

a.s.r.
de nederlandse
verzekerings
maatschappij
voor alle
verzekeringen

2021 half-year results

Jos Baeten, CEO
Annemiek van Melick, CFO

ANALYST CONFERENCE CALL
25 August 2021



Strong operational performance and robust solvency in H1 2021

- Operating result increased by € 90m (+20.2%), driven by improvements in all segments
- OCC increased by € 74m to € 372m due to strong business performance in Non-life, higher excess returns and a one-off COVID-19 benefit
- Combined ratio¹ at 90.2% (underlying COR excluding COVID-19, improved to 94.1% from 94.5%)
- GWP organic growth¹ of 5.2%, above target of 3-5%
- Robust Solvency II ratio of 197% (standard formula)
- Interim dividend per share up to € 0.82
- ROE increased by 2.8%-pts to 17.8% well above the target range
- IFRS net result up to € 454m largely attributable to the increase in operating result and incidentals in H1 2020

Operating result € 536m +20.2% (H1 2020: € 446m)	Solvency II (SF)² 197% -2%-pts (FY 2020: 199%)	Interim DPS € 0.82 +7.9% (H1 2020: € 0.76)
Operating ROE³ 17.8% Target 12-14% (H1 2020: 15.0%)	Financial leverage 26.3% max. 35% (FY 2020: 28.3%)	Operating expenses € 346m +2.6% (H1 2020: € 337m)
IFRS net result € 454m +95.1% (H1 2020: € 233m)	Organic capital creation € 372m +24.8% (H1 2020: € 298m)	Combined ratio¹ 90.2% Target 94-96% (H1 2020: 92.9%)

Delivering on sustainable value creation for all stakeholders



**Financial self-reliance
and inclusiveness**



**Vitality and
(sustainable) employability**



**Climate change
and energy transition**

Non-financial targets for the 2019 – 2021 period

Meeting customer needs

Net promoter score by 2021

Target: >44

H1 2021: **48**

Sustainable investments

% carbon footprint measured of investment
portfolio by 2021

Target: >95%

H1 2021: **93%**

Sustainable investments

Impact investments by 2021

Target: >€ 1.2bn

H1 2021: **€ 1.9bn**

Employee contribution to local society (in no. of hours per annum)

Target: 5% growth p.a.

H1 2021: **-64%**

- a.s.r. employees managed to maintain a strong relationship with customers, resulting in a favourable Net Promoter Score (NPS) of 48
- Carbon footprint measurement at 93%; on track to achieve this year's target of 95%
- Impact investments increased to € 1.9bn (FY 2020: € 1.7bn), well above the target for this year (€ 1.2bn)
- The target for employee participation in local societal projects was not met during this period and the full-year target is not expected to be achieved this year due to COVID-19 related lockdown and social distancing restriction
- a.s.r. currently ranks number one as most sustainable insurer worldwide by Sustainalytics and is included in the Dow Jones Sustainability World Index

Solid progress in executing our strategy in H1 2021

Portfolio matrix

A **Non-life business domains with growth potential**

- Combination of Loyalis, Veherex and Vitality partnership¹ strengthens client proposition in the business domain of sustainable employability
- Continued strong organic growth Non-life GWP (+5.2%)
- Improved customer connection and claims management from roll out of 'a.s.r. re-integratie' enabling in-house execution of reintegration activities
- Successful conversion of commercial Non-life portfolio into a new IT platform

B **Robust and predictable service books**

- All systems within Individual life were converted into a SaaS solution, including Loyalis and VvAA portfolios
- Ongoing growth in the 'WerknemersPensioen' proposition (GWP +31%)
- Ongoing focus on cost efficiency illustrated by decrease in Life operating expenses to 42bps in H1 2021, ahead of medium term target of 45-55bps

C **Asset management related growth business**

- Assets under Management ('AuM') for third parties increased by € 1.5bn to € 25.8bn, mainly driven by growth in the mortgage funds and positive revaluations of the unit linked portfolio
- Mortgage origination stood at € 2.6bn in H1 2021 and on track to exceed the FY 2020 (€ 4.6bn) origination in FY 2021
- Closing of Brand New Day IORP² acquisition on 1 April supports future growth in DC business and Asset Management

D **Divestments**

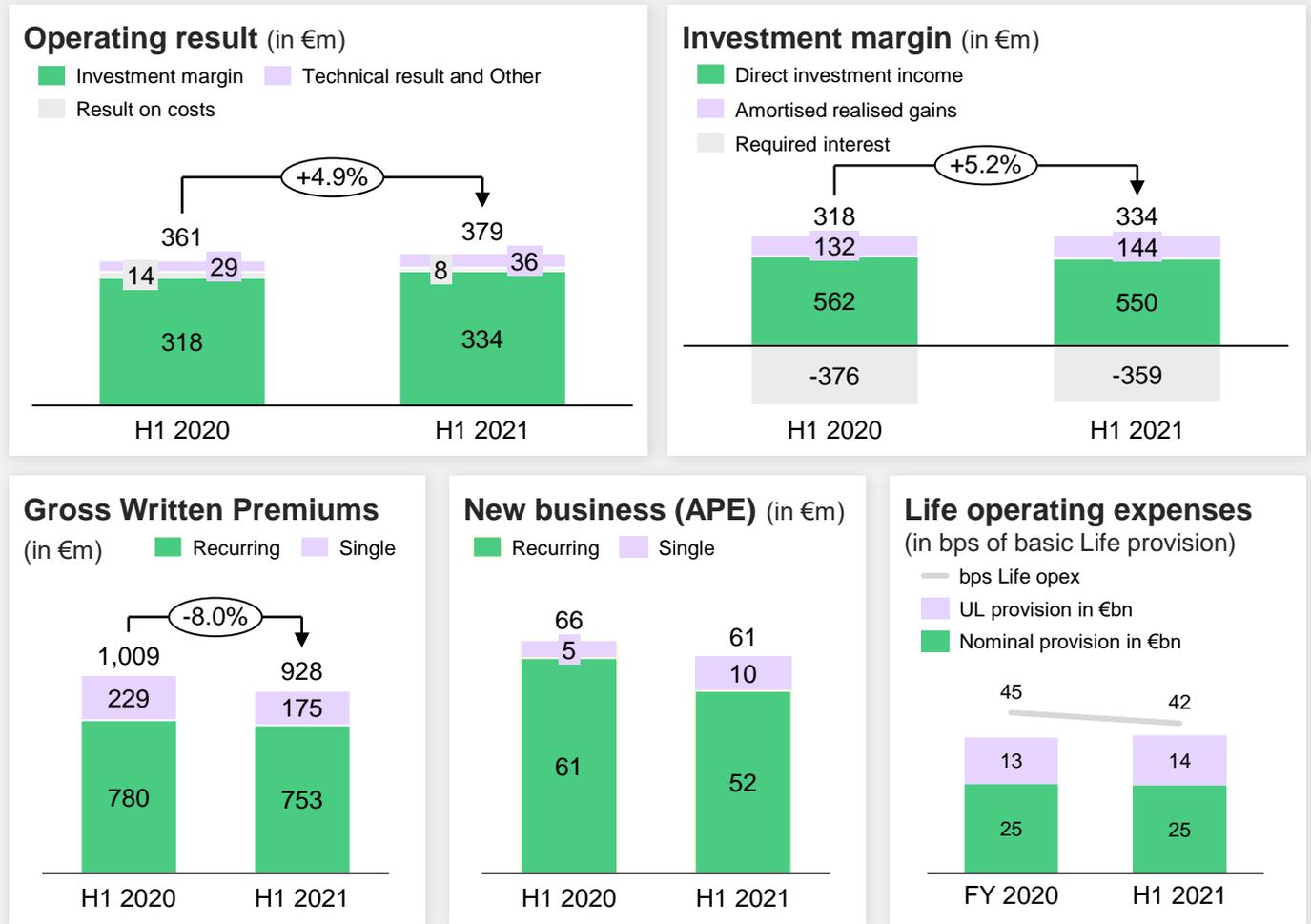
- All divestments announced at CMD 2018 have been completed

Non-life: Strong operating result and organic growth



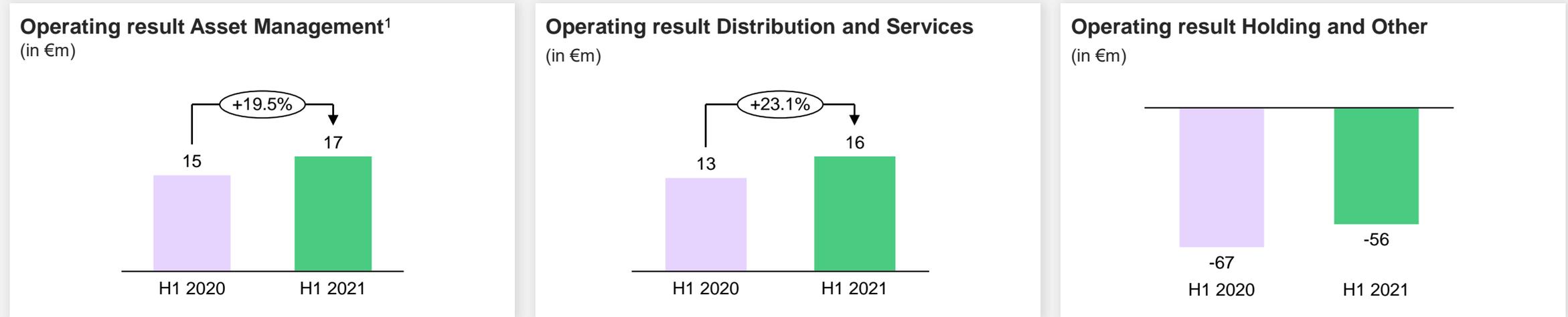
- Non-life operating result increased by € 55m, driven by an improvement of claims in Disability and strong organic growth
- COVID-19 related effects had an indicative positive impact on the operating result (€ 68m versus € 23m in H1 2020), which was partially offset by reserve strengthening
- Disability business improved considerably due to better performance in sickness leave and Individual Disability, despite some reserve strengthening, resulting in a combined ratio of 92.1%
- P&C still experienced lower claim frequencies in motor and fire but to a lesser extent than H1 2020, partly offset by reserve strengthening related to motor vehicle liability including a sector-wide lowering of the actuarial interest rate
- Combined ratio¹ improved to 90.2% mostly due to lower claims frequency. The combined ratio exclusive of COVID-19 related effects improved from 94.5% in H1 2020 to 94.1% as result of business improvements
- Organic growth of P&C and Disability combined is 5.2%, exceeding target of 3-5% growth p.a. mainly driven by increased sales volume and tariff adjustments within Disability
- Increase in Health GWP is a combination of business growth and a positive one-off

Life: solid operating result and strong growth in Pensions DC



- Operating result of Life segment increased by € 18m to € 379m
- The investment margin improved by € 16m to € 334m:
 - Lower direct investment income offset by higher amortised realised gains
 - Required interest decreased by € 17m due to declining Individual life book
- Technical result (including result on costs) improved slightly due to several positive one-off items, partially mitigated by higher mortality claims and lower cost coverage
- Limited impact of COVID-19 on mortality result (€ -3m) and direct investment income (€ -10m). Impact in H1 2020 amounted to a negative € 25m
- GWP decreased by 8%, due to single premium in H1 2020 as well as timing differences related to transition from DB to DC for the own pension scheme. The GWP for the Pension DC product ('WerknemersPensioen') rose by 31%
- Life operating expenses decreased by 3bps to 42bps, which is below the target range of 45-55bps

