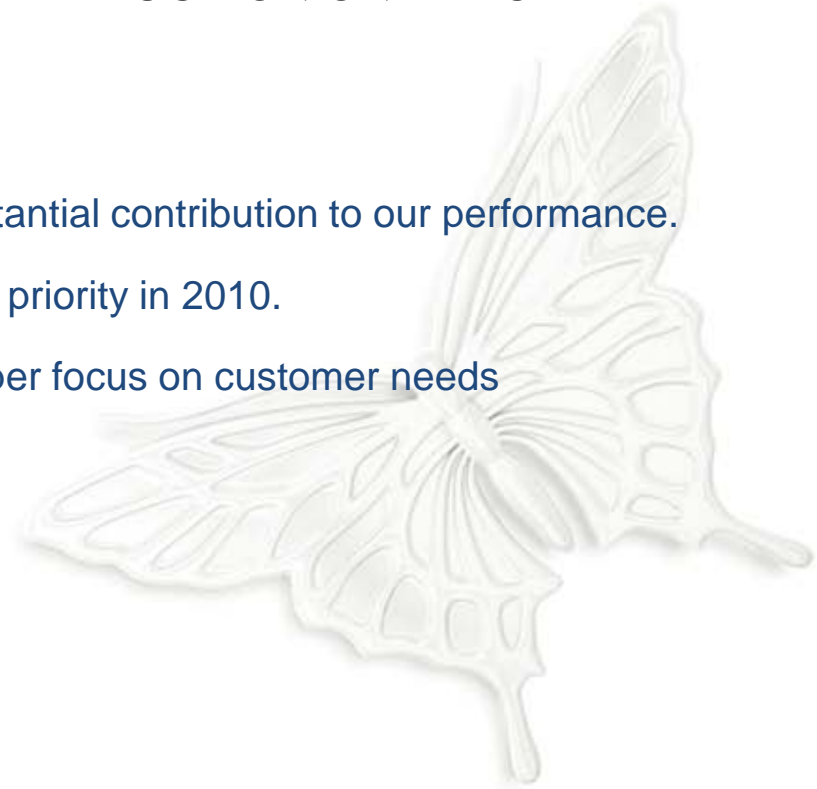


# 2010 INTERIM RESULTS

## 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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## 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

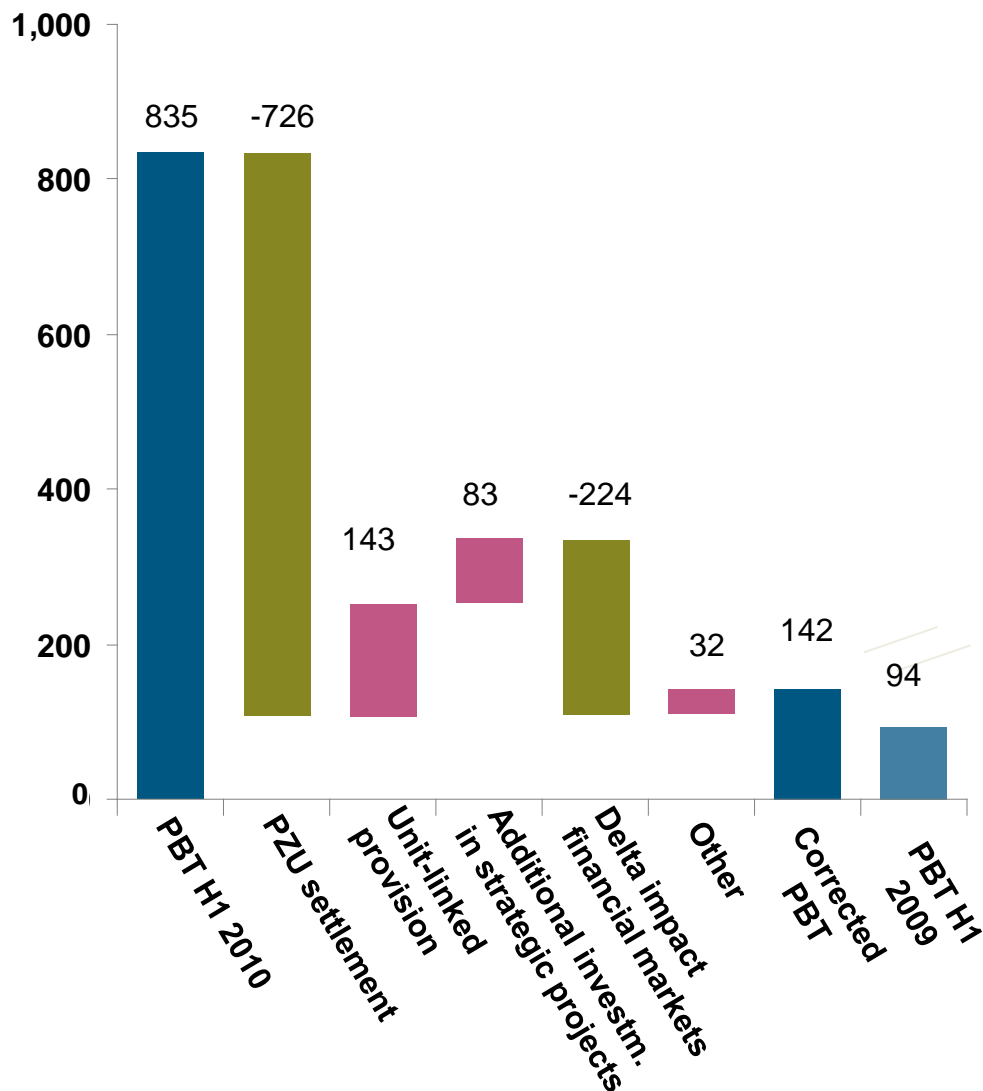
Key figures (in € mln)	H1 2010	H1 2009	Change
Net profit	864	115	n.m.
<i>Of which PZU settlement</i>	<i>725</i>	<i>0</i>	<i>n.m.</i>
Net profit excl. PZU settlement	139	115	+21%
Profit before tax	835	94	n.m.
Gross written premiums	10,713	10,502	+2%
Operational expenses	1,603	1,599	0%

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%.

