

## Q3 2019 Interim Results

Investor presentation  
Oslo, 25<sup>th</sup> October 2019



## Our DNA

### Vision

The Challenger

### Business Idea

This will happen through unique relationships, best in class decision-making and cost effective solutions

### Main targets

Cost and quality leadership

Profitable growth

Top 3

### Values

Credible

Open

Bold

Committed

«Olemme erilaisia»

«Vi är annorlunda»

«Vi er annerledes»

«Vi er forskellige»

«We are different»



# Highlights Q3 2019

**17% growth, combined ratio 91,6%**



- GWP growth of 17% (16 % local currency)
- Net Combined ratio 91,6%
  - Run-off gains f.o.a amounted to 1,9% incl. Arbitration aftermath
- Profit before tax 54,1 MNOK
- Investment return -15,3 MNOK or -0,2%
- Solvency ratio of 164% (incl. COI)
- Poor profitability in Nordics - Price increases kicking in
- Strong UK development Q3 & YTD

## Guiding 2019 – unchanged from Q2 19

|                    |              |
|--------------------|--------------|
| Net combined ratio | <b>100 %</b> |
| Volume growth      | <b>18 %</b>  |



# Highlights Q3 2019 – incl. COI Norway

9% growth, combined ratio 92,1%



- GWP growth of 9% (8 % local currency)
- Net Combined ratio 92,1%
  - Run-off gains f.o.a amounted to 1,2% incl. Arbitration aftermath
- Profit before tax 18,6 MNOK
- Investment return -41,4 MNOK or -0,4%
- Solvency ratio of 164% (incl. COI)
- Poor profitability in Nordics - Price increases kicking in
- Strong UK development Q3 & YTD



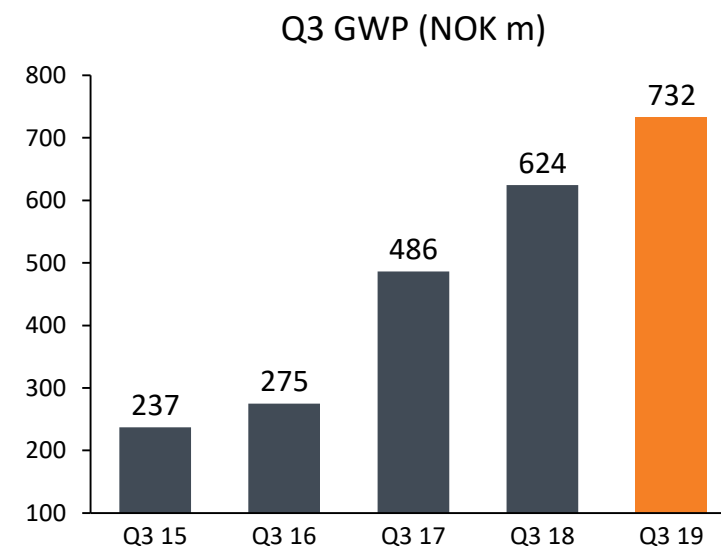
Arbitration settled

# Gross written premiums Q3 2019

Growth of 17 % (16 % LCY) – continued price increases



- GWP 732 MNOK up 17%
- YTD growth 19%
- UK 31 MNOK – low hit ratio (UW discipline)
- Denmark 31 MNOK – high level of new sales at new prices
- Finland underlying growth 0,5 MNOK
- Nordic Price increases 40 MNOK (6 %)

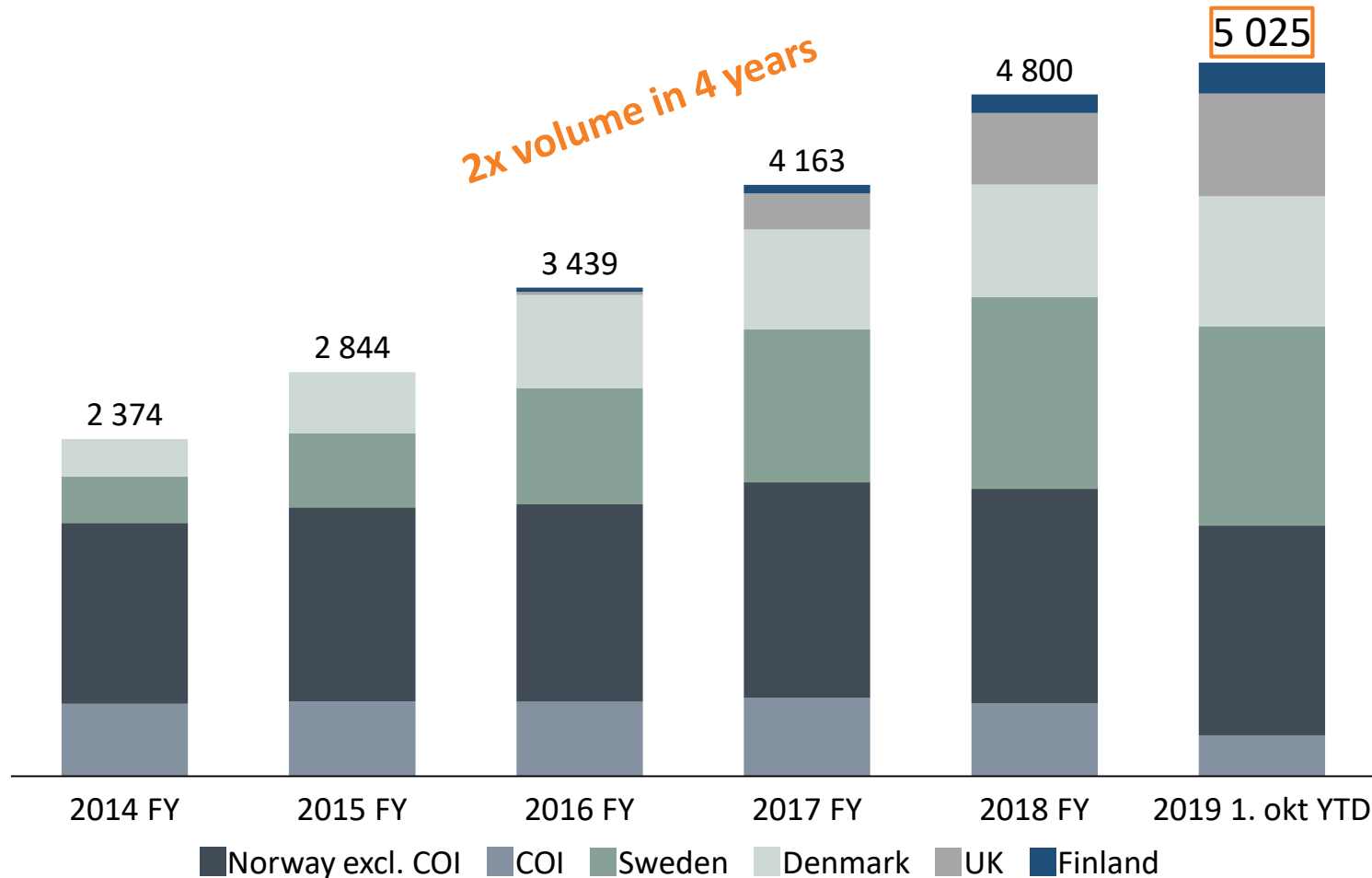


| Business unit        | Q3 19 MNOK | Q3 18 MNOK | NOK growth | NOK % growth | LCY % growth |
|----------------------|------------|------------|------------|--------------|--------------|
| Norway Comm. & Publ. | 306        | 296        | 11         | 4 %          | 4 %          |
| Sweden               | 170        | 161        | 8          | 5 %          | 5 %          |
| Denmark              | 67         | 36         | 31         | 85 %         | 72 %         |
| UK                   | 178        | 146        | 31         | 21 %         | 20 %         |
| Finland              | 11         | -15*       | 26         |              |              |
| <b>Protector</b>     | <b>732</b> | <b>624</b> | <b>108</b> | <b>17 %</b>  | <b>16 %</b>  |

\*Technical issues.

# Protector's volume development

2x volume October 1<sup>st</sup> 2015 to October 1<sup>st</sup> 2019



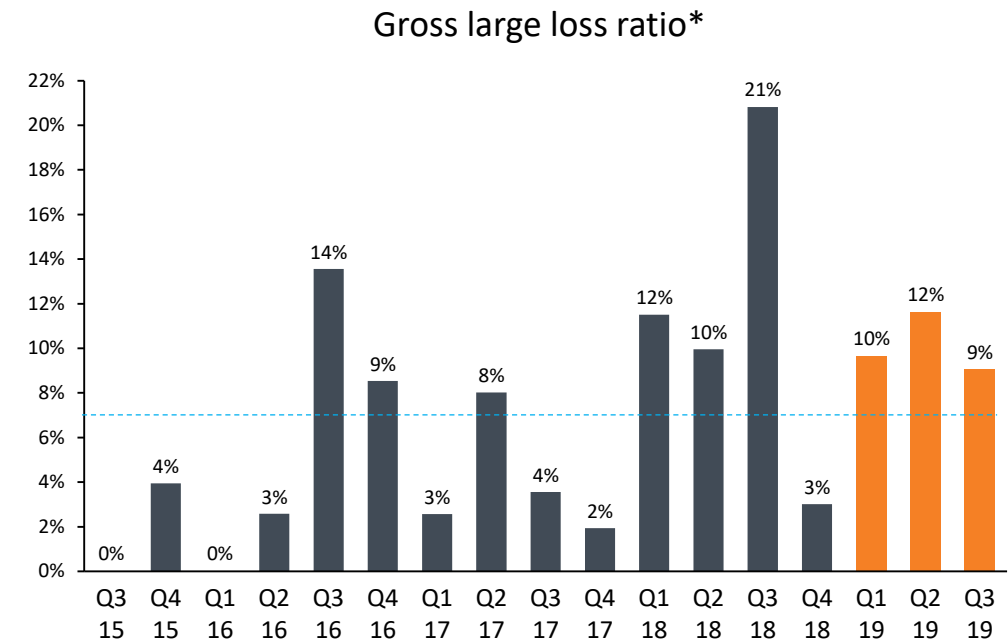
- 22 % CAGR last 10 years
  - 16 % CAGR from 2014 to 1<sup>st</sup> Oct. 2019
- Last billion NOK took 22 months
- Now price increases do support present growth
- Profitability initiatives entering 2020 top priority

