Interim report

Q1 2023

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Management's review

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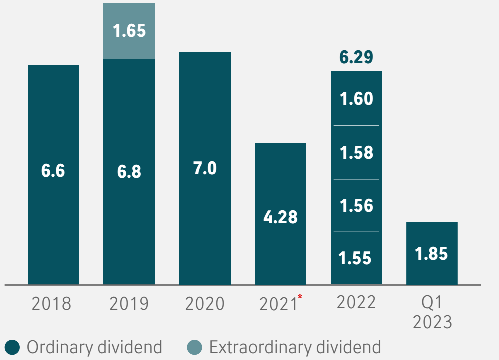
Tryg aims to pay a nominal, stable and increasing ordinary dividend while maintaining stable results and a high level of return on capital employed.

Shareholders' remuneration
(DKK per share)



* During 2021, Tryg launched a DKK 37bn rights issue to fund the RSA Scandinavia acquisition. The number of shares was 653m after the rights issue compared to 302m before the rights issue. The higher number of shares explains the drop in the DPS in 2021.

Introduction to a new accounting standard, IFRS 17 Executive summary

Background

- **IFRS 17 came into effect on 1 January 2023:** "IFRS 17: Insurance Contracts" came into effect on 1 January 2023, changing the financial reporting of insurance companies. For Tryg, this means that the Q1 2023 quarterly report will be prepared in accordance with IFRS 17. Comparative figures are restated accordingly.
- **The goal of IFRS 17** is to ensure consistent accounting for all insurance contracts, increase comparability between insurance companies and to drive more detailed disclosures.

Impact

- **Changes primarily in terminology & reclassification:** Due to Tryg's business being predominantly short tail and the current accounting policy practices already in force in Denmark (e.g. mark-to-market accounting for all assets and liabilities, discounting claims provisions), IFRS 17 will primarily mean a change in terminology and a few reclassifications of items in the P&L.
- **Key items such as pre-tax result, net profit and shareholders' equity remain unchanged.**

Key takeaways

- **Technical result to remain stable:** The IFRS 17 restated 2022 technical result could at first glance imply increased volatility due to the inflation swap being moved to the investment result. However, this is not the case, as an update to inflation assumptions is being applied, which, on the contrary, is expected to reduce volatility (see further details on following pages).
- **Pre-tax result, Profit and Equity unchanged:** Tryg runs a pure P&C business and is predominantly short tail. It has used mark-to-market accounting for all assets and liabilities for many years, which means that the underlying measurement of the business will not change, and the new standard will therefore leave the pre-tax result, the profit for the year and shareholders' equity untouched.
- **Solvency ratio and dividend outlook also remain the same:** Due to the reasons mentioned above, the solvency ratio and dividend outlook will remain the same as previously and are not impacted by IFRS 17.

Key new Terminology

Insurance revenue: This is the new top line figure and is comparable to gross premium income but does not include bonus and premium rebates.

Insurance service expenses: This line item covers both claims and costs (the split will still be shown in the income overview and in the notes).

Insurance service result: Equivalent to the technical result and is the sum of insurance revenue, insurance service expenses and net expenses from reinsurance contracts.

Highlights

Financial Q1 2023*

4.6%
Insurance revenue growth
in local currencies

0.7
Group underlying claims ratio improvements
percentage points
Q1 2022: 0.5

13.3
Expense ratio
Q1 2022: 13.7

84.0
Combined ratio
Q1 2022: 88.9

1,474m
Insurance service result (DKK)
Q1 2022: 1,014m

167m
Total investment return
(DKK)

1,187m
Profit before tax
(DKK)
Q1 2022: 204m

1.85
Dividend per share
(DKK)
Q1 2022: 1.55

200
Solvency ratio
Q4 2022: 201

* The comparison figures for Q1 2022 related to the insurance business are pro-forma disclosed ahead of the Q1 report

Reporting structure from Q2 2022

In Q2 2022, Tryg started to fully consolidate Codan Norway and Trygg-Hansa. These businesses have been merged into the overall Private and Commercial organisations and reporting structure. Tryg is reporting its results through three divisions: Private, Commercial and Corporate, this is unchanged from previous practice The old Sweden segment where Moderna Private was reported has been merged into the Private segment. Tryg has been producing pro-forma* numbers for the enlarged Group from Q2 2021 to Q1 2022 to help comparability, these have been published on ***tryg.com***. Tryg will also continue to publish the results by geographies in the notes of each quarterly report, with Denmark, Norway and Sweden primarily shown here. Codan Norway and Trygg-Hansa will also flow into the respective geographical results.

Private	**Q1 2023**	**Q1 2022 (pro-forma)**	**Q1 2022**
Insurance revenue	6,002	5,941	4,264
Insurance service result	828	795	370
Claims ratio	73.6	73.7	78.6
Expense ratio	12.6	13.0	12.7
Combined ratio	86.2	86.6	91.3

Commercial	**Q1 2023**	**Q1 2022 (pro-forma)**	**Q1 2022**
Insurance revenue	2,273	2,317	1,429
Insurance service result	401	313	82
Claims ratio	66.5	69.9	77.8
Expense ratio	15.9	16.6	16.5
Combined ratio	82.3	86.5	94.3

Corporate	**Q1 2023**	**Q1 2022 (pro-forma)**	**Q1 2022**
Insurance revenue	914	876	876
Insurance service result	246	-95	-95
Claims ratio	61.9	99.6	99.6
Expense ratio	11.2	11.3	11.3
Combined ratio	73.1	110.8	110.8

* Pro-forma figures from Q2 2021 to Q1 2022 have been published on ***tryg.com*** to improve comparability. Pro-forma figures are shown including full consolidation of Codan Norway and Trygg-Hansa. Figures shown in this table have been restated under IFRS 17.

Insurance revenue growth of 4.6% in Q1, primarily driven by positive developments across all business segments. The insurance service result (previously called technical result) totalled DKK 1,474m (DKK 1,014m). The result was supported by further positive developments in the core business (including RSA Scandinavia synergies), an increased level of interest rates (implying a higher discount rate for insurance liabilities and thus lower claims levels in Q1) and positive top-line growth. The Norwegian (NOK) and Swedish (SEK) currencies weakening had a negative impact on Q1 2023 compared to the same quarter in 2022. The underlying claims ratio improved by 0.7 percentage points (pp) for the Group, while it deteriorated by a modest 0.2 pp in the Private segment. The investment result for Q1 was DKK 167m, driven primarily by positive equities and fixed income returns. Tryg pays a Q1 DPS of 1.85 and reports a solvency ratio of 200.

Income overview

DKKm All figures under IFRS 17	Q1 2023	Q1 2022 (pro-forma)	Q1 2022	FY 2022
Insurance revenue	**9,189**	**9,133**	**6,569**	**34,814**
Gross claims	-6,115	-6,640	-5,137	-23,904
Total insurance operating costs	-1,218	-1,251	-875	-4,701
Insurance service expenses	**-7,333**	**-7,891**	**-6,012**	**-28,605**
Profit/loss on gross business	1,856	1,242	557	6,212
Net expense from reinsurance contracts	-382	-228	-199	-576
Insurance service result	**1,474**	**1,014**	**358**	**5,636**
Investment return [a]	**167**		**161**	**-441**
Other income and costs	-455		-315	-2,143
Profit/loss before tax	**1,187**		**204**	**3,051**
Tax	-302		-95	-804
Profit/loss	**885**		**109**	**2,247**
Hereof run-off gains/losses, net of reinsurance	217	231	-125	759
Key figures and ratios				
Shareholders' equity	41,814		48,348	42,504
Return on equity after tax (%)	8.4		0.9	4.9
Return on Own Funds (%)[b]	22.2		2.4	13.0
Return on Tangible Equity (%)	29.7		1.0	7.8
Number of shares 31 March (1,000)	627,129		653,534	633,710
Earnings per share (DKK)	1.40		0.17	3.47
Operating earnings per share (DKK)	1.70		0.21	4.43
Ordinary dividend per share (DKK)	1.85		1.55	6.29
Premium growth in local currencies[c]	4.6		5.9	5.9
Gross claims ratio	66.5	72.7	78.2	68.7
Net reinsurance ratio	4.2	2.5	3.0	1.7
Claims ratio, net of ceded business	70.7	75.2	81.2	70.3
Gross expense ratio	13.3	13.7	13.3	13.5
Combined ratio	**84.0**	**88.9**	**94.6**	**83.8**
Run-off, net of reinsurance (%)	-2.4	-2.5	1.9	-2.2
Large claims, net of reinsurance (%)	1.7	2.7	2.6	3.3
Weather claims, net of reinsurance (%)	1.7	2.7	3.3	1.7
Discounting (%)	3.1	1.2	1.0	2.1
Combined ratio on business areas				
Private	86.2	86.6	91.3	81.4
Commercial	82.3	86.5	94.3	81.9
Corporate	73.1	110.8	110.8	87.4

[a] In 2022, income from RSA Scandinavia includes net effect from demerger and sale of Codan Denmark
[b] Adjusted for depreciation on intangible assets related to Brands and Customer relations after tax
[c] Premium growth in 2023 is measured against comparative pro-forma 2022 figures

How to read this report

Tryg is reporting under IFRS 17 for the first time in Q1 2023, in line with the European Insurance sector. **All comparative figures are restated to IFRS 17 including the pro-forma figures for Q1 2022.**

The insurance service result in Q1 was DKK 1,474m (DKK 1,014m), driven by a COR of 84.0%. The insurance service result increase is primarily driven by generally higher interest rates and significantly lower level of large and weather claims compared to Q1 2022. Insurance revenue grew 4.6% in local currencies, primarily driven by price adjustments across all business units.

The investment result was DKK 167m primarily driven by positive returns from equities and fixed income asset classes after a volatile start of the year. The investment result in Q1 2022 included both Tryg stand-alone investment return and the income from RSA Scandinavia as this was the last quarter before full consolidation.

Other income and costs include, amongst other items, DKK -120m for integration costs and DKK -206m for intangibles amortisation in connection with the acquisition of RSA Scandinavia.

Tryg is paying a Q1 DPS of 1.85 and reports a solvency ratio of 200, in line with the Q4 level.

Tryg published a ***newsletter on IFRS 17*** in April 2022 as well as ***full quarterly re-stated figures for 2022*** for the Group, the business units and by geography at the end of March 2023.

The income overview reflects internal management reporting. The difference to the financial statement is explained in note 1.

Tryg's results

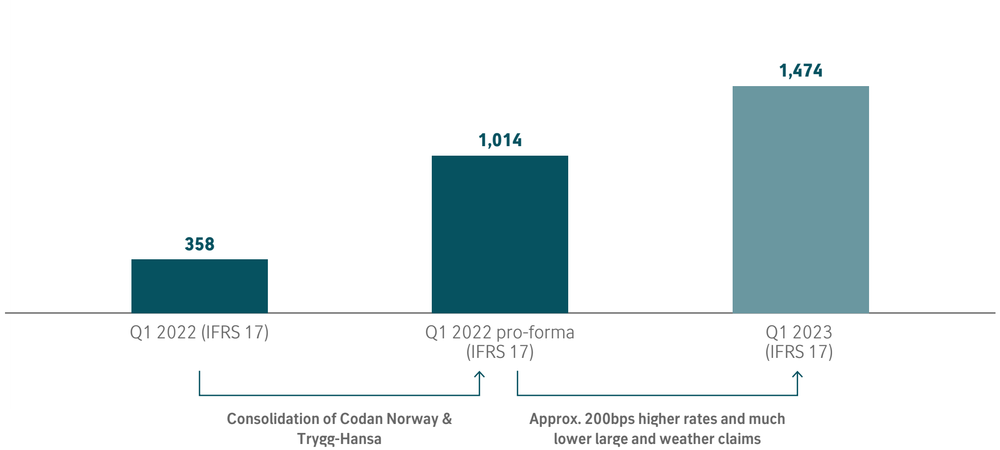
Throughout the report, comparison figures for the insurance business are the pro-forma including Trygg-Hansa and Codan Norway restated under IFRS 17.

