

Q1 results 2014

Investor presentation

9 May 2014

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# Facts about Protector

- A focused Norwegian non-life insurance company
- Established Jan.1, 2004. (Listed Oslo Stock Exchange May 2007)
- Entered the Swedish market in 2011 and Denmark 1 Jan. 2012
- Ownership; ODIN, Alfred Berg Norge/Gambak, Franklin Mutual, DnB NOR SMB, Nordea, Stenshagen Invest, Ojada employees etc.
- Strong results, average combined ratio 2004 - 2013, 89.5%
- GWP in 2013: MNOK 1.861
- Solvency capital of MNOK 1.462, investment portfolio ~ NOK 4.7 bn.
- Market cap. 30 April 2014, NOK 2,53 bn.

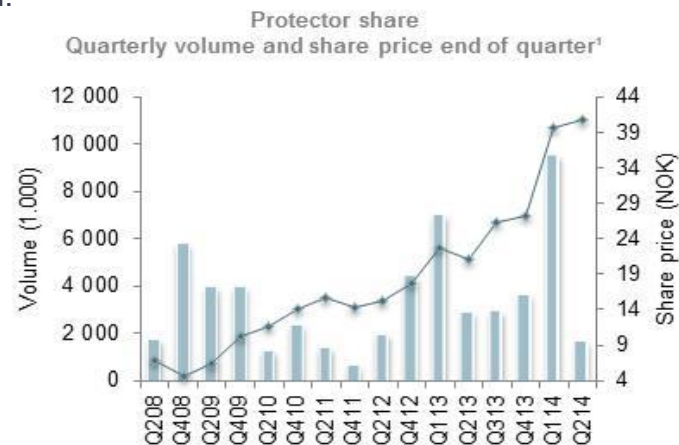
- Vision: "The challenger"
- Main targets:
  - Being top three in Protector's defined business segments
  - Cost and quality leadership
  - Being preferred by the brokers

## Outlook 2014:

GWP up 20 %  
CR ~ 88 %

## Dividend policy:

30 – 50% of profit after tax  
Target solvency margin > 250%



<sup>1</sup> Share buy back not included in the volume figures  
Share price adjusted for dividends  
Data pr. 28.04.2014



# Highlights Q1 2014

## 34 % growth and increased guiding

- GWP in NOK up 34%,
  - Best ever growth quarter
  - GWP up 30 % in local currencies
    - Sweden and Denmark 382 mill (219 mill) in volume
- Gross cost ratio down to 8,1% (9,1%)
- Net combined ratio 79,9% (77,4%)
  - Reinsurance commissions driving CR down in Q1 as always
- 1,9 % return on the investment portfolio (2,2%)
  - Net return on investments NOK 83.8m (77.9m)
- Operating profit of NOK 162,4m (143m)
  - Best ever quarterly profit
- Guiding 2014 increased
  - Operating profit NOK 430m, up from previously guided NOK 330m
  - CR 88%, down from 90%
  - 20 % growth in GWP, up from 16%