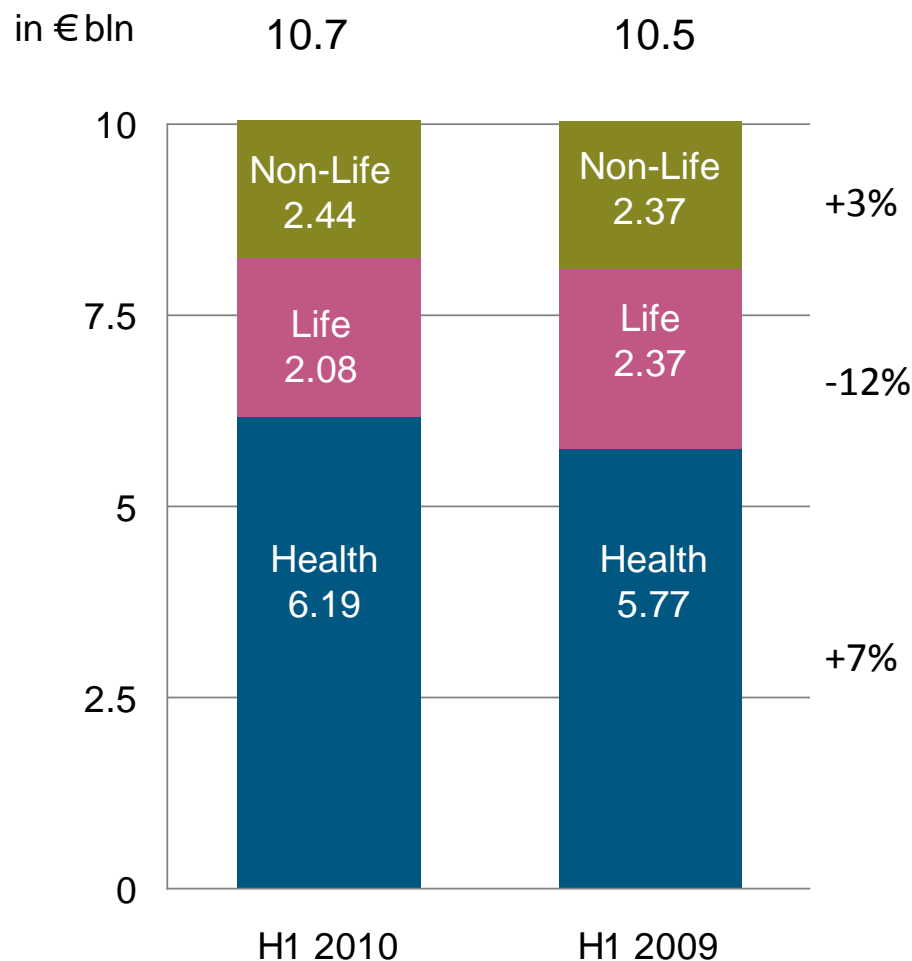
## Profit before tax up corrected for large one-offs