Tryg reported a Q1 insurance service result of DKK 1,474m (DKK 1,014m), driven by positive top-line development across all business segments, solid progress in the core business, including the delivery of RSA Scandinavia synergies and a generally higher level of interest rates, which reduces the claims costs (all else being equal). The underlying claims ratio for the Group improved by 0.7 percentage points, while the Private segment saw a slightly negative development. The combined ratio was 84.0 (88.9) helped by significantly higher interest rates and much lower large and weather claims compared to Q1 2022. Investment return for the quarter was DKK 167m (DKK 161m), primarily driven by a challenging macroeconomic climate that produced low returns, especially on equities and properties. The pre-tax result was DKK 1,187m. A solvency ratio of 200 was reported at the end of the quarter. Tryg reports a Q1 Operating EPS of 1.70 and is paying a Q1 DPS of 1.85.

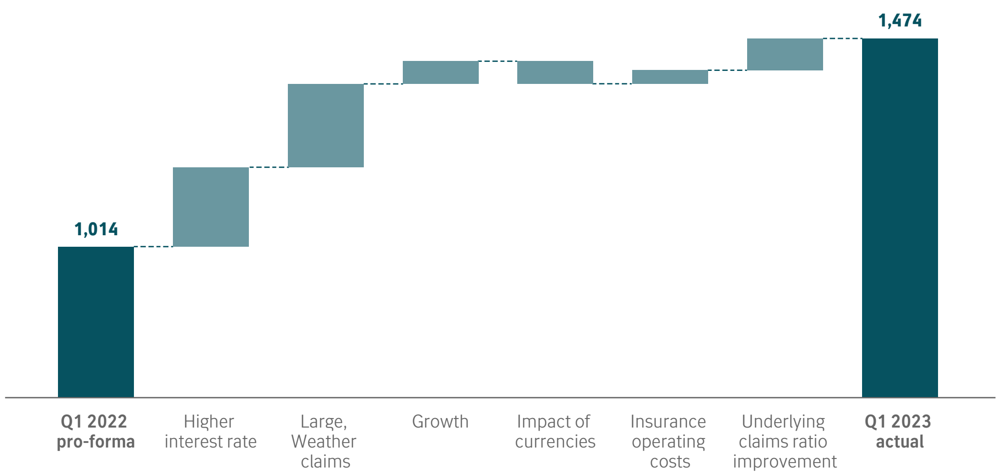
Q1 2023 is the first quarter reported under IFRS 17, a new accounting standard for European insurers. The new accounting standard has been long in the making, as the industry has been discussing this for more than ten years. Tryg runs a purely non-life business, which is relatively short-tailed and has been using mark to market for assets and liabilities for many years, therefore the new accounting standard has a relatively limited impact on Tryg's figures. At the end of March, Tryg published a comprehensive document showing re-stated Group figures for all quarters in 2022 including business units and geographical segments.

Group insurance revenue growth was 4.6% in Q1, impacted primarily by solid growth in the Private and Commercial segments. Revenue growth would have been 5.5% excluding conversions and repricing of the Moderna portfolio to Trygg-Hansa in Sweden and Codan Norway to Tryg in Norway. The impact from conversions and repricing on premium growth was in line with expectations. The level of conversions was in line with expectations. The combined ratio was 84.0 (88.9), driving an insurance service result of DKK 1,474m (DKK 1,014m). The higher insurance service result (technical result) is primarily driven by higher insurance revenue,

Insurance service result
(DKKm)



Group insurance service result walk
(DKKm)



an improved underlying performance, including DKK 64m of RSA synergies, a generally higher level of interest rates and much lower large and weather claims compared to Q1 2022. On the negative side, currency developments proved unfavourable (SEK and NOK are close to 20-year lows). The insurance service result of DKK 1,474m is higher than the pro-forma figure of DKK 1,014m for Q1 2022 (under IFRS 17) helped by significantly higher interest rates and much lower weather and large claims, as significantly. Weather claims were lower than expected for Q1 and slightly lower than Q1 2022 at 1.7% (2.7%). Large claims were also below normal expectations at 1.7% (2.7%) for the quarter. The run-off result was 2.4% (2.5%). The Group's underlying claims ratio, adjusted for weather claims, large claims, run-offs and the discount rate (to discount the claims provisions) was 0.7 percentage points better than in Q1 2022 (pro-forma IFRS 17) due to profitability initiatives in Commercial and particularly in Corporate improving results. The Private underlying claims ratio deteriorated by a modest 0.2 percentage points compared to Q1 2022 (pro-forma) as the general inflationary environment remained in place and the company continued to experience a higher level of travel insurance claims. Inflation remains high, although consumer price index growth rates have decreased slightly in the first few months of 2023, Tryg continually monitors inflation developments and adjusts prices accordingly. Commercial, and especially Corporate, supported Tryg's underlying improvement due to the rebalancing of the Corporate portfolio and growth in the smaller Commercial segment across all countries. A higher share of insurance revenue deriving from the Private segment will be considered a key competitive advantage in the medium and long term. Tryg's Corporate business is actively continuing to increase

Inflation, interest rates and discounting

Inflation

Initial signs of higher **inflation growth in the second half of 2021**

Non-life insurers are exposed to higher inflation via higher claims costs

Tryg is mitigating higher inflation growth via its strong procurement agreements, while at the same time adjusting prices to reflect the higher inflation level

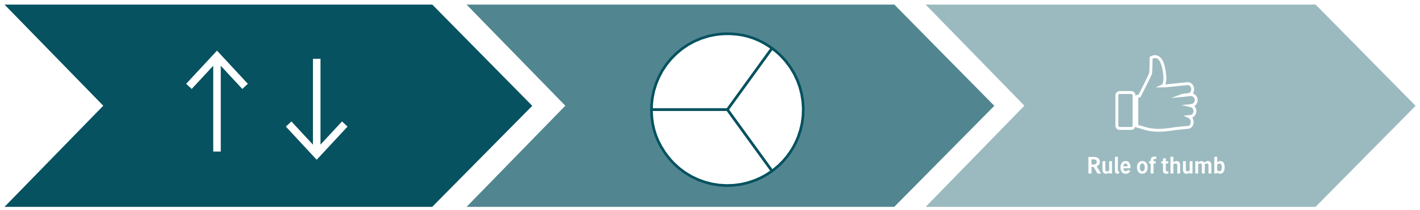
Interest rates[1]

Interest rates have started to increase following many years of very low levels

Due to full discounting of claims reserves, **increased interest rates will have a positive impact** on the claims ratio (all else being equal) and will help lower claims costs

An increase of one percentage point in the average interest rate used for discounting claims will **reduce the claims ratio by ~1 p.p.**

Currencies



Due to the unstable macroeconomic environment, currencies development have been highly unfavourable as SEK and NOK virtually at the lowest level of the last twenty years

After the acquisition of Codan Norway & Trygg-Hansa, more than 50% of the group's business now stems outside of Denmark

An fluctuation of one percentage point in the currency development will effect the group's insurance service result with ~DKK 50-75m annually.

[1] Tryg has published a newsletter on the sensitivity of earnings to interest rate movements. Read more on ***tryg.com/newsletters***.

prices and reducing exposure to unprofitable segments, and it expects profitability to continue to improve in 2023 and the following years. Synergies for the quarter amounted to DKK 64m, with DKK 22m related to administration and distribution, driven primarily by FTE reductions. DKK 12m was linked to commercial initiatives, DKK 21m came from procurement and, finally, DKK 9m was related to claims costs.

A customer satisfaction score of 86 was achieved in Q1 2023, which an increase from the score of 85 for the prior-year period. Tryg has a strong focus on improving customer satisfaction and notes that claims handling managed through Guidewire, Tryg's new claims handling system across Denmark and Norway, supports higher customer satisfaction due to the faster claims handling.

Total investment return amounted to DKK 167m, driven primarily by good returns from equities and fixed income assets classes. Equity market volatility spiked following the bankruptcies of some regional US banks and the Credit Suisse event but the last period of March saw calm returning. Properties produced a negative return in a challenging environment. Tryg's equity portfolio reported a positive return of 3.3%, with equities posting an overall result of DKK 114m.

Tryg continues to pursue a relatively low-risk investment strategy with limited equity exposure and a conservative fixed-income profile (more than 90% of fixed-income securities are Nordic covered bonds). It should be remembered that Tryg marks to market both assets and liabilities (in accordance with Danish Financial Supervisory Authority rules), resulting in some P&L volatility in turbulent times. Asset allocation remained broadly unchanged during the period, while it is important to note that total invested assets are approximately DKK 64bn, with the free portfolio representing approximately DKK 17bn of the total.

Insurance revenue

Insurance revenue was DKK 9,189m (DKK 9,133m), corresponding to growth of 4.6% in local currency. As previously mentioned, revenue growth would have been 5.5% excluding conversions and repricing of the Moderna portfolio to Trygg-Hansa in Sweden and Codan Norway to Tryg in Norway. The impact from conversions and repricing on premium growth was in line with expectations. The Private segment reported growth of 4.9%, becoming 6.2% adjusting for conversions related to the RSA transaction. The insurance revenue development in Private was primarily driven by pricing initiatives to mitigate inflation but also due to further cross-selling and sales to new customers. Growth in the Private segment was impacted by a slight drop in the retention rate and continuing low sales of new cars. Commercial lines reported insurance revenue increase by approx. 4% after adjusting for the transfer between Commercial and Corporate in the Norwegian business, while a good growth in Commercial Denmark was driven by pricing initiatives. Growth in Commercial Norway was primarily driven by price initiatives and strong sale of product packages to smaller Commercial customers. Commercial Sweden saw growth continue to be positively impacted by strong online and service centre sales to smaller commercial customers.

The Corporate segment continued its efforts to improve profitability by increasing prices and reducing international exposure, particularly to the property and liability segments. Corporate had a total growth of approx. 3% after adjusting for the above-mentioned transfers. Price hikes were widely accepted across all countries and were the main driver for revenue growth. Corporate business will continue to de-risk the portfolio and reduce exposure to international customers, especially with respect to liability and property. The transfer of business between Commercial and Corporate in Norway is expected to be finalised in H1 2023.

Claims

The claims ratio net of ceded business was 70.7 (75.2). The underlying claims ratio for the Group, excluding large claims and weather claims, run-offs, and discounting, was 72.8 (73.5), which was 0.7 percentage points better than the corresponding pro-forma quarter in 2022. The Private underlying claims ratio deteriorated marginally to 75.4 (75.2), which was mainly attributable to travel insurance, as the comparison quarter was still somewhat impacted by COVID-19 lockdowns. The travel industry has been characterised by many households changing their travel patterns, with fewer but more expensive trips. Due to agreements with various credit cards providers, Tryg also experienced a higher level of smaller travel claims. Rebalancing and profitability initiatives in the Corporate segment continue and should help sustain the improvement in the Group's underlying claims ratio. Tryg expects an improvement in the underlying claims ratio for FY 2023 based on pricing initiatives, rebalancing the portfolio and synergies related to the acquisition of the RSA Scandinavian business. Tryg has been working actively with procurement agreements to contain claims inflation, while price adjustments have also been pushed through. Inflation remained high in the first three months of the year and the economic environment was challenging. Both the Swedish and Norwegian businesses were affected by their respective currencies weakening, which in particular impacted spare parts related to the motor segment. It is important to remember that the full impact of the price increases will only be visible in the P&L after 12-24 months. In the longer term, the price increases will match claims inflation, but there may be some slightly more volatile developments in the short term.

Tryg's procurement team works closely with the claims department to monitor and control

Follow Tryg's free portfolio on *tryg.com*

Tryg publishes on a daily basis on Tryg.com the percentage return of the most volatile part of the investment income, the "so called" free portfolio (the NAV of the company). Tryg has published a ***newsletter*** in the past detailing the different building blocks of the investment result. The free portfolio as per Q1 2023 is approximately DKK 17bn and the size is broadly stable. The match portfolio is made up of primarily Nordic covered bonds and structured to report a result very close to zero, the portfolio has been built to minimise capital consumption. Finally, the line "other financial income and expenses" has been previously guided to be slightly more negative than DKK -60m per quarter. Tryg tries to increase transparency all the time in different aspects of its financial reporting, in challenging financial markets it is worthwhile to remember that the most volatile part of the investment result is observable on a daily basis.

claims inflation. Tryg is in continuous dialog with the suppliers and initiates agreements that reflect the current market situation. Most agreements have durability of more than one year and have fixed prices. Economic uncertainties driven by higher interest rates and slightly higher unemployment had a positive impact on many agreements that were renewed from 1 January 2023.