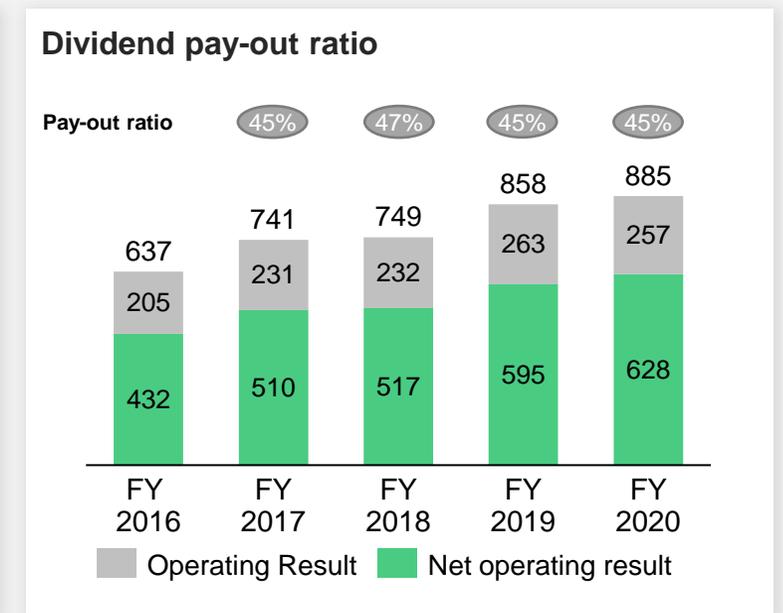
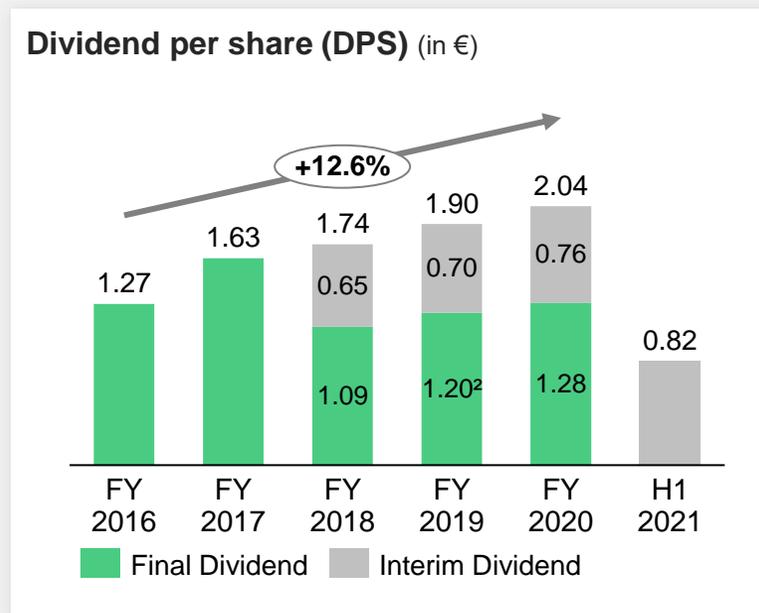
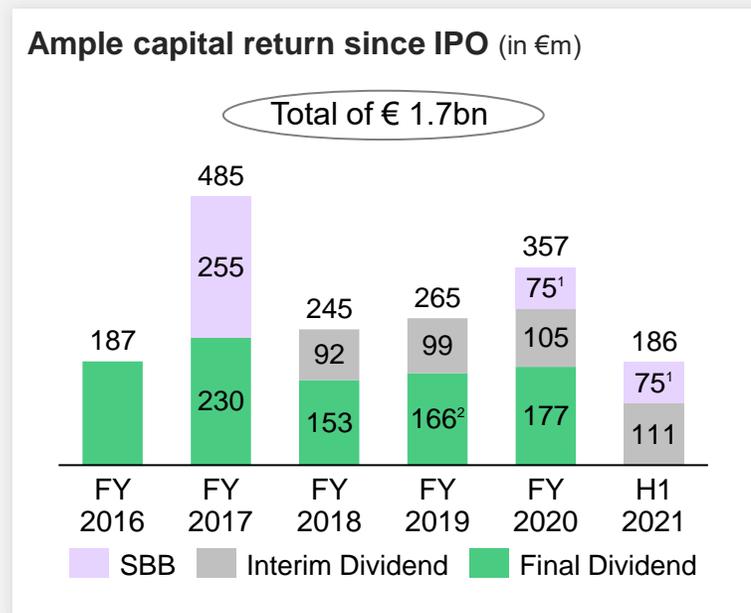
Operating result fee-based businesses delivering on ambitious targets



- Fee-based businesses operating result amounts to € 34m for H1 2021 (H1 2020: € 28m). Increase of 21% exceeds the target of 5% growth per annum
- Operating result of Asset Management increased by € 3m, driven primarily by growth in third-party AuM mainly in the ASR Mortgage Fund
- Third-party assets increased to € 25.8bn (FY 2020: € 24.3bn)
- Operating result of Distribution and Services increased by € 3m, mainly due to various small acquisitions, expansion of services provided and tariff adjustments
- Improvement in operating result of Holding and Other is mainly driven by lower operating expenses as a result of the introduction of a Defined Contribution pension scheme for a.s.r. employees

Solid track record in rational capital management

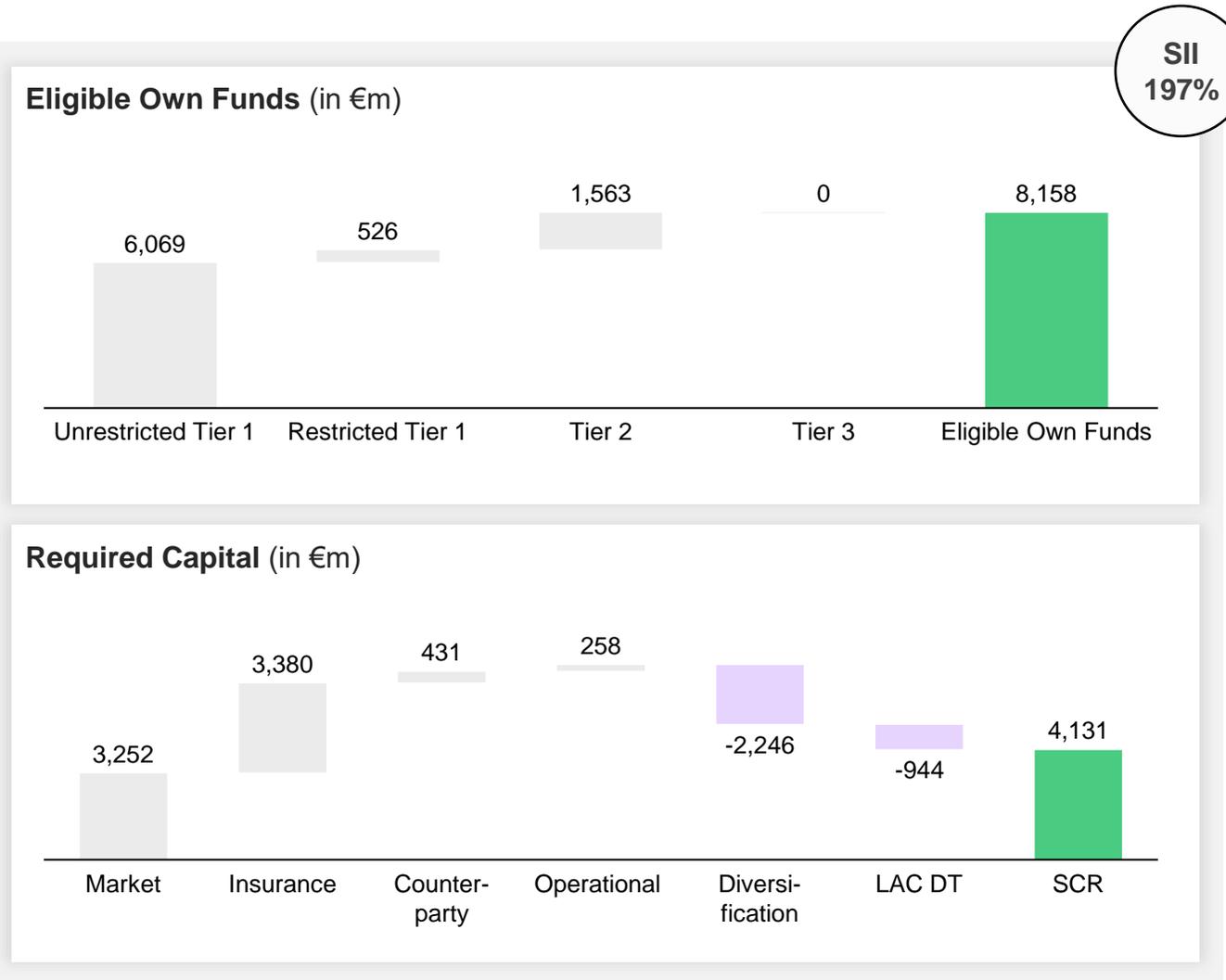
- Interim dividend of € 0.82 per share, up from € 0.76 last year, equals 40% of the regular dividend for 2020, in line with dividend policy
- Dividend policy: pay-out ratio of 45-55% of the net operating result attributable to shareholders (i.e. net of hybrid costs and after tax)
- Rational allocation OCC towards organic growth, bolt-on M&A and/or rerisking, regular dividend and additional capital returns
- Total capital return since IPO in 2016 amounts to € 1.7bn (38% of market cap at H1 2021) including the € 75m share buyback executed in first half of 2021 and the announced interim dividend