# Claims development Q3 2019

Claims ratio 84,1%, one very large claim



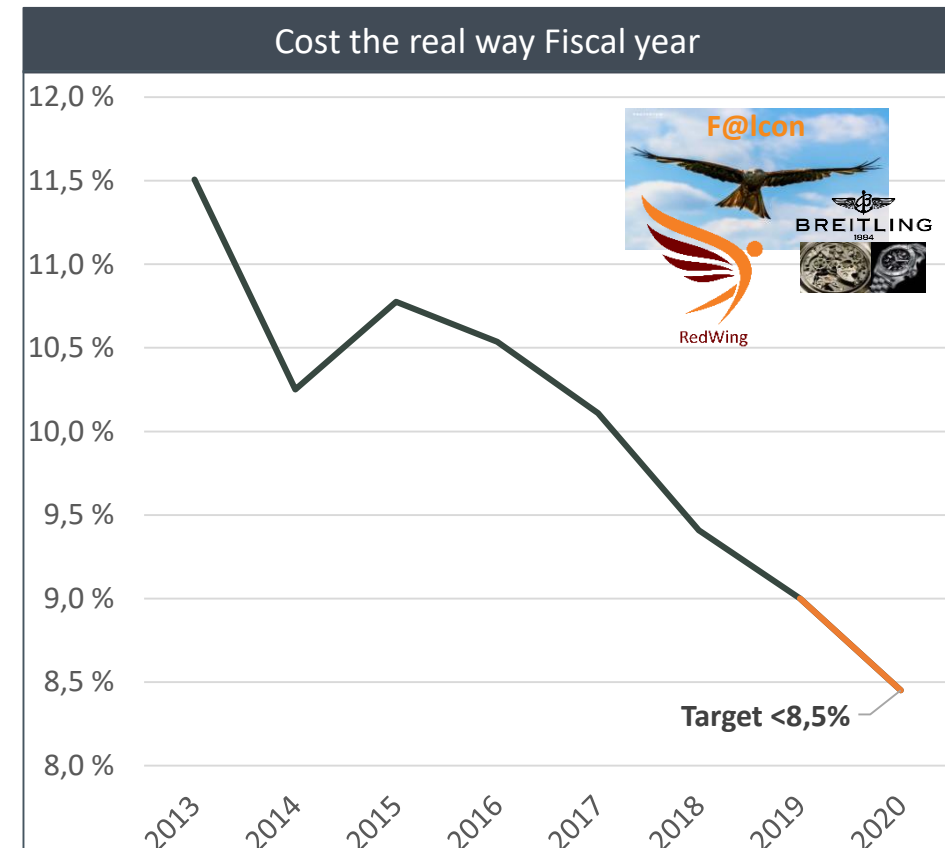
- Gross claims ratio 88,2%, down from 89,9%
  - Unaffected by Arbitration aftermath result
- Net claims ratio 84,1%, down from 88,9%
  - 89,5 % excl. Arbitration aftermath
- Run-off gains f.o.a amounted to 21,7 MNOK or 1,9 %
  - Grenfell Tower arbitration settlement (~60 MNOK)
  - Run-off losses Personal lines Norway/Denmark (~47 MNOK)
- Clean up in case reserves in Finland
- Large loss ratio higher than “normalized”
  - Grenfell tower arbitration result does not affect gross result since it has been booked on gross level earlier
  - One 40 MNOK Property claim in Sweden



# Cost development Q3 2019

Cost leader in the world – improving competitive position

- Cost the real way – this is what matters
  - Gross cost incl. Claims handling ex. Broker commissions
  - Broker commission neutral seen from a competitive point of view
- Cost the real way 7,9 %, down from 9,0 %
- Gross cost ratio 7,1%, down from 8,1%
  - Will increase due to higher broker commission going forward
- Net cost ratio 7,5%, up from 6,7%
  - Will increase due to less Reinsurance commissions going forward
- Cost levels supported by very low expected bonus level for 2019
  - Underlying reality 1% higher



# Combined Ratio development Q3 2019

Net CR 91,6% - guiding unchanged



| Excl. COI                   | Norway         |               | Sweden        |                | Denmark       |               | UK            |                | Finland        |                | Protector     |               |
|-----------------------------|----------------|---------------|---------------|----------------|---------------|---------------|---------------|----------------|----------------|----------------|---------------|---------------|
|                             | Q3 2019        | Q3 2018       | Q3 2019       | Q3 2018        | Q3 2019       | Q3 2018       | Q3 2019       | Q3 2018        | Q3 2019        | Q3 2018        | Q3 2019       | Q3 2018       |
| Net claims ratio            | 96,2 %         | 80,5 %        | 84,6 %        | 81,9 %         | 85,7 %        | 91,6 %        | 35,1 %        | 165,0 %        | 111,8 %        | 136,5 %        | 84,1 %        | 88,9 %        |
| Net cost ratio              | 5,5 %          | 0,6 %         | 11,2 %        | 13,7 %         | 4,1 %         | 4,1 %         | 9,0 %         | 23,6 %         | 6,7 %          | 17,4 %         | 7,5 %         | 6,7 %         |
| <b>Net combined ratio</b>   | <b>101,7 %</b> | <b>81,1 %</b> | <b>95,8 %</b> | <b>95,6 %</b>  | <b>89,8 %</b> | <b>95,6 %</b> | <b>44,0 %</b> | <b>188,6 %</b> | <b>118,4 %</b> | <b>153,9 %</b> | <b>91,6 %</b> | <b>95,7 %</b> |
| Gross claims ratio          | 97,4 %         | 95,6 %        | 89,2 %        | 90,4 %         | 82,7 %        | 81,6 %        | 65,0 %        | 77,0 %         | 110,6 %        | 120,6 %        | 88,2 %        | 89,9 %        |
| Gross cost ratio            | 4,1 %          | 2,8 %         | 10,1 %        | 11,7 %         | 5,0 %         | 5,1 %         | 11,4 %        | 19,7 %         | 4,3 %          | 16,5 %         | 7,1 %         | 8,1 %         |
| <b>Gross combined ratio</b> | <b>101,5 %</b> | <b>98,4 %</b> | <b>99,2 %</b> | <b>102,2 %</b> | <b>87,7 %</b> | <b>86,7 %</b> | <b>76,3 %</b> | <b>96,6 %</b>  | <b>114,9 %</b> | <b>137,1 %</b> | <b>95,3 %</b> | <b>98,0 %</b> |

- Reinsurance commissions significantly down – change of Property Reinsurance solution
- UK Net CR 88,6% excl. Arbitration aftermath

# Pricing increases – YTD results

## Q3 Price increases according to guiding after Q2



|                                                                                     |                                                                                               | Q3         | YTD        | Q4              |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------|------------|-----------------|
|    | Continued high renewal rates following acceptance of price increases.                         | ≈12,1%     | ≈ 10,8%    | Higher than YTD |
|    | Q3 price increases heavily influenced by significant price increases on unprofitable clients. | ≈15,7%     | ≈ 8,0%     | Higher than YTD |
|    | Q3 volume on a low level. Small volumes remaining in 2019.                                    | ≈9,3%      | ≈ 13,5%    | Lower           |
|   | Close to 0 volume in Q3 & Q4                                                                  | NA         | ≈ 7,2%     | NA              |
|  | Building a new portfolio                                                                      | Individual | Individual | Individual      |

Average claims inflation (all products) 4 % in the Nordics, significant higher in Motor

90 % of renewals are done for 2019.  
Focus now: 01.01 renewals

# Market Prices up in all Nordic countries

Protects cost advantage to our benefit



## Norway



General;  
Motor/bus/long haul;  
Health;  
Public property;

Price increases all over in line with market  
Significant higher including uplift on high value vehicles and electrical cars  
Significant higher  
Higher, unsustainable rates at the moment

## Sweden



Motor/bus/long haul;  
Property;

Significant claims inflation and increased claims level  
Both frequency- and large loss driven

## Denmark



WC;  
Motor;  
Affinity;

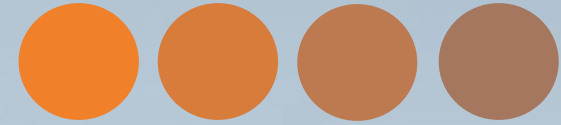
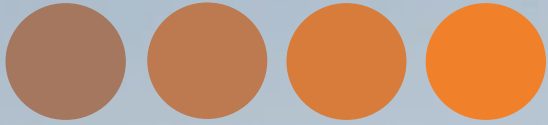
Negative interest rates and very high capital requirement is a very challenging mix  
Significant claims inflation  
Some very unprofitable affinity programs

## Finland



Individual;  
Affinity;

Client driven price increases  
Some very unprofitable affinity programs



## In-depth view into UK



**Henrik Høye**  
**Director Public lines & UK**

# UK – on schedule...

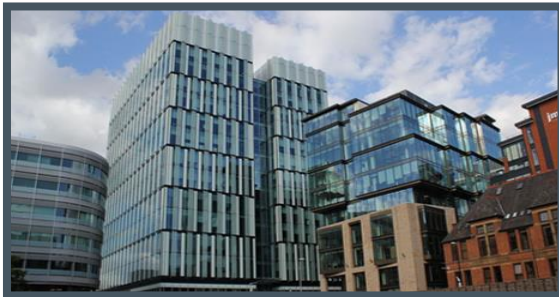
...and we are here to stay



- ~ 60 people in Manchester and London
  - Strong mix of individuals in great offices
  - Embracing the culture and gradually living our DNA
- Quality leader by far
- Slightly behind schedule on growth
  - Disciplined behaviour in a big market
  - Nr 3 in Public sector