The first quarter of the year is the most challenging when it comes to weather claims, and 40% of the weather claims guidance of DKK 800m is expected to fall in Q1. However, weather claims were lower than normal, as Scandinavia experienced a relatively mild winter from an insurance perspective. Weather claims corresponded to 1.7% (2.7%) of the claims ratio and were well below the same period last year. Large claims were also at a lower level than the normal expectation of DKK 200m and lower compared to the same period last year.

Expenses

The expense ratio was 13.3 (13.7), impacted by the IFRS 17 reclassification of premium rebates from revenue to claims, and educational and development costs from claims and expenses to other income and costs. Under IFRS 17, the expense ratio target has been adjusted to at or below 13.5% (previously approximately 14%). Synergies from the RSA acquisition had also a positive impact, helping to drive the slightly lower level.

Investment return

Investment income was DKK 167m primarily driven by positive returns from equities and fixed income asset classes. Financial markets remained challenging during the quarter following the collapse of several US regional banks and the Credit Suisse event, which had a knock-on effect on both equity and credit markets but returned to less volatility at the end Q1 2023. The return on properties remained under pressure. The free portfolio reported an overall result of DKK 151m (DKK 27m), the match portfolio reported an overall result of DKK 36m (-86m), while other financial income and expenses totalled DKK -20m (DKK 380m).

Other income and costs

Other income and costs were DKK -455m (DKK -315m). This accounting post primarily comprises integration costs from the acquisition of RSA Scandinavia of DKK 120m (the remaining DKK 180m will be booked in Q2) and intangibles amortisation (customer relations) of DKK 206m from the RSA Scandinavia acquisition and DKK 32m from the Alka acquisition. Intangibles amortisation is a non-cash item and does not impact dividend capacity. Additionally, general other costs (primarily costs related to the holding company and bancassurance-related commissions) and approximately DKK 50m of educational and development costs are also booked against this line.

Profit before and after tax

Profit before tax was DKK 1,187m (DKK 204m), while the profit after tax and discontinued activities was DKK 885m (DKK 109m). Total tax amounted to DKK 302m, equating to a tax rate of approximately 25.4%. The higher-than-normal tax was negatively impacted by capital markets movements (capital gains on equities are mostly tax free while the tax rate is higher when equity markets fall) and a higher corporate tax rate in Denmark following the introduction of a new financial sector tax (the so-called "Arne skat").

Dividend and solvency

Own funds were DKK 15,900m at the end of Q1, while the SCR was DKK 7,943m and Tryg reports a solvency ratio of 200. Tryg will be paying a Q1 dividend of DKK 1,211m or DKK 1.85 per share.

The quarterly dividend will be flat during quarters in 2023 as the DKK 5bn is nearing the end and therefore the reduction in the number of shares will be less pronounced compared to 2022.

Business initiatives

2023 marks the second year of Tryg's new strategy period, presented on Capital Market Day (CMD) on 21 November 2021, which included the acquisition of Trygg-Hansa and Codan Norway. Tryg has set new ambitious targets for 2024 under the headline "Growing a successful core while shaping the future". Tryg will continue growing its successful Private and SME segments by building on the foundation for customers and sales excellence while initiating structural changes in the Corporate segment. In 2023, Tryg will have an enhanced focus on the B2B segment, and initiatives will be implemented to further growth in the SME segment while increasing profitability in the Corporate business.

Private

In Private, Tryg continues to build on its strong foundation of innovative capabilities to deliver excellent customer experiences and new propositions to meet customer expectations and profitability. In Q1, Private Denmark has been marketing its new pregnancy product, which is aimed to assist women during pregnancy and is inspired by a product well known in Trygg-Hansa, hereby leveraging knowledge-sharing and experience, and creating synergies. Meanwhile, Private Norway initiated a new partnership with Golfforbundet, which is the Norwegian golf federation. In Sweden, Private Trygg-Hansa expanded its collaboration with car brands by engaging in a new partnership with Opel (Vauxhall).

Business-to-business (B2B)

In the current strategy period, a key priority will be to grow the attractive and profitable SME segment while finding the right balance between risk and price among large Corporate customers. One way of stimulating growth in the small business segment is through tailoring products to accurately cover the needs of the smaller companies in the Commercial segment.

In Q1, Commercial in Denmark, in cooperation with Private Denmark, launched a new insurance product, Payment protection insurance (Home loan insurance). The new insurance product demonstrates Tryg's innovative capabilities. The objective of the new product is to cover the customers' monthly mortgage payments in case the customer becomes involuntarily unemployed, is temporarily unable to work, or takes compassionate leave. Commercial Denmark also initiated a partnership with GoMore. GoMore is the largest platform in Denmark for car rental, car leasing and carpooling. Tryg will act as an insurance provider for carpooling and offer insurance to car renters. Commercial Norway initiated a new partnership with Mestergruppen. Mestergruppen is one of the largest construction companies in Scandinavia and is involved in the distribution of building materials, housing administration and construction.

Claims

Implementation of Guidewire (a new and more effective claims handling system) is progressing very well. The new claims handling system further improves the quality of the claims handling process by ensuring that all the correct information is collected digitally and that the customer receives payment as quickly as possible. Simple claims, such as travel claims, are handled as "Straight Through Processing", which is fully automated claims handling. Other, more complex claim types are automated to the extent it is possible.

In Q1, Claims Denmark began implementing the first car insurance components into the claims handling system. Currently, around 68% of all claims in Denmark are handled via Guidewire. In Norway, implementation is also running according to plan, and approximately 70% of all claims are currently handled via Guidewire. In Sweden, a new fraud identification system is being developed and fine-tuned. The system is running according to plan and showing improved results by identifying more fraud cases compared to previous years.

RSA synergies

In connection with the acquisition of RSA Scandinavia, Tryg communicated expected synergies of DKK 900m to be delivered by 2024. In Q1 2023, synergies of DKK 64m were realised, thus totalling DKK 470m for 2021, 2022 and Q1 2023. Synergies have mainly been achieved through a reduced marketing spend and administration initiatives but also lower claims costs by utilising Tryg's strong procurement power as well as reduced RSA group charges. Synergies of DKK 22m related to administration and distribution, driven primarily by FTE reductions. DKK 12m was linked to commercial initiatives, DKK 21m to procurement and, finally, DKK 9m was related to claims costs.

Customer KPI

In 2021, Tryg introduced a new customer KPI that was even more actionable and enables internal benchmarking across business units. At the CMD in 2021, Tryg presented a 2024 target score for customer satisfaction of 88. In Q1, a customer satisfaction score of 86 was achieved and is an improvement on the previous year's score of 85. The implementation of Guidewire across Denmark and Norway supports the customer satisfaction score for the group. The improved speed of handling claims has improved customer perception and thus increased the customer satisfaction score. The improvement in the score can be seen for customers who have their claims accepted, but even for customers who have their claim rejected, Tryg has experienced a higher score compared to the old claims system with its much slower feedback to customers.

Sustainability & ESG

Tryg's Sustainability strategy, 'Driving sustainable impact', strengthens the anchoring of strong ESG practices across the organisation and aims to support customers in the green transition by increasingly offering sustainable insurance products and sustainable claims handling. The activities of Trygg-Hansa and Codan Norway were included in the sustainability targets for 2022, and hence increased the ambition level with regard to sustainable claims handling. Tryg has a target of increasing the claims spend classified as sustainable by 80% by 2024 compared to 2020. The target is an important lever for achieving Tryg's goal of total CO_2 reductions of 20,000-25,000 tonnes through more sustainable claims handling.

The most sustainable claim is the claim that can be prevented or minimised. Hence, Tryg's focus on prevention is a vital component in the furthering of the sustainability agenda. By integrating preventive measures into its products and services, Tryg's aim is to provide comfort and peace-of-mind for its customers as well as both an environmental and social upside.

In Q1 2023, Tryg offered home insurance customers a Grohe Sense Guard as part of its efforts to prevent water damage and reduce insurance claims. The Grohe Sense Guard is a smart water controller that can detect leaks and automatically shut off the water supply to prevent further damage. The offer is available to Tryg´s customers who own a house built in the 1960s or 1970s and who have a valid home insurance policy. The Grohe Sense Guard is installed by a professional plumber, and customers can control and monitor the device using a smartphone app.

The initiative is an excellent way to help homeowners protect their properties from water damage and reduce the risk of insurance claims as well as making our customers feel safe and protected.

The Norwegian Highway Authority recommends 2,000 kilometres driving practice. Tryg Norway has launched the Tryg Vei App, which supports the recommendation and hence the young driver is offered cheaper car insurance as well as a start-up bonus when 2,000 kilometres have been registered in the app.

The app has been well-received, and more than 4,600 Norwegians have downloaded the app within the first couple of months. To Increase the societal impact, Tryg offers the app not only to customers, but to all Norwegians below 23 years of age.

The impact of climate change is significant and a cause of concern for Tryg's customers and for society. Tryg anticipates that physical and transitional climate-related risks and opportunities may impact the business in both the medium and long term. Inherent to the business is a strong focus on managing and preventing claims related to natural events such as flooding and storms, and Tryg continues to strengthen its data, methods and practices for managing this. As part of its climate and environmental engagement, Tryg supports the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and has joined more than 4,000 companies globally that are taking action to build a more resilient financial system through climate-related disclosures.

Private

Private encompasses the sale of insurance products to private individuals in Denmark, Sweden and Norway. Sales are distributed via multiple channels, including call centres, online sales, Tryg's own sales force, interest organisations, car dealers, Alka in Denmark, franchisees in Norway, Trygg-Hansa in Sweden and Danske Bank branches. The business area accounts for 65% of the Group's total insurance revenue.

In general, all figures in brackets refer to Q1 pro-forma and restated 2022.

Insurance service results

Private reported an insurance service result of DKK 828m (DKK 795m) and a combined ratio of 86.2 (86.6). The underlying claims ratio experienced a modest deterioration as travel-related activities continued to increase. Growth continues to be reported as healthy, but this also dampens profitability in the short term.

Insurance revenue

Insurance revenue totalled DKK 6,002m (DKK 5,941m), corresponding to an increase of 4.9% in local currencies. Growth would have been 6.2% % excluding conversions and repricing of the Moderna portfolio to Trygg-Hansa in Sweden and Codan Norway to Tryg in Norway. The impact from conversions and repricing on premium growth was in line with expectations. Progress was driven by solid growth across all countries. Private is the most profitable segment in Tryg and has the lowest capital requirement. Good growth here is structurally positive for the Group. In Denmark, Tryg reported decent top-line growth that was impacted by price increases, an enhanced focus on direct customers and cross-selling to existing customers. In Norway, Tryg reported positive top-line growth due to strong sales via partner agreements and also a positive impact from increased sales of new cars, particularly electric cars, despite a challenging market. In Sweden, Trygg-Hansa reported further improvements in its top line, which was positively impacted by organic growth across multiple sales channels and cross-selling to existing customers, whilst lower sales of new cars continued to have a negative effect. All countries in the Private segment continued to adjust prices to mitigate inflation with a high level of acceptance, as retention rates in all countries remain high. In Denmark, retention rate remains high, but slightly deteriorated at 90.0 (90.8), primarily impacted by single product customers (in partner agreements) and reactions to price adjustments. In Norway,

Key figures – Private [a]

DKKm	Q1 2023	Q1 2022 (pro-forma)	Q1 2022	FY 2022
Insurance revenue	**6,002**	**5,941**	**4,264**	**22,776**
Gross claims	-4,336	-4,285	-3,276	-15,625
Total insurance operating costs	-754	-770	-542	-2,913
Insurance service expense	-5,090	-5,055	-3,817	-18,538
Profit/loss on gross business	912	886	447	4,238
Net expense from reinsurance contracts	-84	-91	-76	-332
Insurance service result	**828**	**795**	**370**	**3,906**
Run-off gains/losses, net of reinsurance	60	272	62	357
Key ratios				
Premium growth in local currencies (%)	4.9		7.2	7.2
Gross claims ratio	72.2	72.1	76.8	76.8
Net reinsurance ratio	1.4	1.5	1.8	1.8
Claims ratio, net of ceded business	73.6	73.7	78.6	78.6
Gross expense ratio	12.6	13.0	12.7	12.7
Combined ratio	**86.2**	**86.6**	**91.3**	**91.3**
Combined ratio exclusive of run-off	87.2	91.2	92.8	92.8
Run-off, net of reinsurance (%)	-1.0	-4.6	-1.5	-1.5
Large claims, net of reinsurance (%)	0.2	0.8	1.2	1.2
Weather claims, net of reinsurance (%)	1.6	3.2	3.8	3.8

[a] From H1 2022 Tryg's Operating segments are reduced from four to three operating segments, with the segment previous reported as "Sweden" is moved to the Segment "Private" and comparative figures are restated accordingly.