▶ Solvency and capital position

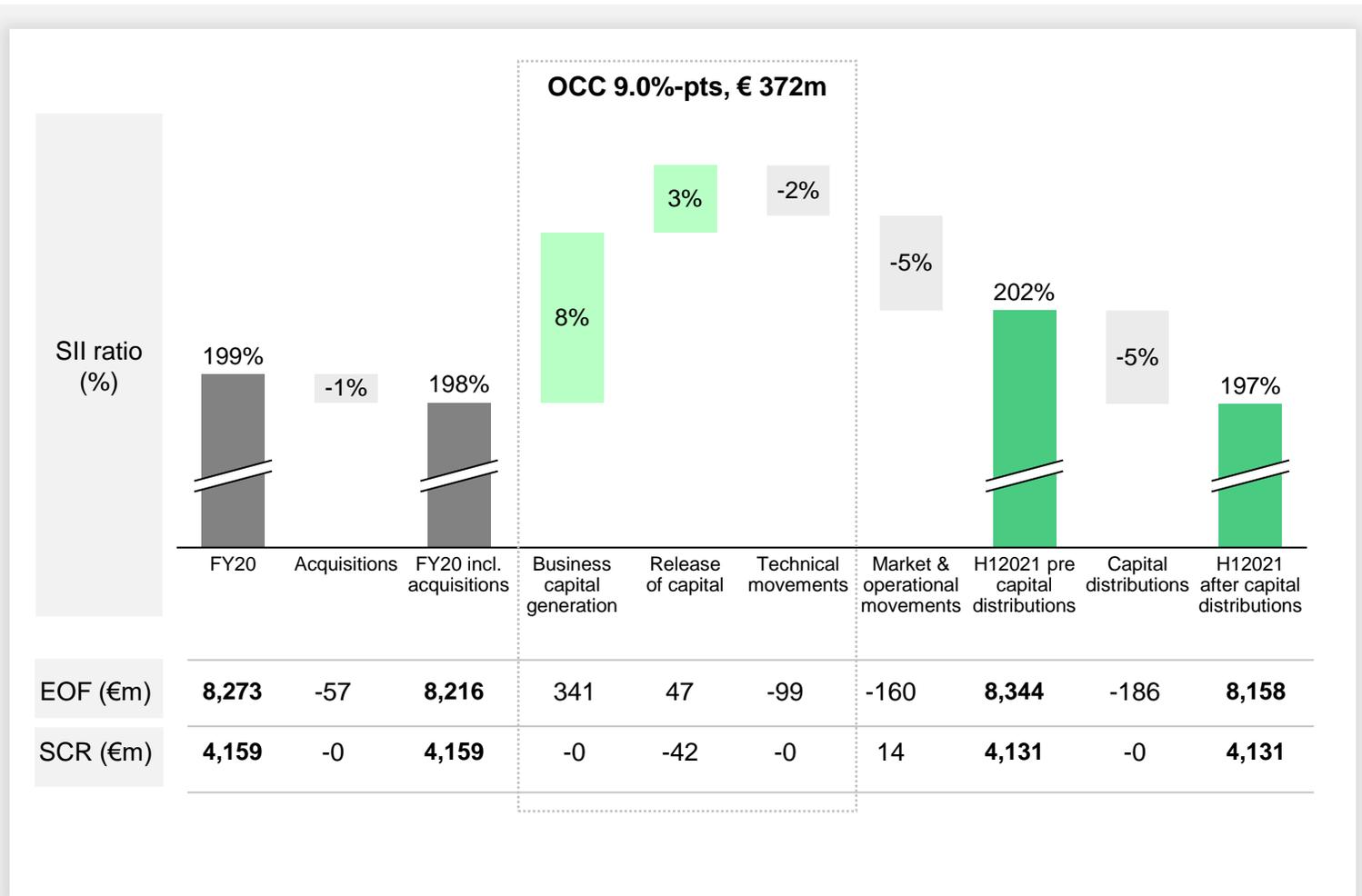
Annemiek van Melick, CFO

Solvency II: high quality balance sheet



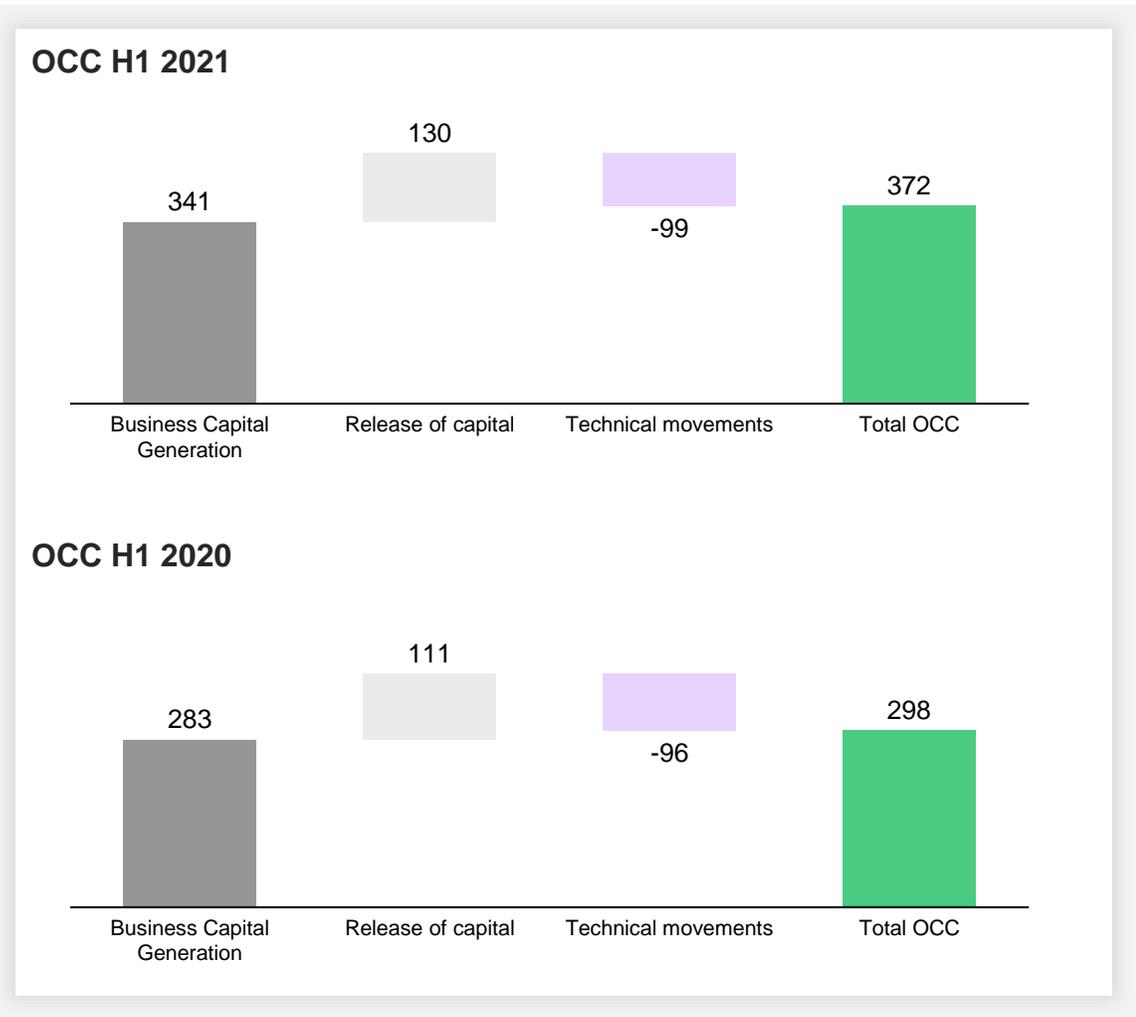
- Solvency II ratio 197% based on standard formula (FY 2020: 199%)
- Unrestricted Tier 1 capital represents 74% of total own funds and 147% of SCR
- Ample headroom available within SII framework:
 - RT1: € 991m
 - T2 & T3: € 502m
- No use of Tier 3 capacity
- Market risk at 44%, well below the soft limit of 50% of required capital (pre-diversification and LAC DT), leaving room for asset optimisation

Solvency II ratio movements in H1 2021



- Solvency II ratio remained robust at 197% after € 75m SBB executed in H1 2021 and € 111m interim dividend (202% before capital distributions)
- Strong organic capital creation of € 372m or 9.0%-pts of required capital (H1 2020: € 298m) driven by strong business capital generation and, to a lesser extent, capital release, partly offset by technical movements (UFR drag)
- Acquisitions include the closing of the BND IORP and acquisitions in the Distribution and Services segment
- Market & operational movements (-5%) includes reduction of the UFR (-4%) as well as various offsetting market developments and operational adjustments

OCC development driven by improved business performance



Business Capital Generation (€ +58m)

- Increased performance in the Non-life segment
- Higher excess investment returns due to shift to higher yielding assets
- Improved operating result in fee-based businesses

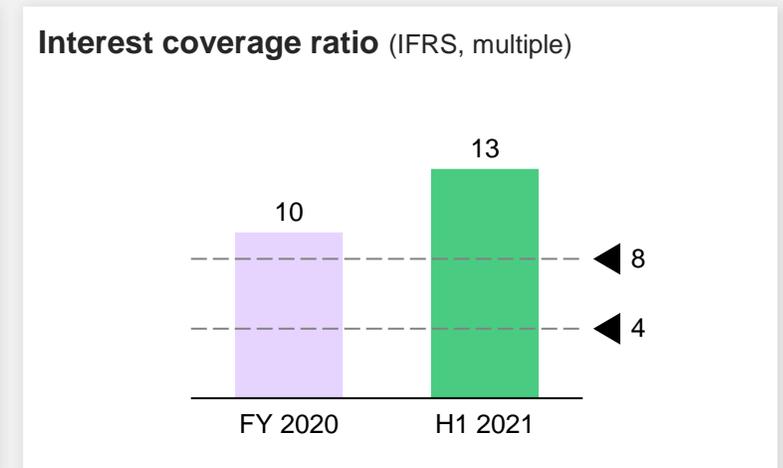
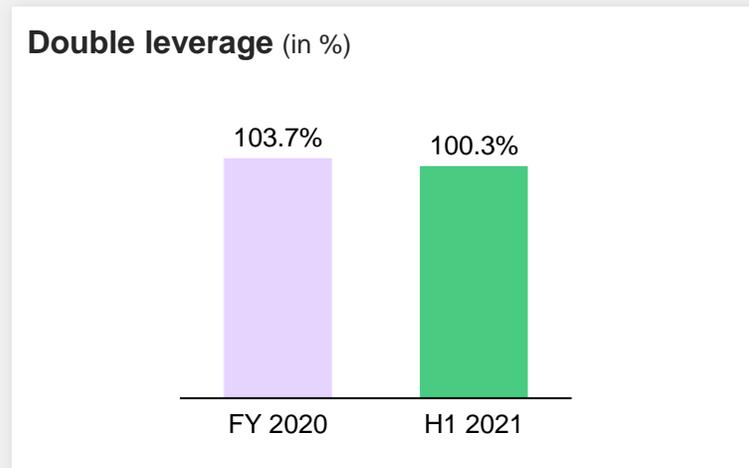
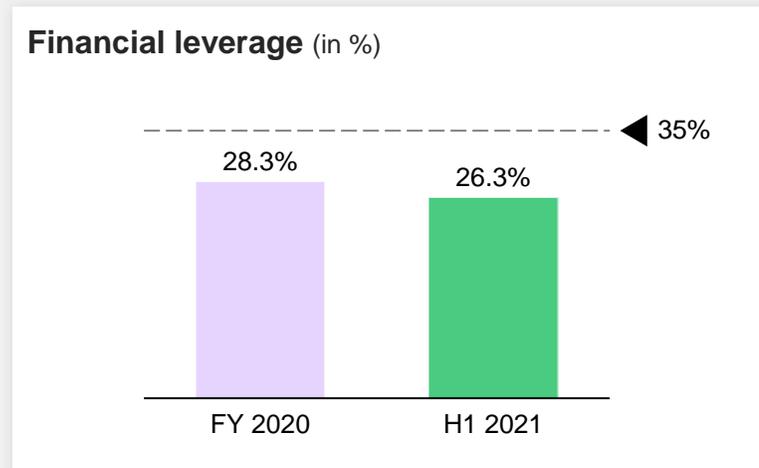
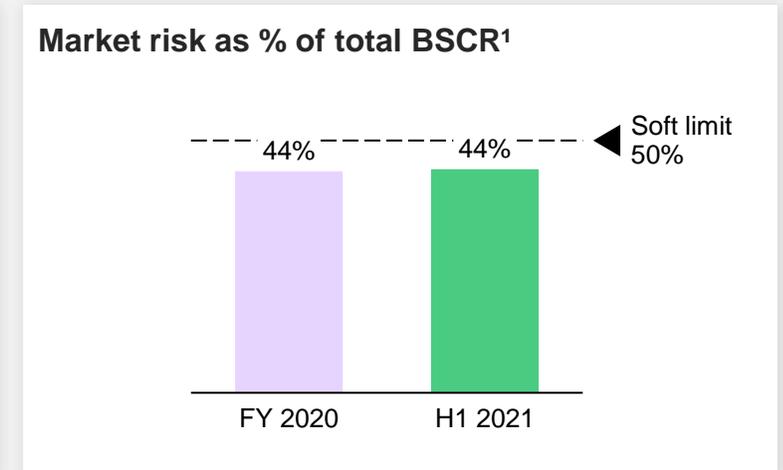
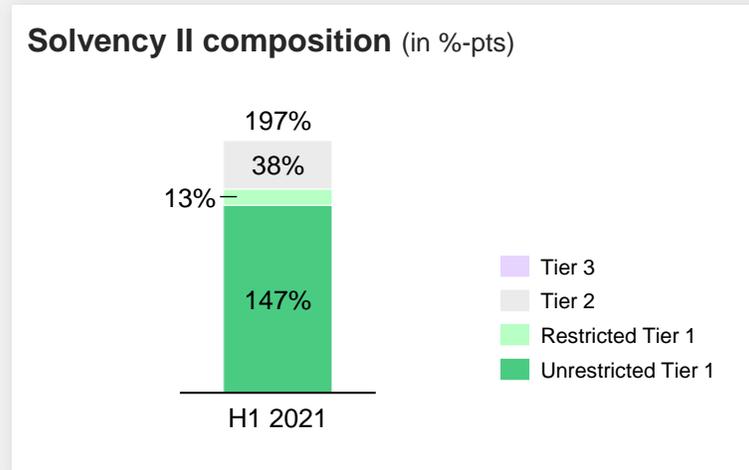
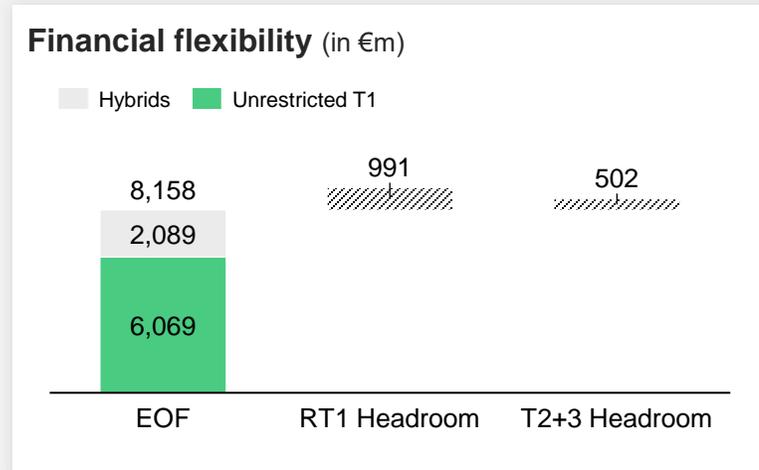
Release of capital (€ +19m)

