

### 2010 INTERIM RESULTS

### SOLID RESULTS CONTINUED, COMPLEXITY REDUCTION ON TRACK

- Eureko performed strongly in the first half of 2010.
- The measures we announced in 2009 made a substantial contribution to our performance.
- Reducing costs and complexity will continue to be a priority in 2010.
- Restoration of sector confidence remains key; sharper focus on customer needs

Gerard van Olphen
Chief Financial Officer and Vice-Chairman

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- 1. General overview
- 2. Financial overview
  - Operating results
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### Eureko in H1 2010

- Strong increase net profit helped by PZU settlement
- Financial position further strengthened
- On track for achieving structural cost reductions and efficiency ambitions
- Economies of scale to come from complexity reduction and further streamlining
- Restoration of sector confidence remains key; sharper focus on customer needs

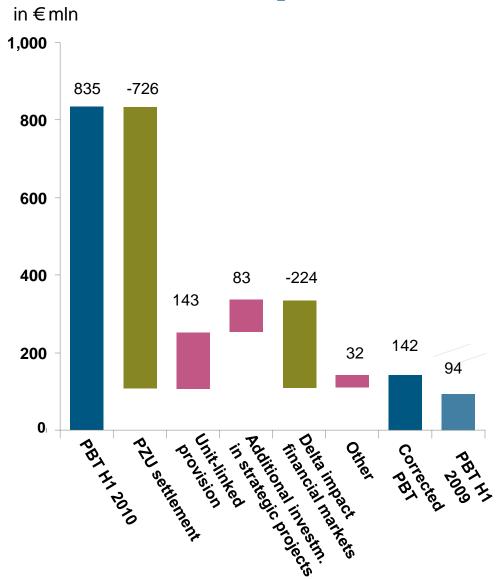
# Net profit lifted by PZU, better investment results and 7% structural cost reductions

Key figures (in €mln)	H1 2010	H1 2009	Change
Net profit	864	115	n.m.
Of which PZU settlement	725	0	n.m.
Net profit excl. PZU settlement	139	115	+21%
Profit before tax	835	94	n.m.
Gross written premiums	10,713	10,502	+2%
Operational expenses	1,603	1,599	0%

Key figures (in €mln)	30-06- 2010	31-12- 2009	Change
Total equity	10,720	10,127	+6%
Solvency	225%	216%	+9% pts

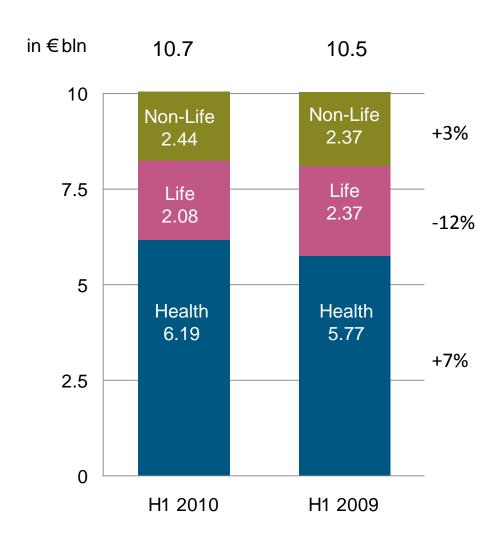
- Net profit to €864 mln.
- Net profit higher due to PZU settlement, better investment results but offset by additional provision for unit linked of €143 mln.
- Profit before tax € 835 mln, including PZU settlement of €726 mln.
- Gross written premiums up.
- Structural cost reductions of 7% offset by investments in strategic projects.
- Solvency improved to 225%.

### Profit before tax up corrected for large one-offs



- Several large items impacted our profit before tax.
- Corrected for these items profit before tax amounted to €142 mln compared to €94 mln in H1 2009.