Financial highlights Q1 2023

4.9%
Premium growth (local currencies)
Based on pro-forma figures

828m
Insurance service result (DKK)
Q1 2022: 795m

86.2
Combined ratio
Q1 2022: 86.6

retention rate was unchanged at 88.6 (88.6) despite a period with significant price adjustments to mitigate inflation. In Sweden, retention rate slightly deteriorated to 87.5 (87.8) due to customers' reaction to price adjustments.

Claims

The claims ratio, net of reinsurance, was 73.6% (73.7%), and was positively impacted by a lower level of large claims at 0.2% (0.8%, driven by a significant and unusually large fire in a residential block in Denmark) and a lower level of weather claims at 1.6% (3.2%), as all countries experienced milder weather compared to the previous year. The run-off result was 1.0% (4.6%). The underlying claims ratio deteriorated slightly, driven in part by further solid growth in the segment. Additionally, claims related to travel insurance remain high, as travel activity has increased and many households now display a changed travel pattern, with fewer, more expensive trips as opposed to more activity during the year. Also, Tryg observed a further increase in the number of smaller travel claims linked to card agreements with the larger banks in Scandinavia. Inflation remained high during the quarter, which may result in slightly more volatility in the underlying claims ratio compared to earlier. Claims costs increased most in the motor product segment, driven by higher prices for automotive spare parts.

Expenses

The expense ratio was slightly lower at 12.6% (13.0%) and was supported by synergies related to the acquisition of RSA's Swedish and Norwegian businesses.

Commercial

Commercial encompasses the sale of insurance products to small- and medium-sized businesses in Denmark, Sweden and Norway and under the brand 'Tryg Garanti' (Tryg's credit & surety business) in selected European countries. Sales are distributed via Tryg's own sales force, brokers, online sales (particularly in Sweden), Alka in Denmark, franchisees in Norway, Trygg-Hansa in Sweden and Danske Bank branches. The business area accounts for 25% of the Group's total insurance revenue.

In general, all figures in brackets refer to Q1 pro-forma and restated 2022.

Insurance service results

Commercial reported an insurance service result of DKK 401m (DKK 313m) and a combined ratio of 82.3 (86.5). The higher insurance service result was positively impacted by an improvement in the underlying claims ratio due to a continued focus on smaller commercial customers and price adjustments for larger commercial customers.

Insurance revenue

Insurance revenue was DKK 2,273m (DKK 2,317m), corresponding to a increase of 2.3% measured in local currencies. The development was predominantly driven by a portfolio transfer from Commercial Norway to Corporate Norway. Adjusted for the transfer, growth for the segment was approximately 4%. In Denmark, Tryg reported solid top-line growth impacted by price increases and a positive net inflow of new customers. The business unit continued to focus on smaller commercial customers and price adjustments to mitigate inflation, which enjoyed a high level of acceptance. In Norway, Tryg reported negative growth that was impacted by the transfer of customers from Commercial to Corporate, as a high proportion of the customers in Codan Norway are defined as Corporate customers according to Tryg's definition. Adjusting for this, Commercial Norway experienced positive growth predominantly driven by continued price increases for unprofitable customers, which had high levels of acceptance. In Sweden, Trygg-Hansa reported decent organic growth driven by Trygg-Hansa's own sales force and online sales. Commercial in Sweden experienced a positive inflow of smaller commercial customers. Tryg also reported healthy growth in the credit and

Key figures – Commercial

DKKm	Q1 2023	Q1 2022 (pro-forma)	Q1 2022	FY 2022
Insurance revenue	**2,273**	**2,317**	**1,429**	**8,408**
Gross claims	-1,395	-1,472	-978	-5,551
Total insurance operating costs	-361	-383	-236	-1,337
Insurance service expense	-1,756	-1,855	-1,214	-6,889
Profit/loss on gross business	516	461	215	1,519
Net expense from reinsurance contracts	-115	-148	-134	-66
Insurance service result	**401**	**313**	**82**	**1,453**
Run-off gains/losses, net of reinsurance	36	37	-109	264
Key ratios				
Premium growth in local currencies (%)	2.3		8.6	8.6
Gross claims ratio	61.4	63.5	68.4	66.0
Net reinsurance ratio	5.1	6.4	9.3	0.8
Claims ratio, net of ceded business	66.5	69.9	77.8	66.8
Gross expense ratio	15.9	16.6	16.5	15.9
Combined ratio	**82.3**	**86.5**	**94.3**	**82.7**
Combined ratio exclusive of run-off	83.9	88.1	97.6	85.9
Run-off, net of reinsurance (%)	-1.6	-1.6	7.6	-3.1
Large claims, net of reinsurance (%)	4.2	3.6	0.6	7.2
Weather claims, net of reinsurance (%)	2.5	2.0	3.1	1.6

Financial highlights Q1 2023

2.3%
Premium growth (local currencies)
Based on pro-forma figures

401m
Insurance service result (DKK)
Q1 2022: 313m

82.3
Combined ratio
Q1 2022: 86.5

surety business (Tryg Garanti). All countries in the Commercial segment continued to adjusting prices to mitigate inflation with the high acceptance as the retention rate remains high, but slightly deteriorated, primarily driven by customers' reaction to price adjustments. The retention rate was 87.7 (88.7) in Denmark, 89.0 (89.4) in Norway and 88.9 (89.2) in Sweden.

Claims

The claims ratio, net of reinsurance, was 66.5 (69.9), and was positively impacted by a slightly lower level of large claims at 4.2% (3.6%) but dampened by a slightly higher level of weather claims at 2.5% (2.0%). Higher interest rates continue to have a positive impact. The run-off result was unchanged at 1.6% (1.6%), reflecting a strong reserving position. The underlying claims ratio improved, driven by increasing prices for unprofitable customers and by focusing on growing the smaller commercial customer segment, as this segment displays a higher profitability. The increase in claims costs was the highest for the property segment (buildings) and for Commercial motor due to automotive spare parts.

Expenses

The expense ratio was somewhat lower at 15.9 (16.6). In general, the segment is focused on lowering distribution costs through the use of more efficient sales channels.

Corporate

Corporate encompasses the sales of insurance products to corporate customers under the brands in Denmark and in Norway under the brand 'Tryg' and in Sweden under 'Trygg-Hansa'. Sales are distributed via Tryg's own sales force and insurance brokers. Moreover, customers with international insurance products are serviced through Tryg's cooperation with the RSA Global network. The business area accounts for 10% of the Group's total insurance revenue.

Insurance service result

Corporate reported an insurance service result of DKK 246m (DKK -95m) and a combined ratio of 73.1 (110.8). The higher insurance service result was positively impacted by a higher level of insurance revenue and significant improvements in the underlying claims ratio. The Corporate segment maintains a strong focus on reducing volatility, reducing exposure to international property and US liability and by increasing prices for unprofitable customers.

Insurance revenue

Insurance revenue was DKK 914m (DKK 876m), corresponding to an increase of 8.8% measured in local currencies. The development was predominantly driven by a portfolio transfer from Commercial Norway to Corporate Norway. Adjusted for the transfer, growth for the segment was approximately 4%. In Denmark, Tryg reported modest growth driven by good retention at the beginning of the year and price adjustments for unprofitable customers with a high level of acceptance. In Norway, Tryg reported positive growth that was impacted by the transfer of customers from Commercial to Corporate, as a high proportion of the customers in Codan Norway are defined as Corporate customers according to Tryg's definition. Corporate Norway experienced generally positive developments, as price increases received better than expected acceptance and this offset certain customer losses. In Sweden, Trygg-Hansa reported positive growth, predominantly driven by good retention at the beginning of the year and price adjustments for unprofitable customers with a high level of acceptance.

Claims

The claims ratio, net of reinsurance, was 61.9 (99.6), and was positively affected by a lower level of large claims at 4.9% (12.9%), whilst weather claims had a slightly positive impact at 0.8% (0.9%). Higher interest rates continue to have a positive impact, whilst run-off had a positive impact of 13.2% (-9.0%), reflecting a strong reserving position. The comparison period included a large negative amount from the value change of the inflation swap, this was booked against the run-off result and explains the negative run-off. The underlying claims ratio improved, driven mainly by profitability initiatives in all countries and the segments continued focus on reducing volatility by reducing exposure to international property and US liability and by increasing prices for unprofitable customers.

Key figures – Corporate

DKKm	Q1 2023	Q1 2022 (pro-forma)	Q1 2022	FY 2022
Insurance revenue	**914**	**876**	**876**	**3,631**
Gross claims	-384	-883	-883	-2,724
Total insurance operating costs	-102	-99	-99	-451
Insurance service expense	-486	-982	-982	-3,175
Profit/loss on gross business	428	-106	-106	456
Net expense from reinsurance contracts	-182	11	11	-177
Insurance service result	**246**	**-95**	**-95**	**278**
Run-off gains/losses, net of reinsurance	121	-79	-79	137
Key ratios				
Premium growth in local currencies (%)	8.8		-0.8	-0.8
Gross claims ratio	42.0	100.8	100.8	75.0
Net reinsurance ratio	19.9	-1.3	-1.3	4.9
Claims ratio, net of ceded business	61.9	99.6	99.6	79.9
Gross expense ratio	11.2	11.3	11.3	12.4
Combined ratio	**73.1**	**110.8**	**110.8**	**92.3**
Combined ratio exclusive of run-off	86.4	101.8	101.8	96.1
Run-off, net of reinsurance (%)	-13.2	9.0	9.0	-3.8
Large claims, net of reinsurance (%)	4.9	12.9	12.9	10.7
Weather claims, net of reinsurance (%)	0.8	0.9	0.9	1.0

Expenses

The expense ratio was slightly lower at 11.2 (11.3). In general, a low expense ratio should be expected for the Corporate segment, as acquisition costs in the broker channel are paid for by the customers via a commission to the brokers.

Financial highlights Q1 2023

8.8%
Premium growth (local currencies)

246m
Insurance service revenue (DKK)
Q1 2022: -95m

73.1
Combined ratio
Q1 2022: 110.8

Investment activities

Tryg's investment activities since mid-2022 include the new assets coming from the RSA Scandinavia acquired perimeter, which means that the free portfolio (the capital of the company) is now DKK 17bn, while the match portfolio (matching the liabilities and constructed to minimize capital consumption) is DKK 47bn.

The investment return for the quarter was DKK 167m (DKK 161m including both Tryg stand-alone investment result and the income from RSA), driven primarily by a positive return from the free portfolio of DKK 151m (DKK 27m), but also a positive contribution from the match portfolio of DKK 36m (DKK -86m) while other financial income and expenses were DKK -20m (DKK 380m), the comparison period amount included a large positive item from a value change of the inflation swap. The comparison period also included the income from RSA of DKK -160m as Codan Norway and Trygg-Hansa were not consolidated at the time and therefore the net result for the quarter was equity accounted.

The free portfolio result of DKK 151m was produced in a volatile quarter which was characterized by heightened pressure on banking shares following a few US bankruptcies and the Credit Suisse event and increased scrutiny on insurers asset classes in general. At the end of March, the free portfolio returned 0.8% helped by good returns on equities and fixed income assets classes.

The total market value of Tryg's investment portfolio was DKK 64bn at 31 March 2023. The investment portfolio consists of a match portfolio of DKK 47bn and a free portfolio of DKK 17bn. The match portfolio is composed of low-risk fixed-income assets that mirror the Group's insurance liabilities, so fluctuations resulting from interest rate changes are therefore offset to the greatest possible extent. The free portfolio reflects the Group's capital, and is invested in a global multi-asset low-risk portfolio strategy, predominantly in fixed-income securities of short duration but also in equities and properties.

Free portfolio

The new year has started in similar fashion with 2022, volatility in financial markets has been as the name of the game. Banking worries after few US banks bankruptcies and the Credit Suisse saga have weighed on returns in March but the quarter closed on a positive note also helped by slightly declining inflation expectations.

