

# Grenfell Tower Accident A Human Tragedy

Our deepest, most heartfelt condolences goes out to the victims of the Grenfell Tower tragedy and their families.



### **Grenfell Tower**

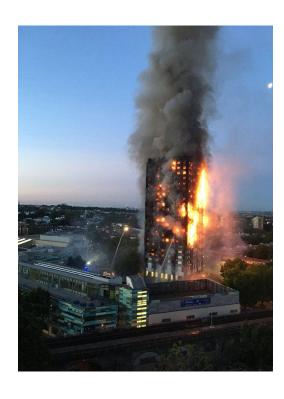
### - Day one and two

#### • 14<sup>th</sup> of June – Day one

- Dramatic fire breaks out in Grenfell Tower, early morning communication within Protector Team
- Notification to Oslo Stock Exchange
- Large Loss Management group in place. Contact made with broker and reinsurance partners
- Full internal project organization established
- First media responses answered
- Lead Claims Manager travels to London

#### • 15<sup>th</sup> of June – Day two

- Meetings with insured, partners and broker
- Several meetings internal and external





### **Grenfell Tower Accident**

#### -Timeline







Fire at Grenfell tower, 14.06, 00:54 First meeting held with LL team, 14.06, 10:00

Communication with involved parties, 15.06

First meeting with client, broker and CL, 15.06 Meeting with casualty reinsurers in London, 16.06

Meeting with Kennedys in London, 21.06

Video conference with Kennedys, 21.06 More meetings with involved parties Meeting with casualty reinsurers in London, 27.06

Information to the Oslo Stock Exchange before opening, 14.06

Large loss team established, 14.06, 09:00 Meeting
with
Cunningham
Lindsey,
15.06

Meeting with Kennedys in London, 16.06 Meeting with Kennedys in London, 16.06 Meeting with RBKC, DWF and Kennedys in London, 21.06 Meeting with CL and Kennedys in London, 21.06

Meeting with a Reinsurer in Manchester, 26.06 Meetings Kennedys, broker, client, RI in London, 04.07





World leading Reinsurance partners



### **Grenfell Tower**

#### - Government involvement

#### 14th of June

- Fire & Rescue on site
- Reports of several casualties and injured
- Mayor of London speaks
- Prime Minister Theresa May calls for government meeting investigation

#### 15th of June

- Statement from the Queen
- Death tolls rising
- Tower block search may take months

#### 16th of June

- Queen Elizabeth and Prince William visits the site
- £5 million fund to support victims
- Protests in London





# Large loss

### - Project organization day 1

Organization and lines of communication established

Project leader:							
"Lead"/responsible:	НН						
Decision level:	Large claim meeting						
Subproject leaders:	SB, FØ, BSJ, MO, JK						
Other resources:	others						
Organization:	Large claim meetings three times every day first week						
	All communication (who, what, when) decided in large claim meetings						
	Adhere to policy wording, any deviations decided in large claim meetings (reinsurers must be involved)						

Phase 1 project goals established

Subprojects defined, and responsible individuals appointed. Main focus on communication, claims handling and reinsurance

Initial action points defined and executed

Goal (quantitative):							
Project aims to:	Aligned and clear commu	inication to	relevant part	ties			
	Set up team to handle pr	ocess with v	ery good qua	ality and su	pport client	, JLT, and	
	reinsurers in best possibl	e way					
	Deliveries	Start	End	Lead	PL	Particip.	
						external	
Deliveries -	- Fact finding	14.6.17		НН	BSJ		
Milestones/activities/	- Communication	14.6.17		SB	МО		
subprojects:	- Reinsurance	14.6.17		FØ	BSJ	_	
	- Claims handling	14.6.17		JK		[ .	

ubproject	Action	Lead	PL	Involved	Start	End	Comment	Status
ommunication	Message to stock exchange	SB	VK	HH	14.6.17	14.6.17		Completed
ommunication	Find professional PR support	нн	MO		14.6.17	14.6.17		Decided to deal with this ourselves
ommunication	Handle media	SB	MO		14.6.17	Ongoing	S8 in Scandinavia, MO in UK - reactive, but proactive if needed, handle each query on it's own merit	Communication package completed
communication	Press release	SB	SR	BSJ	14.6.17	15.6.17	More information following queries and appearances, will be completed 15.6. morning	Completed and distributed
communication	Internal communication	нн	MO		14.6.17	14.6.17	E-mail to UK team, short information meetings norway, intranet message	Proactive communication completed
ommunication	I	HH	MO	BSJ	14.6.17	14.6.17	First contact with JLT and client - courtesy and plan	Completed
ommunication		SB	BSJ	MO	14.6.17	15.6.17	Statements composed from comm pack, decide when to distribute 15.6. afternoon (when completed)	Completed and distributed
ommunication		MO	5	\$8, HH	14.6.17			Saved in folder, SP responsible
ommunication		нн	MO	BSJ	14.6.17	14.6.17	[·	
ommunication		SB	BSJ	PS, MO, SB, SR	15.6.17	15.6.17		
einsurance		FØ		I :	14.6.17	14.6.17		
einsurance		FØ		ŀ	14.6.17	14.6.17		
einsurance		FØ (CS)	PS (LG)	ŀ	14.6.17	Ongoing	I.	
einsurance		FØ (CS)	PS	ŀ .	14.6.17	Ongoing	<u> </u>	
einsurance		FØ (CS)		ŀ .	19.6.17		<u> </u>	
einsurance		FØ (CS)		Ι.			I:	INDUSTRIES, HOTE PROPER WHITE EXPERIES. HISTORY TECOPORTS grow I
einsurance		FØ (CS)	FØ		14.6.17	14.6.17		Completed and communicated to large claim group
act finding		BSJ			14.6.17	14.6.17		Completed and confirmed
act finding	I	BSJ		FØ	15.6.17			Estimate received from CL
act finding		PS		FØ	15.6.17			
act finding		BSJ	AJ	PS, HH	15.6.17	20.6.17		
act finding		BSJ		PS, HH	19.6.17	21.6.17		
act finding		BSJ	AJ	DR, HH	19.6.17	21.6.17		
							_	
laims handling	I	JK		FM	14.6.17	14.6.17		
laims handling		нн	FM	JK	14.6.17	14.6.17	Who does what when in the claims handling process	
laims handling		FM	MO	JK.	14.6.17		Summary of draft action plan in headings to be sent to JLT and client for their preparations	
laims handling	l .	MO	FM	JK, PS	15.6.17	15.6.17	Meeting will result in updated action plan	