### Performance business lines: Gross written premiums



- Gross written premiums (GWP) up 2% to €10.7 billion.
- Non-Life achieved 3% growth despite pressure in some markets.
- In Life GWP remains under pressure, premiums down 12%.
- GWP Health 7% higher due to higher contributions from government and increased premiums from customers to cover increased costs of health.

### Performance business lines: Profit before tax

Profit before tax (in €mln)	H1 2010	H1 2009	Change
Non-life	219	103	+116
Health	162	143	+19
Life	-100	-117	+17
Banking	49	13	+36
Other activities	505	-48	+553
Total	835	94	741

- All business lines report higher results.
- Results in Non-life boosted by better investment results, lower claims ratio and lower expenses.
- Lower operating expenses and growth in premiums resulted higher results in Health.
- Life results improved due to higher investment results and lower expenses.
   Negative impact result through provision for unit-linked of € 143 million.
- Increase in profit in Banking thanks to improved efficiency ratio and lower loan loss provision.
- Result in Other activities higher due to PZU settlement, partly offset by investments in strategic projects.

### All improvement programmes in the "house of initiatives"

### Most trusted insurer

# Short term profitability improvement

### Focus on:

Cost cutting programme

# Mid term improvement initiatives

### Focus on:

- SENS
- Complexity reduction in products, processes and IT
- Integration back offices

# Long term strategic choices

### Focus on:

Market segments:

- Non-life
- Health
- Income Protection in Direct and Banking channel and
- strengthen relationship with social partners

Development of professional skills

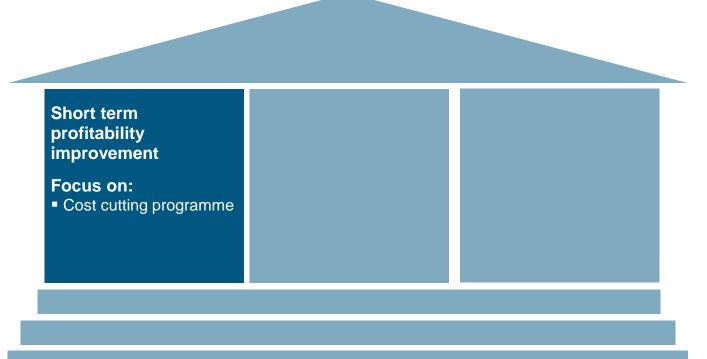
The customer is key in "Achmea unburdens"

Revitalise cooperative identity



### Short-term profitability improvement

- Structural cost reduction of 7% achieved or €77 mln in first half of 2010; on track for target of €300 mln end of 2011
- Targets for lower expense ratios met:
  - Non-life: expense ratio improved
  - Basic Health: expense ratio is lower than target of 3%
- FTE reduction of 1,930 since year-end 2008 (target -2,500 end of 2011)





### Mid term improvement initiatives

- Investments in strategic projects like new IT infrastructure, shared domains, back offices and Solvency II
- In Q4 2010 roll out of complete new business process in Non-Life, supported by a new IT system
- Integration of our Health activities (Achmea Health and Agis) starts one year earlier than announced at the merger
- Number legal entities to be strongly reduced
- Streamlining of Syntrus Achmea

# Mid term improvement initiatives

### Focus on:

- SENS
- Complexity reduction in products, processes and IT
- Integration back offices



# Long term strategic choices

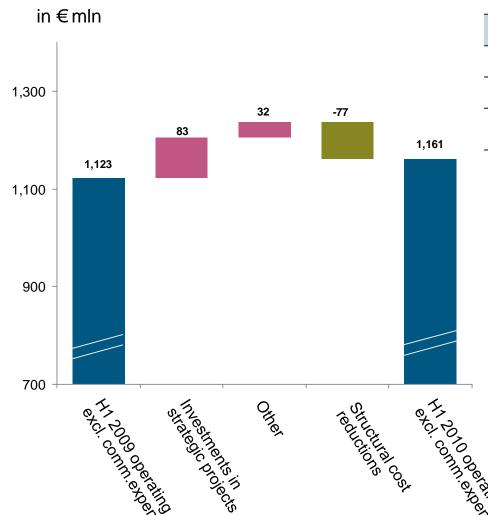
- Transforming Dutch broker channel into marketing & sales organisation
- Focus on Income Protection has resulted in significant growth in H1 2010
- In Life business focus on profitability instead of growth
- Sold activities in Cyprus
- Announced sale of Avéro Insurance Belgium