in € mln



- 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



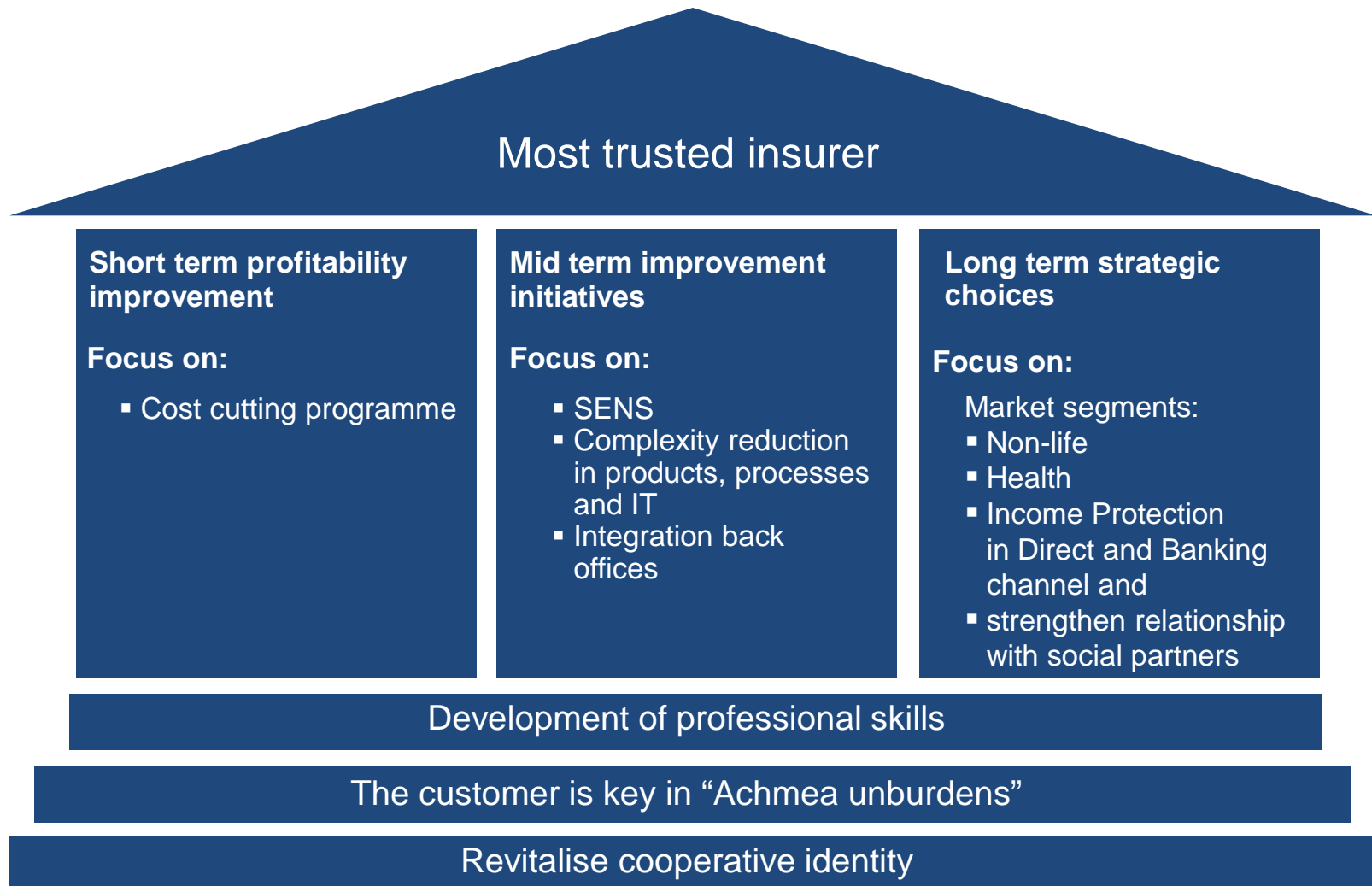
- Gross written premiums (GWP) up 2% to € 10.7 billion.
- Non-Life achieved 3% growth despite pressure in some markets.
- In Life GWP remains under pressure, premiums down 12%.
- GWP Health 7% higher due to higher contributions from government and increased premiums from customers to cover increased 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
<b>Total</b>	<b>835</b>	<b>94</b>	<b>741</b>

- 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.

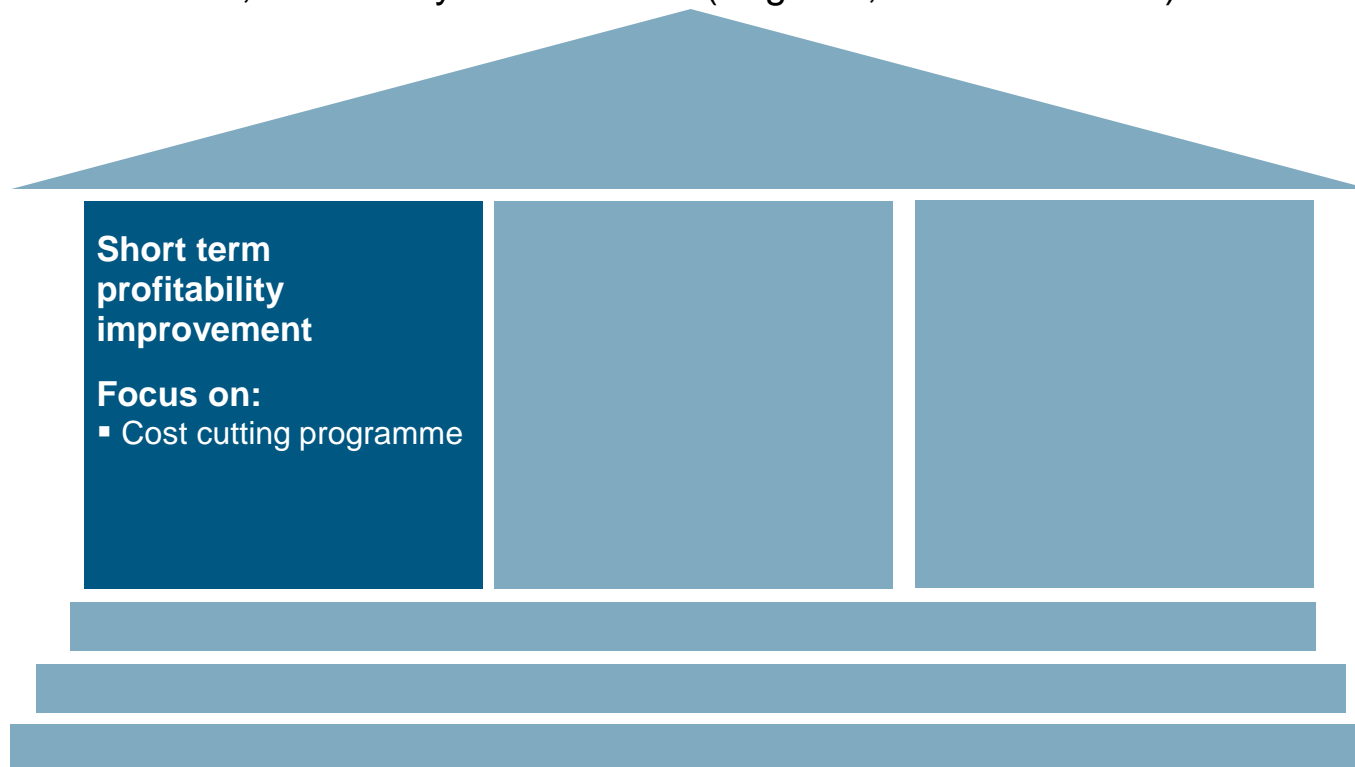
# All improvement programmes in the “house of initiatives“