- Higher SCR release due to interest rates movements

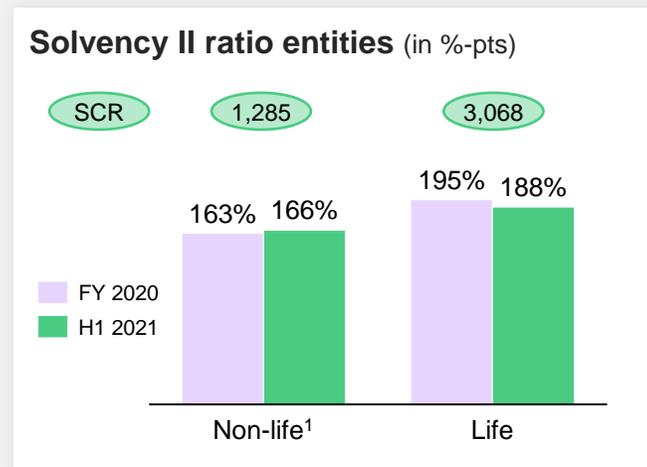
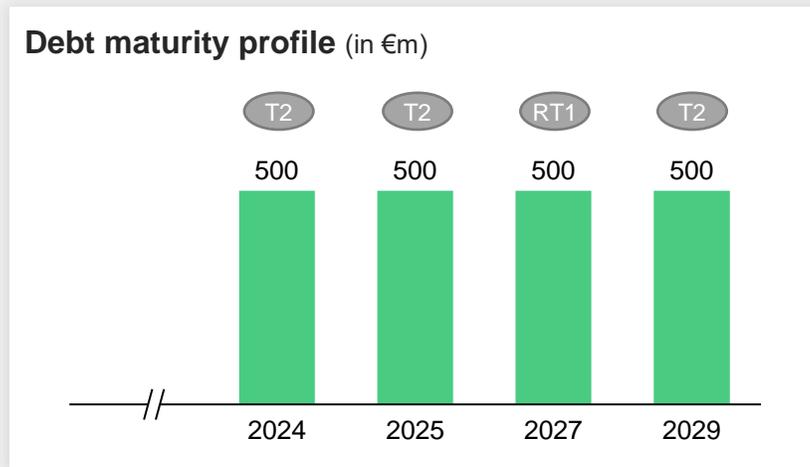
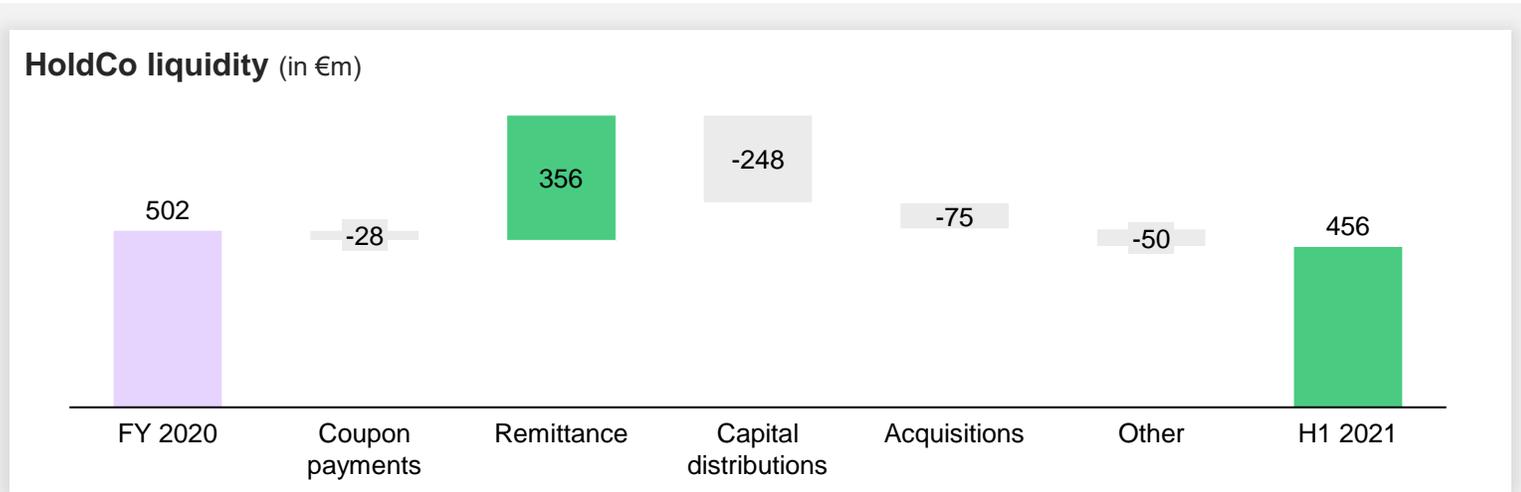
Technical movements (€ -3m)

- UFR drag¹ remains stable, the positive impact from higher interest rates in H1 2021 offsets the UFR echo from 2020
- For more details on our methodology, see appendix I

Strong balance sheet with ample financial flexibility



Robust solvency and cash supports our businesses and dividends



- HoldCo liquidity at H1 2021 stood at € 456m, in line with a.s.r.'s policy of maintaining capital at operating companies and only upstream to cover the dividends, coupons and other Holding expenses for the current year
- Life Solvency II ratio declined due to lowering of the UFR to 3.6% and tightening of the VA
- Non-life Solvency II ratio improved by 3%-pts primarily due to better operating result
- Cash remittance from Life € 251m, € 73m from Non-life and remaining € 32m from other segments

▶ Wrap-up

Jos Baeten, CEO

Key take-aways

- ▶ Higher operating result and OCC driven by strong performance in all segments
- ▶ Strong balance sheet, resilient solvency with ample financial flexibility
- ▶ Solid progress in executing our strategy, on track to achieving medium-term targets
- ▶ High customer satisfaction, solid commercial results and committed employees
- ▶ Barring unforeseen developments, positive on outlook for FY 2021

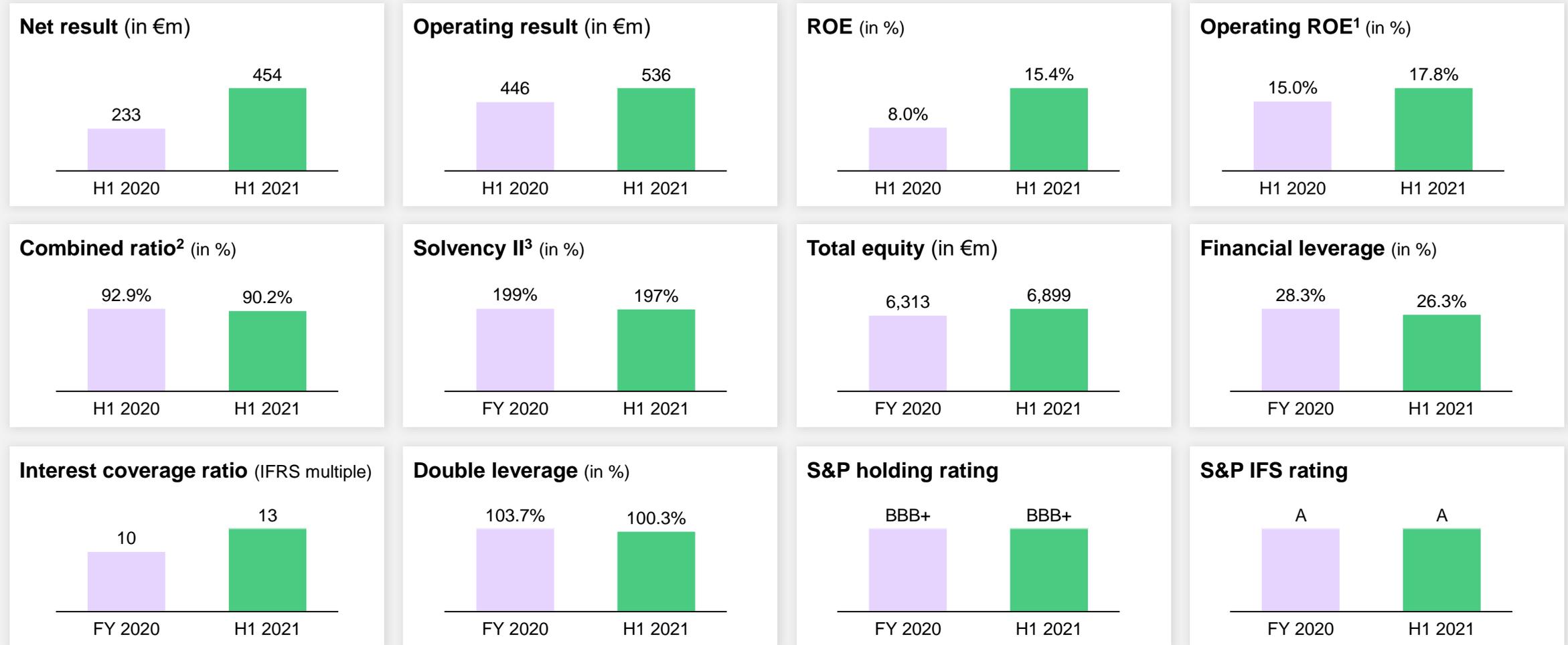
7 December 2021 – Investor Update (virtual meeting)