# Long term strategic choices Focus on: Market segments: Non-life Health Income Protection in direct and banking channel Strengthen relationship with social partners

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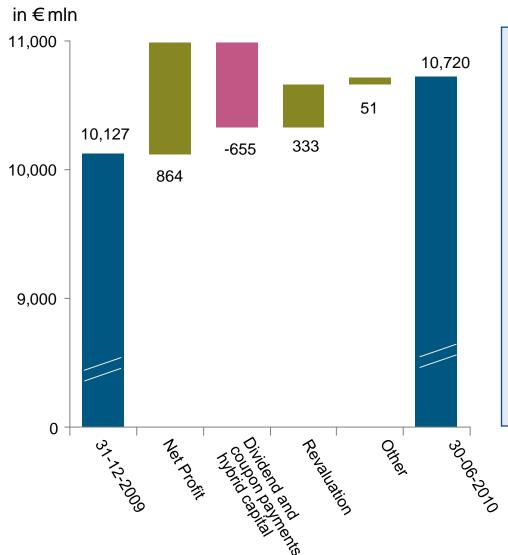
### Structural cost savings of 7% achieved



In €mIn	H1 2010	H1 2009	Change
Total operating expenses	1,603	1,599	0%
Commission expenses	442	476	-7%
Total operating costs excl. commission exp.	1,161	1,123	3%

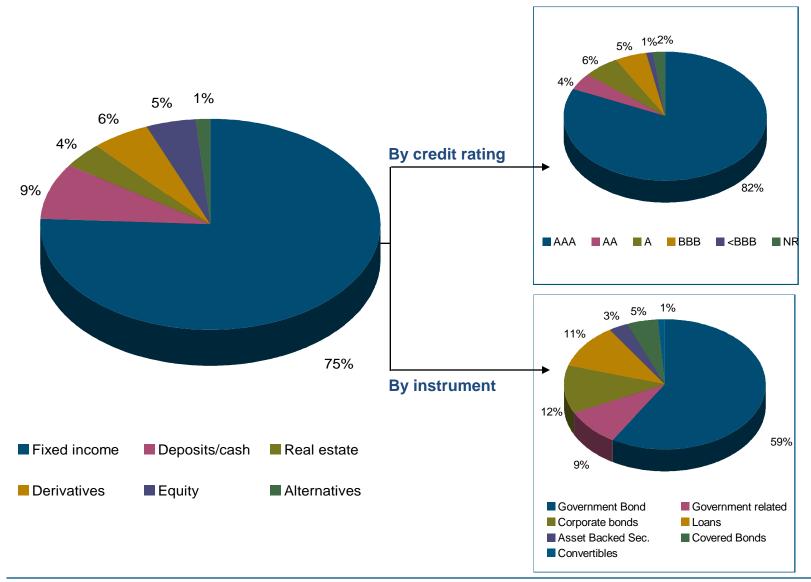
- Significant investments in strategic projects (€83 mln) obscures achieved structural cost reductions of €77 mln.
- Commission expenses down 7%, partly due to lower sales.
- Other concerns costs made for the IPO of PZU (€12 mln) and a vacancy provision (€20 mln).
- Number of FTEs decreased 4%.

# Capital and solvency position further strengthened



- Own equity position up 6%.
- Net profit and revaluations are main contributors.
- In H1 2010 €655 mln paid out in dividend. Proposal is to pay out an interim dividend in H2 of €471 mln or €1.15 per ordinary share.
- Group solvency improved 9% pts to 225%.

### Conservative investment portfolio





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# Closing remarks

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