# Large loss

### - Project organization day 2- Underwriting/Risk Management added

Organization and communication redefined for phase 2

Project leader:	AB
"Lead"/responsible:	SB
Decision level:	Steering group
Subproject lead (PL):	FØ, BSJ, MO, AB
Other resources:	
Organization:	Steering group meeting every Wednesday, 30 minutes prior to M6/MUK
	All difficult external communication (who, what, when) clarified with Sverre
	Adhere to policy wording, any deviations decided in large claim meetings (reinsurers must be involved)
	Action plans developed by project groups and followed up in steering group.
	Subprojects' leaders organize own group meetings (frequency and duration as they see fit)

	Goal (quantitative):							
	Project aims to:	Set up and coordinate te support client,						
		Deliveries	Start	End	Lead	PL	Particip.	
							external	
	Deliveries -	Underwriting	14.6.17	23.6.17	HH	BSJ		
	Milestones/activities/	Media	14.6.17	*	SB	MO		
	subprojects:	Reinsurance	14.6.17	*	FØ	CS		
UW and	d Risk Management	Claims handling	14.6.17	*	FM	AB		

Project aim, subprojects and corresponding leaders defined for phase 2

Subprojects for phase 2 defined and planned with action points, defining responsible as well as involved or external parties

Project leader:	AB
"Lead"/responsible:	PM/st
Decision level:	Project group
Subproject leaders:	
Other resources:	
Organization:	Subproject leader schedules group meetings (frequency and duration as they see fit) Project group reports to steering group in weekly meetings. Action plan developed by project groups and decided/approved in steering group.

Project leader:	MO
"Lead"/responsible:	58
Decision level:	Project group
Subproject leaders:	
Other resources:	VK, HH, PS, SR, BSJ, others
Organization:	Subpraject leader schedules group meetings (frequency and duration as they see fit) Project group reports to steering group in weekly meetings.  Action plan developed by graphed groups and decide/inproposed in steering group.

Project leader:	CS
"Lead"/responsible:	rø
Decision level:	Project group
Subproject leaders:	
Other resources:	
Organization:	Subproject leader schedules group meetings (frequency and duration as they see fit) Project group reports to steering group in weekly meetings. Action plan developed the developed by specific

	Project leader:	05i
Ī	"Lead"/responsible:	MH
Ī	Decision level:	Project group
Ī	Subproject leaders:	
Ī	Other resources:	PS, AJ, MJ, DR, JR (LK)
	Organization:	Subproject leader archefules group meetings (frequency and duration as they see fit) Project group reports to steering group in vectory meetings. Action plan developed by project groups and decided/haproved in steering group.

Goal (quantitative):									
Project aims to:	Set up and coordinate claims handling to handle the process with very good quality								
	Deliveries	Start	End	Lead	Pl.	Particip. external			
Deliveries - Milestones/activities/ subprojects:	Claims handling	14.6.17	Ongoing	FM	ж				
subprojects.	Damage handling	15.6.17	Ongoing	FM	ж	† 1			
	Forensics	15.6.17	Ongoing	FM	Ж	+ -			
	Lieblity	15.6.17	Ongoing	PM	ж	+ -			
	Other business	19.6.17	Ongoing		+	_			

Goal (quantitative):							
Project aims to:	Aligned and clear comm						
	Deliveries	Start	End	Lead	PL.	Particip. external	
Deliveries - Milestones/activities/	Message to stock exchange	14.6.17	14.6.17	58	VK	101	Completed
subprojects.	External PR-support	14.6.17	14.6.17	ни	MO		Decided to handle in- house
	Handle media	14.6.17	Ongoing	58	MO		Communication package completed
	Press refeese	14.6.17	15.6.17	50	SR	851	Completed and distributed
	Internal communication	14.6.17	14.6.17	нн	MO		Proactive comm. completed
	Establish contact A.T and client	14.6.17	14.6.17	нн	MO	852	Completed

Goal (quantitative):								Goel (quentitative):
Project aims to:	Aligned and clear Adhere to policy v (reinsurers must b Reassure reinsure	vording, any devis se involved]	tions decides	d in large d	alm meetir	e:		Project aims to:
	Deliveries	Start	End	Lead	PL.	Particip. external		Deliveries - Milestones/activities/
Deliveries -		14.6.17	14.6.17	10			Completed	subprojects:
Milestones/activities/ subprojects:	l l	14.6.17	14.6.17	rø		1	Completed	1
	ľ	14.6.17	Orgoing	FØ (CS)	PS (LG)			
	l	14.6.17	Orgoing	PØ (CS)	PS .			
	1	14.6.17	Ongoing	FM	AS.			
	ŀ	19.6.17		Ppl (CS)			Confirmed Monthester 26.6	

Goel (questitative):							
Project aims to:	Understand the risk asso Aid in aligned and dear of Reassure reinsurers about	ommunicat	ion to involv	ed parties		rune P&C UW	
	Deliveries	Start	End	Lead	PL.	Particip. external	
Deliveries - Milentones/activities/	Alternative accommodation (check cover)	14.6.17	14.6.17	85/			Completed and confirmed
subprojects:	Establish worst case scenario property	15.6.17		86/		FØ, CL	Estimate received from CL
	Establish worst case scenario casualty	15.6.17		P5		FØ, Kenendys	
	Case study RBKC UW property	15.6.17	22.6.17	85/	Al	PS, HH	
	Case study RBKC UW casualty	19.6.17	23.6.17	85/	AJ	P5, HH	
	Case study Grenfell Towar	19.6.17	23.6.17	85/	AJ	DR, HH	

### **Grenfell Tower Accident**

- Status, Property and Liability Claims Handling

#### Status Property – Claims Handling

- Kennedys picked as our legal counsel on regulatory issues
- The client is represented by the Head of Insurance Services
- Client has picked DWF as their legal counsel
- Cunningham Lindsey appointed to handle claims
- Hawkins Forensic Scientist appointed to investigate the fire
- We are evaluating potential damage site project managers
- At work determining the cost of securing the damage site, costs of demolishment and appointing experts
- Strategy and overview for recovery, as well as appointing experts