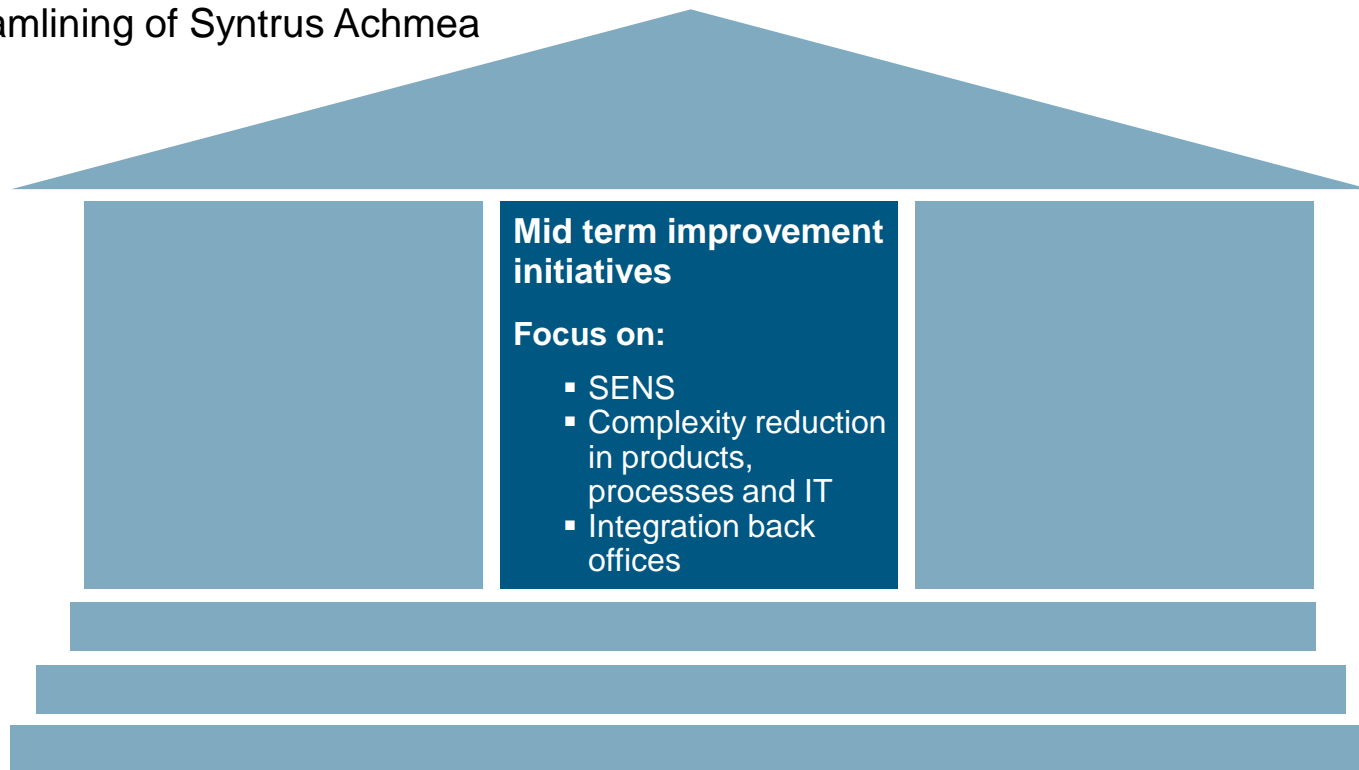
## Short-term profitability improvement

- 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)