Appendices

Appendices

- A. Financial ratios
- B. Combined ratio per product line
- C. Calculation of operating ROE
- D. IFRS profit vs. operating result per segment
- E. IFRS equity and SII EOF multi-year development
- F. SCR movement in H1 2021
- G. Sensitivities Solvency II ratio
- H. Sensitivities Solvency II ratio – UFR
- I. UFR drag methodology
- J. Investment portfolio
- K. Details of fixed-income portfolio
- L. Details of Corporates and Financials bond portfolio
- M. Fixed Income portfolio Government credit rating
- N. Fixed Income portfolio Corporates and Financials credit rating
- O. Details of equities and real estate portfolio
- P. Calculation of asset leverage
- Q. Life segment book development
- R. Life segment investment contribution
- S. Recognition in ESG benchmarks and ratings
- T. Medium-term group targets (2019 – 2021)
- U. Medium-term business targets (2019 – 2021)
- V. Medium-term non-financial objectives (2019 – 2021)

A. Financial ratios



¹ Restated due to tax deductibility of net costs for restricted Tier 1 capital

² P&C and Disability

³ Calculation based on standard model, excluding financial institutions other than insurers

B. Combined ratio per product line

		H1 2020	H1 2021
Property & Casualty	Net earned premiums (in €m)	743	752
	Claims ratio	53.7%	54.1%
	Expense ratio	7.7%	8.2%
	Commission ratio	26.3%	26.3%
	Combined ratio	87.8%	88.6%
Disability	Net earned premiums (in €m)	585	637
	Claims ratio	81.5%	74.5%
	Expense ratio	8.0%	7.6%
	Commission ratio	9.8%	10.0%
	Combined ratio	99.4%	92.1%
P&C & Disability	Net earned premiums (in €m)	1,328	1,389
	Claims ratio	66.0%	63.5%
	Expense ratio	7.9%	8.0%
	Commission ratio	19.0%	18.8%
	Combined ratio	92.9%	90.2%
Health	Net earned premiums (in €m)	436	619
	Claims ratio	94.7%	92.2%
	Expense ratio	3.0%	2.6%
	Commission ratio	0.6%	0.7%
	Combined ratio	98.3%	95.4%
Non-life segment ¹	Net earned premiums (in €m)	1,764	2,009
	Claims ratio	73.5%	72.7%
	Expense ratio	6.8%	6.4%
	Commission ratio	14.5%	13.3%
	Combined ratio	94.8%	92.4%

C. Calculation of operating ROE

(in €m)		H1 2020 ²		H1 2021
Operating result (before tax, annualised)		891		1,072
Minus: Interest on hybrid instruments through equity ¹		48		48
Operating result after hybrid costs (before tax, annualised)		843		1,024
Tax effect (25% tax rate)		211		256
Operating result after hybrid costs (net of taxes)		632		768
(in €m)	FY 2019	H1 2020	FY 2020	H1 2021
Equity attributable to shareholders	5,089	5,303	5,309	5,897
Minus: Unrealised gains and losses reserve ³	937	894	1,137	1,355
Minus: IFRS equity discontinued ⁴	54	51	56	35
Adjusted IFRS equity	4,098	4,359	4,116	4,507
Average adjusted IFRS equity	3,937	4,228	4,107	4,312
Operating ROE		15.0%		17.8%

¹ Interest on hybrid instruments is deducted to show the return to equity shareholders after hybrid costs

² ROE H1 2020 restated due to tax deductibility of net costs for restricted Tier 1 capital

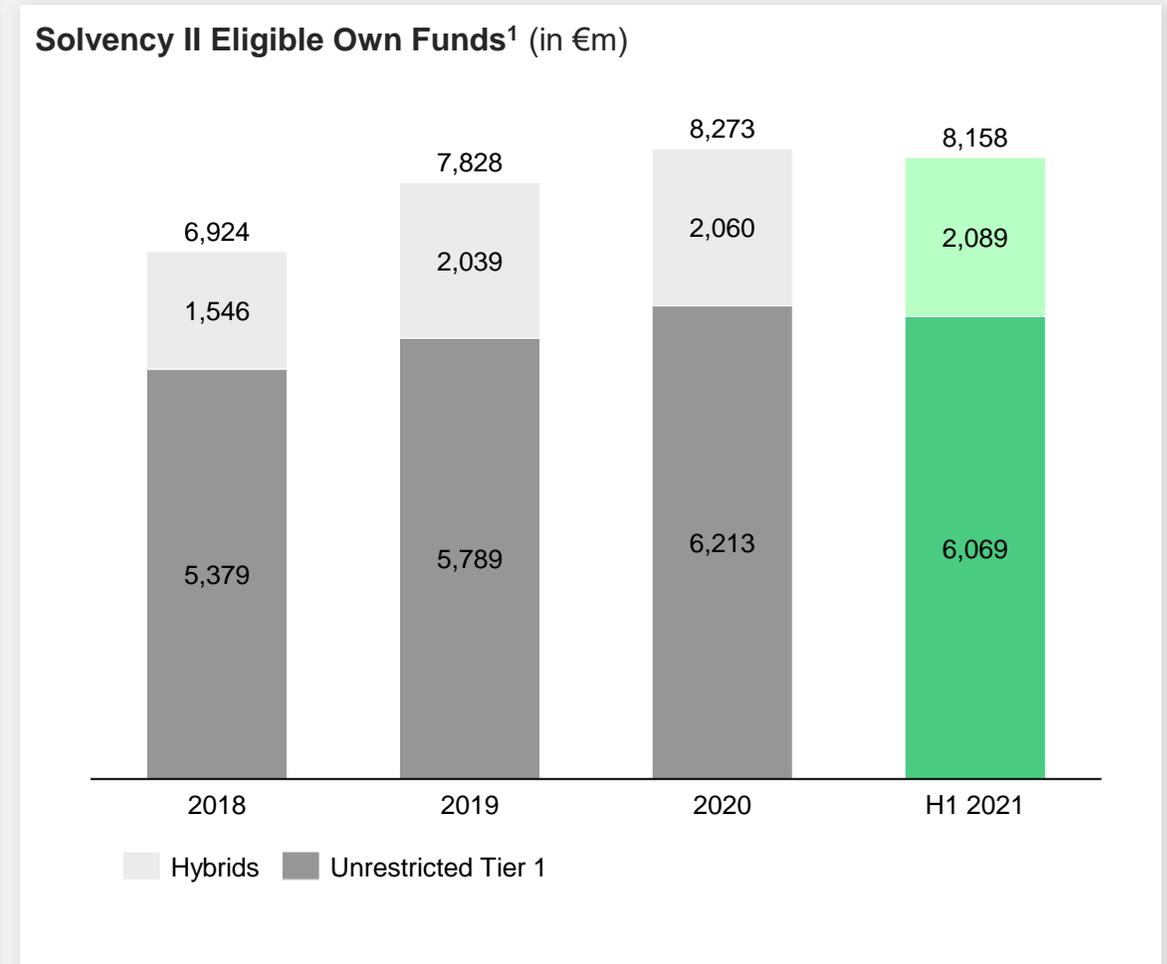
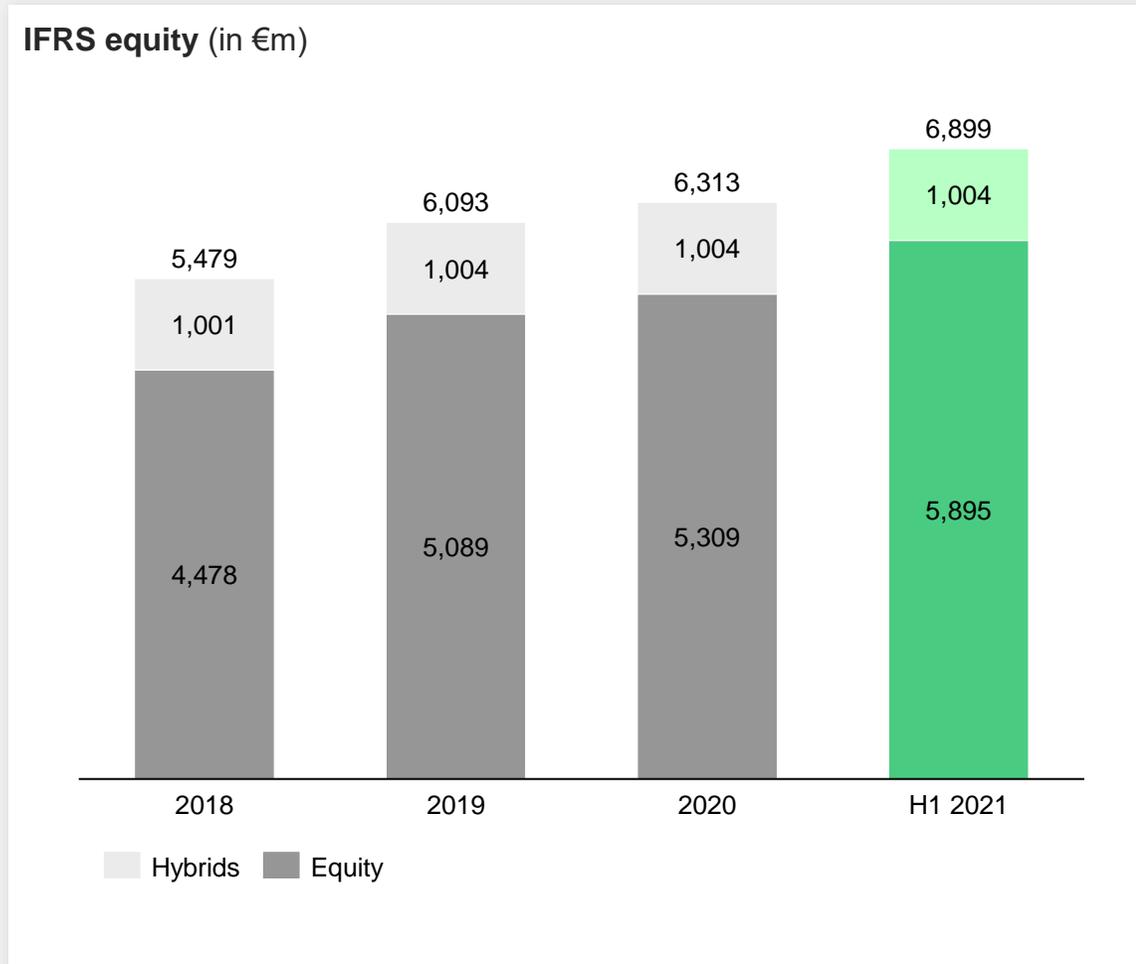
³ Unrealised revaluation reserves are excluded as the operating result adjusts all capital gains and losses