#### Status Liability – Claims Handling

• A similar claims handling structure has been established





### **Grenfell Tower**

### - Other projects

#### Reinsurance communication

Immediate contact after the event - done

Submission - done

Meetings in Manchester and London - done

#### Media

- Strategy in place; reactive but open / proactive and open
- CEO and Regional Manager UK only
- Expected Q&A discussed and agreed
- Tracking developments

Underwriting / Risk Management



# Underwriting / Risk Management

- RBKC was assessed as a good risk on Property

- More than 100 different criteria evaluated for property
- The most important factors are grouped into 6 different categories
- Each factor is evaluated on a scale from 1 (red) to 5 (green)

	PDBI	Overviev	v – Tri-Bo	rough vs. In:	surance Lond	lon Consort	ium		_		
LA	Claim years			V	arious risk	factors		Total			
	10.00	Green	Red	White	White	White	White	White			
	10.00	White	Yellow	Yellow	White	White	White	Yellow			
	10.41	White	Red	White	White	White	Green	White		Grade	Comment
	10.17	Yellow	White	Yellow	White	White	White	White		Green	Very good
	10.00	Green	Red	White.	White	White	White	White			· -
	10.00	White	Red	Yellow	White	White	Yellow	Yellow	_	White	Good
	10.00	White	Red	Yellow	White	White	Yellow	Yellow		Yellow	Some challenges - price accordingly
	10.2	Yellow	White	Red	Yellow	White	White	Yellow		Red	Poor - No Quote or very high rates
	10.00	White	White	White	White	White	White	White		neu	1 001 140 Quote of Very High rates
		White	Red	Yellow	White	White	White	Yellow	] [		
									,		
	9.50	Green	Yellow	Yellow	White	Green	Green	White			
	9.17	White	White	Red	White	Green	Green	White			
Kensington and C	9.33	Green	White	Red	White	White	Green	White			
Total		Green	Yellow	Red	White	Green	Green	White			

 Tri-Borough was scored white (good) in total, based on a weighted evaluation of more than 100 factors



# Underwriting / Risk Management

- RBKC results from inspections were very good
  - Properties evaluated on building class, standard, fencing, deviations, criticality of deviations, cctv and neighbourhood
  - Proportion of properties inspected broken down in groups (1 to 5)
  - Building class relates to construction of the building and how modern it is
  - Standard relates to levels of maintenance

								Ir	ispec	tion i	vioa	iei s	snov	win	g Lo	nac	on B	oroug	ns ir	ispe	cte	a										
UW - input	UW - input	UW - input	UW - inpu	t											V	ario	ous	risk j	fact	ors	;											
Constituent Country	LA .	Muni Score	UW-Total score	UW evaluation	1	2	3	4	5	UW evaluation		2	3	4	5	Sum	Count	UW evaluation	1	2	3	UW evaluation	A	В	с	UW evaluation					$\Box$	
England		2.5	White	White	0%	7%	45%	26%	22% V	Vhite	0%	1%	63%	17%	19%	1%	3%	Yellow	25%	4%	71%		0%	0%	0%	White	3.29	$\rightarrow$	3.29	63%	_	
England			White	White	0%	0%	61%	39%	0% V		0%	0%	89%	8%	0%	0%	0%	Yellow	10%	17%	33%		0%	0%	0%		3.26	0.00	1.82	62%		1,479,707
England		4	White	Green	0%	0%	11%	47%	42% V	Vhite	0%	0%	34%	28%	38%	0%	0%	Yellow	46%	13%	41%	White	0%	6%	9%	Yellow	4.03	0.06	3.84	44%		9,488,331
England		4	White	White	0%	0%	48%	25%	27% V	Vhite	0%	11%	31%	19%	39%	11%	18%	White	33%	53%	14%	Green	2%	6%	4%	Yellow	3.46	0.24	3.10	64%		11,000,705
England		4	Green	Green	0%	2%	5%	52%	41% G	Green	3%	1%	15%	70%	11%	1%	9%	Yellow	50%	13%	37%	Green	0%	0%	0%	Green	3.74		3.74	48%		2,549,828
England		4	Green	White	0%	2%	45%	34%	19% V	Vhite	0%	2%	31%	41%	26%	2%	4%	Green	23%	18%	51%	White	14%	6%	6%	White	3.96	0.04	3.46	46%		9,136,498
England		3	White	Green	0%	0%	17%	60%	22% V	Vhite	0%	0%	26%	52%	22%	0%	0%	Yellow	52%	31%	17%	Yellow	0%	19%	38%	Yellow	3.75	0.25	3.50	56%		10,788,515
England		4	White	Green	0%	0%	14%	51%	35% G	ireen	0%	0%	18%	36%	46%	0%	0%	White	25%	29%	46%	White	4%	10%	10%	Yellow	4.07	0.13	3.93	45%		8,298,269
England	Kensington and 4	4	Green	Green	0%	1%	6%	36%	57% G		0%	6%	10%	38%	46%	6%		Yellow	77%	11%		White	0%	5%		White	3.89		3.89	46%		4,369,538
England		4	White	White	0%	0%	71%	29%		Green	0%	0%	0%	71%	29%	0%		Red	71%	29%	0%	Green	0%		0%	Green	3.33	0.00	1.25	60%		3,300,130
England			Yellow	White	0%	0%	29%	47%			6%	3%	13%	45%	33%	9%		Red	74%	8%		Green	0%	4%	0%	Green	3.68	0.10	2.69	50%		6,998,770
England		4	White	White	0%	2%	36%	43%	19% V		0%	0%	30%	51%	19%	0%		Green	17%	49%		Green	0%	0%		Green	3.73	0.00	3.59	49%		9,319,527
England			Yellow	White	0%	0%	22%	35%	43% Y		4%	0%	39%	33%	24%	0%		White	26%	46%		Yellow	0%			White	4.06	0.00	3.61	46%		7,022,390
England		4	White	White	0%	2%	13%	67%	18% G	reen	2%	0%	29%	62%	8%	2%	2%	Yellow	63%	19%	18%	White	1%	10%	3%	White	3.93		3.93	43%		8,920,140
		2.72			0%	3%	27%	39%	21%		1%	4%	34%	32%	20%	3%	5%		38%	21%	26%		7%	5%	8%		3.10	0.17	2.85	0.48	0.09	4234930.66

Inspection Model showing London Boroughs Inspected

- Kensington and Chelsea performed well against criteria, with the highest proportion of buildings classed as a 5
- Neighbourhood evaluated well majority of borough is affluent, well maintained
- CCTV coverage excellent across all of London
- Deviations found deemed not to be critical



In the Public sector, Protector has inspected over **10.000** buildings, with a sum insured of more than **GBP 87 bn**.