Return - free portfolio

DKKm	Q1 2023	Q1 2023 (%)	Q1 2022	Q1 2022 (%)	Investment assets 31.03.2023	Investment assets 31.12.2022
Covered bonds [b]	**54**	**0.8**	**-76**	**-1.8**	**5,411**	**6,034**
Credit bonds	**57**	**1.8**	**-126**	**-6.0**	**3,247**	**2,979**
Investment grade credit	24	2.0	-45	-5.9	1,244	1,199
Emerging market bonds	19	1.6	-44	-6.7	1,217	1,039
High-yield bonds	14	1.7	-38	-5.4	786	742
Diversifying Alternatives [c]	**18**	**1.6**	**2**	**0.3**	**1.229**	**1.239**
Equity	**114**	**3.3**	**-99**	**-3.6**	**3,499**	**3,182**
Real Estate	**-92**	**-2.2**	**326**	**9.2**	**4,053**	**4,222**
Total	**151**	**0.8**	**27**	**0.2**	**17,439**	**17,656**

[b] Incl. Government bonds, SSA's and investment funds with underlying covered bonds

[c] Diversifying Alternatives concists of CAT Bonds and hedging instruments

Return - Investments

DKKm	Q1 2023	Q1 2022	2022
Free portfolio, gross return	151	27	-945
Match portfolio, regulatory deviation and performance	36	-86	58
Other financial income and expenses [a]	-20	380	468
Income from RSA	0	-160	34
Total investment return	**167**	**161**	**-385**

[a] Incl. Inflationsswap, interest expenses related to subordinary debt and cost of currency hedge of Tryg's sharesholders equity in Sweden and Norway

Return - match portfolio

DKKm	Q1 2023	Q1 2022	2022
Return, match portfolio	619	-810	-2,433
Value adjustments, changed discount rate	-289	771	3,419
Unwind of discounting	-294	-47	-928
Match, regulatory deviation and performance	**36**	**-86**	**58**
Thereof:			
Match - regulatory diviation	5	-24	218
Match - performance	31	-62	-160

Soaring inflation throughout 2022 has put central banks to increase interest rates.

Equities experienced a volatile quarter but closed the first three months of the year on a positive note. Tryg's equity portfolio returned 3.3% (-3.6% in the prior-year period) for the quarter. Interest rates have moved slightly downwards driving a mark-to-market gain on the fixed-income portfolio, while credit spreads have narrowed. Properties generated a return of -2.2% (9.2%) as the outlook is becoming more challenging for real estate asset classes driven primarily by substantially higher interest rates.

Match portfolio

The result of the match portfolio is the difference between the return on the match portfolio and the amount transferred to the technical result. The result can be split into a "regulatory deviation" and a "performance result". The "regulatory deviation" reported a slightly positive contribution of DKK 5m (DKK -24m). The "performance" result represented a positive contribution of DKK 31m (DKK -62m) as covered bonds spreads narrowed in Q1 especially in Denmark.

Other financial income and expenses

Other financial income and expenses were DKK -20m (DKK 380m). Other financial income and expenses include various items, the largest being the interest expenses associated with Tryg loans (Tier 2 and Tier 1 loans), the hedging of foreign currency exposure and expenses related to the investment management team, additionally the value change of the inflation swap is also booked against this line under IFRS 17. The Tier 1 and Tier 2 loans interest expenses were approximately DKK 50m in Q1 vs DKK 30m in the correspondent quarter in 2022 . In Q1 2023, the value change of the inflation swap was DKK -12m against a value in excess of DKK 400m in Q1 2022 as inflation expectations moved sharply higher at the beginning of 2022.

Normalised expectations for "other financial income and expenses" remains between DKK -60 and DKK -70m as previosly guided. This item going forward will be impacted by value changes in the inflation swap but assuming unchanged inflation expectation no impact will be booked.

Solvency and dividend

The reported solvency ratio (based on Tryg's partial internal model) was 200 at the end of Q1 compared to 201 at the end of Q4. Both Own Funds and Solvency Capital Requirement were broadly stable in the quarter. Own Funds were DKK 15,900m (16,012m), and the solvency capital requirement was DKK 7,943m (7,966m). Tryg will pay a quarterly dividend of DKK 1.85 per share in Q1 corresponding to DKK 1,211m. That amount has already been deducted from the overall Own Funds level.

Own Funds

Own Funds amount to DKK 15,900m at the end of Q1 2023 (DKK 16,012m at the end of Q4 2022). The move in Own funds from Q4 to Q1 has primarily been driven by the reported net profit, approximately DKK 200m higher Tier 1 loans (the difference between the new Tier 1 issue and the partial buyback of an old loan) and the dividend paid (already deducted in the Own funds). The difference of DKK 200m in Tier 1 loans is temporary and will not help the Solvency ratio at year-end, this represents approximately 200-300bps of the solvency ratio. At the beginning of May 2022, the sale of Codan Denmark was closed. Tryg received approximately DKK 6,3bn from Alm. Brand for its 50% ownership of Codan Denmark and launched a share buyback of DKK 5bn immediately thereafter. Approximately 27m of shares have been bought back for an approximate amount of DKK 4.3bn at the end of Q1. Tryg's Own funds predominantly consist of shareholders' equity and subordinated loans. These items should be adjusted for the total amount of intangibles on the balance sheet (fully deducted in Solvency 2).

Solvency Capital Requirement

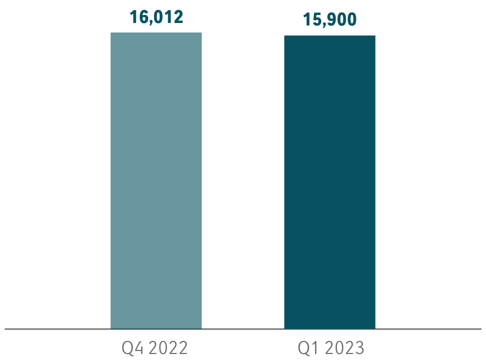
Tryg calculates its individual solvency capital requirement based on a partial internal model in accordance with the Danish FSA's Executive Order on Solvency and Operating Plans for Insurance Companies. The model is based on the structure of the Standard formula. The solvency capital requirement calculation is based on a partial internal model, where the insurance risk is internally modelled, while other risks are calculated using the Standard formula.

The solvency capital requirement, calculated using the partial internal model, was DKK 7,943m (DKK 7,966m at the end of Q4). The modest reduction in the solvency capital requirement is primarily driven by changes to exchange rates (primarily NOK/DKK) which are slightly offset by an increase of equity risk steaming from the higher equity markets valuation in the quarter and an increase to the Solvency II asymmetric equity adjustment ("dampner" mechanism that reduces or increases the capital charge of equities depending on the equity markets status).

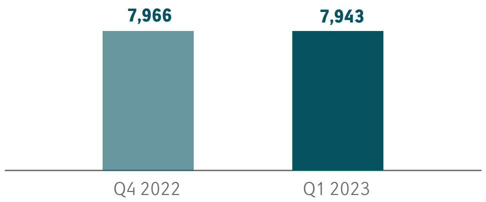
Moody's rating

Tryg has an 'A1' (stable outlook) insurance financial strength rating (IFSR) from Moody's. The rating agency highlights Tryg's strong position in the Nordic P&C market, robust profitability, very good asset quality and relatively low financial leverage. Moody's also assigned an 'A3' rating to Tryg's subordinated debt and a 'Baa3' rating to the Tier 1 notes. All ratings were confirmed following the announcement of the RSA Scandinavia assets acquisition and the recent bond issues.

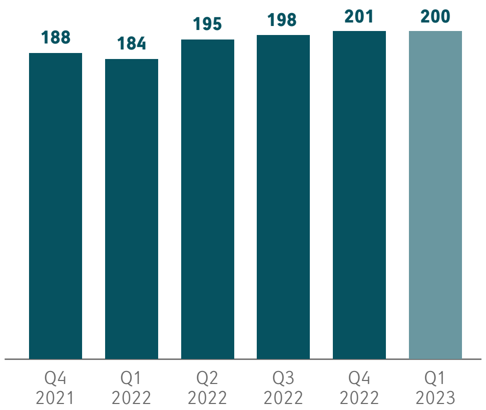
Own Funds
(DKKm)



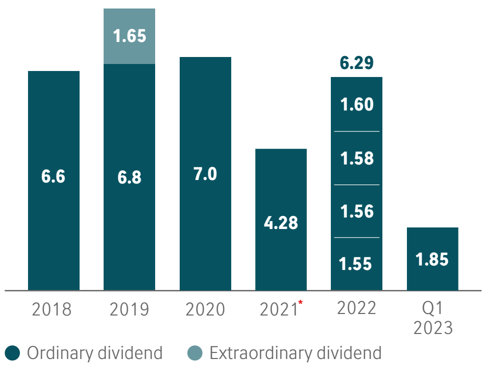
Solvency Capital Requirement
(DKKm)



Solvency Ratio Development
(%)



Shareholders' remuneration
(DKK per share)



* During 2021, Tryg launched a DKK 37bn rights issue to fund the RSA Scandinavia acquisition. The number of shares was 653m after the rights issue compared to 302m before the rights issue. The higher number of shares explains the drop in the DPS in 2021.

Financial outlook

Tryg hosted a Capital Markets Day in London in November 2021 to launch its new strategy and updated financial targets for the new Group that includes Codan Norway and Trygg-Hansa. At the time, Tryg announced a target for the insurance service result in 2024 of between DKK 7.0 and 7.4bn, driven by a combined ratio at or below 82 and an expense ratio around 14. The overall insurance service result target is underpinned by DKK 900m in synergies from the Codan Norway and Trygg-Hansa acquisition and by Tryg's 2024 strategy "Growing a successful core while shaping the future", with initiatives impacting the insurance service result by approximately DKK 1.6bn. Tryg also introduced a new profitability measure, return on own funds (ROOF), which is targeted at or above 25%, also in 2024.

The introduction of IFRS 17 from the beginning of 2023 is driving some accounting re-classifications and Tryg has therefore decided to update its 2024 insurance service result target. Tryg is now disclosing an insurance service result target of between DKK 7.2 and DKK 7.6bn under IFRS 17 (as per November 2021), driven solely by the movement of approximately DKK 200m of educational and development costs from insurance operating expenses to the "Other income and costs" line. The expense ratio target is therefore updated to approximately 13.5%, while the Combined ratio target remains at or below 82%.

2023 Outlook

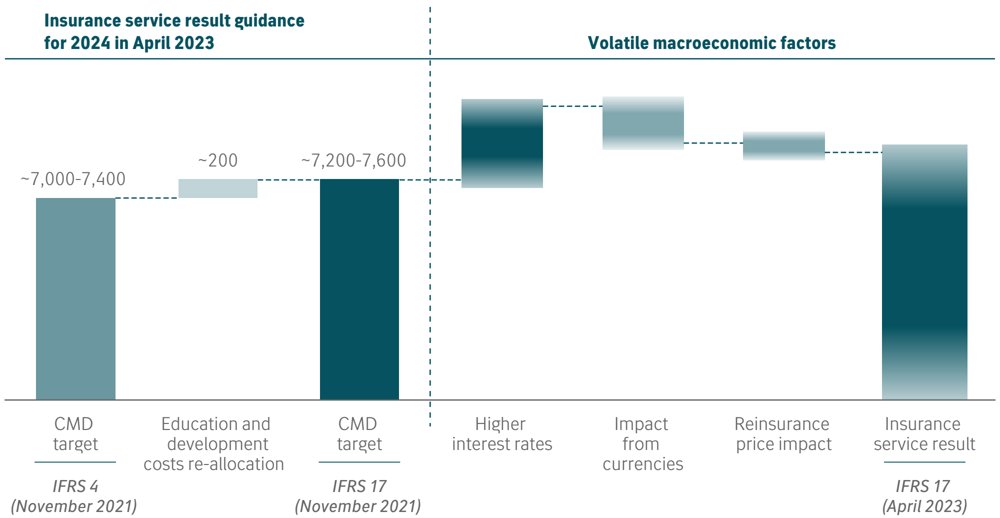
In the first quarter of 2022, Codan Norway, Trygg-Hansa and 50% of Codan Denmark have been reported as "equity accounting", so the quarterly net profit has been booked in Tryg's investment result. Tryg started to fully consolidate Codan Norway and Trygg-Hansa in Q2 2022. Q1 2023 will therefore be the last quarter where comparison figures (as reported) do not show full consolidation of the acquired assets.