- GFT arbitration settled, focus on profitable growth
- Slightly ahead of schedule on profitability
  - Partially due to few large losses last 18 months





## Claims handling

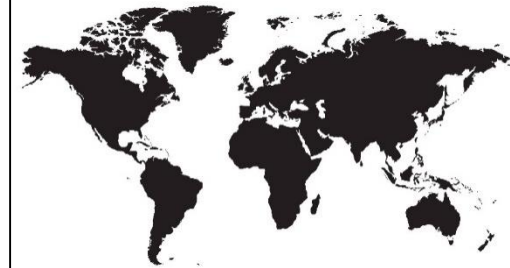
- Manage claim and client
- Keep legal cost at low level
- Process is key
- Align with reinsurance
- Proactive and professional communication
- Full property settlement 17.8.18
- Liability will take many years

## Reinsurance

- Claims handling involvement/support
- Align reinsurance with Risk Management, UW and renewal season
- UK Casualty Reinsurance contract renewal completed twice
- Property XL, 2bn NOK capacity from January 19
- Arbitration Loss with Munich Re
  - Other solution in place (85 % of disputed amount covered)



World leading reinsurance partners



Property Reinsurance & Casualty Reinsurance  
...In total 11 Reinsurance partners

**Kennedys**  
Legal advice in black and white



Ensure correct settlements to BSRs and Clients on valid claims

Minimize the expenditure on legal costs

Learn for the future – Use Risk Management to mitigate future events



## Risk Management/ UW

- RBKC still our client
- UW well done
- Lessons learned re Tower Blocks
- Post GT RM report released

## Media/Communication

- Reactive and open
  - On the spot and credible
- No media advisor
  - All requests handled internally
- Brokers, Reinsurance companies and “insurance industry” updated
- Potential Defendants



All media answered  
All parties informed  
Always

World leading reinsurance partners

Board of Directors



Investor

Oslo Stock Exchange

Inspection examples



Construction

Cladding

# Grenfell Tower

Property afterplay settled, releasing key resources for the right focus



- Almost 2 years process
  - > 2 500 pages of documentation
  - Key resources tied up in process
  - Some internal lessons learned, but...
- 
- Ok final solution, more important; it is behind us
  - Focus is now on profitable growth in UK and the Nordics

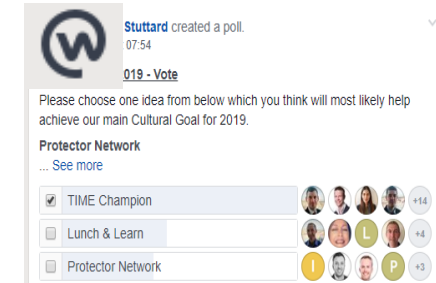
## Grenfell Tower Arbitration Aftermath

Following the Grenfell Tower arbitration award in Protector's disfavor (see message to Oslo Børs 5<sup>th</sup> July 2019), Protector has concluded settlement terms with other [involved] parties under which Protector will recover 85 % of the disputed amount, corresponding to approximately 60 MNOK. The amount will be paid to Protector and booked in Q3. Having concluded this matter, we look forward to focusing on profitable growth in UK and the Nordics.

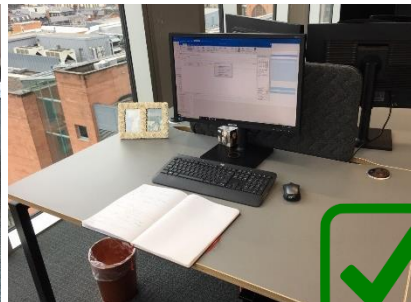


# Creating Culture as one Team

Team embracing the cultural journey, Protector is different



DEEP  
WORK



Culture Shock to Cultural Lead



## Protector Network

- Cross team mentoring and meeting attendance.

## Lunch & Learn

- Cross team knowledge share and social

## TIME Champion

- Linked to values, monthly nomination of champions using @Workplace

# The UK team

A strong composition, two locations, one team



- Local experience and expertise in all major areas
  - Underwriting all classes of business
  - Claims all classes of business + engineer expertise
  - Risk management all major fields
  - Finance and regulatory
  - Management and relationships
- Experience challenged and supported by well educated graduates in all areas
  - Steep learning curves and rapid development
- Key resources from Oslo integral part of the team long term
  - Leading by example
- “One team” as a competitive advantage and engine for feedback and  $1+1 > 2$

Manchester & London  
Only Manchester  
Manchester & London  
Manchester  
Manchester & London



## We are here for the long run, profitability comes first



- ~ 100 public sector clients in the portfolio
  - Top 3 position reached
- Underwriting of 250 tenders annually – avg of 2 products pr. tender
- Evaluation of approximately 350 factors per product...
- «Best in class» underwriting
- Soft market for certain clients and products
- Resulting in low hit-ratio
- Good renewal processes for 2020 inceptions

[illegible]

# Housing Associations

## Developing further competitive advantages



- ~70 Housing Associations in portfolio
- Underwriting based on Public Sector, but adjusted
- High share of attritional losses makes cost advantage key
- Value chain in claims handling possible to improve

[illegible]

# Commercial Sector

## Gradual and focussed approach with selected brokers



- ~150 clients in portfolio
- 5 major broker houses, 30 offices
- 2/3 motor, but gaining traction on Property & Liability
- High average premium per client vs Scandinavia
- New sub-segments considered continuously
- Underwriting and Risk Management is one
- Manchester & London in same decision meetings
- Protector warmly welcomed by our brokers

| Broker | Region     | Number of Visits P/Year |                 |        | Brokers' Accounts GWP in EUR | Our Urban GWP 2017 | New sales GWP |              |              | Overall GWP (New plus renewal) | Goal      | Res       | Focus Areas                                                                                                 |                                           |                                           |
|--------|------------|-------------------------|-----------------|--------|------------------------------|--------------------|---------------|--------------|--------------|--------------------------------|-----------|-----------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------|
|        |            | Yearly Target           | Brokers' Target | Actual |                              |                    | RAM           | Total Target | Result Total |                                |           |           | Focus Area 1                                                                                                | Focus Area 2                              | Focus Area 3                              |
| UK     | Cheshire   | 3                       | 2               | 1      | 15,000,000                   | -                  | Pref          | -            | 0            | 0                              | 0         | 0         | Understand account make up - size and breakdown per L&S                                                     | Relationship map                          | Join new business prospecting             |
|        | Leeds      | 6                       | 4               | 2      | 10,000,000                   | -                  | Pref          | 700,000      | 700,000      | 0                              | 0         | 0         | Understand account make up - size and breakdown per L&S                                                     | Relationship map                          | Join new business prospecting             |
|        | Manchester | 3                       | 2               | 1      | 25,000,000                   | -                  | Pref          | -            | 0            | 0                              | 0         | 0         | Understand account make up - size and breakdown per L&S                                                     | Relationship map                          | Join new business prospecting             |
|        | Stafford   | 6                       | 4               | 2      | 5,000,000                    | -                  | Pref          | 325,000      | 325,000      | 0                              | 0         | 0         | Understand account make up - size and breakdown per L&S                                                     | Relationship map                          | Join new business prospecting             |
|        | Nottingham | 6                       | 4               | 2      | 70,000,000                   | -                  | Misc          | 250,000      | 250,000      | 0                              | 0         | 0         | Understand account make up - size and breakdown per L&S                                                     | Relationship map                          | Join new business prospecting             |
|        | Cheshire   | 6                       | 4               | 2      | 85,000,000                   | -                  | Misc          | 400,000      | 400,000      | 450,000                        | 800,000   | 800,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Leeds      | 12                      | 7               | 5      | 45,000,000                   | 320,000            | Misc          | 1,000,000    | 63,750       | 1,025,000                      | 800,250   | 800,250   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Manchester | 25                      | 16              | 12     | 80,000,000                   | 1,100,000          | Misc          | 1,400,000    | 1,401,000    | 3,302,330                      | 6,453,000 | 6,453,000 | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Leeds      | 12                      | 7               | 5      | 370,000                      | Misc               | 1,825,000     | 782,000      | 782,000      | 782,000                        | 782,000   | 782,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Stafford   | 6                       | 4               | 2      | 850,000                      | Casualty           | 500,000       | 750,000      | 800,000      | 750,000                        | 750,000   | 750,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Stafford   | 6                       | 4               | 2      | 177,000                      | Casualty           | 500,000       | 500,000      | 500,000      | 500,000                        | 500,000   | 500,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Leeds      | 6                       | 4               | 2      | 175,100                      | Casualty           | 500,000       | 500,000      | 500,000      | 500,000                        | 500,000   | 500,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Nottingham | 12                      | 7               | 5      | 321,400                      | Casualty           | 500,000       | 770,000      | 770,000      | 770,000                        | 770,000   | 770,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Leeds      | 12                      | 7               | 5      | 10,000,000                   | 31,000             | Misc          | 1,000,000    | 30,000       | 3,001,623                      | 593,000   | 593,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Manchester | 24                      | 16              | 12     | 15,000,000                   | 780,174            | Misc          | 2,500,000    | 780,174      | 2,490,433                      | 1,598,470 | 1,598,470 | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Nottingham | 6                       | 4               | 2      | 3,000,000                    | 300,000            | Misc          | 500,000      | 500,000      | 500,000                        | 500,000   | 500,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Stafford   | 6                       | 4               | 2      | 8,000,000                    | 53,575             | Misc          | 400,000      | 400,000      | 400,000                        | 400,000   | 400,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Stafford   | 6                       | 4               | 2      | 10,000,000                   | -                  | Pref          | 600,000      | 600,000      | 600,000                        | 600,000   | 600,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Manchester | 6                       | 4               | 2      | 10,000,000                   | -                  | Pref          | 600,000      | 600,000      | 600,000                        | 600,000   | 600,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Manchester | 6                       | 4               | 2      | 10,000,000                   | 270,000            | Pref          | 600,000      | 600,000      | 600,000                        | 600,000   | 600,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Nottingham | 6                       | 4               | 2      | 20,000,000                   | -                  | Low           | 600,000      | 600,000      | 600,000                        | 600,000   | 600,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Cheshire   | 6                       | 4               | 2      | 20,000,000                   | -                  | Low           | 600,000      | 600,000      | 600,000                        | 600,000   | 600,000   | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |
|        | Manchester | 18                      | 6               | 6      | 30,000,000                   | 51,782             | Low           | 1,500,000    | 1,000,000    | 1,000,207                      | 1,000,207 | 1,000,207 | Understand make up of the overall account as we can have a more targeted approach for the remainder of 2018 | Identify top 2 pipeline accounts for 2018 | Identify top 2 pipeline accounts for 2018 |