⁴ Discontinued equity (Real Estate Development and Bank) is excluded from the calculation as it is also excluded from the operating result due to its 'non on-going' classification

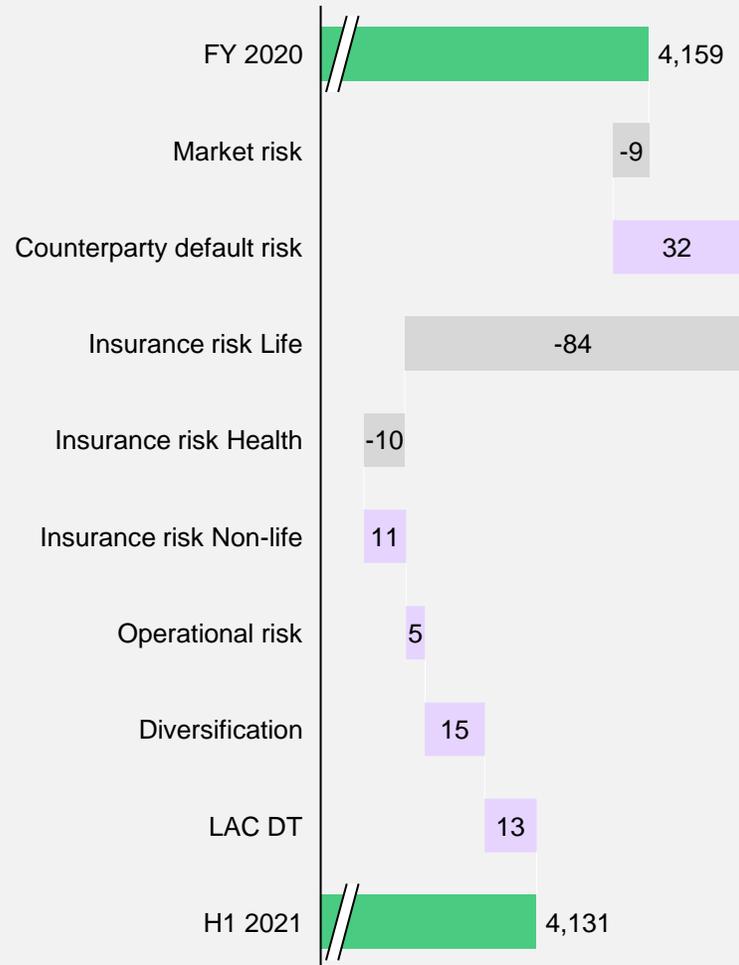
D. IFRS profit vs. operating result per segment

	IFRS profit before tax	Investment related	Incidentals	Operating result		IFRS profit before tax	Investment related	Incidentals	Operating result
	H1 2020 (in €m)					H1 2021 (in €m)			
Non-life	112	-6	-6	124		169	1	-11	179
Life	236	-2	-123	361		399	19	1	379
Asset Management	14	0	-1	15		17	0	0	17
Distribution and Services	12	0	-1	13		12	0	-4	16
Holding and Other / Eliminations	-77	10	-20	-67		-24	33	0	-56
Total	296	2	-151	446		574	53	-15	536

E. IFRS equity and Solvency II EOF multi-year development



F. SCR movement in H1 2021 (in €m)



▼ SCR decreases in

Market risk:

- Real estate risk
- Interest rate risk
- Spread risk

Insurance risk Life:

- Mortality risk
- Longevity risk
- Expense risk

Insurance risk Health:

- HSLT risk

▲ SCR increases in

Market risk:

- Equity risk
- Currency risk

Counterparty default risk

Insurance risk Life:

- Catastrophe risk
- Lapse risk

Insurance risk Health:

- HNSLT risk

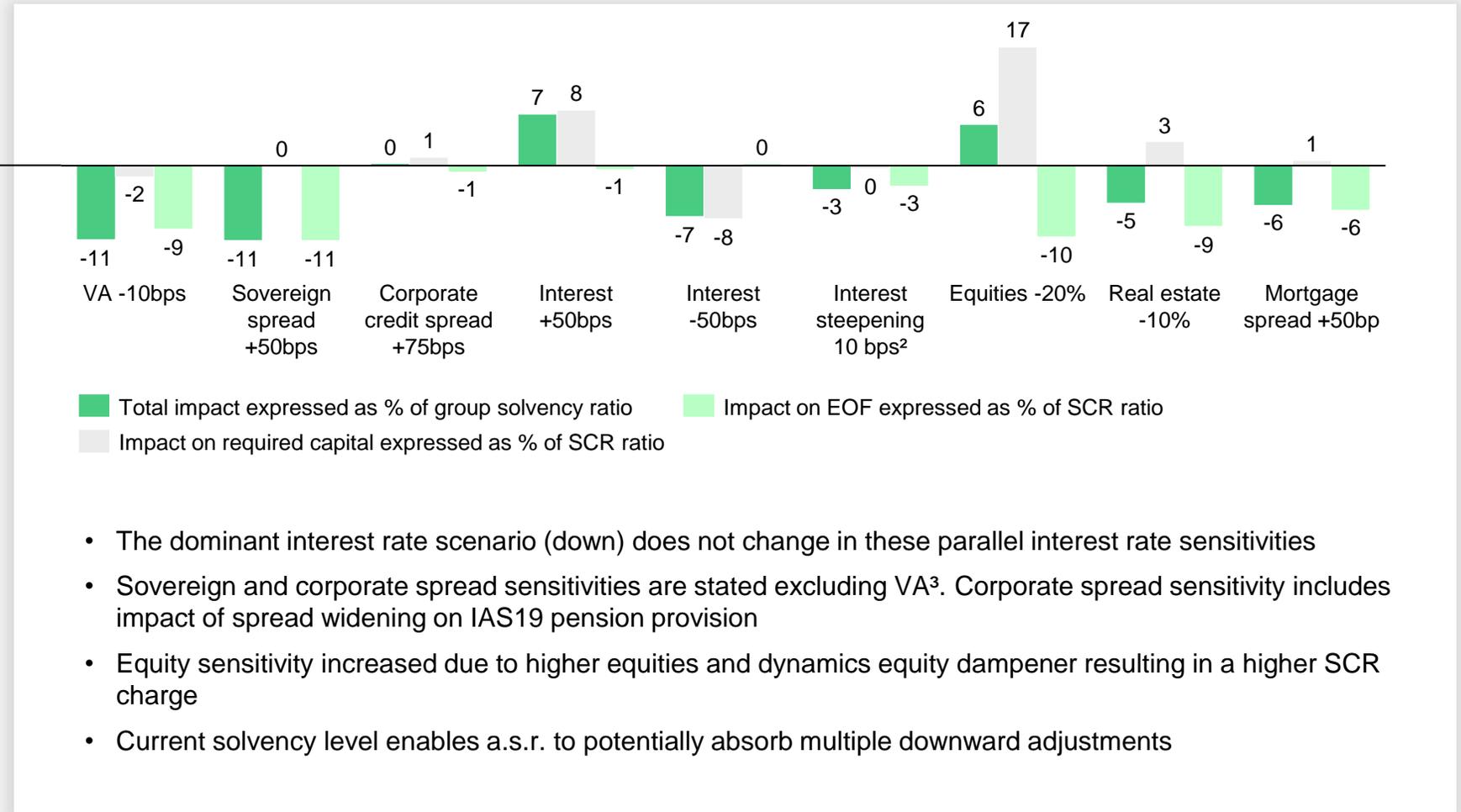
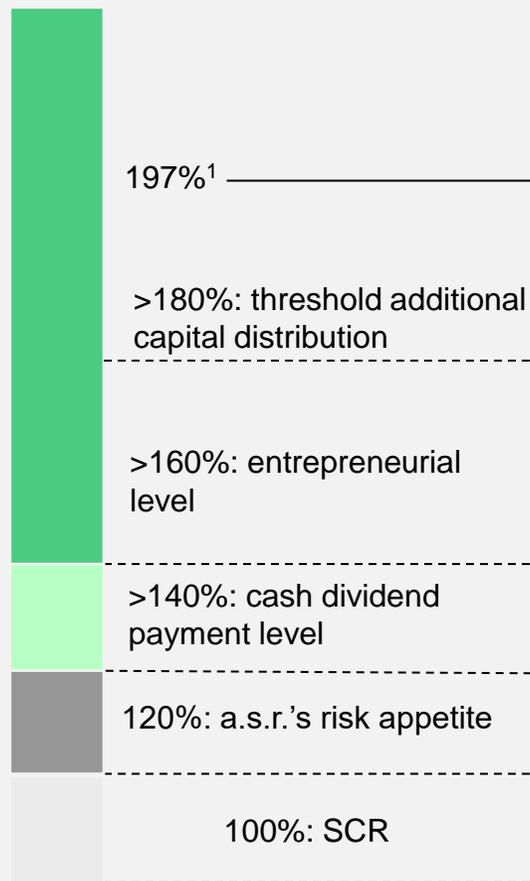
Insurance risk Non-life:

- Premium reserve risk

Diversification

LAC DT

G. Sensitivities Solvency II ratio

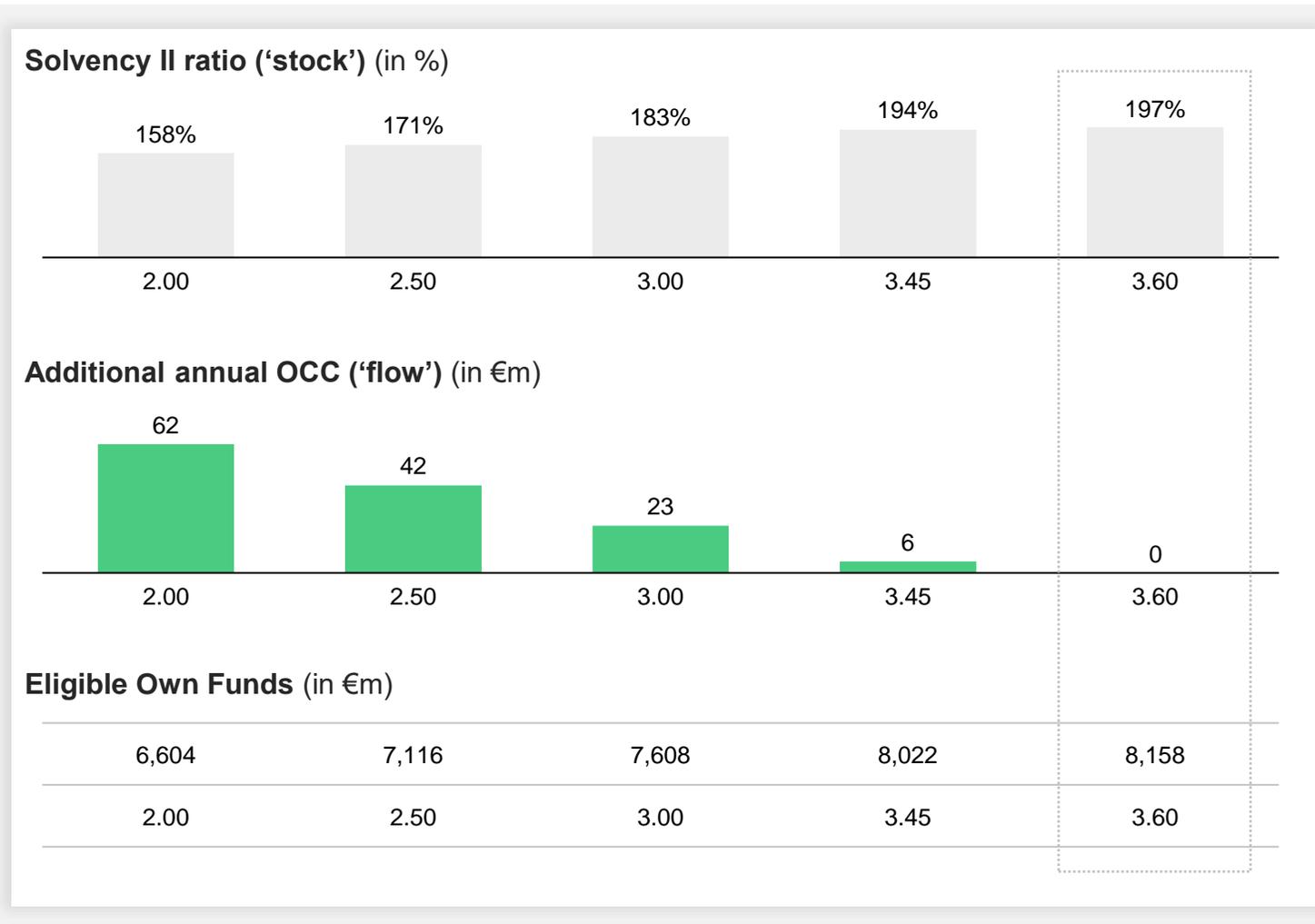


¹ Calculation based on standard model, excluding financial institutions other than insurers