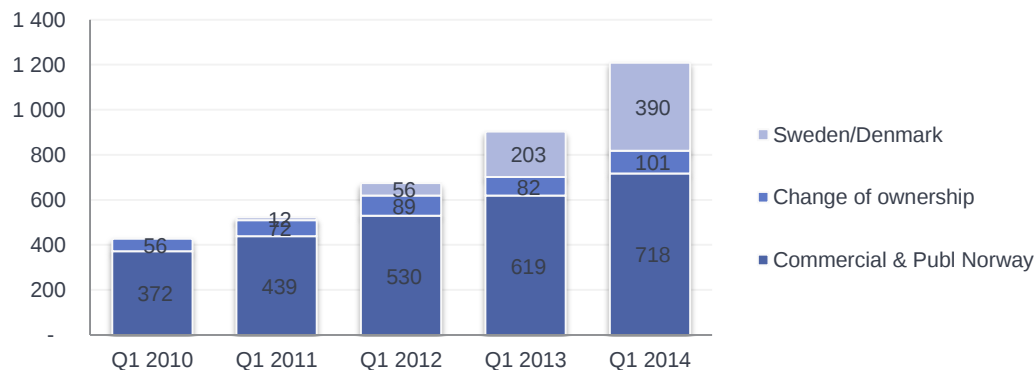


# Gross written premium Q1 2014

GWP up 34%, from NOK 904m to NOK 1.208,6m

- GWP up 16% within the Norwegian commercial and public lines of business
  - Good renewal rate, 93%, down from 94% in Q1 2013
  - Very good access to quotations, but hit-ratio slowing down in commercial sector
- GWP in Sweden and Denmark 92% growth
  - 21 percentage points of total growth
  - 75% growth in local currencies and 18 percentage points of the total growth
  - Good renewal rates, 96%
- Change of ownership insurance, 22% growth
  - No. of policies sold up 17 %
  - Strong growth supported by a late Easter (Easter in Q1 the year earlier period)

GWP Q1 2010 – Q1 2014 (NOKm)

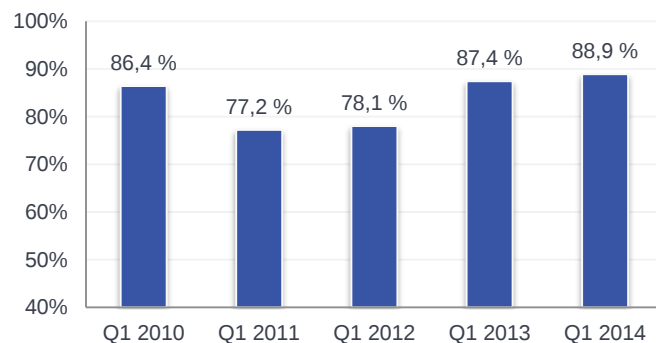




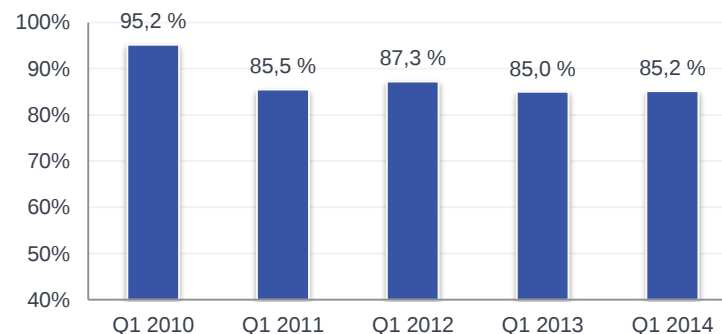
# Claims development Q1 2014

- Gross claims ratio 88.9%, up from 87.4% in Q1 2013
  - Strong development within change of ownership insurance
  - Motor, other illness and accident in Norway behind schedule, all other products within the commercial and public lines of business in Norway doing well.
  - Sweden and Denmark behind schedule, two large claims (> MNOK 5) in Sweden
- Net run-off-gains of 6,3% (3% in Q1 2013), higher than in a normal first quarter
  - Run-off-gains of MNOK 14,4 within change of ownership insurance
- Net claims ratio 85.2%, slightly up from 85.0%. Higher claims ratio than peers.