For RBKC, **30** % of the sum insured was inspected.

### Underwriting / Risk Management

### - Liability: Supporting premium decision and market levels

- Combining white and green factors results in an overall green rating
- Relevance and importance of factors are considered
- Most important weigh more heavily in the final rating
- These are clients that we want
- Price accordingly

- Combining all of the evaluation criteria allows Protector to form an overall view of the risk at hand
- The final rating determines how we price our tender response
- White/green clients get discount from subtotal groups when pricing

Clie	Client information Sums insured Sum						mmary other factors				
uw	ID	I	Various	risk fact	ors		Total	Want	Current insurer		
AJ	,			White	Green	Green	White	Green	Yes		
AJ	Ī			Green	White	Green	White	Green	Yes		
AJ	$\prod$			White	Green	Green	White	Green	Yes		

- All Councils benchmark very well versus peers in terms of social services and highways maintenance
  - Resulting in lower ground up rates and frequencies
- Most common claims are slips and trips, with no issues with asbestos or disease, large losses appear to be isolated incidents and not as a result of poor routines
- Repudiation rates are high, 15% better than average for highways related claims, given foundation by following best codes of practice for highways and Number 1 in the UK from Ofsted inspections
- The Tri-Borough Councils provide a wide range of services these are well funded and operated

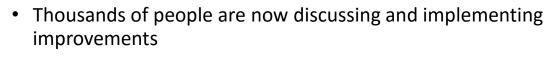


# Risk Management

- Post Grenfell Tower Tragedy



A stronger focus than ever is on Fire & Safety in UK









New regulations and laws will gradually appear



Many risks will improve - but how much?



- Protector Risk Management post Grenfell Tower preliminary action plan – finished July 7<sup>th</sup>, first actions taken
  - Updated plan will be finished medio August













# Risk Appetite

- Post Grenfell Tower Tragedy
  - Protector is top 1 / top 3 in the Nordic Market
  - We stand firmly behind our UK operation
  - Targeting a top 3 position in the UK market broker based
  - We will review, learn and develop together with our brokers

We are here to stay





### **Grenfell Tower Accident**

- Financial Impact
- Too early to say, will take years, preliminary reserves are highly uncertain
- We don't give detailed information about products, liabilities or any other client and/or reinsurance confidential information. The following figures are preliminary, uncertain and will include both property, liability and other potential related costs.
- Gross claims all products preliminary estimated to GBP 50m
- Net claims GBP 2,5m

- All gross figures in the following investor presentation are exclusive Grenfell Tower.
- All net figures includes Grenfell Tower.
  - This is done in order to support investors to understand the underlying reality of Protector's development. The formal figures in our quarterly report will include Grenfell Tower, gross and net.



### **Grenfell Tower Accident**

- Summary
- A terrible tragedy, worst in decades
- Claims handling project quickly up and running
  - Communication is challenging and important
  - Competent and experienced partners picked
  - Involved parties' feedback and advice is appreciated
  - Let's all learn from this tragedy
- RBKC has been through a thorough UW process, scoring the risk as good
- Fire & Safety situation in UK is better than Norway
- We stand firmly behind our UK operation





# Q2 2017 Results



### **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



# Highlights Q2 2017 result

- Profitable growth continues – despite Grenfell Tower

- Grenfell Tower Fire
  - Tragic event, minimal net financial effect for Protector
- Operating profit before tax of NOK 169,5m (NOK 254,9m)
- Net Combined ratio 90,7% (93,7%)
- GWP growth of 23,4% (23,4% local currency)
- Gross expense ratio 7,5% (5,1%)
- Investment return NOK 116,1m or 1,3%

- Solvency ratio of 177%, prepares for growth in 2018-2020
- We stand firmly behind our UK operations

#### **Unchanged guiding for 2017**

Net combined ratio 92%

Volume growth 20% (22% local)

Cost ratio <7%

# Gross written premiums Q2 2017

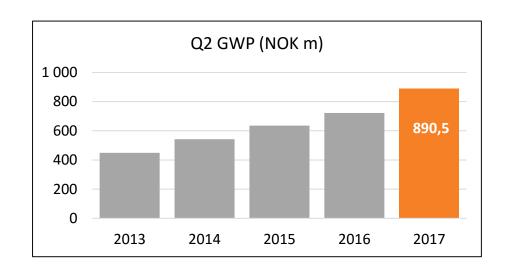


- Nordic growth leader - slightly ahead of schedule

- GWP total NOK 890,5m up 23,4%
- Strong growth in UK (NOK 130,9m)
- Strong Norwegian growth Q3 expected
  - Change of ownership: early cut off underlying growth expected to be somewhat higher (will be accounted for in Q3)



• Sub segment to the Public sector



Business unit	Q2 2017 NOK m	Q2 2016 NOK m	NOK % growth	LCY % growth
Norway Commercial & Public sector	365,5	354,6	3,1 %	3,1 %
Change of Ownership (COI)	151,5	172,7	-12,3 %	-12,3 %
Sweden	204,0	149,9	36,1 %	39,3 %
Denmark	17,7	23,9	-25,9 %	-35,3 %
UK	140,8	10,0	1311,4 %	1295,3 %
Finland	10,9	10,7	1,6 %	-7,3 %
Group	890,5	721,8	23,4 %	23,4 %