² Steepening of the curve of 10bps between 20Y and 30Y

³ Please note that spread widening will lead to a VA increase. At H1 2021, a corporate spread widening of 75bps corresponded with c. 18bps of VA increase. A 50bps of sovereign spread widening corresponded with c.10bps VA increase

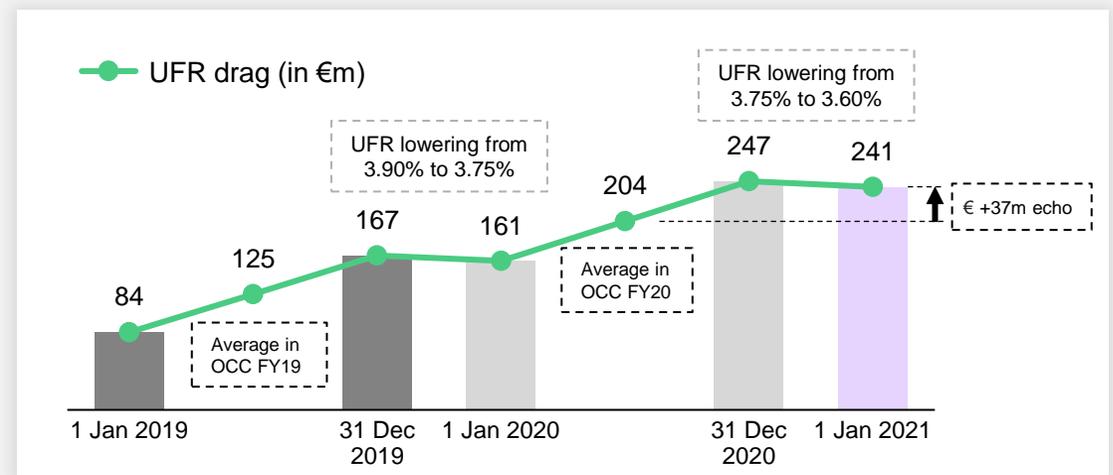
H. Sensitivities Solvency II ratio – to UFR



- EIOPA intends to lower the UFR towards the current target of 3.45%¹ in steps of max. 15bps per annum
- Lowering the UFR would lead to lower 'stock' of capital but would increase organic capital creation ('flow') because of reduced UFR unwind

I. UFR drag methodology

- The absolute value of the UFR benefit in Solvency II Own Funds and therefore the unwind of the benefit (UFR drag) depends on;
 - The current level of interest rates and
 - The shape of the curve
- UFR benefit amortised over time, resulting in UFR drag p.a.
- The UFR drag is a (negative) part of the OCC (in technical movements) and is the average of the beginning of period and end of period UFR drag calculations to minimise volatility between reporting periods
- The UFR drag is sensitive to interest rate movements, where lower interest rates lead to higher UFR drag (negative impact on OCC) and vice versa
- Since the end of 2018, 20Y interest rates have lowered from c. 130bps to c. 0bps, resulting in higher UFR drag. The difference between the 1 Jan 2021 UFR drag calculation (€ 241m) and the average for FY20 (€ 204m) is the echo effect for 2021, assuming interest rates remain flat from FY20 onwards



J. Investment portfolio

Assets (in €bn, fair value)	FY 2020	H1 2021	Delta ¹	% of total
Fixed income	35.2	32.2	-2.9	63%
Equities	2.7	3.0	0.3	6%
Real estate	4.5	4.5	0.1	9%
Mortgages / other loans	9.9	10.8	0.8	21%
Cash (equivalents) for investments	0.5	0.5	0.1	1%
Other ²	0.1	0.1	0.0	0%
Total investments	52.9	51.2	-1.6	100%
Investments on behalf of policyholders	10.2	11.0	0.8	
Other assets ³	14.1	12.7	-1.5	
Total balance sheet a.s.r.	77.2	74.9	-2.3	

- Decrease in fixed income was mainly due to market effects, largely driven by rates movements
- A small increase in real estate portfolio as a result of investments in rural real estate, non-listed funds, office buildings and revaluations
- Mortgage exposure further increased. Mortgage origination stood at € 2.6bn in H1 2021 of which € 1.2bn for own book
- Mortgages also include exposure of € 2.2bn through (fixed income) mortgage funds

Note: This table is on an investment portfolio basis and distinguishes different investment categories from an asset management perspective. Therefore, this table differs from the financial statement presentation based on IFRS.

K. Details of fixed-income portfolio

- The core of the FI portfolio consists of AAA and AA government bonds, with selective peripheral sovereign exposure and A-rating corporate bonds
- The decrease in value of the fixed income portfolio was mainly due to an increase in the interest rates
- Increase in structured credits due to investments in less liquid investment grade sovereign guaranteed and multi asset structured credits
- Mortgage portfolio is well protected as 31% is NHG (government guarantee) and remains robust with an average LtV of 73% and limited arrears positions
- The corporate bond portfolio increased mainly as a result of investments in private loans. No defaults and limited downgrades occurred. All downgraded credits remain investments grade
- Derivatives decreased due to rising interest rates in H1 2021

Fixed income (in €m)	FY 2020	H1 2021	Delta	% of total
Government	14,116	13,331	-5.9%	41%
Financials	6,573	6,201	-5.7%	19%
Structured ²	454	702	54.5%	2%
Corporate ²	6,262	6,368	1.7%	20%
Derivatives	7,711	5,640	-26.9%	17%
Total	35,167	32,242	-8.3%	100%

Mortgages (in €m)	FY 2020	H1 2021	Delta	% of total
NHG	3,278	3,379	3.1%	31%
LtMV < 55%	1,645	1,951	18.6%	18%
LtMV < 65%	625	775	24.0%	7%
LtMV < 85%	2,280	2,697	18.3%	25%
LtMV < 95%	1,072	1,046	-2.4%	10%
LtMV < 110%	598	490	-18.1%	5%
LtMV > 110%	20	17	-18.3%	0%
Subtotal	9,519	10,355	8.8%	96%
Other mortgage funds ¹	393	397	0.9%	4%
Total	9,912	10,751	8.5%	100%

Governments (in €m)	FY 2020	H1 2021	Delta	% of total
Netherlands	2,943	2,759	-6.2%	21%
Germany	2,678	2,491	-7.0%	18%
Belgium	1,392	1,398	0.4%	10%
Supranationals	1,429	1,373	-3.9%	10%
France	1,137	1,051	-7.6%	8%
Austria	1,083	997	-7.9%	7%
Spain	787	747	-5.2%	6%
Ireland	684	626	-8.6%	5%
United States	452	426	-5.8%	3%
Other	1,580	1,463	-7.4%	11%
Total	14,166	13,311	-5.9%	100%

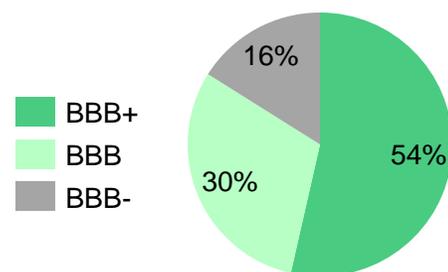
L. Details of Corporates and Financials bond portfolio

Comments on Corporates portfolio

- The decrease of € 372m in the Financials portfolio was mostly due to changes in valuation as a results of increased interest rates
- Investments were made mainly in private loans (Other Corporates)

Portfolio quality

- > 98% of the Corporates and Financials portfolio, excluding fixed income funds and preferred shares, is rated investment grade or higher
- BBB category is skewed towards BBB+



- If 20% of the entire Corporates and Financials credit portfolio experience a full letter downgrade (3 notches), it would result in approximately 4%-pts impact on our Solvency II ratio¹ due to higher SCR

Corporates portfolio (in €m)	FY 2020	H1 2021	Delta	% of total
Automotive	488	489	1	4%
Basic industry	458	473	15	4%
Capital goods	473	468	-5	4%
Consumer goods	705	644	-61	5%
Energy	365	330	-35	3%
Healthcare	618	618	0	5%
Leisure	0	0	0	0%
Media	40	12	-28	0%
Real estate	30	54	24	0%
Retail	226	197	-28	2%
Services	420	375	-45	3%
Technology & Electronics	190	151	-39	1%
Telecommunications	367	339	-28	3%
Transportation	358	348	-10	3%
Utility	793	739	-54	6%
Other Corporates	732	1131	398	9%
Subtotal	6,262	6,368	106	51%
Financials	6,573	6,201	-372	49%
Total	12,835	12,569	-266	100%

M. Fixed Income portfolio government credit rating

Market value governments (in €m)	0-1	1-2	2-3	3-5	5-10	10-20	20-30	30+	Total	Delta ¹	% of total
AAA	714	254	147	287	1,025	1,480	2,421	152	6,479	-485	49%
AA	581	102	194	223	995	944	871	1,355	5,267	-293	40%
A	114	30	70	83	216	21	0	14	548	-34	4%
BBB	217	208	383	95	132	0	0	0	1,036	-22	8%
BB	0	0	0	0	0	0	0	0	0	0	0%
B or below	0	0	0	0	0	0	0	0	0	-1	0%
Not rated	0	0	0	0	0	1	0	0	1	0	0%
Total	1,625	594	795	689	2,368	2,446	3,292	1,522	13,331	-835	100%

N. Fixed Income portfolio Corporates and Financials credit rating

Market value credits (in €m)	0-1	1-2	2-3	3-5	5-10	10-20	20-30	30+	Total	Delta ²	% of total
AAA	450	34	30	30	98	129	0	0	770	65	7%
AA	89	195	184	180	329	95	1	0	1,072	-44	9%
A	641	760	595	1,013	1,602	314	9	0	4,933	-294	42%
BBB	644	600	722	1,511	1,178	147	23	0	4,825	-23	41%
BB	43	20	31	65	8	0	0	0	167	-122	1%
B or below	2	0	0	0	14	0	0	0	16	-1	0%
Not rated	23	21	1	0	1	0	0	0	45	3	0%
Total	1,891	1,629	1,564	2,8	3,228	684	32	0	11,828	-416	100%