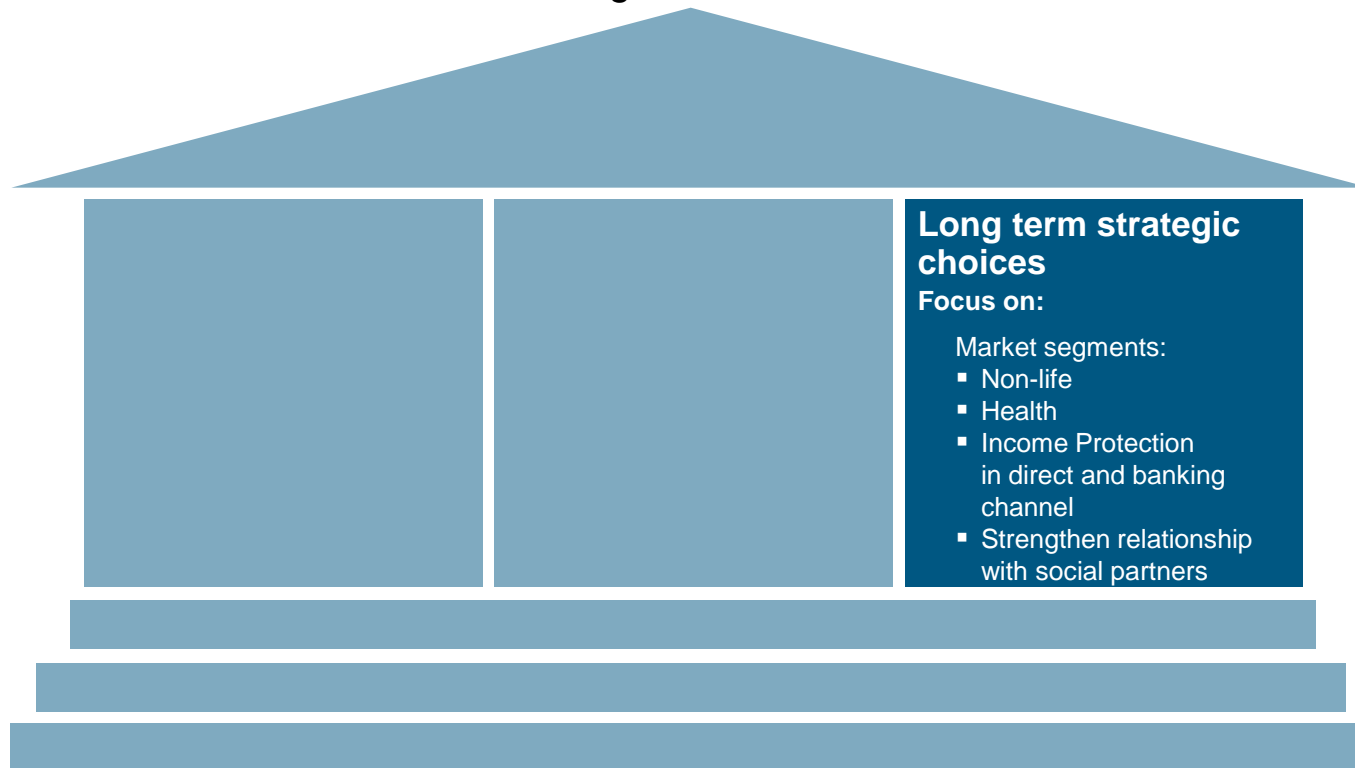
## Mid term improvement initiatives

- 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



## 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



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## 1. General overview

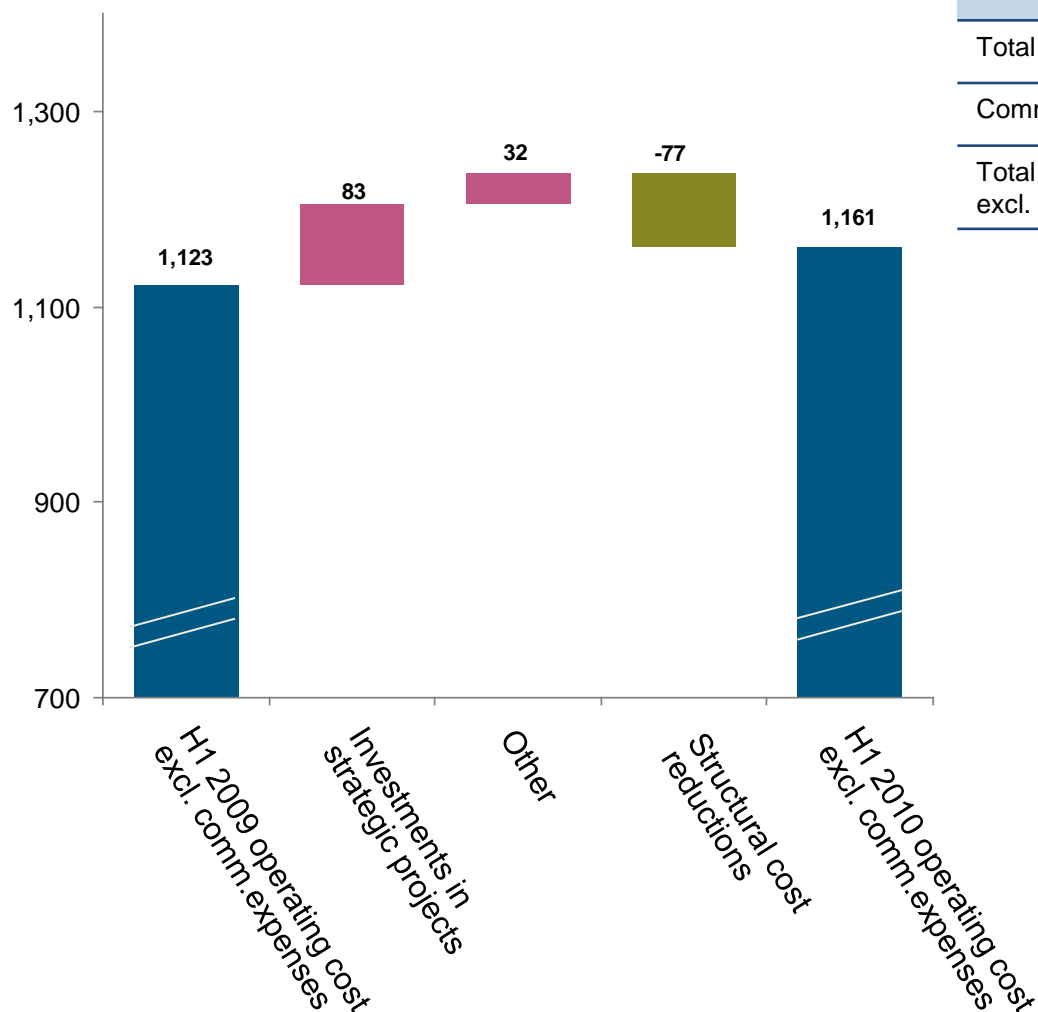
## 2. Financial overview

- *Operating results*
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## 3. Closing remarks

