



22 January 2019

Tryg Forsikring A/S – Annual report 2018

Tryg Forsikring's full annual report for 2018 will be published 10 April 2018 – the late publication date is due to the merger of Tryg Forsikring A/S and Forsikrings-Aktieselskabet Alka which needs to be approved before approval of the Annual Report 2018.

Technical result for Tryg Forsikring Group before Alka of DKK 2,826m (DKK 2,789m) and premiums growth of 6.3% including Alka and portfolio acquisitions. Pre-tax result as reported of 2,326 and investment result of DKK -332m (DKK 532m) driven by highly negative equity markets. Solvency ratio of 166.

Financial highlights 2018

Tryg Forsikring Group excluding Alka

Technical result DKK 2,826m (DKK 2,789m)
Premiums growth local currencies 4.1% (1.7%)

Tryg Forsikring Group including Alka

Technical result DKK 2,766m (DKK 2,789m)
Premiums growth local currencies 6.3% (1.7%)
Investment result DKK -332m (DKK 532m)
Pre-tax result DKK 2,326m (DKK 3,314m)

Customer highlights 2018

- TNPS of 67 (62)
- Number of products per customer of 3.8 (3.5)

Statement by Group CEO Morten Hübbe:

We are pleased to present an improved technical result before the Alka even though weather and large claims were at a higher level compared to 2017. We continue to see a good premium growth for the Group primarily driven by the Private & Commercial segment, which also is reflected in the highest customer satisfaction and retention level ever.

In 2018 Tryg had a strong focus on digitalization with the result that digital contacts to Tryg for the first time ever exceeded telephone contacts, which also can be seen from the fact that 60% of our customers prefer self-service solutions.

We are very pleased that Alka is now part of our business, the merged group will benefit from broader competences in different fields. The stand-alone technical result for Alka was DKK 342m for 2018 (of which DKK 63m was included in Tryg Forsikring results) which supports our view of a strongly run business. We welcome Alka's 380,000 customers and employees in the Tryg Forsikring Group, the



customers will be eligible for Tryghedgruppen's member bonus. In 2018 we also welcomed 20,000 customers from FDM Forsikring and 12,000 customers from Troll in Norway.

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Tryg Forsikring is one of the largest non-life insurance companies in the Nordic region with activities in Denmark, Norway and Sweden. Tryg provides peace of mind and value for 3 million customers on a daily basis.