Gross claims ratio Q1 2010 - Q1 2014



Net claims ratio Q1 2010 - Q1 2014



## Claims development Q1 2014 – 4 large claims



Helicopter accident, personal injury



5 busses on fire



Fire in garage



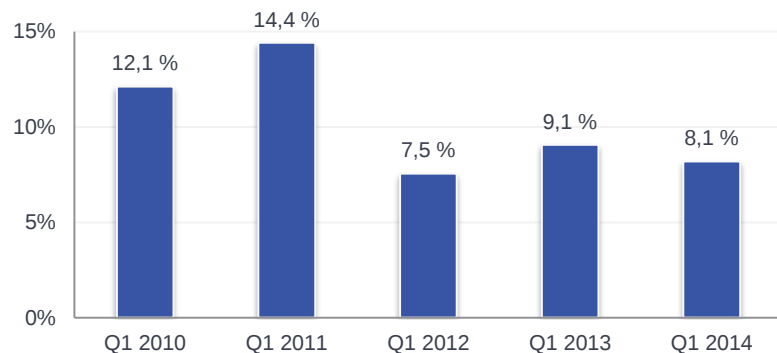
Destroyed fire truck



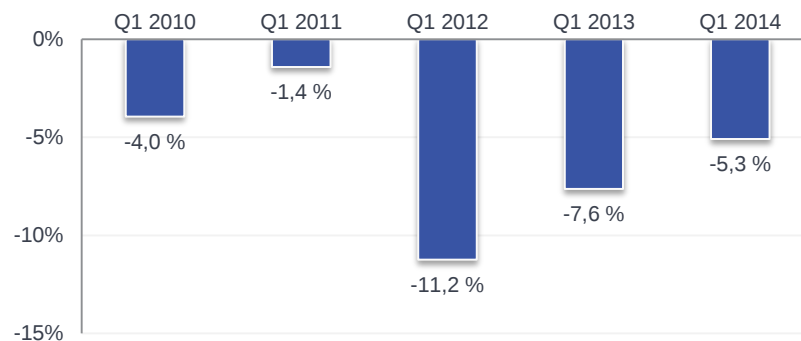
# Cost ratio Q1 2014

- Gross cost ratio 8,1 %, down from 9,1 %
  - Increased staffing in all 3 countries
    - Critical mass not reached in Sweden and Denmark
  - Average no of employees Q1 2014 162, up from 131 in Q1 2013
  - Cost program will reduce costs with 15 mill in 2014
- Net cost ratio - 5,3 %, up from - 7,6 %
  - Negative costs due to high level of reinsurance commissions
  - The relative share of reinsurance commissions down due to a higher retention rate
- Gross cost ratio will continue to decrease in 2014 and forwards

Gross cost ratio Q1 2010 - Q1 2014



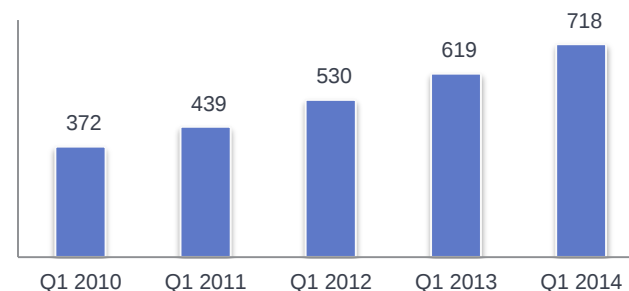
Net cost ratio Q1 2010 - Q1 2014

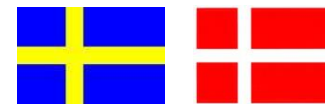


# Highlights Q1 2014 – Norwegian Commercial/public lines

- Volume up 16 %
  - 37 % growth in the public sector
    - 5 large and 1 very large wins, 0 large non-renewals
  - 2 % growth in the commercial sector
    - 6 large wins and 1 large and 1 very large non-renewals
- Personal lines of business , 66% of total volume
  - 9 % growth in Q1
  - 30 % growth other lines
- Renewal rate 93 % , up from 90 %
  - Renewal rate above 100 % in the municipality sector
  - Renewal rate in the commercial sector 86 %
- Profitability measures within claims handling started
  - Loss prevention and recourse, yearly claims reduction of NOK 40 – 50 mill
  - Full effect of the measures expected in 2016
- Slow start on Q2
  - 2 large non-renewals

GWP Q1 2010 – Q1 2014 (NOKm)