Tryg has identified synergies from the acquisition of Codan Norway and Trygg-Hansa of DKK 350m in 2022, growing to DKK 650m in 2023 and DKK 900m in 2024. At the time of writing the Q1 report, Tryg is disclosing that DKK 120m of the remaining DKK 300m of integration costs are booked in Q1 and therefore are expected to be booked in Q2. These are booked against the "other income and costs" line.

The intangibles amortisation of customer relations for Trygg-Hansa and Codan Norway is booked against the "other income and costs" line. As previously disclosed, this will be approximately DKK 900m per annum. Intangibles amortisation from the RSA Scandinavia acquisition was DKK 206m in Q1, while intangibles amortisation from the Alka acquisition was DKK 32m. These are non-cash items that do not impact the dividend capacity of the company.

The "other income and costs" line will always include (as previously disclosed) approximately DKK 50m of quarterly costs from general operating expenses (including holding company costs not related to insurance activities and bancassurance commissions) and additionally

Insurance service result



2024 updated targets with IFRS 17

Insurance service result	Combined ratio	Expense ratio	Return on Own Funds	Synergy realisation	Ordinary dividends and extraordinary buybacks
DKK 7.2-7.6	≤ 82%	~13.5%	≥25%	DKK 900m	DKK ~17-19bn in 2022-2024

approximately DKK 50m of educational and development costs transferred from insurance operating expenses under IFRS 17.

Tryg published a ***newsletter on IFRS 17*** in April 2022 followed by a detailed investor update in March 2023, which included Group quarterly figures for 2022 under IFRS 17 together with Business segment figures and Geographical figures. Additionally, a new Group underlying claims and a new Private-segment-only underlying claims ratio have been published to allow capital markets participants to continue to monitor progress transparently under the new accounting standard.

Tryg has previously disclosed that annual expectations for large and weather claims for the enlarged Group are DKK 800m. Tryg's reserves' position remains strong. At the Capital Markets Day in November 2021, it was disclosed that run-off gains are expected to be between 3% and 5% in 2024. Tryg's systematic claims reserving approach still includes a margin of approximately 3% at best estimate. Claims inflation remains a key topic in capital markets discussions and Tryg is adjusting prices accordingly in selected lines of business. Macroeconomic uncertainty prevails and inflation levels are at 40-years highs, which could result in slightly increased volatility in the underlying claims ratio between quarters, although the long-term trends remain unchanged. Higher interest rates will generally help Tryg's financial results in the short to mid term (all else being equal) via increased discounting of claims reserves.

As written in the solvency and dividend section, Tryg is reporting a solvency ratio of 200 as per Q1, which is considered robust in light of capital markets developments year-to-date. The development of the solvency ratio during 2023 will primarily be driven by the operating earnings of the company and by payment of the quarterly dividends.

The overall tax rate for the FY is expected to be approximately 23%, as disclosed with the FY results. The full consolidation of Trygg-Hansa's Swedish earnings will reduce the tax rate due to the lower corporate tax rate in Sweden, whereas a new financial sector tax (so-called "Arne skat") in Denmark will tend to increase the corporate tax rate.

Under IFRS 17 the targets for 2024 will be impacted by:

- Bonus/premium rebates allocated from premiums to claims
- Education and development cost re-allocated from claims and expenses to Other Income/Cost
  - Current estimate is approx. 200m
- Technical interest transferred from technical result to investment income (technical interest was 0mDKK in Q4 2021, 69mDKK in Q4 2022 and 152mDKK in full year 2022

Financial calendar 2023

21 Apr. 2023 Tryg shares are traded ex-dividend

25 Apr. 2023 Payment of Q1 dividend*

11 July 2023 Interim report Q2 and H1

12 July 2023 Tryg shares are traded ex-dividend

14 July 2023 Payment of Q2 dividend*

13 Oct. 2023 Interim report Q1-Q3

16 Oct. 2023 Tryg shares are traded ex-dividend

18 Oct. 2023 Payment of Q3 dividend*

* Supervisory Board approval is required

For further information

If you have questions about Tryg's activities, results, the share or other matters, please visit www.tryg.com or contact Investor Relations:

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Financial statements

Tryg's Group consolidated financial statements are prepared in accordance with IFRS.

Statement by the Supervisory Board and the Executive Board

The Supervisory Board and the Executive Board have today considered and adopted the interim report for Q1 2023 of Tryg A/S.

The report, which is unaudited and has not been reviewed by the company's auditors, is presented in accordance with IAS 34 Interim Financial Reporting, the Danish Financial Business Act and the requirements of the NASDAQ Copenhagen for the presentation of financial statements of listed companies.

In our opinion, the report gives a true and fair view of the Group's assets, liabilities and financial position at 31 March 2023 and of the results of the Group's activities and cash flows for the period for the Group.

We are furthermore of the opinion that the management's review includes a fair review of the developments in the activities and financial position of the Group, the results for the period and of the Group's financial position in general and describes the principal risks and uncertainties that the Group face.

Ballerup, 20 April 2023

Executive Board

Morten Hübbe
Group CEO

Barbara Plucnar Jensen
Group CFO

Lars Bonde
Group COO

Johan Kirstein Brammer
Group CCO in transition
New CEO from 1 June 2023

Alexandra Bastkær Winther
Group CCO

Mikael Kärrsten
Group CTO

Supervisory Board

Jukka Pertola
Chairman

Steffen Kragh
Deputy Chairman

Mari Thjømøe

Thomas Peider Hofman-Bang

Carl-Viggo Östlund

Mengmeng Du

Claus Wistoft

Anne Kaltoft

Jørn Rise Andersen

Tina Snejbjerg

Charlotte Dietzer

Elias Bakk

Mette Osvold

Lena Darin

Financial highlights

DKKm	Q1 2023	Q1 2022	2022
NOK/DKK, average rate for the period	68.92	74.58	73.95
SEK/DKK, average rate for the period	66.54	71.24	70.33
Insurance revenue	**9,799**	**6,569**	**38,365**
Insurance service expenses	-7,943	-6,012	-32,156
Net expense from reinsurance contracts	-382	-199	-576
Insurance service result	**1,474**	**358**	**5,636**
Total Investment return[a)]	167	161	-441
Other income and costs	-455	-315	-2,143
Profit/loss before tax	**1,187**	**204**	**3,051**
Tax	-302	-95	-804
Profit/loss for the period	**885**	**109**	**2,247**
Other comprehensive income			
Other comprehensive income which cannot subsequently be reclassified as profit or loss	0	0	-2
Other comprehensive income which can subsequently be reclassified as profit or loss	-409	7	-1,828
Other comprehensive income	**-409**	**7**	**-1,830**
Comprehensive income	**476**	**117**	**417**
Run-off gains/losses, net of reinsurance	217	-125	759
Run-off gains/losses, Gross	453	-37	1,120
Statement of financial position			
Total provisions for insurance contracts	50,168	34,943	49,063
Assets from reinsurance contracts	2,173	2,344	2,823
Total equity	41,814	48,348	42,504
Total assets	110,492	99,976	113,387
Key ratios			
Gross claims ratio	66.5	78.2	68.7
Net reinsurance ratio	4.2	3.0	1.7
Claims ratio, net of ceded business	70.7	81.2	70.3
Gross expense ratio	13.3	13.3	13.5
Combined ratio	**84.0**	**94.6**	**83.8**
Return on equity after tax (%)	8.4	0.9	4.9

[a)]Following demerger 1 April, Tryg has started fully consolidation of Codan Norway and Trygg-Hansa. Please see Income overview in Management´s review for further details. Income from RSA Scandinavia is included in Q1 2022.

Income statement

Note	DKKm	Q1 2023	Q1 2022	2022
	Insurance revenue	9,799	6,569	38,365
	Insurance service expenses	-7,943	-6,012	-32,156
	Net expense from reinsurance contracts	-382	-199	-576
1	**Insurance service result**	**1,474**	**358**	**5,636**
	Investment activities			
	Profit/Loss from associates	-33	-161	-19
	Income from investment property	105	20	48
	Interest income and dividends	367	160	918
2	Value adjustments	420	-497	-3,675
	Interest expenses	-72	-45	-154
	Administration expenses in connection with investment activities	-47	-40	-145
	Investment return	**740**	**-563**	**-3,028**
	Net finance income/expense from insurance contracts	-607	731	2,621
	Net finance income/expense from reinsurance contracts	34	-8	-34
	Total Investment return	**167**	**161**	**-441**
3	Other income	34	29	150
3	Other costs	-489	-344	-2,293
	Profit/loss before tax	**1,187**	**204**	**3,051**
	Tax	-302	-95	-804
	Profit/loss for the period	**885**	**109**	**2,247**

Statement of comprehensive income

DKKm		Q1 2023	Q1 2022	2022
Note	**Profit/loss for the period**	**885**	**109**	**2,247**
	Other comprehensive income			
	Other comprehensive income which cannot subsequently be reclassified as profit or loss			
	Actuarial gains/losses on defined-benefit pension plans	0	0	-2
	Tax on actuarial gains/losses on defined-benefit pension plans	0	0	1
		0	0	-2
	Other comprehensive income which can subsequently be reclassified as profit or loss			
	Deferred tax related to receivable balance	0	0	-50
	Exchange rate adjustments of foreign entities	-591	48	-2,217
	Exchange rate adjustments of foreign material associates	0	-3	52
	Hedging of currency risk in foreign entities	244	-48	496
	Tax on hedging of currency risk in foreign entities	-61	11	-109
		-409	7	-1,828
	Total other comprehensive income	**-409**	**7**	**-1,830**
	Comprehensive income	**476**	**117**	**417**

Statement of financial position

Note	DKKm	31.03.2023	31.03.2022	31.12.2022
Note	**Assets**			
	Intangible assets	**32,093**	**7,033**	**32,716**
	Operating equipment	187	161	178
	Owner-occupied property	961	581	693
	Total property, plant and equipment	**1,148**	**742**	**871**
	Investment property	**1,041**	**1,081**	**1,017**
	Equity investments in associates	54	36,903	222
	Total investments in associates	**54**	**36,903**	**222**
	Equity investments	3,219	4,036	4,647
	Unit trust units	10,235	8,378	8,330
	Bonds	53,140	35,268	55,800
	Other lending	75	75	75
	Derivative financial instruments	2,028	1,052	1,763
	Reverse repurchase lending	0	198	194
	Total other financial investment assets	**68,695**	**49,007**	**70,810**
4	**Total investment assets**	**69,790**	**86,990**	**72,049**
	Assets from reinsurance contracts	**2,173**	**2,344**	**2,823**
	Other receivables	1,199	691	414
	Total receivables	**1,199**	**691**	**414**
	Current tax assets	785	381	854
	Cash at bank and in hand	2,073	1,173	2,662
	Other	1	1	1
	Total other assets	**2,860**	**1,556**	**3,516**
	Interest and rent receivable	312	112	231
	Other prepayments and accrued income	917	507	769
	Total prepayments and accrued income	**1,230**	**619**	**1,000**
	Total assets	**110,492**	**99,976**	**113,387**

Note	DKKm	31.03.2023	31.03.2022	31.12.2022
Note	**Equity and liabilities**			
	Equity	**41,814**	**48,348**	**42,504**
5	**Subordinated loan capital**	**3,161**	**4,484**	**4,154**
	Total provisions for insurance contracts	**50,168**	**34,943**	**49,063**
	Pensions and similar obligations	55	107	85
	Deferred tax liability	3,438	814	3,542
	Other provisions	93	38	94
	Total provisions	**3,586**	**959**	**3,721**
	Amounts owed to credit institutions	1,510	1,111	1,305
4	Debt relating to repos	1,609	2,013	4,287
4	Derivative financial instruments	2,277	1,144	2,398
	Current tax liabilities	117	134	83
	Other debt	6,225	6,806	5,820
	Total debt	**11,738**	**11,207**	**13,893**
	Accruals and deferred income	**25**	**35**	**52**
	Total equity and liabilities	**110,492**	**99,976**	**113,387**

6 **Earnings per share**
7 **Related parties**
8 **Contingent Liabilities**
9 **Accounting policies**

Statement of changes in equity

DKKm	Share capital	Reserve for exchange rate adjustment	Other reserves[a]	Retained earnings	Proposed dividend	Non-controlling interest	Share-holders of Tryg	Additional Tier 1 capital	Total
Equity at 31 December 2022	**3,273**	**-1,789**	**4,724**	**35,247**	**1,047**	**1**	**42,504**	**0**	**42,504**
Changes in impairment charges owing to implementation of IFRS 9				-2			-2		-2
Changes in taxes due owing to implementation of IFRS 9				1			1		1
Equity at 1 January 2023	**3,273**	**-1,789**	**4,724**	**35,245**	**1,047**	**1**	**42,502**	**0**	**42,502**
Q1 2023									
Profit/loss for the period			-109	-216	1,211		885		885
Other comprehensive income		-409		0			-409		-409
Total comprehensive income	0	-409	-109	-218	1,211	0	476		476
Dividend paid					-1,047		-1,047		-1,047
Dividend, own shares				36			36		36
Interest paid on additional Tier 1 capital				-3			-3		-3
Purchase and sale of own shares				-1,146			-1,146		-1,146
Issue of additional Tier 1 capital								988	988
Share-based payment				9			9		9
Total changes in equity in Q1 2023	**0**	**-409**	**-109**	**-1,323**	**164**	**0**	**-1,676**	**988**	**-688**
Equity at 31 March 2023	**3,273**	**-2,198**	**4,615**	**33,922**	**1,211**	**1**	**40,826**	**988**	**41,814**

[a] Other reserves contains Norwegian Natural Perils Pool and contingency fund provisions. The provisions can be used to cover losses in connection with the settlement of insurance provisions or otherwise for the benefit of the insured and are not available for dividends.