## Structural cost savings of 7% achieved

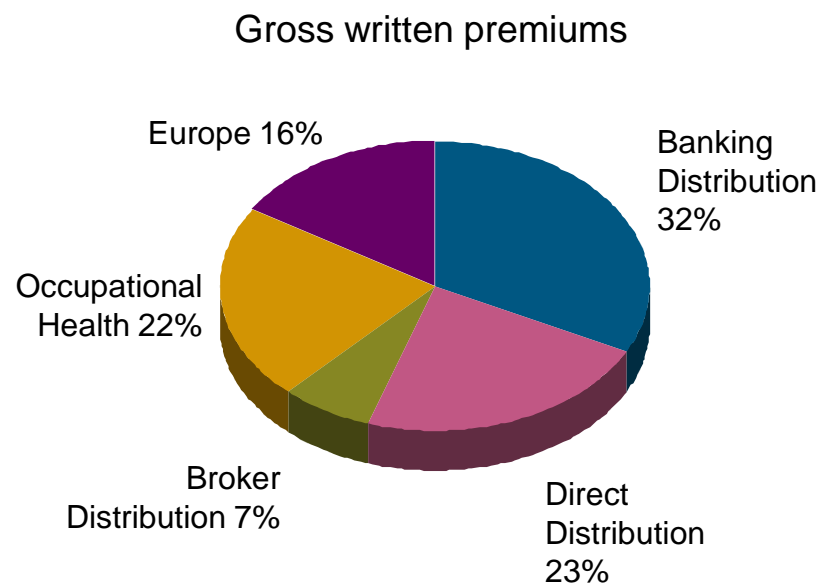
in € mln



In € mln	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%.

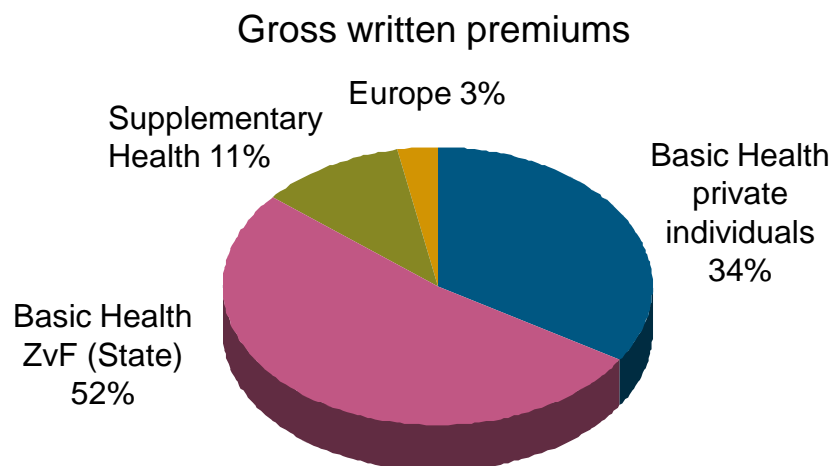
## Non-life: Significant growth in Income Protection realised



- Premiums up 3% to €2.4 billion: growth mainly in Income Protection (+14%), premiums in Property & Casualty stable.
- Profit before tax more than doubled to €219 million as a result of better investment results, lower expenses and lower claims ratio.
- Claims ratio lower as a result of fewer large claims and good portfolio management of our corporate portfolio.
- Expense ratio improved further as a result of cost reduction programmes and lower overhead charges.

Key figures	H1 2010	H1 2009	Change
Profit before tax (in € mln)	219	103	+112%
<b>Non-Life ratios</b>			
Claims ratio	66.0%	67.1%	-1.1%-pts
Expense ratio	27.0%	28.9%	-1.9%-pts
Combined ratio	93.0%	96.0%	-3.0%-pts

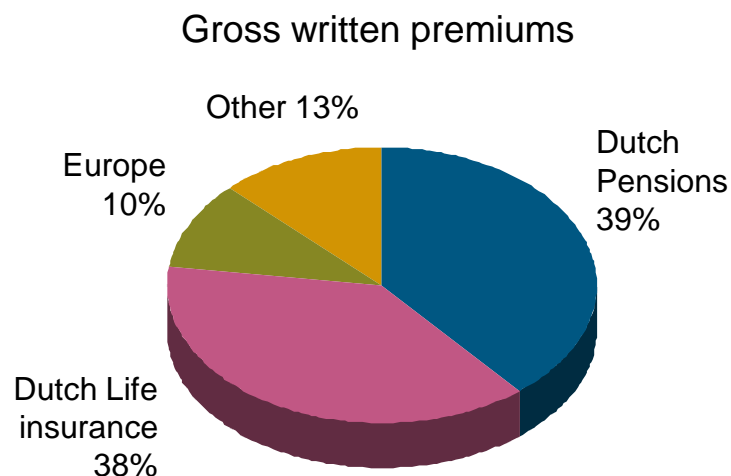
## Health: claims and expense ratios improve



- Premiums up 7% to €6.2 billion. Premiums private individuals up 4% and contributions from government up 9%. Premiums in Europe 23% higher.
- Results 13% higher due to lower expenses and higher premiums.
- Claims ratio Basic Health improved despite of release of provisions of €34 million in H1 2009.
- Claims ratio Supplementary Health positively impacted by release of provision of €37 million.
- Lower operating expenses while premiums went up resulted in improved expense ratios.