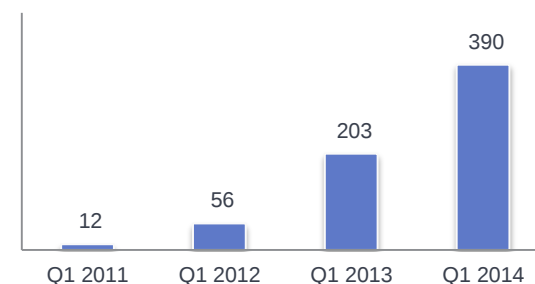




## Highlights Q1 2014 – Sweden and Denmark

- 92% growth, 21 percentage points of total company growth
  - 75 % growth in local currencies, 18 % points of total company growth
  - 3 large wins and 1 very large win in Sweden, no large non-renewals
  - 2 large wins in Denmark, no large non-renewals
  - Strong renewal rates, 96%
- Combined ratios above 100%
  - High cost ratios due to lack of critical mass
    - Critical mass will gradually occur in 2014
    - Very high level of Motor business in Sweden, less cost effective
  - 2 large claims in Sweden in Q1, no significantly profitability issues
  - Combined Ratio < 100% expected in 2014
- Will support double digit growth on company level in 2014 and 2015
- Very good start on Q2
  - 2 very large and one large wins

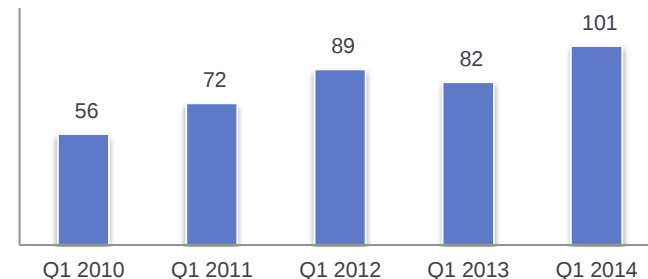
GWP Q1 2011 – Q1 2014 (NOKm)



## Highlights Q1 2014 - Change of ownership insurance

- Volume up 22%
  - No. of policies sold up 17%
  - Strong growth supported by a late Easter (in Q1 last year)
  - Real estate prices in Q1 unchanged (up 0,1%) relatively to Q1 2013<sup>1</sup>
- Good profitability
  - Run-off-gains of MNOK 14,4
  - Profitability measures yields results
  - Cost ratio on a high level due to seasonality
- The recovery level remains high, but is slightly behind the very strong Q1 2013
- Very good court results, but no. of lawsuits remains on a very high level
  - Win – draw – losses: 56% - 21% - 24%
- The real-estate prices are expected to flatten or slightly increase in 2014
  - 4 % volume growth expected in 2014

GWP Q1 2010 – Q1 2014 (NOKm)



<sup>1</sup> Source: SSB



# Results Q1 2014

| NOKm                                                  | Q1 2014        | Q1 2013       | 2013           |
|-------------------------------------------------------|----------------|---------------|----------------|
| <b>Premiums written gross</b>                         | <b>1 208,6</b> | <b>904,0</b>  | <b>1 860,6</b> |
| Premiums earned gross                                 | 530,7          | 400,2         | 1 814,6        |
| Claims incurred gross                                 | (472,0)        | (349,8)       | (1 450,6)      |
| Premiums earned for own account                       | 403,2          | 300,4         | 1 373,6        |
| Claims incurred for own account                       | (343,5)        | (255,5)       | (1 133,5)      |
| Operating costs for own account                       | 21,3           | 23,0          | (56,9)         |
| Other income/costs                                    | (2,4)          | (2,8)         | (9,5)          |
| Net financial income                                  | 83,8           | 77,9          | 256,7          |
| <b>Profit before change in security provision etc</b> | <b>162,4</b>   | <b>143,0</b>  | <b>430,3</b>   |
| Change in security provision etc.                     | (28,5)         | (40,9)        | (54,8)         |
| <b>Profit after change in security provision etc.</b> | <b>133,9</b>   | <b>102,1</b>  | <b>375,5</b>   |
| Tax                                                   | (31,1)         | (20,4)        | (88,5)         |
| <b>Profit before comprehensive income</b>             | <b>102,8</b>   | <b>81,8</b>   | <b>287,0</b>   |
| Comprehensive income inc. tax                         | (4,4)          | 2,5           | 5,7            |
| <b>Profit for the period</b>                          | <b>98,4</b>    | <b>84,3</b>   | <b>292,6</b>   |
| Gross claims ratio                                    | 88,9 %         | 87,4 %        | 79,9 %         |
| Gross expense ratio                                   | 8,1 %          | 9,1 %         | 8,8 %          |
| <b>Gross combined ratio</b>                           | <b>97,0 %</b>  | <b>96,5 %</b> | <b>88,7 %</b>  |
| Net claims ratio                                      | 85,2 %         | 85,0 %        | 82,5 %         |
| Net expense ratio                                     | -5,3 %         | -7,6 %        | 4,1 %          |
| <b>Net combined ratio</b>                             | <b>79,9 %</b>  | <b>77,4 %</b> | <b>86,7 %</b>  |
| Retention rate                                        | 76,0 %         | 75,1 %        | 75,7 %         |
| Return on investment assets                           | 1,9 %          | 2,2 %         | 7,0 %          |
| <b>Earnings per share</b>                             | <b>1,50</b>    | <b>1,35</b>   | <b>3,96</b>    |