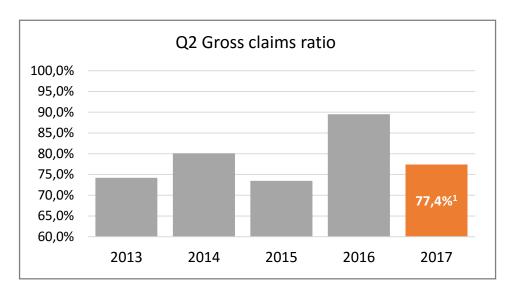
# Claims development Q2 2017

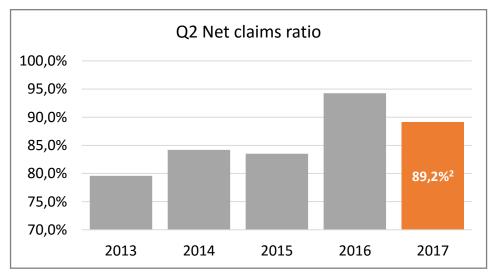
#### - Strong quarter



- Grenfell Tower tragedy stands for 58,7% of the gross claims ratio
- Gross claims ratio 77,4%<sup>1</sup>, down from 89,5% in Q2 16
- Q2 run-off gains amounted to NOK 24,3m or 3,2%
- Net claims ratio 89,2%<sup>2</sup>, down from 94,3%
  - Net impact of Grenfell Tower tragedy dismissible
- Claims handling value chain further development good progress

Underlying trend is good







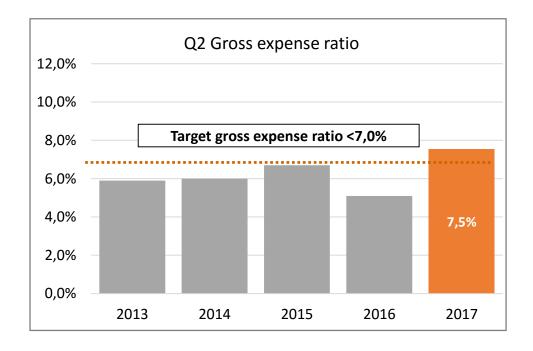
### Cost ratio Q2 2017

#### - Cost leader in Europe



- Gross expense ratio 7,5%, up from 5,1%
  - As explained last year, 5,1%, was underlying higher
  - No real cost issues
- Net expense ratio 1,5%, up from -0,5%
- Cost on a normal, very low level
  - Higher cost due to UK and Finland
- Our claims handling cost is higher than peers
  - Efficiency program in claims handling started
  - 1,5-2,0pp improvement possible next 2-3 years





Scalability and improvement programs (incl. claims handling cost) will lead to lower cost level next two years

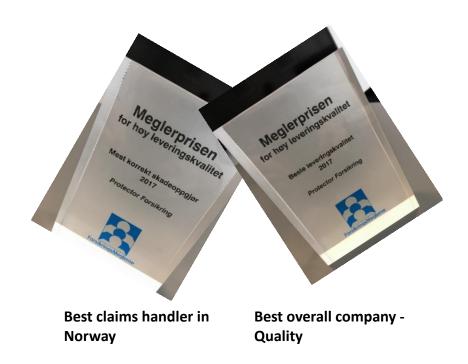


# Commercial and Public lines Norway

- On track, focus on claims handling, very large win Q3



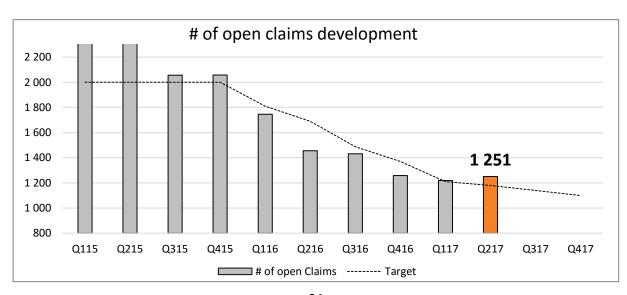
- Volume up 3,1%
- Good hit-ratio P&C, poor hit-ratio EB
  - 1 very large win
- Renewal rate 92%
- #1 in Norwegian Broker Associations quality survey
  - 3<sup>rd</sup> year in a row, 2 out of 3 awards received
- Strengthened focus on claims handling
  - 50 % of all employees, large potential
  - Improvement in value chains, digitalization
- Very strong volume start Q3
  - Biggest customer ever on board July 1st



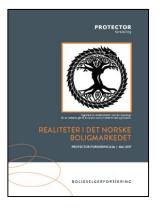


### Change of ownership insurance (COI)

- Technical surveys in focus
- Number of Open Claims still on a good level
- Court results slightly weaker than in Q1
  - 37 % 26 % 37 % (win, draw, losses)
- Very good recourse and claims prevention results
- COI released report about Norwegian housing market
  - 40 pages based on facts, shows that conflict level is low (1,8%)
  - Good reception from relevant decision-makers (politicians, broker industry, etc.)
- IT-solution (iPad-app) for technical surveys launched, ProTakst
  - Training course held for 70 participants (15 locations), very good feedback.
  - · Will increase efficiency and quality on technical surveys
- Housing-prices is cooling down, but high real estate turnover is expected





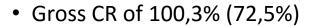






### Sweden

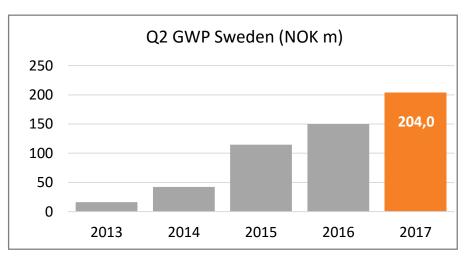
- Strong growth, profitability on track
- Volume up 36,1% (+39,3% in SEK)
- Renewal rate 71%
  - One very large non-renewal, 33m



- Gross combined H1 100,5%
- New Q-record for claims cost savings, 40,1m
- Net CR of 96,1% (87,0%)
  - Net combined H1 86,4%
- Strong new sales
  - Continued high hit-ratio, > 40% (nr. of wins)









### Finland

#### - E-services launched



- Public sector on track
  - Hit-ratio >30% on volume and nr.
- Commercial sector advancement
  - Several new large Motor customers won
  - Three new broking companies placed customers
  - Tender volume still low but rising every month



- E-services l@unched 1/7
  - Update policy and upload information
  - View policy, terms & conditions and invoices
  - Download claims data