Key figures	H1 2010	H1 2009	Change
Profit before tax (in € mln)	162	143	+13%
<b>Basic Health ratio</b>			
Claims ratio	96.4%	96.5%	-0.1%-pts
Expense ratio	2.6%	3.0%	-0.4%-pts
Combined ratio	99.0%	99.5%	-0.5%-pts
<b>Suppl. Health ratio</b>			
Claims ratio	74.6%	81.7%	-7.1%-pts
Expense ratio	8.6%	10.0%	-1.4%-pts
Combined ratio	83.2%	91.7%	-8.5%-pts

## Life: premiums down due to long-term focus on profitability



- Gross written premiums down 12% as a result of fierce competition, low interest rates and low consumer confidence.
- Profit before tax € -100 million but includes provision of € 143 million for unit-linked.
- VNB lower as a result of lower sales. VNB under pressure especially in Europe.
- New business margin in the Netherlands stable but due to lower margin in Europe total margin declined to 0.6%.

Key figures (in €mln)	H1 2010	H1 2009	Change
Profit before tax	-100	-117	n.m.
Value New Business	6.0	11.4	-47%
<i>Of which: The Netherlands</i>	6.9	7.2	-5%
<i>Of which: Europe</i>	-0.9	4.2	n.m.
New business margin (%)	0.6%	1.0%	-0.4%-pts



## Increased efficiency and lower loan loss provisions for Banking

Key figures (in €mln)	H1 2010	H1 2009	Change
Profit before tax	49	13	n.m.
Net interest margin	103	110	-6%
Efficiency ratio	48%	57%	
Additions to loan loss provisions	6	36	-83%
	<b>30-06-10</b>	<b>31-12-09</b>	
Tier 1 ratio AHB*	10.8%	10.4%	
Tier 1 ratio Staalbankiers	14.5%	14.7%	

\* Achmea Hypotheekbank

- Profit before tax improved considerably due to higher efficiency and lower loan loss provisions.
- Efficiency ratio improved to 48% due to lower expenses.
- Loan loss provisions lower in Irish business.
- Tier 1 ratio of AHB and Staalbankiers at comfortable high level.
- In Q3 we will introduce a 'bank savings' product

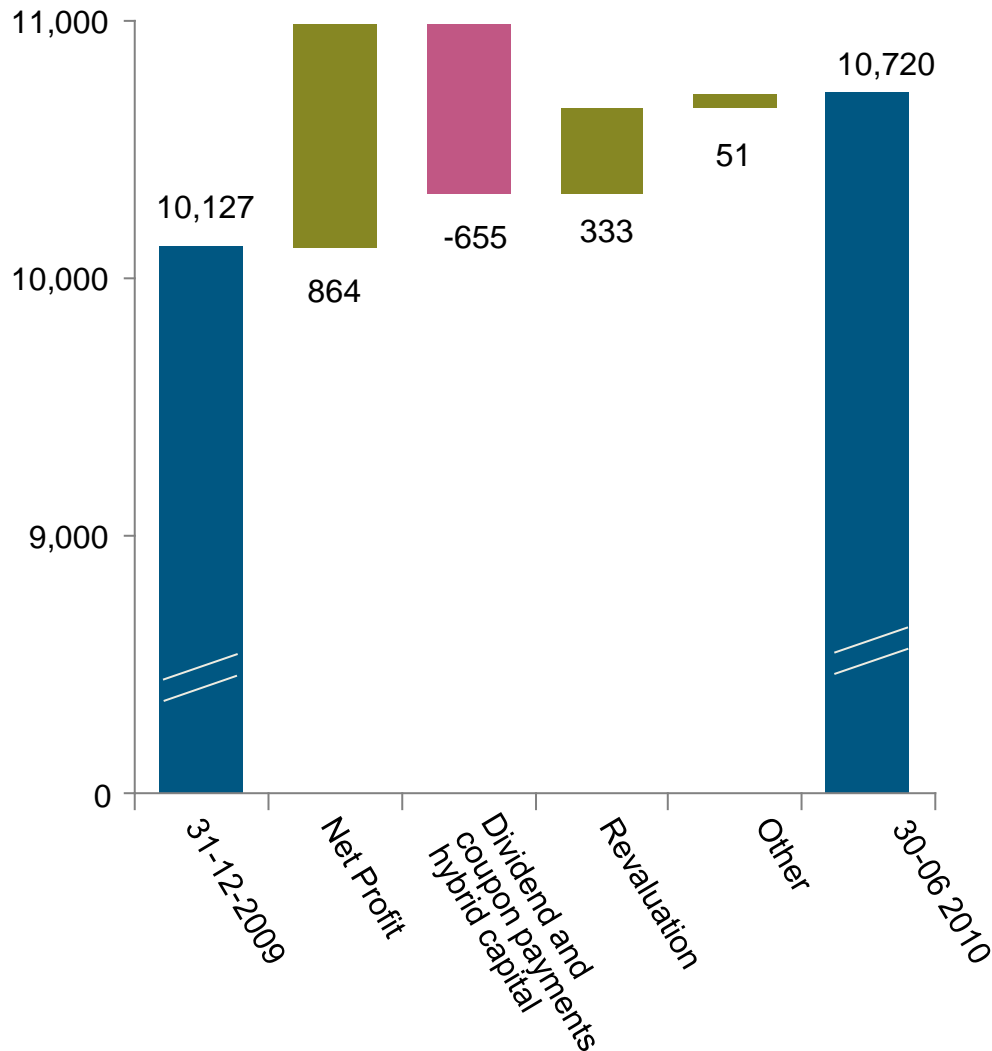
## Higher profit from Other activities due to PZU settlement

Key figures (in €mln)	H1 2010	H1 2009	Change
PZU, including IPO	832	160	n.m.
Associated companies & participating interests	-30	-27	-11%
Other income	85	41	107%
<b>Total income</b>	<b>887</b>	<b>174</b>	<b>n.m.</b>
Operating expenses	303	138	119%
Other expenses	79	84	-6%
<b>Total expenses</b>	<b>382</b>	<b>222</b>	<b>72%</b>
<b>Profit before tax</b>	<b>505</b>	<b>-48</b>	<b>n.m.</b>

- Profit before tax up to € 505 million as a result of PZU settlement (€ 726 million).
- Operating expenses mainly due to major investments in strategic programmes (€ 83 mln) which should result in lower expenses in the future. E.g. new IT platform in Non-life, efficiency programmes but also costs on the implementation of Solvency II.
- Operating costs also increased due to a vacancy provision of € 20 mln, incurred costs for PZU settlement and contributions to Eureka Achmea Foundation.