Note:

Retention rate = NPE in % of GPE

Earnings per share = (Profit before comp. income + Change in security provision - 27% tax on Change in security provision) /

(No. of outstanding shares - own shares)

- GWP up 34% (35%)
- Best ever quarterly profit
- No. 1 Nordic?



# Balance Sheet Q1 2014

NOKm 31.03.2014 31.03.2013 31.12.2013

|                                     |                |                |                |
|-------------------------------------|----------------|----------------|----------------|
| Financial assets                    | 4 674,0        | 3 780,7        | 3 999,8        |
| Bank deposits                       | 214,0          | 130,4          | 153,3          |
| Other assets                        | 909,5          | 733,2          | 590,9          |
| <b>Total assets</b>                 | <b>5 797,5</b> | <b>4 644,2</b> | <b>4 744,1</b> |
| Total equity                        | 875,5          | 667,9          | 777,2          |
| Subordinated loan capital           | 148,1          | 148,1          | 148,1          |
| Total reserves                      | 4 225,5        | 3 441,9        | 3 368,8        |
| Other liabilities                   | 548,4          | 386,3          | 450,0          |
| <b>Total equity and liabilities</b> | <b>5 797,5</b> | <b>4 644,2</b> | <b>4 744,1</b> |

- 24% growth in investment portfolio

|                                           |         |         |         |
|-------------------------------------------|---------|---------|---------|
| Solvency capital                          | 1 462,2 | 1 212,1 | 1 335,3 |
| Return on solvency capital, after tax     | 9 %     | 13 %    | 28 %    |
| Solvency capital per share, end of period | 17,7    | 14,7    | 16,2    |
| Solvency ratio                            | 159 %   | 185 %   | 93 %    |
| Solvency margin                           | 348 %   | 338 %   | 315 %   |
| Capital adequacy ratio (risk weighted)    | 17 %    | 19 %    | 20 %    |
| NAV                                       | 1 303,8 | 1 065,2 | 1 184,6 |
| NAV per share, end of period              | 15,8    | 12,9    | 14,3    |

- Solvency margin 348 %, NOK 771 mill above the minimum requirement

Note:

Solvency Capital = shareholder's funds + security provision etc.

Return on solvency capital: Operating profit after tax / average solvency capital

Solvency ratio = solvency capital / NPW

Solvency margin calculated according to regulations from the FSA of Norway.

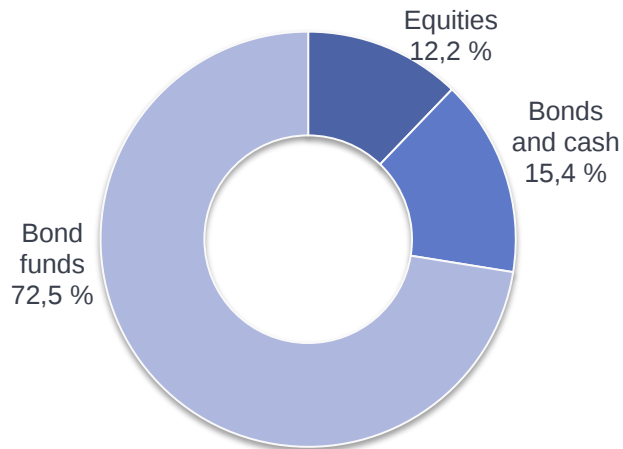
NAV = total equity plus 73% of the total security provision etc.