| 2019 H2 |      |         |     |      |        |     |     |  |  | 2019       |            |     |           |            |     |     |      |     |  |
|---------|------|---------|-----|------|--------|-----|-----|--|--|------------|------------|-----|-----------|------------|-----|-----|------|-----|--|
| Total   | Seen | % Inbox | Won | Lost | Quoted | QR  | H/R |  |  | Won        | Lost       | H/R | Won       | Lost       | H/R | Won | Lost | H/R |  |
| Green   | 23   | 7%      | 1   | 6    | 4      | 48% | 14% |  |  | 729,412    | 5,875,386  | 11% | 54,000    | 283,128    | 16% |     |      |     |  |
| White   | 203  | 58%     | 13  | 47   | 17     | 38% | 22% |  |  | 4,480,546  | 22,168,114 | 17% | 1,234,496 | 8,165,543  | 13% |     |      |     |  |
| Yellow  | 105  | 30%     | 9   | 25   | 5      | 37% | 26% |  |  | 10,860,079 | 13,392,366 | 45% | 894,974   | 3,191,277  | 22% |     |      |     |  |
| Red     | 20   | 6%      | -   | -    | -      | 0%  | 0%  |  |  | -          | 665,000    | 0%  | -         | -          | 0%  |     |      |     |  |
| Total   | 351  | N/A     | 23  | 78   | 26     | 36% | 23% |  |  | 16,070,037 | 42,101,166 | 28% | 2,183,470 | 11,643,948 | 16% |     |      |     |  |

| 2019 H2 |      |         |     |      |        |     |     |  |  | 2019      |           |     |           |           |     |     |      |     |  |
|---------|------|---------|-----|------|--------|-----|-----|--|--|-----------|-----------|-----|-----------|-----------|-----|-----|------|-----|--|
| PDBI    | Seen | % Inbox | Won | Lost | Quoted | QR  | H/R |  |  | Won       | Lost      | H/R | Won       | Lost      | H/R | Won | Lost | H/R |  |
| Green   | 11   | 8%      | 1   | 2    | 1      | 36% | 33% |  |  | 170,715   | 491,797   | 26% | 54,000    | 107,128   | 34% |     |      |     |  |
| White   | 90   | 65%     | 12  | 9    | 6      | 30% | 57% |  |  | 1,370,379 | 2,833,158 | 33% | 1,038,996 | 2,226,056 | 31% |     |      |     |  |
| Yellow  | 36   | 26%     | 5   | 4    | 2      | 31% | 56% |  |  | 943,670   | 787,260   | 55% | 536,003   | 120,000   | 82% |     |      |     |  |
| Red     | 1    | 1%      | -   | -    | -      | 0%  | 0%  |  |  | -         | 20,000    | 0%  | -         | -         | 0%  |     |      |     |  |
| Total   | 138  | N/A     | 18  | 15   | 9      | 30% | 55% |  |  | 2,492,764 | 4,132,415 | 38% | 1,628,999 | 455,184   | 78% |     |      |     |  |

| 2019 H2  |      |         |     |      |        |     |     |  |  | 2019    |            |     |         |           |     |     |      |     |  |
|----------|------|---------|-----|------|--------|-----|-----|--|--|---------|------------|-----|---------|-----------|-----|-----|------|-----|--|
| Casualty | Seen | % Inbox | Won | Lost | Quoted | QR  | H/R |  |  | Won     | Lost       | H/R | Won     | Lost      | H/R | Won | Lost | H/R |  |
| Green    | 7    | 7%      | -   | 2    | 1      | 43% | 0%  |  |  | 18,697  | 2,200,000  | 1%  | -       | 11,000    | 0%  |     |      |     |  |
| White    | 62   | 58%     | 12  | 5    | 27%    | 0%  |     |  |  | 762,124 | 5,661,467  | 12% | 60,500  | 2,231,687 | 8%  |     |      |     |  |
| Yellow   | 27   | 25%     | 2   | 6    | -      | 30% | 25% |  |  | 116,401 | 2,340,906  | 5%  | 78,401  | 466,777   | 14% |     |      |     |  |
| Red      | 11   | 10%     | -   | -    | -      | 0%  | 0%  |  |  | -       | 40,000     | 0%  | -       | -         | 0%  |     |      |     |  |
| Total    | 107  | N/A     | 2   | 20   | 6      | 26% | 9%  |  |  | 897,222 | 10,242,373 | 8%  | 138,901 | 2,709,464 | 5%  |     |      |     |  |

| 2019 H2 |      |         |     |      |        |     |     |  |  | 2019       |            |     |         |           |     |     |      |     |  |
|---------|------|---------|-----|------|--------|-----|-----|--|--|------------|------------|-----|---------|-----------|-----|-----|------|-----|--|
| Motor   | Seen | % Inbox | Won | Lost | Quoted | QR  | H/R |  |  | Won        | Lost       | H/R | Won     | Lost      | H/R | Won | Lost | H/R |  |
| Green   | 5    | 5%      | -   | 2    | 2      | 80% | 0%  |  |  | 540,000    | 3,183,589  | 15% | -       | 165,000   | 0%  |     |      |     |  |
| White   | 51   | 48%     | 1   | 26   | 6      | 65% | 4%  |  |  | 2,340,043  | 13,673,589 | 15% | 135,000 | 5,709,800 | 2%  |     |      |     |  |
| Yellow  | 42   | 40%     | 2   | 15   | 3      | 48% | 12% |  |  | 9,800,008  | 10,264,200 | 49% | 280,570 | 2,604,500 | 10% |     |      |     |  |
| Red     | 8    | 8%      | -   | -    | -      | 0%  | 0%  |  |  | -          | 605,000    | 0%  | -       | -         | 0%  |     |      |     |  |
| Total   | 106  | N/A     | 3   | 43   | 11     | 54% | 7%  |  |  | 12,680,051 | 27,726,378 | 31% | 415,570 | 8,479,300 | 5%  |     |      |     |  |

# Profitable Growth Status

Disciplined Growth, Good Profitability (but early)



| in MNOK       | FY 17 | FY 18 | YTD 19 |
|---------------|-------|-------|--------|
| Gross written | 252,9 | 504,6 | 664,4  |
| Gross earned  | 154,7 | 380,4 | 521,4  |
| Net earned    | 74,6  | 184,7 | 334,3  |

- Slow growth in public sector and housing
- Good traction in commercial sector

| Net ratios       | FY 17   | FY 18   | YTD 19  |
|------------------|---------|---------|---------|
| Net claims ratio | 130,7 % | 102,4 % | 89,3 %  |
| Net cost ratio   | 12,7 %  | 13,1 %  | 12,0 %  |
| Net CR           | 143,4 % | 115,6 % | 101,3 % |
| Net CR excl. GFT | 98,0 %  | 115,6 % | 96,8 %  |

- Few large losses in 2019, but good attritional claims development
  - Loss ratios are volatile
- Casualty reinsurance is too expensive, but with variations
  - Should improve as record is proven

| Gross ratios       | FY 17   | FY 18  | YTD 19 |
|--------------------|---------|--------|--------|
| Gross claims ratio | 618,0 % | 66,8 % | 71,5 % |
| Gross cost ratio   | 22,1 %  | 16,9 % | 11,5 % |
| Gross CR           | 640,1 % | 83,7 % | 83,0 % |

- Gross cost ratio (incl. claims handling) dropping very quickly

# Claims Handling

Ahead of Sweden and Denmark at the same time



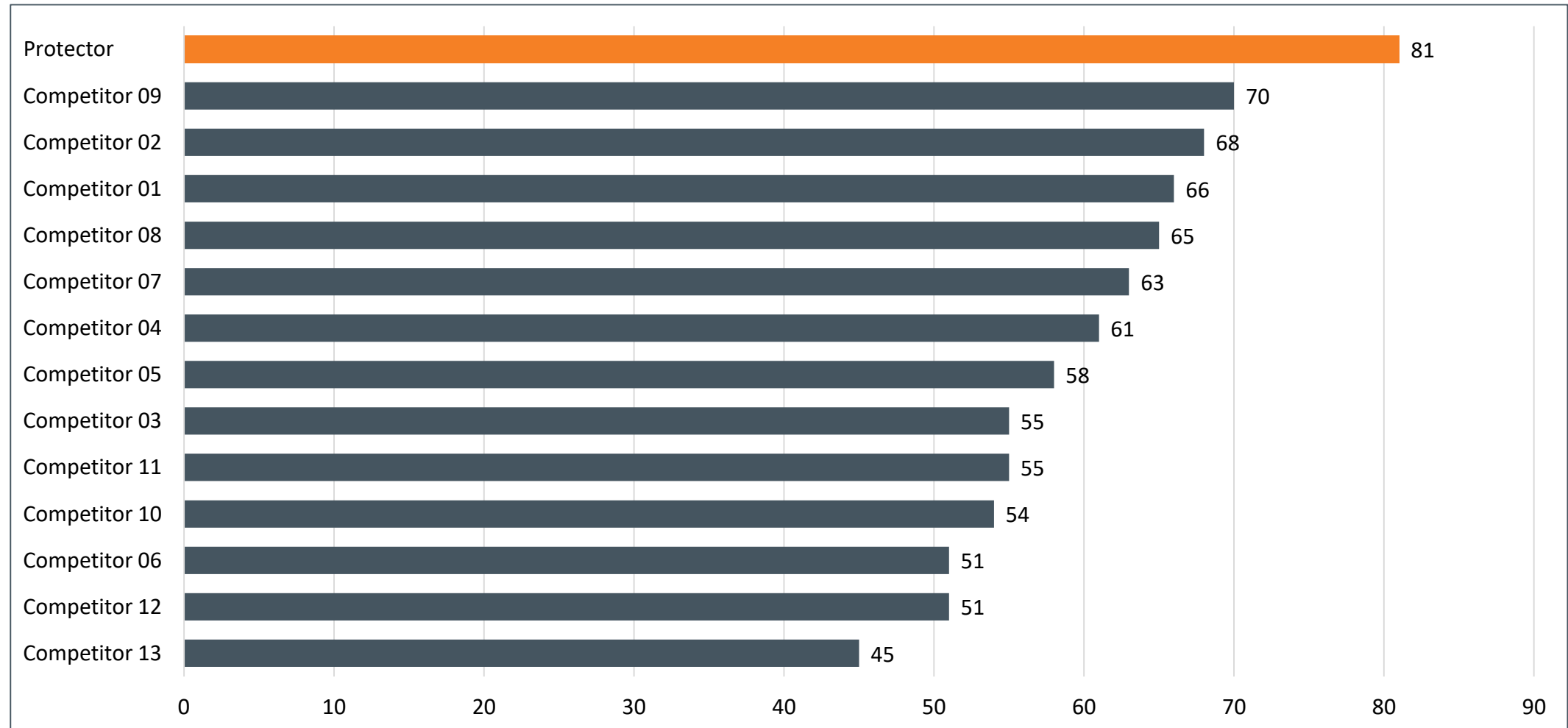
- ~20 people and growing
- Clean Desk is culture
  - Possibly only «clean» claims department in the UK
- Reduction & Recovery (RR) to be identified in every claim
  - Becoming culture
- Counter Fraud project progressing well
- Focus on efficiency comes later