Statement of changes in equity

DKKm	Share capital	Reserve for exchange rate adjustment	Other reserves[a]	Retained earnings	Proposed dividend	Non-controlling interest	Share-holders of Tryg
Equity at 31 December 2021	**3,273**	**-11**	**1,735**	**43,309**	**700**	**1**	**49,008**
Q1 2022							
Profit/loss for the period			15	-921	1,015		109
Other comprehensive income		7		0			7
Total comprehensive income	0	7	15	-921	1,015		117
Dividend paid					-700		-700
Dividend, own shares				1			1
Purchase and sale of own shares				-96			-96
Share-based payment				17			17
Total changes in equity in Q1 2022	**0**	**7**	**15**	**-997**	**315**	**0**	**-660**
Equity at 31 March 2022	**3,273**	**-3**	**1,750**	**42,311**	**1,015**	**1**	**48,348**

DKKm	Share capital	Reserve for exchange rate adjustment	Other reserves[a]	Retained earnings	Proposed dividend	Non-controlling interest	Share-holders of Tryg
Equity at 31 December 2021	**3,273**	**-11**	**1,735**	**43,309**	**700**	**1**	**49,008**
2022							
Profit/loss for the year			2,989	-4,860	4,118	0	2,247
Other comprehensive income		-1,778		-52		0	-1,830
Total comprehensive income	0	-1,778	2,989	-4,912	4,118	0	417
Dividend paid					-3,771		-3,771
Dividend, own shares				38			38
Purchase and sale of own shares				-3,253			-3,253
Share-based payment				65			65
Total changes in equity in 2022	**0**	**-1,778**	**2,989**	**-8,062**	**347**	**0**	**-6,504**
Equity at 31 December 2022	**3,273**	**-1,789**	**4,724**	**35,247**	**1,047**	**1**	**42,504**

[a] Other reserves contains Norwegian Natural Perils Pool and contingency fund provisions. The provisions can be used to cover losses in connection with the settlement of insurance provisions or otherwise for the benefit of the insured and are not available for dividends.

Cash flow statement

DKKm	Q1 2023	Q1 2022	2022
Cash flow from operating activities			
Insurance revenue	11,181	8,531	33,433
Insurance service expenses	-7,492	-5,131	-30,412
Net expenses from reinsurance contracts	136	-294	-1,126
Change in other debt and other amounts receivable	-1,660	-1,591	177
Cash flow from insurance activities	**2,164**	**1,514**	**2,071**
Interest income	300	86	567
Interest expenses	-72	-45	-149
Dividend received	44	47	152
Taxes	-296	-137	-1,039
Other income and costs	-694	-280	-1,359
Total cash flow from operating activities	**1,445**	**1,184**	**243**
Cash flow from investment activities			
Purchase/sale of equity investments and unit trust units (net)	-654	-328	-222
Purchase/sale of bonds (net)	-703	71	1,810
Purchase/sale of operating equipment (net)	-10	-8	-50
Sale of associate	165	0	6,340
Hedging of currency risk	244	7	496
Total cash flow from investment activities	**-958**	**-258**	**8,375**

DKKm	Q1 2023	Q1 2022	2022
Cash flow from financing activities			
Purchase and sale of own shares (net)	-1,146	-96	-3,253
Subordinated loan capital	988	0	0
Dividend paid	-1,047	-700	-3,771
Change in lease liabilities	-56	-36	-194
Change in amounts owed to credit institutions	204	276	471
Total cash flow from financing activities	**-1,057**	**-555**	**-6,747**
Change in cash and cash equivalents, net	**-571**	**371**	**1,871**
Exchange rate adjustment of cash and cash equivalents, 1 January	-17	0	-11
Change in cash and cash equivalents, gross	**-588**	**371**	**1,860**
Cash and cash equivalents at 1 january	2,662	802	802
Cash and cash equivalents end of period	**2,073**	**1,173**	**2,662**

Notes

Q1 2023

DKKm		Insurance service result in Management´s Review	Reclassification[a]	Income statement
1	**Insurance revenue**	**9,189**	**610**	**9,799**
	Gross claims	-6,115	-610	-6,726
	Total insurance operating costs	-1,218	0	-1,217
	Total Insurance service expenses	**-7,333**	**-610**	**-7,943**
	Expenses from reinsurance contracts held	-415	0	-415
	Income from reinsurance contracts held	34	0	34
	Net expense from reinsurance contracts	**-382**	**0**	**-382**
	Insurance service result	**1,474**	**0**	**1,474**

2022

DKKm		Insurance service result in Management´s Review	Reclassification[a]	Income statement
1	**Insurance revenue**	**34,814**	**3,551**	**38,365**
	Gross claims	-23,904	-3,551	-27,455
	Total insurance operating costs	-4,701	0	-4,701
	Total Insurance service expenses	**-28,605**	**-3,551**	**-32,156**
	Expenses from reinsurance contracts held	-1,447	0	-1,447
	Income from reinsurance contracts held	871	0	871
	Net expense from reinsurance contracts	**-576**	**0**	**-576**
	Insurance service result	**5,636**	**0**	**5,636**

Q1 2022

DKKm		Insurance service result in Management´s Review	Reclassification[a]	Income statement
1	**Insurance revenue**	**6,569**	**0**	**6,569**
	Gross claims	-5,137	0	-5,137
	Total insurance operating costs	-875	0	-875
	Total Insurance service expenses	**-6,012**	**0**	**-6,012**
	Expenses from reinsurance contracts held	-319	0	-319
	Income from reinsurance contracts held	120	0	120
	Net expense from reinsurance contracts	**-199**	**0**	**-199**
	Insurance service result	**358**	**0**	**358**

[a] IFRS 17 requires that claims reserves acquired shall be presented as insurance revenue. The reclassification refers to Insurance revenue and Gross claims relating to claims provisions from the Trygg-Hansa and Codan Norway acquisition. Tryg presents insurance revenue and gross claims figures in "Management´s review" without the above recognition from the acquisition.
It gives a fair view of insurance revenue, gross claims and insurance service result as well as key ratios. This explains the difference between Management's review and figures in the Income statement in the Financial statements.

Notes

DKKm		Private	Commercial	Corporate	Other*	Group
1	**Operating segments**					
	Q1 2023					
	Insurance revenue	**6,002**	**2,273**	**914**	**610**	**9,799**
	Gross claims	-4,336	-1,395	-384	-610	-6,726
	Insurance operating costs	-754	-361	-102	0	-1,218
	Insurance service expenses	**-5,090**	**-1,756**	**-486**	**-610**	**-7,943**
	Net expense from reinsurance contracts	-84	-115	-182	0	-382
	Insurance service result	**828**	**401**	**246**	**0**	**1,474**
	Investment return					167
	Other income and costs					-455
	Profit/loss before tax					**1,187**
	Tax					-302
	Profit/loss for the period					**885**
	Run-off gains/losses, net of reinsurance	60	36	121	0	217
	Intangible assets	28,246	2,715	0	1,131	32,093
	Equity investments in associates				54	54
	Assets from reinsurance contracts	322	1,031	1,520	-701	2,173
	Other assets	0	0	0	76,172	76,172
	Total assets					**110,492**
	Total provision for insurance contracts	29,635	13,182	9,903	-2,552	50,168
	Other liabilities	0	0	0	18,511	18,511
	Total liabilities					**68,678**

Description of segments
Please refer to the accounting policies for a description of operating segments.

* The other segment in the profit/loss includes insurance revenue and gross claims arising from the RSA Scandinavia acquisition. Please refer to accounting policies for further description. The assets from reinsurance contracts and provisions from insurance contracts allocated to the segment pertain to debts and receivables.

Other assets and liabilities are managed at Group level and are not allocated to the individual segments but are included under 'Other'.

Notes

DKKm	Private	Commercial	Corporate	Other*	Group
1 **Operating segments (continued)**					
Q1 2022					
Insurance revenue	**4,264**	**1,429**	**876**	**0**	**6,569**
Gross claims	-3,276	-978	-883	0	-5,137
Insurance operating costs	-542	-236	-99	0	-876
Insurance service expenses	**-3,817**	**-1,214**	**-982**	**0**	**-6,012**
Net expense from reinsurance contracts	-76	-134	11	0	-199
Insurance service result	**370**	**82**	**-95**	**0**	**358**
Investment return					161
Other income and costs					-315
Profit/loss before tax					**204**
Tax					-95
Profit/loss for the period					**109**
Run-off gains/losses, net of reinsurance	62	-109	-79	0	-125
Intangible assets	6,032	61	0	940	7,033
Equity investments in associates				36,903	36,903
Assets from reinsurance contracts	249	722	1,329	44	2,344
Other assets				53,696	53,696
Total assets					**99,976**
Total provision for insurance contracts	16,321	10,648	10,032	-2,058	34,943
Other liabilities				16,685	16,685
Total liabilities					**51,628**

Description of segments
Please refer to the accounting policies for a description of operating segments.

Other assets and liabilities are managed at Group level and are not allocated to the individual segments but are included under 'Other'.