Table contains Financials, Structured and Corporates from slide J.
Details of fixed-income portfolio totalling € 13,271m. Excluded are:

- Preference shares € 315m
- Fixed income funds € 1,128m

Fixed income funds contain, on a look-through basis:

- Investment grade (>BB) € 324m
- Not rated € 507m¹
- High yield € 298m

O. Details of equities and real estate portfolio

Highlights

- | | |
|--------------------|---|
| Equities | <ul style="list-style-type: none"> Total exposure to equities increased by € 362m due to rising stock markets Continuation of the active hedging policy for the illiquid part of the portfolio |
| Real estate | <ul style="list-style-type: none"> Total increase of 1.7% in real estate portfolio mainly as a result of investments within Rural real estate, Offices & unlisted funds and revaluations Vacancy for the Retail portfolio increased during H1 2021, mainly due to the (former) Hudson's Bay Company properties, while the vacancy rate for the Offices and Residential segments decreased |

Equities (in €m)	FY 2020	H1 2021	Delta
Equities	2,288	2,650	15.8%
Private equities	147	124	-15.4%
Hedge funds	0	0	0.4%
Other funds	288	240	-16.6%
Derivatives	13	32	144.2%
Total	2,736	3,047	11.3%

Real estate (in €m)	FY 2020	H1 2021	Delta
Offices	175	186	6.2%
Retail	164	164	0.0%
Rural	1,717	1,770	3.1%
Parking & other	64	73	14.5%
Total real estate (excluding funds & own use)	2,119	2,193	3.5%
ASR Dutch Prime Retail Fund	649	626	-3.6%
ASR Dutch Core Residential Fund	976	991	1.6%
ASR Dutch Mobility Office Fund	110	111	1.0%
Other Funds	464	476	2.6%
Total real estate (excluding own use)	4,318	4,397	1.8%
Offices in own use	154	152	-1.6%
Total real estate	4,473	4,549	1.7%

Real estate vacancy rates (%)¹

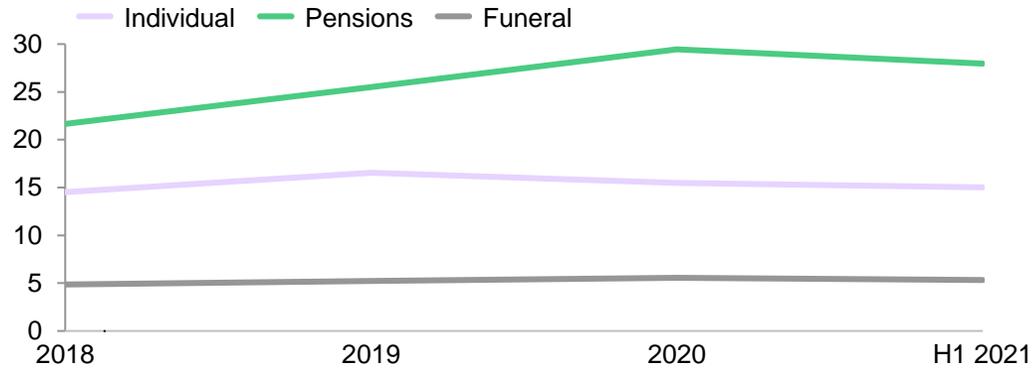


P. Calculation of asset leverage

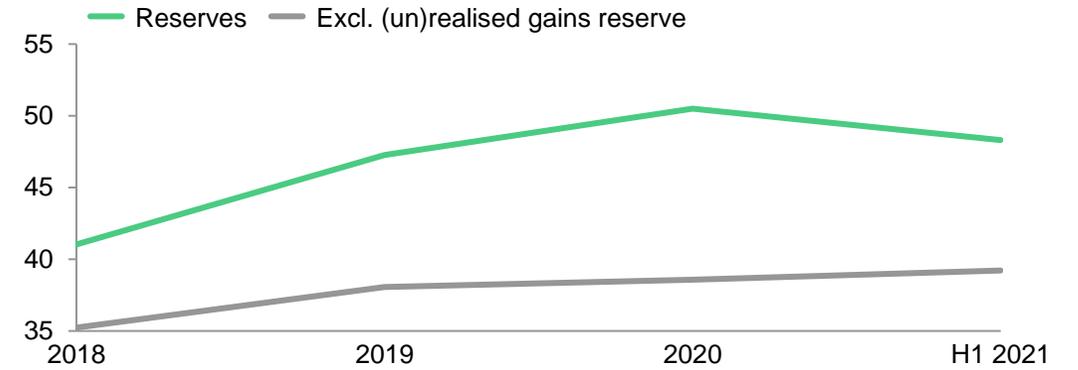
Risky assets (€m)	FY 2020	H1 2021
Equities	2,736	3,047
Real estate ¹	2,601	2,627
BB bonds or below	350	229
Preference shares	316	315
Fixed income funds (not rated & high yield)	333	551
Mortgages with LtMV >110%	20	17
Total risky assets	6,357	6,786
Unrestricted Tier 1	6,326	6,069
Asset leverage	100%	112%

Q. Life segment book development

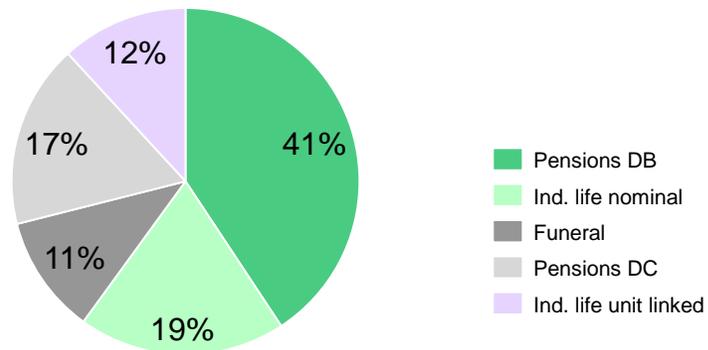
Life reserves development (in €bn)



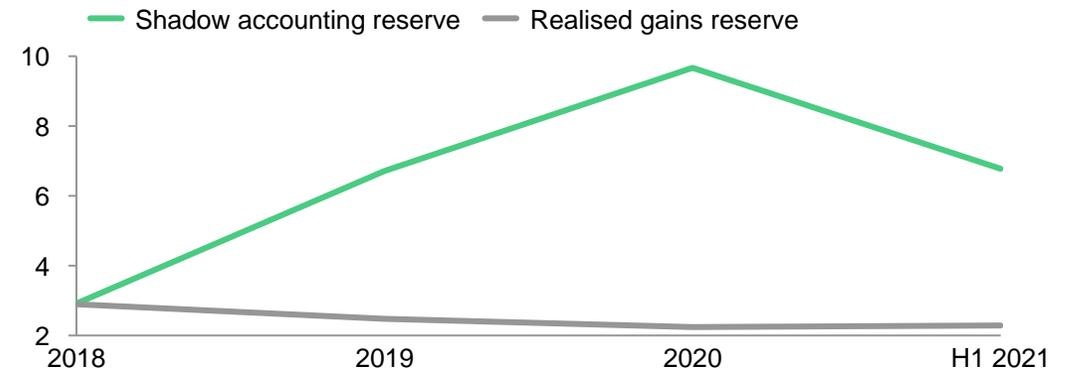
Life reserves (in €bn)



Reserves – H1 2021 (€ 48bn)



(Un)realised reserves development (in €bn)



R. Life segment investment contribution

(in €m)	H1 2018	H2 2018	H1 2019	H2 2019	H1 2020	H2 2020	H1 2021
Direct investment income ¹	529	519	535	527	562	528	550
Amortisation of realised gains reserve	155	159	161	137	132	145	144
Total investment contribution	684	678	696	664	694	673	694
Required interest on liabilities ^{2,3}	-404	-420	-384	-394	-376	-371	-359
Investment margin³	280	258	312	270	318	302	334
Shadow accounting reserve (Life)	2,841	2,914	6,018	6,719	9,156	9,672	6,782
Realised gains reserve (Life)	3,083	2,897	2,906	2,483	2,398	2,241	2,291
Basic provision (Life)		24,179		24,988		24,890	24,684

S. Recognition in ESG benchmarks and ratings



World insurance ranking: # 1

10.0

Low Risk



0-10 10-20 20-30 30-40 40+



World insurance ranking: # 10

82



Year	Score
2017	62
2018	71
2019	73
2020	82



European insurance ranking: # 5

61

ESG PERFORMANCE (/100)

Category	Score
Environment	61
Social	61
Governance	57



BBB

Scale: CCC – AAA



C

Scale: D – A



C (Prime)

Scale: D - - A+



#1

Dutch Association of Investors for Sustainable Dev.



#1

Dutch Fair Insurance Guide

T. Medium term group targets (2019 – 2021)

Targets for the 2019 – 2021¹ period

Solvency II
(Standard formula)

> 160%

Substantial capital for
entrepreneurship

Operating return on equity

12-14%

Per annum

Dividend pay-out ratio
(% of net operating result after hybrid expenses²)

45-55%

Ambition to offer a stable to growing
dividend per share

Organic capital creation³

> € 500m

To be realised in 2021

Financial leverage

< 35%

Rating
(S&P)

Single A

At least

U. Medium-term business targets (2019 – 2021)

Targets for the 2019 – 2021¹ period

Non-life
(P&C and Disability)

94-96%

Combined ratio

Life operating result
(€ million)

Stable

Compared to
€ 633 million in 2017

Fee-based businesses, operating result²

€ 40 million

5% growth
per annum thereafter

Non-life
(P&C and Disability)

GWP growth
(organic)

3-5%

Per annum

Life operating expenses

45-55bps

On basic life provision

V. Medium term non-financial objectives (2019 – 2021)

Targets for the 2019 – 2021¹ period

Meeting customer needs
(Net promoter score)



> 44
by 2021

Sustainable investments



Carbon footprint:
% measured of
investment portfolio

95%

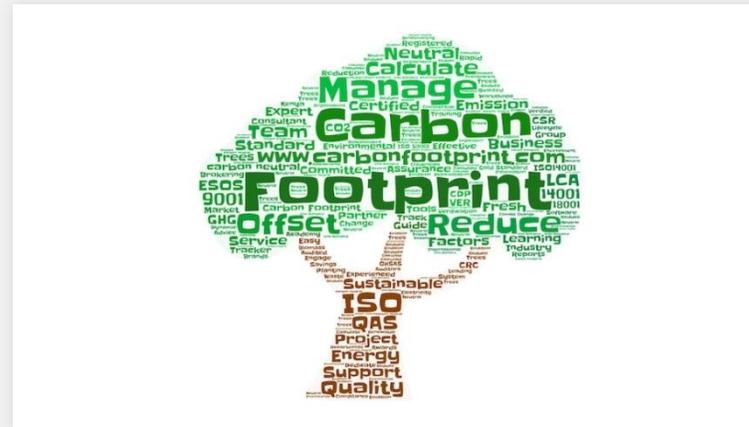
Impact
investments
by 2021

€ 1.2bn

Employee contribution to local society
(in no. of hours)



+5%
Per annum



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Cautionary note regarding forward-looking statements

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