|    |    | Clean Desk |      |     |            |         |
|----|----|------------|------|-----|------------|---------|
|    |    |            | Yes  | No  | Total Days | % Clean |
| H1 | Q1 | Jan        | 221  | 95  | 316        | 70%     |
|    |    | Feb        | 280  | 0   | 280        | 100%    |
|    |    | Mar        | 315  | 0   | 315        | 100%    |
|    | Q2 | Apr        | 285  | 0   | 285        | 100%    |
|    |    | May        | 298  | 21  | 319        | 93%     |
|    |    | Jun        | 287  | 32  | 319        | 90%     |
| H2 | Q3 | Jul        | 389  | 48  | 437        | 89%     |
|    |    | Aug        | 372  | 26  | 398        | 93%     |
|    |    | Sep        | 260  | 25  | 285        | 91%     |
|    |    | Total      | 2707 | 247 | 2954       | 92%     |

# The Quality Leader, two years in a row

Proud, but humble

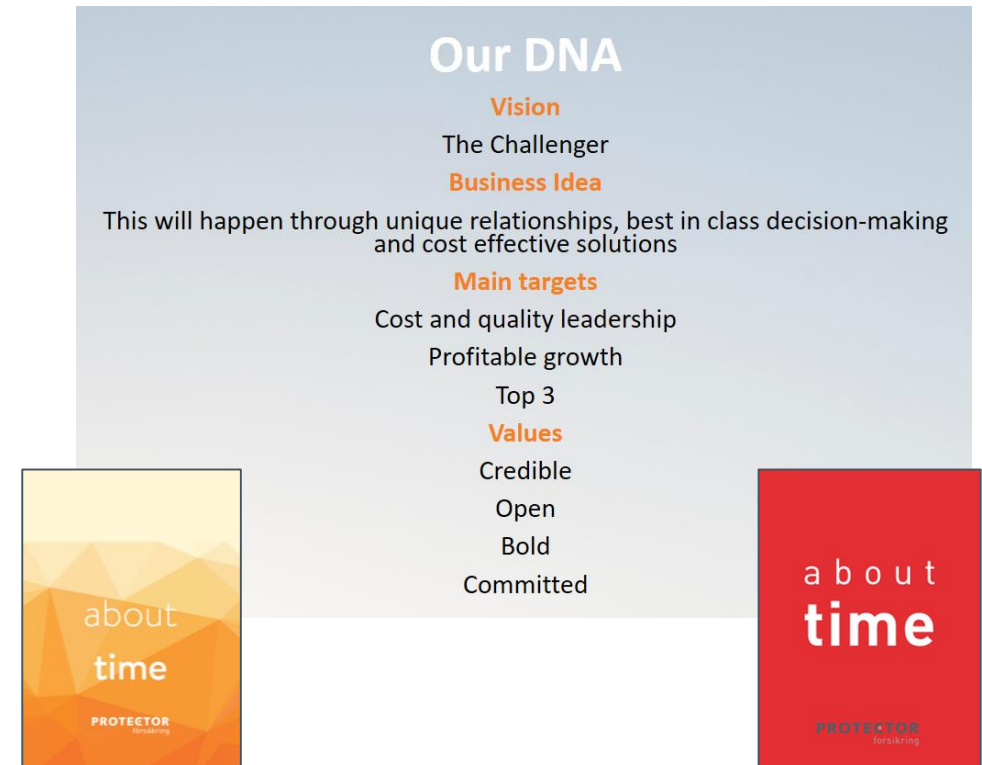


# Why will we fail or succeed?

It is about people and culture



- Recruit, develop and retain the right people
  - UK has started well
- Learn, ...
- Understand and ...
- Live our DNA
  - UK is committed, we have a lot to learn



# UK – on schedule...

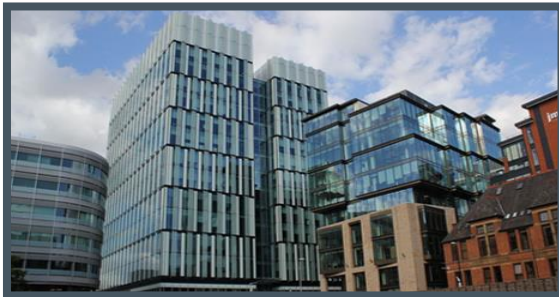
...and we are here to stay

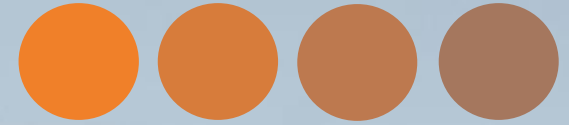
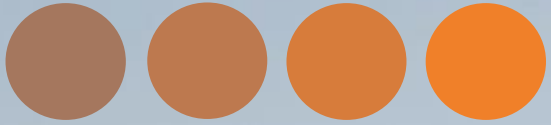


- ~ 60 people in Manchester and London
  - Strong mix of individuals in great offices
  - Embracing the culture and gradually living our DNA
- Quality leader by far
- Slightly behind schedule on growth
  - Disciplined behaviour in a big market
  - Nr 3 in Public sector



- GFT arbitration settled, focus on profitable growth
- Slightly ahead of schedule on profitability
  - Partially due to few large losses last 18 months