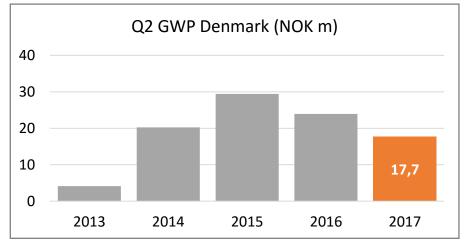
### Denmark results Q2 2017

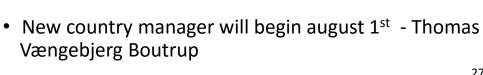
- On track, H1 operating profits before tax NOK 8,7m



- Net combined ratio 132,2% (YTD 103,7%)
  - Net claims ratio Workers Comp. ~ 110%. Slightly more conservative than earlier communicated (100%)
- Gross combined ratio 116,4% (YTD 104,5%)
- 25,9 % GWP decrease (-35,3 % in DKK)
  - Renewal rate 34%
- ComeBack '17 is well on track within Service and Claims handling
- Still limited risk appetite on new WC volume











### UK

- Large volume quarter, high activity, Grenfell Tower

- GWP YTD NOK 157,1m(> 80 clients)
  - GWP Q2 NOK 140,8m
- Grenfell Tower Projects up and running
- Net and gross combined ratios influenced by Grenfell Tower, underlying reality too early to say









- Very good feedback from the brokers
  - The challenger is warmly welcomed
- Team of 20 people aiming for "cultural lead"
  - Recruitment of 20 people next 12 months





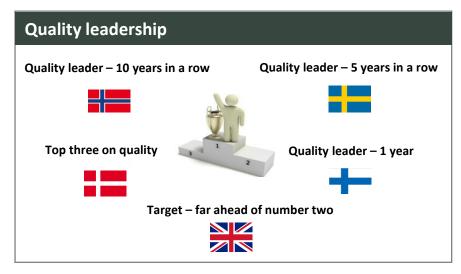
# Protector's key success factors

- Cost, quality, profitability and growth

Gross expense ratio	2012	2013	2014	2015	2016	Q2 2017
PRF	7,7 %	8,8 %	7,6 %	7,5 %	6,8 %	7,5 %
Gjensidige	15,5 %	15,3 %	15,0 %	15,1 %	14,2 %	
Codan/Trygg-Hansa <sup>1</sup>	18,6 %	19,5 %	21,2 %	16,4 %	14,8 %	
Tryg	16,4 %	15,6 %	14,6 %	15,3 %	15,7 %	
Topdanmark	15,8 %	16,2 %	15,7 %	15,9 %	16,4 %	
If	16,9 %	16,8 %	16,7 %	13,0 %	16,6 %	
LF	21,0 %	19,0 %	19,0 %	19,0 %	19,0 %	
KLP	26,4 %	26,2 %	23,1 %	21,1 %	22,8 %	
Avg. ex. PRF	18,7 %	18,4 %	17,9 %	16,5 %	17,1 %	

Net Combined ratio	2012	2013	2014	2015	2016	Q2 2017	Avg. 12-16
Gjensidige	85,3 %	89,2 %	86,0 %	83,7 %	83,4 %		85,5 %
Tryg	88,2 %	87,7 %	84,2 %	86,8 %	86,7 %		86,7 %
If	89,3 %	88,1 %	87,7 %	85,4 %	84,4 %		87,0 %
Topdanmark	88,0 %	91,5 %	86,0 %	87,3 %	85,1 %		87,6 %
PRF	86,2 %	86,7 %	84,5 %	88,7 %	97,0 %	90,7%	88,6 %
Codan/Trygg-Hansa <sup>1</sup>	94,3 %	95,3 %	90,4 %	94,0 %	86,2 %		92,0 %
LF	98,0 %	97,0 %	93,0 %	91,0 %	95,0 %		94,8 %
KLP	107,8 %	103,7 %	91,9 %	98,8 %	98,7 %		100,1 %
Avg. ex. PRF	92,8 %	92,3 %	88,5 %	89,6 %	88,5 %		90,3 %





Source: TNS Gallup surveys and Finnish Insurance Broker Assocation (FIBA)

Revenue growth (GWP)	2012	2013	2014	2015	2016	Q2 2017	Avg. 12-16
PRF	26,1 %	22,7 %	27,6 %	19,7 %	21,0 %	23,4 %	23,4 %
KLP	15,4 %	10,9 %	10,7 %	20,8 %	13,8 %		14,3 %
Gjensidige	2,1 %	7,7 %	7,9 %	7,4 %	5,7 %		6,2 %
LF	3,2 %	3,5 %	7,4 %	5,4 %	6,0 %		5,1 %
Codan/Trygg-Hansa <sup>1</sup>	7,2 %	-1,0 %	-0,8 %	3,5 %	7,2 %		3,2 %
If	6,4 %	1,5 %	-2,8 %	-1,6 %	-2,2 %		0,3 %
Topdanmark	1,0 %	1,5 %	2,6 %	-2,6 %	-1,6 %		0,2 %
Tryg	18 %	-4,0 %	-4,4 %	-2,7 %	-1,7 %		-2,2 %
Avg. ex. PRF	5,3 %	2,9 %	2,9 %	4,3 %	3,9 %		3,9 %