No. of shares = total outstanding shares ex own shares

# Asset allocation

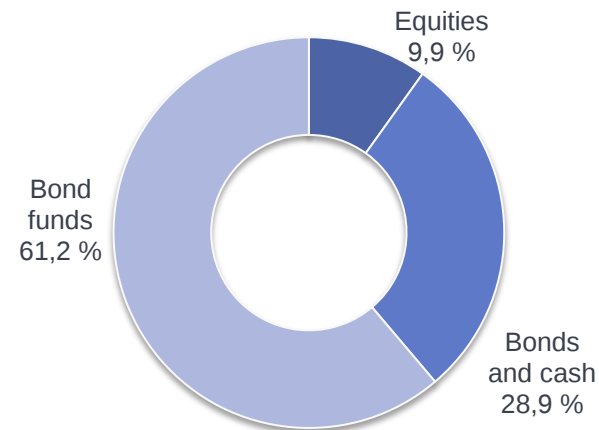
- End of Q1 2014; Bonds 88,3% of portfolio, Norwegian equities 11,7%
- Increased exposure in equities
  - DKK 50 mill invested in Danish equities in Q1
- Discretionary bond portfolio significantly reduced and re-allocated to funds
  - Improved risk adjusted return

Money-weighted allocation of  
investments 31.13.2014



Total financial assets end of Q1 2014; NOK 4.674m

Money-weighted allocation of  
investments 31.12.2013



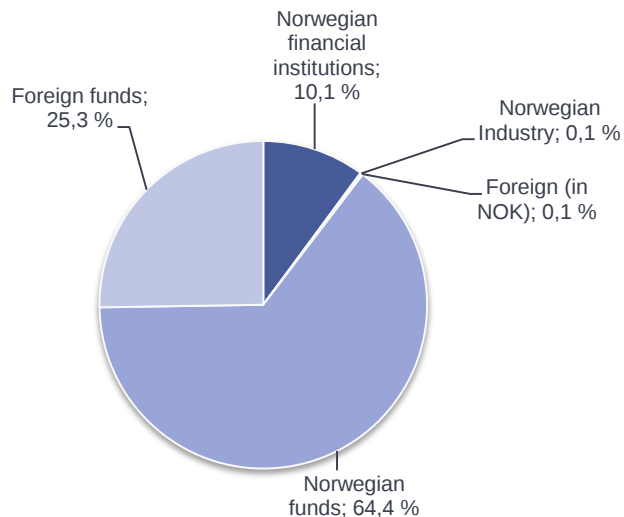
Total financial assets end year; NOK 3.999m



# Portfolio structure and quality bond portfolio

- No currency risk
- Duration 0,76 years (0,86), average maturity is 3,45 years (3,23 years)

**Bond portfolio 31 March 2014**



**Quality bond portfolio 31 March 2014**

| Split of fixed income portfolio                                             | NOK mill     | %            |
|-----------------------------------------------------------------------------|--------------|--------------|
| Bonds                                                                       | 424          | 10 %         |
| Bond funds                                                                  | 3 700        | 90 %         |
| Bank deposits                                                               | 5            | 0 %          |
| <b>Total</b>                                                                | <b>4 129</b> | <b>100 %</b> |
| <b>Rating including internal rating by Norwegian financial institutions</b> |              |              |
| Investmentgrade                                                             | 2 789        | 68 %         |
| BB                                                                          | 25           | 1 %          |
| B                                                                           | -            | 0 %          |
| Non rated (funds)                                                           | 1 314        | 32 %         |
| <b>Total</b>                                                                | <b>4 129</b> | <b>100 %</b> |

