary shares and preference shares, the value of total debt and cash and cash equivalents. The CO₂ data used for the calculations is the same for 2022 and 2023 (see the 2022 annual report for more information). The portfolio levels and investments have been updated for 2023.

¹⁹ This is determined by aggregating for each energy label the nominal value of all the mortgages or the book value of the properties and expressing this as a percentage of the portfolio's total value.

²⁰ The average energy label of our mortgage portfolio (bank and insurer combined) is determined as the weighted average of the average energy label for mortgages within the investments of the insurance business and the mortgages within the banking credit portfolio. The average energy label is calculated by multiplying the standard energy consumption of an energy label by the number of properties with this energy label in the portfolio divided by the total number of properties in the portfolio.

²¹ Carbon emissions of buildings, mobility, waste, paper, data centres and cloud services versus 2019 (scope 1, 2 and 3). HY figures give a distorted picture due to seasonal influences throughout the year.

²² Results for prior years refer to earnings from health expenses and/or equalisation from previous book years.

²³ The fair value result is an accounting result relating to hedge accounting and is compensated for in other reporting periods, in line with the value development of the underlying derivatives. Derivatives are used to restrict the interest rate risk. This explicitly concerns the result relating to the activities of Achmea Bank.

²⁴ Operating expenses including other expenses and excluding transaction results

²⁵ The Assets under Management (AuM) include a Derivatives (overlay) portfolio as well as the investments managed by Achmea IM and SAREF on behalf of the insurance entities within Achmea.