### Profit & loss Q2 2017

### - Strong growth and improved technical result

[1.000.000 NOK]		Q2 2017	Q2 2016	YTD 2017	YTD 2016	FY 2016	
Gross premiums written		890,5	721,8	2 977,9	2 634,0	3 439,0	GWP growth 23,4% in Q2, 13,1% YTD
Gross premiums earned		927,3	873,0	1 785,9	1 655,9	3 250,4	<u> </u>
Gross claims incurred		(1 262,0)	(781,4)	(2 046,3)	(1 489,1)	(3 005,0)	
Earned premiums, net of reinsurance		757,8	720,4	1 468,0	1 352,0	2 669,0	
Claims incurred, net of reinsurance		(675,7)	(679,0)	(1 334,0)	(1 289,0)	(2 540,4)	
Net commission income		33,2	34,3	119,8	119,6	118,5	
Operating expenses		(44,9)	(30,7)	(91,2)	(63,9)	(167,0)	
Other income/costs		(17,0)	(10,6)	(28,4)	(7,2)	(38,3)	
Net financial income		116,1	220,5	142,6	188,6	499,3	ROI 1,7% YTD
Profit before tax		169,5	254,9	276,8	300,1	541,1	
Tax		(22,9)	(31,1)	(60,5)	(59,7)	(88,4)	Low tax due to zero tax on equity gains
Profit before components of comprehensive	income	146,6	223,8	216,4	240,4	452,7	
Comprehensive income incl. tax		18,4	(1,1)	29,6	(8,0)	(3,4)	
Profit for the period		165,0	222,7	246,0	232,4	449,3	
Claims ratio, net of ceded business	(1)	89,2%	94,3 %	90,9%	95,3 %	95,2 %	
Expense ratio, net of ceded business	(2)	1,5%	-0,5 %	-2,0%	-4,1 %	1,8 %	
Combined ratio, net of ceded business	(3)	90,7%	93,7 %	88,9%	91,2 %	97,0 %	
Gross claims ratio	(4)	136,1%	89,5 %	114,6%	89,9 %	92,5 %	
Gross expense ratio	(5)	7,5%	5,1 %	7,4%	5,6 %	6,8 %	"World leading" expense ratio
Gross combined ratio	(6)	143,6%	94,6 %	121,9%	95,5 %	99,2 %	
Retention rate	(7)	81,7%	82,5 %	82,2%	81,6 %	82,1 %	
Earnings per share	(8)	1,70	2,60	2,51	2,79	5,25	

- (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
- (8) Profit before other comprehensive income divided by weighted number of shares



### **Investments**

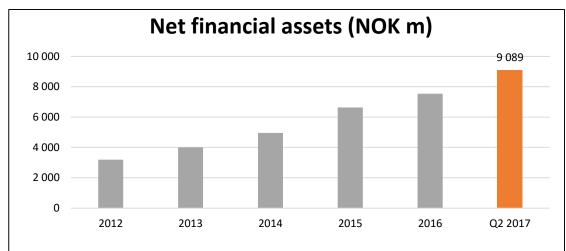
Core business

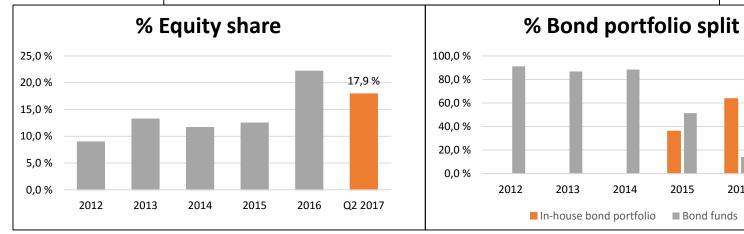


### **Investments**

- Beautiful "Float" growing rapidly







Priority 1 is to never allow any risk for solvency issues or fire sale



69,9 %

2016

**1**2.2 %

Q2 2017

### Portfolio statistics

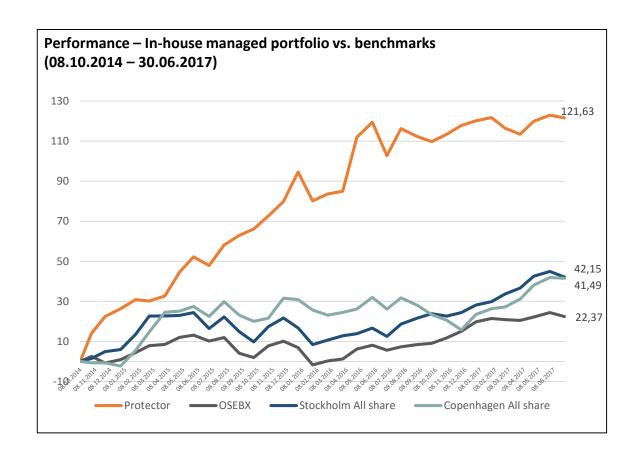
- In-house managed equity portfolio vs. OSEBX end of June 2017



Key Figures	In-house Managed Portfolio	OSEBX
Performance	121,6%	13,3%
Dividend yield	2,3%	4,1%
P/E NTM*	13,9	14,8
3 yr sales CAGR	27%	-2%
3 yr EPS CAGR	27,9%	-21%

<sup>\*</sup>Factset estimates except for one company not listed where own estimates are used

- Extreme outperformance in period
- Cannot, and will not expect similar outperformance in the future
- Comfortable with periods of underperformance as long as underlying performance is good
- Goal to beat market over time



Investment performance evaluated over the long term



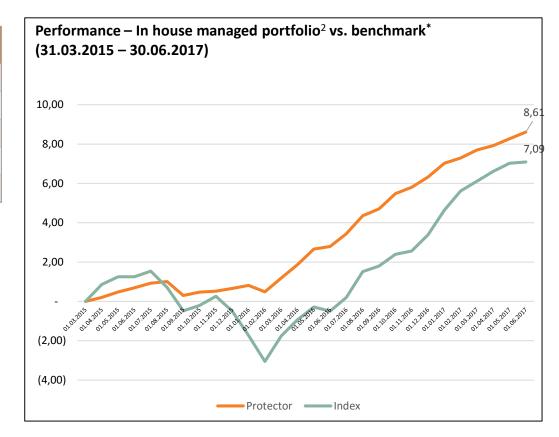
### Portfolio statistics

- In-house managed portfolio vs. benchmark end of June 2017



Portfolio data 30.06.2017	
Size NOK m	6209
Yield	2,54%
Duration	0,37
Credit duration	3,17
Average rating	BBB+1

- Navigating in a very hot market
- Significant outperformance in the period
- Cannot, and will not expect similar outperformance in the future
- Goal to beat benchmark over time



#### Investment performance evaluated over the long term

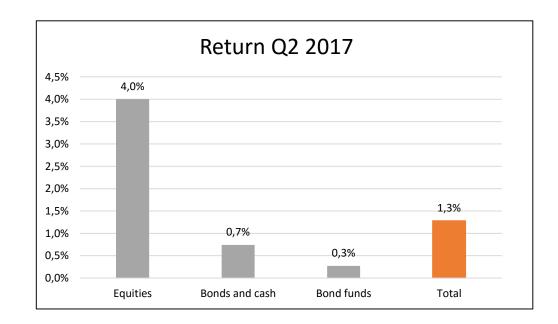


# Investment performance Q2 2017

- Strong underlying development



- 1,3% return on investment portfolio, net investment result of NOK 116,1m
- Equities; return of 4,0%
  - Portfolio consist of 15 companies
  - Good underlying development
  - Two companies sold as their target price was reached
- Bond portfolio; return of 0,7%
  - · Spreads further tightening
  - No high yield exposure in bond funds
  - Lower total risk than benchmark