## Financial result & balance sheet

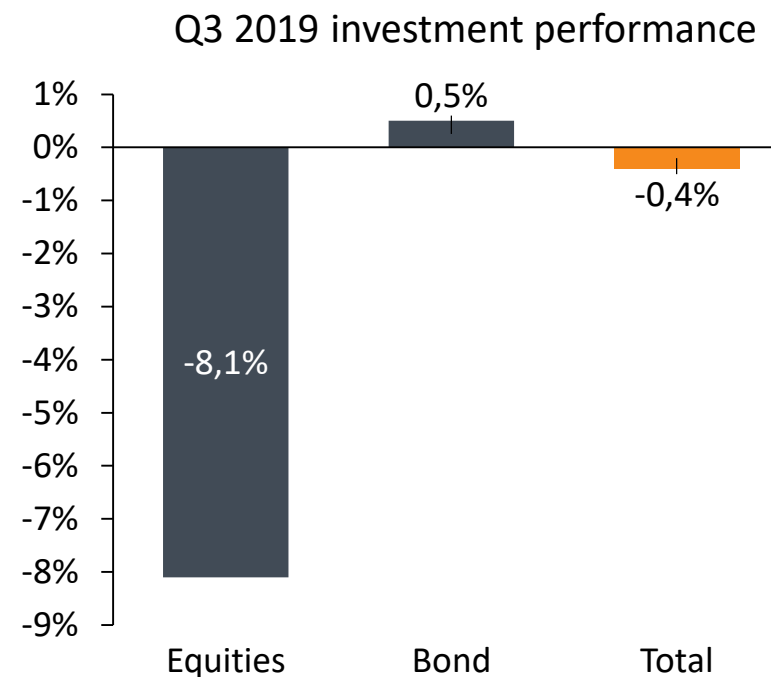


# Investment performance Q3 2019

-0,4%, net investment result of NOK -41,4m



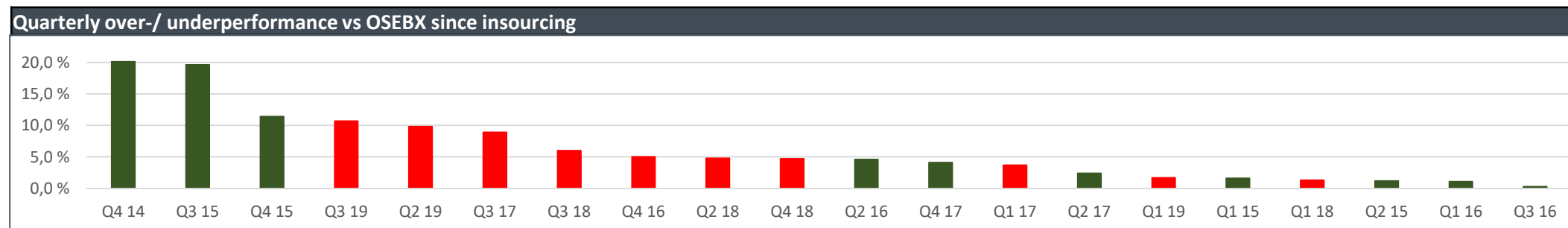
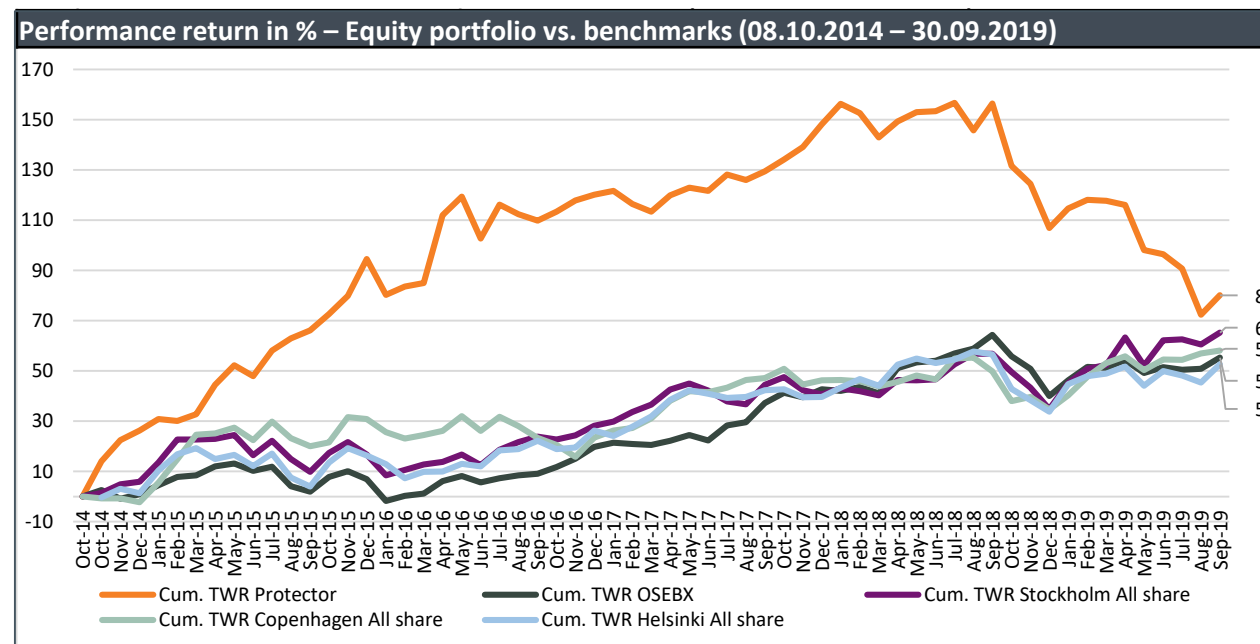
- Equity return of -8,1%
- Bond portfolio; return of 0,5%
  - In-line with the market
  - No default events



# Equity portfolio statistics

## Volatility outside benchmark must be expected

- 5<sup>th</sup> Quarter in a row behind benchmark
  - 8 quarters in a row above benchmark in Q4 14-Q3 16
- Intrinsic value estimates reduced with 1,5% in Q3
- Discount to estimated intrinsic value 49%
- Equity share of 9,0%, down from 10,3% in Q2
  - Portfolio of 12 companies



# Portfolio statistics bonds

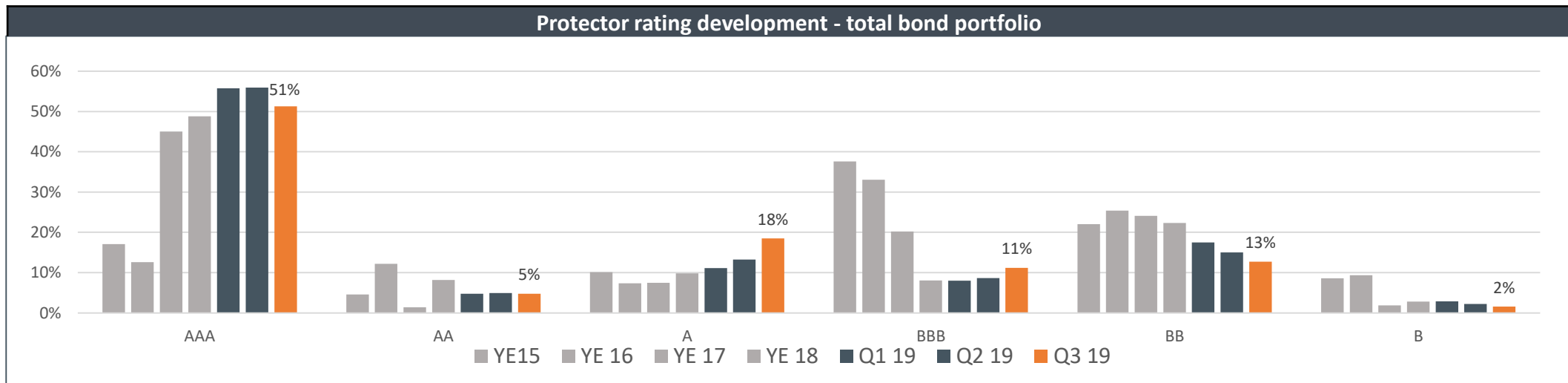
3 years with reduced risk



| Portfolio data                      | 30.06.19 | 30.09.19 |
|-------------------------------------|----------|----------|
| Size bond & cash eq. (NOK m)        | 9 694    | 10 045   |
| Avg. ref. rate (NIBOR, STIBOR etc.) | 1,0%     | 1,1%     |
| Avg. spread/risk premium (bp)       | 97       | 95       |
| Yield                               | 2,0%     | 2,0%     |
| Duration                            | 0,4      | 0,4      |
| Credit duration                     | 2,3      | 2,0      |
| Avg. rating                         | AA-      | A+       |

<sup>1</sup> Average based on official rating (>65%) and Protector rating (<35%) & is based on linear rating (as usual). WARF methodology would give a lower rating.

- Very strong performance relative to capital consumption
- Bond portfolio 91%
- Yield up to 2,04% at end of quarter (1,95% in Q2)
  - Underlying ref. rate +11bp
- HY portfolio reduced further in quarter



# Profit & loss Q3 2019

17% growth, Combined Ratio 91,6%



|                                                   | Q3 2019       | Q3 2018       | YTD 2019       | YTD 2018      | FY 2018        |                                         |
|---------------------------------------------------|---------------|---------------|----------------|---------------|----------------|-----------------------------------------|
| Gross premiums written                            | 732,4         | 624,3         | 4 551,6        | 3 811,0       | 4 286,1        | 16 % LCY growth, Price incr. YTD 10,3 % |
| Gross premiums earned                             | 1 291,3       | 1 042,4       | 3 680,2        | 3 016,4       | 4 139,6        |                                         |
| Gross claims incurred                             | (1 139,0)     | (937,1)       | (3 360,8)      | (2 697,6)     | (3 859,3)      |                                         |
| Earned premiums, net of reinsurance               | 1 112,0       | 689,7         | 3 014,6        | 2 058,8       | 2 817,8        |                                         |
| Other insurance related income                    | 2,2           | 9,5           | 8,6            | 13,6          | 25,5           |                                         |
| Claims incurred, net of reinsurance               | (935,2)       | (613,2)       | (2 819,4)      | (1 919,1)     | (2 658,3)      |                                         |
| Sales cost                                        | (53,7)        | (55,4)        | (168,2)        | (156,2)       | (205,6)        |                                         |
| Administration cost                               | (38,0)        | (28,9)        | (118,9)        | (97,0)        | (143,1)        |                                         |
| Commission from reinsurer                         | 8,4           | 37,7          | 59,5           | 198,1         | 229,2          | Solvency Reinsurance contract (SRI)     |
| Other insurance related expenses                  | (11,6)        | (10,8)        | (18,6)         | (18,1)        | (20,2)         |                                         |
| <b>Technical result</b>                           | <b>84,2</b>   | <b>28,6</b>   | <b>(42,5)</b>  | <b>80,0</b>   | <b>45,3</b>    |                                         |
| Other income/costs                                | (14,7)        | (12,5)        | (42,1)         | (37,0)        | (49,4)         |                                         |
| Net financial income                              | (15,3)        | 35,5          | 34,1           | 122,1         | (19,8)         | -0,2 % return                           |
| <b>Profit before tax</b>                          | <b>54,1</b>   | <b>51,7</b>   | <b>(50,4)</b>  | <b>165,2</b>  | <b>(23,9)</b>  |                                         |
| Claims ratio, net of ceded business               | 84,1 %        | 88,9 %        | 93,5 %         | 93,2 %        | 94,3 %         |                                         |
| Expense ratio, net of ceded business              | 7,5 %         | 6,7 %         | 7,5 %          | 2,7 %         | 4,2 %          |                                         |
| <b>Combined ratio, net of ceded business</b>      | <b>91,6 %</b> | <b>95,7 %</b> | <b>101,1 %</b> | <b>95,9 %</b> | <b>98,6 %</b>  | Arbitration settled; 97,0% excl. GFT    |
| Gross claims ratio                                | 88,2 %        | 89,9 %        | 91,3 %         | 89,4 %        | 93,2 %         |                                         |
| Gross expense ratio                               | 7,1 %         | 8,1 %         | 7,8 %          | 8,4 %         | 8,4 %          |                                         |
| <b>Gross combined ratio</b>                       | <b>95,3 %</b> | <b>98,0 %</b> | <b>99,1 %</b>  | <b>97,8 %</b> | <b>101,7 %</b> |                                         |
| Retention rate (premiums not ceded to Reinsurers) | 86,1 %        | 66,2 %        | 81,9 %         | 68,3 %        | 68,1 %         | Around 85 % going forward due to SRI    |