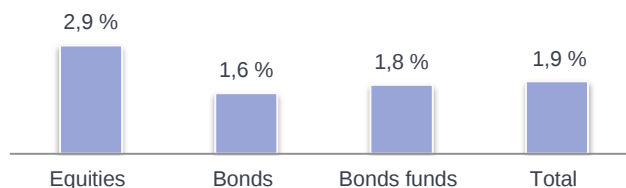


# Investment performance Q1 2014

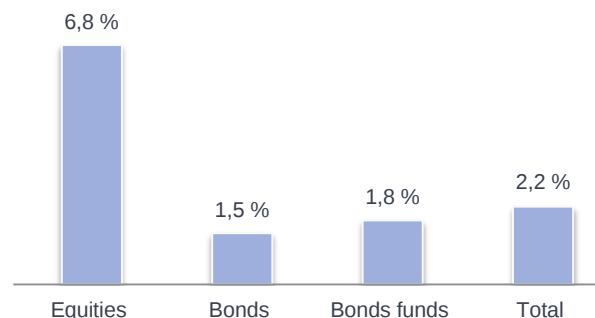
1,9% return on the investment portfolio

- Net investment result of NOK 83.8m, 1.9% return (NOK 77.9m, 2.2%)
- Equities, return of 2.9% (6.8%), OSEBX 2.4%, OSEFX 1.8%
- Bond portfolio, return of 1.8% (1.7%)  
- Yield end of Q1; 4,8 %
- Investment portfolio of NOK 4,674 m (NOK 3,781m), 24% growth

Return Q1 2014



Return Q1 2013





# Shareholder matters 30 April 2014

| Shareholder                        | No. shares        | Percent         |
|------------------------------------|-------------------|-----------------|
| ODIN NORDEN                        | 6 611 211         | 7,67 %          |
| STENSHAGEN INVEST AS               | 4 610 180         | 5,35 %          |
| PROTECTOR FORSIKRING ASA           | 3 570 661         | 4,14 %          |
| OJADA AS                           | 3 563 116         | 4,14 %          |
| HANSARD EUROPE LTD                 | 3 475 930         | 4,03 %          |
| MSF-MUTUAL FINANCIAL SERVI FD      | 3 261 596         | 3,79 %          |
| TJONGSFJORD INVEST AS <sup>1</sup> | 2 811 809         | 3,26 %          |
| MP PENSJON PK                      | 2 375 706         | 2,76 %          |
| AVANZA BANK AB                     | 2 347 538         | 2,72 %          |
| VERDIPAPIRFONDET HANDELSBANKEN     | 2 284 453         | 2,65 %          |
| HANDELSBANKENS NORDISKA SMABOLAGSF | 1 900 000         | 2,21 %          |
| ARTEL HOLDING A/S                  | 1 873 451         | 2,17 %          |
| GABLER RÅDGIVNING AS <sup>2</sup>  | 1 702 751         | 1,98 %          |
| VERDIPAPIRFONDET ALFRED BERG GAMBA | 1 689 791         | 1,96 %          |
| FROGNES AS                         | 1 649 916         | 1,92 %          |
| VARMA MUTUAL PENSION INSURANCE     | 1 642 329         | 1,91 %          |
| VPF NORDEA NORGE VERDI             | 1 638 468         | 1,90 %          |
| VERDIPAPIRFONDET ALFRED BERG NORGE | 1 451 944         | 1,69 %          |
| JOHAN VINJE AS                     | 1 437 841         | 1,67 %          |
| PETROSERVICE AS                    | 1 343 815         | 1,56 %          |
| <b>TOTAL 20 LARGEST</b>            | <b>51 242 506</b> | <b>59,48 %</b>  |
| <b>OTHERS</b>                      | <b>34 913 099</b> | <b>40,52 %</b>  |
| <b>TOTAL SHARES</b>                | <b>86 155 605</b> | <b>100,00 %</b> |

## Related parties shareholding

- Management's direct and indirect shareholding totals 3,1m shares or 3,6% of current outstanding shares
- Board members directly and indirectly own a total of 9,9m shares or 11,5% of current outstanding shares
- 33 employees own directly a total of 4.8 m shares or 5.5% of current outstanding shares (incl. management)
- Protector own 3.570.661 own shares or 4,14% of current outstanding shares