### Balance sheet Q2 2017

### - Strong & growing fast

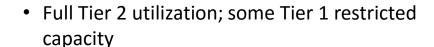


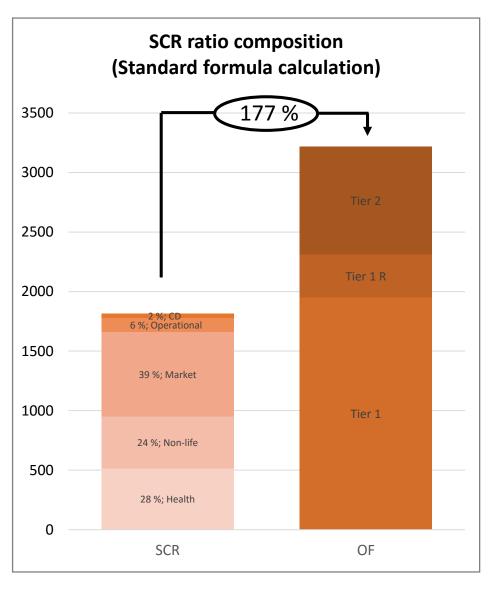
[1.000.000 NOK]	30.06.2017	30.06.2016	31.12.2016
Owner-occupied property	13,7	13,6	13,7
Financial assets*	11 398,3	8 261,5	8 537,6
Bank deposits	285,5	45,9	204,3
Other assets	2 173,8	1 372,1	1 091,7
Total assets	13 871,4	9 693,1	9 847,4
Total equity	2 317,2	2 051,3	2 268,2
Subordinated loan capital	1 241,4	648,1	645,9
Total reserves	7 282,6	5 551,4	5 148,0
Other liabilities*	3 030,1	1 442,3	1 785,3
Total equity and liabilities	13 871,4	9 693,1	9 847,4
* Financial darivatives has far informational n	urnasas haan nattad in		

<sup>\*</sup> Financial derivatives has for informational purposes been netted in this balance sheet.

#### **Strong capital position:**

- SCR coverage ratio 177 % pr. 30.06
- SCR fully covered by Tier 1 capital only
  - NOK 194m dividend paid







# Solvency II

- SCR & Capital



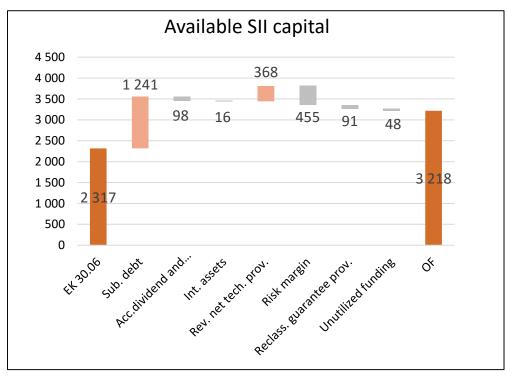
#### **Composition of SCR:**

- Net insurance risk 52 %
- Net market risk 39 %
- Other risks 9 %

#### **SCR** composition 3 500 60 199 1 227 3 000 2 500 932 2 000 751 381 1 500 1 000 1812 500 0 Divers. 18C

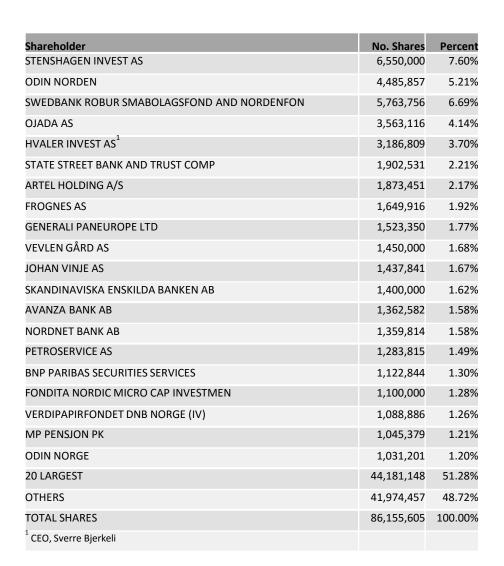
#### **Available SII capital:**

- Assumed dividend of 40 % on YTD17 result
- Guarantee provision subtracted from own funds



### Shareholder matters

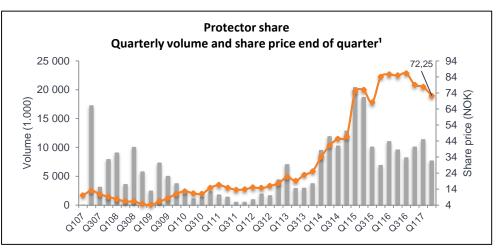
- Per 30.06.2017





#### Related parties shareholding

- Management's direct and indirect shareholding totals
   3,5m shares or 4,0% of current outstanding shares
- Board members directly own a total of 11,1m shares or 12,9% of current outstanding shares
- 33 employees own directly and indirectly a total of 3,8m shares or 4,4% of current outstanding shares (incl. management)
- Protector owns a total of 11 235 own shares.



Share price adjusted for dividends, no reinvestment of dividends Data pr. 30.06.2017



# Profitable growth + investment return = success







# Summary Q2 2017

- Profitable growth continues – despite Grenfell Tower



- GWP growth of 23,4 % or NOK 168,7m
  - On track to 20% annual growth
- Net Combined ratio 90,7% (93,7%)

Solvency ratio of 177%, prepares for growth in 2018 and 2019

Grenfell Tower tragedy in focus

#### **Unchanged guiding for 2017**

Net combined ratio 92%

Volume growth 20% (22% local)

Cost ratio <7%



We stand firmly behind our UK operation





# 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
- (8) Earnings per share
- (9) Return on Equity (ROE)
- (10) Return on Solvency Capital

#### **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
- (8) Profit before other comprehensive income divided by weighted number of shares
- (9) Profit before other comprehensive income divided by average shareholder's equity
- (10) Profit before changes in security provisions less tax divided by sum of average shareholder's equity and security reserves