# Profit & loss Q3 2019

9% growth, Combined Ratio 92,1%

|                                               | Q3 2019       | Q3 2018        | YTD 2019      | YTD 2018       | FY 2018        |                                      |
|-----------------------------------------------|---------------|----------------|---------------|----------------|----------------|--------------------------------------|
| Gross premiums written                        | 820,9         | 754,6          | 4 838,8       | 4 233,1        | 3 99,7         | 8 % LCY growth                       |
| Gross premiums earned                         | 1 379,8       | 1 172,7        | 3 967,3       | 3 438,4        | 4 653,2        |                                      |
| Gross claims incurred                         | (1 233,4)     | (1257,2)       | (3 533,3)     | (3 321,5)      | (4 608,8)      |                                      |
| Earned premiums, net of reinsurance           | 1 159,7       | 806,9          | 3 201,5       | 2 116,7        | 3 280,1        |                                      |
| Other insurance related income                | 2,2           | 9,5            | 8,1           | 13,6           | 25,5           |                                      |
| Claims incurred, net of reinsurance           | (984,6)       | (901,4)        | (2 911,5)     | (2 472,5)      | (3 332,9)      |                                      |
| Sales cost                                    | (57,1)        | (56,6)         | (113,6)       | (160,6)        | (211,3)        |                                      |
| Administration cost                           | (35,4)        | (28,9)         | (118,9)       | (102,0)        | (166,4)        |                                      |
| Commission from reinsurer                     | 9,1           | 3,7            | 71,0          | 195,5          | 202,9          | Solvency Reinsurance contract (SRI)  |
| Other insurance related expenses              | (16,1)        | (1,8)          | (23,1)        | (18,1)         | (20,2)         |                                      |
| <b>Technical result</b>                       | <b>77,8</b>   | <b>(143,6)</b> | <b>63,8</b>   | <b>(105,5)</b> | <b>(222,3)</b> |                                      |
| Other income/costs                            | 17,8          | (15,6)         | (51,6)        | (46,5)         | (62,2)         |                                      |
| Net financial income                          | (11,4)        | 46,4           | 0,6           | 161,2          | (56,2)         | -0,4 % return                        |
| <b>Profit before tax</b>                      | <b>18,6</b>   | <b>(112,8)</b> | <b>12,8</b>   | <b>9,2</b>     | <b>(340,6)</b> |                                      |
| Claims ratio, net of ceded business           | 84,9 %        | 111,7 %        | 90,6 %        | 101,4 %        | 101,6 %        |                                      |
| Expense ratio, net of ceded business          | 7,2 %         | 5,9 %          | 6,9 %         | 2,8 %          | 5,3 %          |                                      |
| <b>Combined ratio, net of ceded business</b>  | <b>92,1 %</b> | <b>117,6 %</b> | <b>97,6 %</b> | <b>104,1 %</b> | <b>106,9 %</b> | Arbitration settled; 97,3% excl. GFT |
| Gross claims ratio                            | 89,4 %        | 107,2 %        | 89,1 %        | 96,3 %         | 99,0 %         |                                      |
| Gross expense ratio                           | 6,7 %         | 7,3 %          | 7,4 %         | 7,6 %          | 8,1 %          |                                      |
| <b>Gross combined ratio</b>                   | <b>96,1 %</b> | <b>114,5 %</b> | <b>96,4 %</b> | <b>104,0 %</b> | <b>107,2 %</b> |                                      |
| Retention rate (premiums ceded to Reinsurers) | 84,0 %        | 68,8 %         | 80,7 %        | 70,9 %         | 70,5 %         | Around 85 % going forward due to SRI |

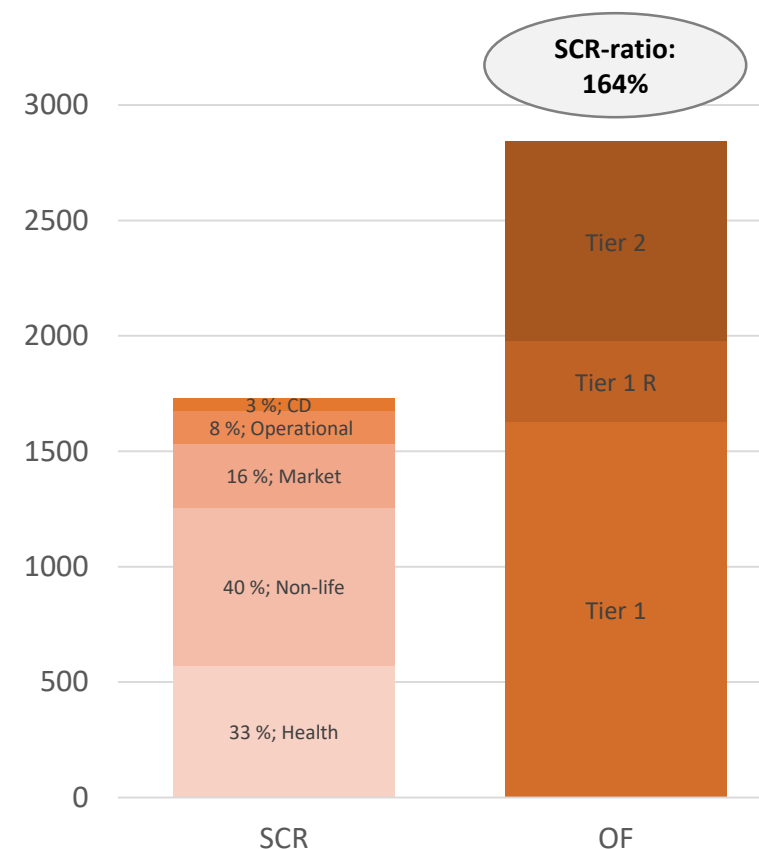
# Balance sheet Q3 2019

SCR-ratio 164% based on standard formula

| In millions                         | 30.09.2019      | 30.09.2018      | 31.12.2018      |
|-------------------------------------|-----------------|-----------------|-----------------|
| Owner-occupied property             | 13,0            | 13,6            | 13,4            |
| Financial assets                    | 9.318,4         | 8.158,1         | 7.591,8         |
| Derivatives                         | 21,2            | 9,2             | 25,7            |
| Bank deposits                       | 103,5           | 89,7            | 278,6           |
| Other assets                        | 2.812,6         | 2.775,6         | 2.805,3         |
| Discontinued operations             | 2.661,1         | 2.239,3         | 2.117,2         |
| <b>Total assets</b>                 | <b>14.929,8</b> | <b>13.285,4</b> | <b>12.832,1</b> |
|                                     |                 |                 |                 |
| Total equity                        | 1.978,5         | 2.305,0         | 2.033,1         |
| Subordinated loan capital           | 1.243,3         | 1.243,3         | 1.243,3         |
| Total reserves                      | 8.696,2         | 7.495,6         | 7.102,1         |
| Derivatives                         | 19,8            | 19,7            | 8,6             |
| Other liabilities                   | 1.417,4         | 1.173,2         | 1.138,5         |
| Discontinued operations             | 1.574,6         | 1.048,6         | 1.306,5         |
| <b>Total equity and liabilities</b> | <b>14.929,8</b> | <b>13.285,4</b> | <b>12.832,1</b> |

- SCR coverage ratio 164% pr. 30.09.2019; flat development Q/Q
- SCR fully covered by Tier 1 and T1 restricted capital only
- Full Tier 2 utilization; some Tier 1 restricted capacity