## Notifications of trade in Q1

- Chairman of the Board Jostein Sørvoll has 20 March. through his company Gabler Rådgivning sold 800.000 shares in Protector at a price of NOK 29,00 per share
- Merete C Bernau, Dir. Change of Ownership Insurance, has 25 March sold 10,000 shares in Protector at a price of NOK 29,00 per share
- Jørgen Stang Heffermehl (member of the Board of Directors until 30 April) and his family have 26-27 March sold 238,818 shares in Protector at an average price of NOK 28,6317 per share

No. Shareholders 2.690

<sup>1</sup> CEO Sverre Bjerkeli

<sup>2</sup> Chairman of the Board, Jostein Sørvoll



# Outlook 2014

Guiding 26 February 2014

- GWP up 16%
  - Status per Q1, ahead of schedule
- Combined ratio 90%
  - Status per Q1, ahead of schedule
  - Gross claims ratio slightly behind schedule
- Gross cost ratio < 8 %, on schedule
- Operating profit NOK 330m
  - Status per Q1, ahead of schedule
- Return on solvency capital 20%
  - Status per Q1, ahead of schedule

Guiding 9 May 2014

GWP up 20%

Combined ratio 88 %

Gross cost ratio < 8 %

Operating profit NOK 430m

Return on solvency 24%



# Outlook 2014, increased

|                                 | Res<br>2013 | Old<br>2014e | New<br>2014e |
|---------------------------------|-------------|--------------|--------------|
| Premium growth in NOK (%)       | 23          | 16           | 20           |
| Investment Income (NOKm)        | 257         | 190          | 250          |
| Operating profit (NOKm)         | 430         | 330          | 430          |
| Gross cost ratio (%)            | 8.8         | < 8          | < 8          |
| Net combined ratio (%)          | 86.7        | 90           | 88           |
| Change in Security prov. (NOKm) | 54.8        | N/A          | 58           |
| Return on solvency capital (%)  | 28          | 20           | 24           |
| Earnings per share (NOK)        | 3,96        | N/A          | 4            |

## Return assumptions 2014<sup>1</sup>:

Equity allocation approx. 12% (10%)

Return equities: 8% p.a. (8% p.a.)

Return bonds: 5,4% p.a. (4,0% p.a.)

Average inv. capital: NOK 4.400m (4.300'')

<sup>1</sup>Figures in brackets; Guiding 26 February 2014



# CEO Summary, Risk outlook 2014

- Slightly reduced risk relatively to the risk outlook 26 Feb.

|                                                                      | 26 Feb. | 9 May  |
|----------------------------------------------------------------------|---------|--------|
|                                                                      | Risk    | Risk   |
| + Volume up in commercial & public sector Norway                     | Low     | No     |
| + Sweden and Denmark support double digit growth                     | No      | No     |
| + Balance sheet growing leads to increased financial income          | No      | No     |
| + Cost ratio Gross & Net going down                                  | Low     | Low    |
| 0 Unchanged volume in Change of Ownership sector                     | Medium  | Low    |
| - Price inflation lower than claims inflation in Change of Ownership | High    | Medium |
| - Rate pressure driving claims ratio upwards                         | Medium  | Medium |
| - One or two negative surprises will occur                           | Medium  | Medium |
| - Sweden and/or Denmark develops worse than guided                   | Low     | Low    |



# Summary Q1 2014

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  - Best ever growth quarter
  - GWP up 30 % in local currencies
    - Sweden and Denmark 382 mill (219 mill) in volume
- Gross cost ratio down to 8,1% (9,1%)
- Net combined ratio 79,9% (77,4%)
  - Reinsurance commissions driving CR down in Q1 as always
- 1,9 % return on the investment portfolio (2,2%)
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- Operating profit of NOK 162,4m (143m)
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- Guiding 2014 increased
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  - CR 88%, down from 90%
  - 20 % growth in GWP, up from 16%
- Strong Q2 expected