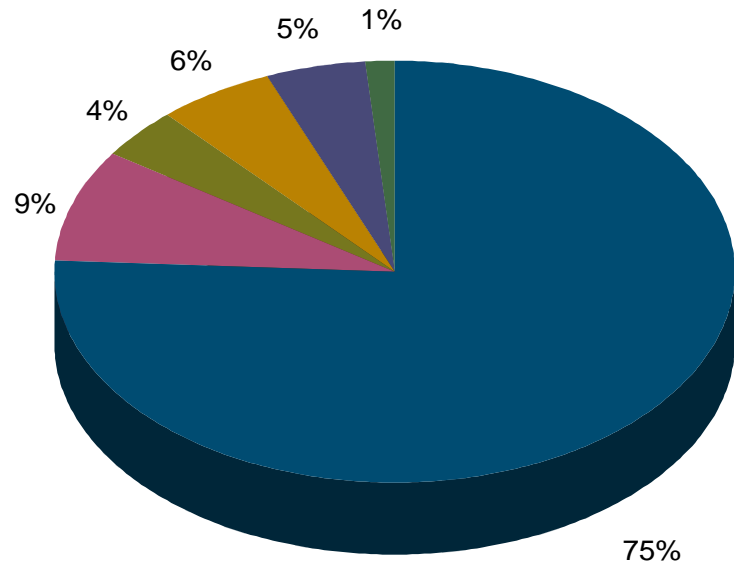
## Capital and solvency position further strengthened

in € mln



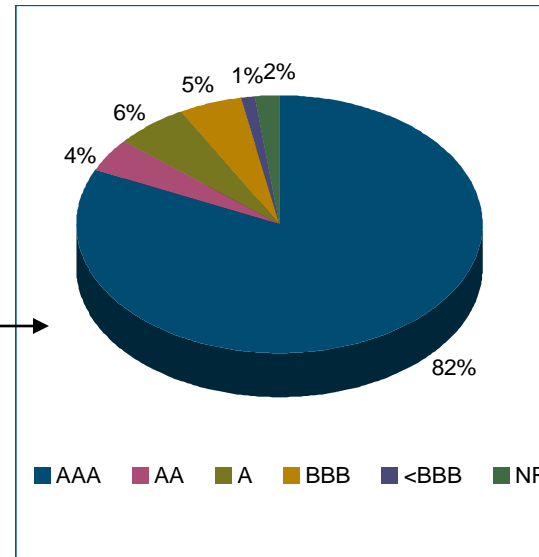
- Own equity position up 6%.
- Net profit and revaluations are main contributors.
- In H1 2010 €655 mln paid out in dividend. Proposal is to pay out an interim dividend in H2 of €471 mln or €1.15 per ordinary share.
- Group solvency improved 9% pts to 225%.

# Conservative investment portfolio

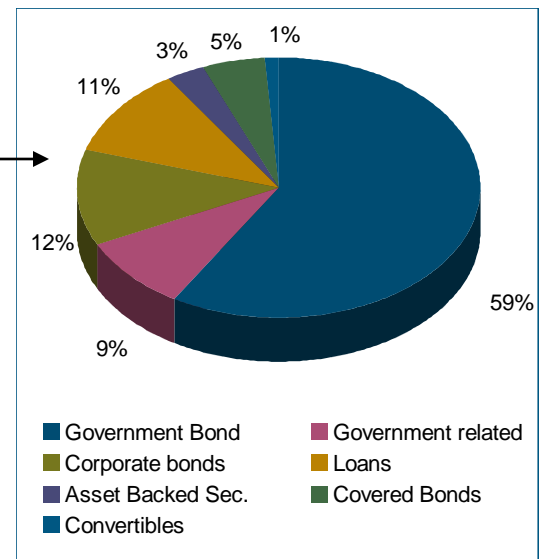


- Fixed income    ■ Deposits/cash    ■ Real estate
- Derivatives    ■ Equity    ■ Alternatives

By credit rating



By instrument



## Sovereign exposure to GIIPS countries limited

(in €mln)	30-06-10	In % of fixed income	31-12-09	In % of fixed income
Portugal	91	0.3%	110	0.4%
Italy	92	0.3%	205	0.7%
Ireland	476	1.5%	538	1.8%
Greece	107	0.3%	149	0.5%
Spain	48	0.1%	60	0.2%
<b>Total</b>	<b>814</b>	<b>2.5%</b>	<b>1,062</b>	<b>3.5%</b>

- Total exposure €814 mln or 2.5% of total fixed income portfolio.
- Exposure on Greece and Ireland relates to our business in those countries. Corrected for this, exposure is only 0.7%.
- Current exposure is in line with our risk profile and no considerable reductions in this portfolio are expected in H2 2010.

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## Closing remarks

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