SCR-ratio composition

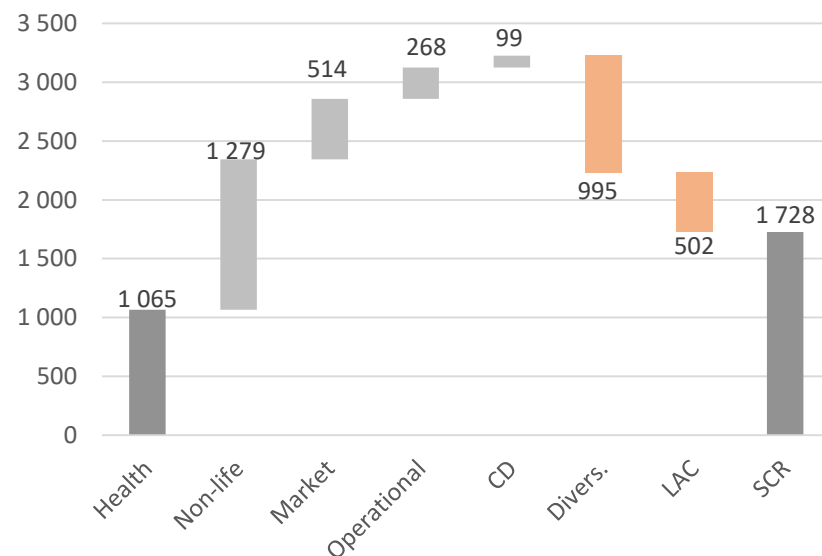


# Solvency II

## Composition of SCR:

- Net insurance risk 73%
- Net market risk 16%
- Other risks 11%

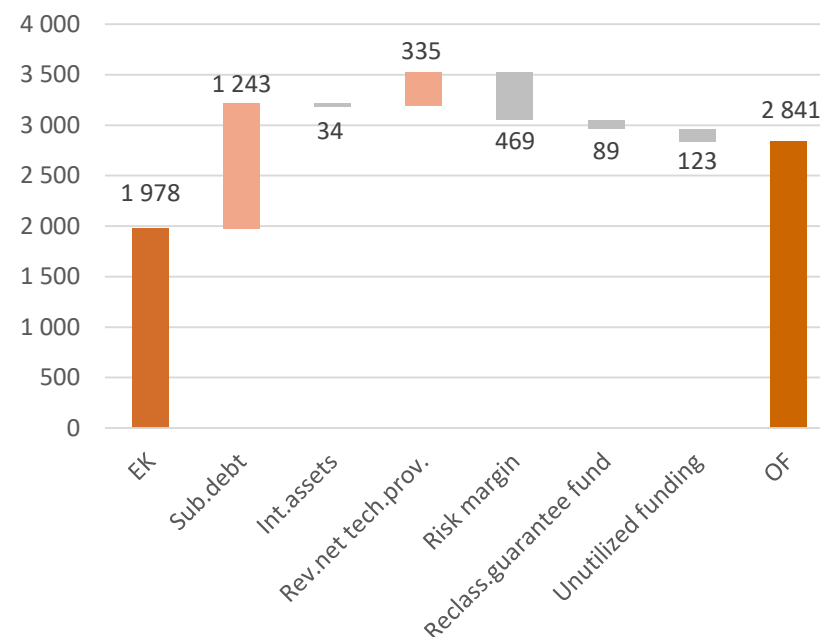
SCR composition



## Eligible SII capital:

- No dividend
- Guarantee provision subtracted from own funds

Eligible SII capital



# Shareholder's matters

Per 30.09.2019



| SHAREHOLDER NAME                   | # SHARES   | %        |
|------------------------------------|------------|----------|
| STENSHAGEN INVEST AS               | 7 126 353  | 8,27 %   |
| AWILHELMSSEN CAPITAL HOLDINGS AS   | 6 535 816  | 7,59 %   |
| CITIBANK EUROPE PLC                | 4 616 123  | 5,36 %   |
| ODIN NORDEN                        | 4 433 850  | 5,15 %   |
| PROTECTOR FORSIKRING ASA           | 4 393 679  | 5,10 %   |
| HVALER INVEST AS*                  | 3 186 809  | 3,70 %   |
| OJADA AS                           | 2 060 842  | 2,39 %   |
| SWEDBANK ROBUR SMABOLAGSFOND       | 2 020 266  | 2,34 %   |
| VERDIPAPIRFONDET ALFRED BERG GAMBA | 2 000 000  | 2,32 %   |
| ARTEL AS                           | 1 800 000  | 2,09 %   |
| PERSHING LLC                       | 1 557 085  | 1,81 %   |
| UBS AG                             | 1 469 900  | 1,71 %   |
| UTMOST PANEUROPE DAC - GP11940006  | 1 410 000  | 1,64 %   |
| SWEDBANK ROBUR NORDENFON           | 1 350 000  | 1,57 %   |
| JOHAN VINJE AS                     | 1 187 841  | 1,38 %   |
| HANDELSBANKEN NORDISKA SMABOLAG    | 1 142 868  | 1,33 %   |
| VERDIPAPIRFONDET PARETO INVESTMENT | 1 096 000  | 1,27 %   |
| CLEARSTREAM BANKING S.A.           | 1 045 417  | 1,21 %   |
| ALSØY INVEST AS**                  | 1 040 933  | 1,21 %   |
| NORE-INVEST AS                     | 1 030 637  | 1,20 %   |
| 20 LARGEST                         | 50 504 419 | 58,62 %  |
| OTHER                              | 35 651 186 | 41,38 %  |
| TOTAL SHARES                       | 86 155 605 | 100,00 % |

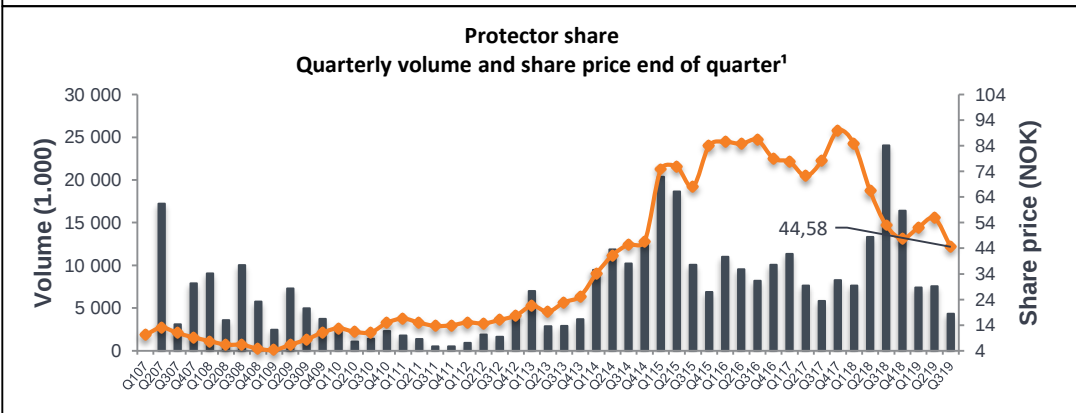
\*CEO Sverre Bjerkeli

## Related parties shareholding

- Management's direct and indirect shareholding totals 3,7m shares or 4% of current outstanding shares
- Board members directly own a total of 8,1m shares or 9 % of current outstanding shares.

## Notification of trades; Primary insiders

- Dag Marius Nereng, Chief Investment Officer, acquires 2000 shares (102 000 in total)
- Henrik Høye, Country Manager UK & Dir. Comm. & Publ. lines, acquires 2000 shares (20 100 in total)
- Anders Palm, Executive assistant & IR, acquires 8 028 shares (10 749 in total)
- Line Engelmann-Kokkim, Employee representative in the board, acquires 202 shares (700 in total)



<sup>1</sup> Share price adjusted for dividends, no reinvestment of dividends  
Data pr. 30.09.2019

# Summary & QA Q3 2019

**17% growth, combined ratio 91,6%**



- GWP growth of 17% (16 % local currency)
- Net Combined ratio 91,6%
  - Run-off gains f.o.a amounted to 1,9% incl. Arbitration aftermath
- Price increases continues in Nordics
  - Market acceptance good so far
  - Profitability priority Number 1 - Lower growth rate must be expected
- Strong UK development Q3 & YTD
- Guiding for 2019 maintained

# Appendix

Oslo, 25<sup>th</sup> October 2019

This appendix contains numbers inclusive of COI

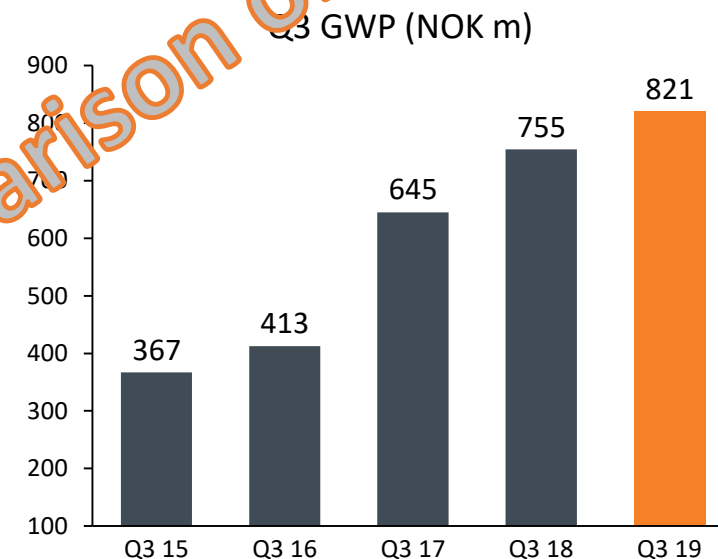


# Gross written premiums Q3 2019 - incl. COI Norway

Growth of 9 % (8 % LCY) – continued price increases



- GWP 821,9 MNOK up 9%
- YTD growth 14,3% of annual premium
- UK 31 MNOK – low hit ratio (UW discipline)
- Denmark 31 MNOK – high level of new sales at new prices
- Finland underlying growth 0,5 MNOK
- Nordic Price increases 40 MNOK (5 %)



| Business unit        | Q3 19 MNOK | Q3 18 MNOK | NOK growth | NOK % growth | LCY % growth |
|----------------------|------------|------------|------------|--------------|--------------|
| Norway Comm. & Publ. | 306        | 296        | 11         | 4 %          | 4 %          |
| COI                  | 88         | 130        | -42        | -32 %        | -32 %        |
| Sweden               | 170        | 161        | 8          | 5 %          | 5 %          |
| Denmark              | 67         | 36         | 31         | 85 %         | 72 %         |
| UK                   | 178        | 146        | 31         | 21 %         | 20 %         |
| Finland              | 11         | -15*       | 26         |              |              |
| <b>Protector</b>     | <b>821</b> | <b>755</b> | <b>66</b>  | <b>9 %</b>   | <b>8 %</b>   |

\*Technical issues.

# Claims development Q3 2019 - incl. COI Norway

Claims ratio 84,9%, one very large claim



- Gross claims ratio 90,8%, up from 89,1%
  - Unaffected by Grenfell Tower
- Net claims ratio 84,9%, down from 111,7%
  - 90,1% excl. Grenfell Tower
- Clean up in case reserves in Finland
- Run-off gains f.o.a amounted to 14,1 MNOK or 1,2 %
  - Grenfell Tower arbitration settlement (50 MNOK)
  - Run-off losses Personal lines Norway, Denmark (~47 MNOK)
- One 40 MNOK Property claims in Sweden



# Cost development Q3 2019 - incl. COI Norway

Cost leader in the world – improving competitive position



- Cost the real way – this is what matters
  - Gross cost incl. Claims handling ex. Broker commissions
  - Broker commission neutral seen from a competitive point of view
- Cost the real way 8,6 %, down from 9,6 %
- Gross cost ratio 6,7%, down from 7,3%
  - Will increase due to higher commission in S. & UK going forward
- Net cost ratio 7,2%, up from 5,1%
  - Significant reduction in Reinsurance commissions
- Cost levels supported by very low expected bonus level for 2019
  - Underlying result 1% higher



# Key ratio description



## Ratio

- (1) Claims ratio, net of ceded business
- (2) Expense ratio, net of ceded business
- (3) Combined ratio, net of ceded business
- (4) Gross claims ratio
- (5) Gross expense ratio
- (6) Gross combined ratio
- (7) Retention rate

## Ratio calculation

- (1) Claims incurred, net of reinsurance in % of earned premiums, net of reinsurance
- (2) Operating expenses in % of earned premiums, net of reinsurance
- (3) Net claims ratio + net expense ratio
- (4) Gross claims incurred in % of gross premiums earned
- (5) Sales and administration costs in % of gross premiums earned
- (6) Gross claims ratio + gross expense ratio
- (7) Earned premiums, net of reinsurance in % of gross earned premiums