Notes

DKKm	Private	Commercial	Corporate	Other*	Group
1 **Operating segments (continued)**					
2022					
Insurance revenue	**22,776**	**8,408**	**3,631**	**3,551**	**38,365**
Gross claims	-15,625	-5,551	-2,724	-3,551	-27,451
Insurance operating costs	-2,913	-1,337	-451	0	-4,702
Insurance service expenses	**-18,538**	**-6,889**	**-3,175**	**-3,551**	**-32,153**
Net expense from reinsurance contracts	-332	-66	-177	0	-576
Insurance service result	**3,906**	**1,453**	**278**	**0**	**5,636**
Investment return					-441
Other income and costs					-2,143
Profit/loss before tax					**3,051**
Tax					-804
Profit/loss for the period					**2,247**
Run-off gains/losses, net of reinsurance	357	264	137	0	759
Intangible assets	28,793	2,809	0	1,114	32,716
Equity investments in associates				222	222
Assets from reinsurance contracts	164	967	1,320	372	2,823
Other assets				77,626	77,626
Total assets					**113,386**
Total provision for insurance contracts	28,678	12,682	8,428	-724	49,063
Other liabilities				21,819	21,819
Total liabilities					**70,882**

Notes

DKKm		Q1 2023	Q1 2022	2022
1	**Geographical segments**			
	Danish general insurance			
	Insurance revenue	**4,267**	**4,079**	**16,430**
	Insurance service result	**781**	**245**	**2,110**
	Run-off gains/losses, net of reinsurance	103	-215	109
	Key ratios			
	Gross claims ratio	66.0	76.5	72.5
	Net reinsurance ratio	2.6	4.4	1.3
	Claims ratio, net of ceded business	68.6	80.9	73.8
	Gross expense ratio	13.1	13.1	13.3
	Combined ratio	**81.7**	**94.0**	**87.2**
	Run-off, net of reinsurance (%)	-2.4	5.3	-0.7
	Number of full-time employees, end of period	3,403	3,088	3,345
	Norwegian general insurance			
	NOK/DKK, average rate for the period	68.92	74.58	73.95
	Insurance revenue	**2,049**	**1,902**	**8,445**
	Insurance service result	**75**	**62**	**1,266**
	Run-off gains/losses, net of reinsurance	41	98	324
	Key ratios			
	Gross claims ratio	76.4	80.9	67.6
	Net reinsurance ratio	6.5	2.5	4.1
	Claims ratio, net of ceded business	82.8	83.4	71.7
	Gross expense ratio	13.5	13.3	13.3
	Combined ratio	**96.4**	**96.7**	**85.0**
	Run-off, net of reinsurance (%)	-2.0	-5.2	-3.8
	Number of full-time employees, end of period	1,375	1,149	1,344

Notes

DKKm		Q1 2023	Q1 2022	2022
1	**Geographical segments (continued)**			
	Swedish general insurance			
	SEK/DKK, average rate for the period	66.54	71.24	70.33
	Insurance revenue	**2,811**	**540**	**9,730**
	Insurance service result	**611**	**43**	**2,219**
	Run-off gains/losses, net of reinsurance	69	-11	298
	Key ratios			
	Gross claims ratio	61.5	84.7	62.8
	Net reinsurance ratio	3.7	-7.0	0.6
	Claims ratio, net of ceded business	65.2	77.7	63.4
	Gross expense ratio	13.0	14.2	13.8
	Combined ratio	**78.3**	**92.0**	**77.2**
	Run-off, net of reinsurance (%)	-2.5	2.1	-3.1
	Number of full-time employees, end of period	1,906	430	1,781
	Other European counties[a]			
	Insurance revenue	**61**	**48**	**209**
	Insurance service result	**8**	**8**	**41**
	Run-off gains/losses, net of reinsurance	3	3	27
	Number of full-time employees, end of period	53	44	49
	Other[b]			
	Insurance revenue	**610**	**0**	**3,551**
	Insurance service expenses	**-610**	**0**	**-3,551**
	Insurance service result	**0**	**0**	**0**

[a] Comprises credit & surety insurance (Tryg Garanti) in Finland, Netherlands, Austria, Switzerland, Belgian, Germany, United Kingdom and amounts relating to one-off items.

[b] Reclassification relating to Business combination from RSA Scandinavia transaction. Please refer to Accounting policies for futher description.

Notes

DKKm		Q1 2023	Q1 2022	2022
1	**Geographical segments (continued)**			
	Tryg (total)			
	Insurance revenue	**9,799**	**6,569**	**38,365**
	Insurance service result	**1,474**	**358**	**1,474**
	Investment return	167	161	-441
	Other income and costs	-455	-315	-2,143
	Profit/loss before tax	1,187	204	3,051
	Run-off gains/losses, net of reinsurance	217	-125	759
	Key ratios			
	Gross claims ratio	66.5	78.2	68.7
	Net reinsurance ratio	4.2	3.0	1.7
	Claims ratio, net of ceded business	70.7	81.2	70.3
	Gross expense ratio	13.3	13.3	13.5
	Combined ratio	**84.0**	**94.6**	**83.8**
	Run-off, net of reinsurance (%)	-2.2	1.9	-2.2
	Number of full-time employees, end of period	6,736	4,712	6,518

Notes

DKKm		Q1 2023	Q1 2022	2022
2	**Value adjustments**			
	Value adjustments concerning financial assets or liabilities at fair value with value adjustment in the income statement:			
	Equity investments	-28	430	704
	Unit trust units	9	-239	-1,481
	Bonds	116	-514	-2,117
	Derivatives (equity, interest, currency, inflation)	374	-35	-738
		471	**-358**	**-3,632**
	Value adjustments concerning assets or liabilities that cannot be attributed to IFRS 9:			
	Investment property	66	26	9
	Other statement of financial position items	-116	-165	-52
		-50	-139	-43
		420	**-497**	**-3,675**

Exchange rate adjustments concerning financial assets or liabilities which cannot be stated at fair value total DKK 126m (DKK 5m in 2022)

DKKm		Q1 2023	Q1 2022	2022
3	**Other income and costs**			
	Include income and costs which cannot be directly ascribed to the insurance portfolio or investment assets.			
	Other income			
	Income related to the sale of pension products and car care	27	26	126
	Other income	7	3	24
		34	**29**	**150**
	Other costs			
	Depreciations of customer relations and trademarks	-240	-34	-786
	Integration and restructuring costs related to RSA acquisition	-120	-133	-949
	Costs related to the sale of pension products and car care	-35	-19	-100
	Other costs [a]	-94	-159	-458
		-489	-344	-2,293
		-455	**-315**	**-2,143**

[a] Hereof DKK 50m related to bankruptcy of Gefion in Q1 2022.

DKKm		Q1 2023	Q1 2022	2022
4	**Tryg's investment portfolio**			
	Total investment assets	69,790	86,990	72,048
	Other, hereof financial instrument in liabilities[a]	-4,451	-3,395	-7,387
	External customers	-1,944	-3,471	-1,972
	Tryg's investment portfolio[b]	63,395	80,125	62,688
	Match portfolio	45,956	28,717	45,032
	RSA Scandinavia	0	36,888	0
	Tryg's investment portfolio[b]	17,439	14,520	17,656

[a] Primarily debt relating to repos and derivatives.
[b] The setup of Tryg Invest is impacting Tryg's balance sheet as external customers investments are booked under "Total other financial investments" with opposing liabilities entries such as "Debt to group undertakings" and "Other debt"

Valuation of investment assets

Investment assets are measured at fair value with value adjustment in the income statement. Listed bonds and shares, parts of unit trusts as well as derivative financial instruments are measured at the quoted price at the balance sheet date.

The valuation of the investment assets can be distributed in the fair value hierarchy model, which is determined in accordance with IFRS 13. The model distributes the total investments assets based on the price at which the investment assets are set. Reference is made to the annual report 2022, note 15, for further description of the fair value hierarchy.

The main part of Tryg's investment assets are classified as level 1 and 2 and are valuated based on listed prices and observable input. This involves the bond portfolio, the main part of shares and unit trust units as well as the derivative financial instruments. Assets, which can be classified as level 3, can be attributed to unlisted assets, specific unlisted Unit trusts and investment property.

As these investment assets are not valued based on observable input, there will be a discretionary element in this hierarchy.

On 31 March 2023, the value of level 3 assets amounts to DKK 1,171m (DKK 1,156m on 31 March 2022 and DKK 1,145m on 31 December 2022).

Notes

5 Subordinate loan capital

Tryg Forsikring A/S has issued a new restricted Tier 1 Capital notes for the amount of SEK 900m. The value of the loan is recognised at initial recognition with 598m DKK in Equity. Some costs has also been reducted as part of the transaction.

Lender	Listed bonds
Issue date	20 March 2023
Maturity date	Perpetual
Loan may be called by lender as from	20 March 2028
Repayment profile	Interest-only
Interest structure	3.5% above STIBOR 3M

Tryg Forsikring A/S has issued a new restricted Tier 1 Capital notes for the amount of NOK 600m. The value of the loan is recognised at initial recognition with 394m DKK in Equity. Some costs has also been reducted as part of the transaction.

Lender	Listed bonds
Issue date	20 March 2023
Maturity date	Perpetual
Loan may be called by lender as from	20 March 2028
Repayment profile	Interest-only
Interest structure	3.45% above NIBOR 3M

Tryg Forsikring A/S has purchased SEK 414m of its outstanding SEK 700m Floating Rate Perpetual Restricted Tier 1 Capital Notes with ISIN DK0030418249 at a price of 101%.

A subordinated loan of the amount of NOK 800m has been paid out in full in March 2023.

For information on other subordinated loans, please refer to annual report 2022, note 1.

The total share of loan capital amounts to DKK 4,149m of which 988m is recognized in equity. The loans are recognized after deduction of transaction costs.
The total share of loan capital included in the calculation of the capital base totals DKK 4,165m.

DKKm	Q1 2023	Q1 2022	2022
6 Earnings per share			
Profit/loss from continuing business	885	109	2,247
Profit/loss for the period	885	109	2,247
Depreciation on intangible assets related to Brands and Customer relations after tax	189	26	622
Operating Profit/loss for the period	1,074	136	2,870
Average number of shares (1,000)	630,871	653,281	646,977
Diluted number of shares (1,000)	630,871	653,281	646,977
Diluted average number of shares (1,000)			
Earnings per share, continuing business	1.40	0.17	3.47
Diluted earnings per share, continuing business	1.40	0.17	3.47
Earnings per share	1.40	0.17	3.47
Diluted earnings per share	1.40	0.17	3.47
Operating earnings per share	**1.70**	**0.21**	**4.43**

7 Related parties

In Q1 2023, a dividend for Q4 2022 of DKK 1,047m was paid to shareholders of which 45% has been paid to TryghedsGruppen SMBA.

In Q1 2023 dividend of DKK 2,570m has been paid from Tryg Forsikring A/S to Tryg A/S.

There have been no other significant transactions.

Notes

8 **Contingent Liabilities**

Price adjustments 2016-2020

At the end of October (2020) Tryg received the Forbrugerombudsmand's (FO or Consumer Ombudsman) assessment of the case. In FO's opinion Tryg was not complying with regulations on price adjustments for residential customers when increasing prices above indexation between March 2016 and February 2020. The case is related to a part of the private portfolio in Denmark. Based on this assessment the FO is concluding that certain customers may have a recovery claim against Tryg. Tryg does not agree with the FO's assessment as the company believes it has followed the guidelines stated by the Danish FSA in terms of price increases. The FO has now decided that the case should be decided in Court.

Management has decided not to disclose an estimated amount but this is deemed immaterial.

Other

Companies in the Tryg Group are party to a number of other disputes in Denmark, Norway and Sweden, which management believes will not affect the Group's financial position significantly beyond the obligations recognized in the statement of financial position at 31 March 2023.

9 **Accounting policies**

Tryg's interim report for Q1 2023 is presented in accordance with IAS 34 Interim Financial Reporting and the requirements of the NASDAQ Copenhagen for the presentation of financial statements of listed companies.

The application of IAS 34 means that the report is limited relative to the presentation of a full annual report and that the valuation principles are in accordance with International Financial Reporting Standards (IFRS).

Changes in accounting policies

This is the first set of the Group's interim report in which IFRS 17 Insurance Contracts and IFRS 9 Financial Instruments have been applied.
As a result, Tryg has restated comparative amounts and the presentation of the Profit or loss and the Statement of financial position as at 1 January 2023.
Except for the changes mentioned; the accounting policies have been applied consistently for all periods presented in this interim report.

As mentioned in the Annual Report for 2022 (note 30), IFRS 9 and IFRS 17 have been implemented with effect from 1 January 2023.

9 **Accounting policies (continued)**

IFRS 9 Financial instruments

IFRS 9 includes new provisions governing "classification and measurement of financial assets", "impairment of financial assets" and "hedge accounting.

Classification and measurement

The general principles for measurement of financial assets and liabilities have changed following implementation of IFRS 9. But at Group level, the implementation has not given rise to significant changes in the presentation and classification.

After initial recognition, financial assets must continue to be measured at amortised cost, fair value through other comprehensive income or fair value through profit or loss. The measurement is based on classification of the individual financial assets in accordance with Tryg's business model.

Going forward, classification of financial instruments will be based on the following business models:

- The asset is held to collect cash flows from payments of principal and interest (hold to collect business model). Measured at amortised cost (AMC).
- The asset is held to collect cash flows from payments of principal and interest and selling the asset (hold to collect and sell business model). Measured at fair value with changes recognised through other comprehensive income with reclassification to the income statement on realisation of the assets (FVOCI).
- Other financial assets are measured at fair value through profit or loss (FVPL). These include assets managed on a fair value basis, held in the trading book or assets, where contractual cash flows do not solely comprise interest and principal of the receivable. It is also still possible to measure financial assets at fair value with value adjustment through profit or loss, when such measurement significantly reduces or eliminates an accounting mismatch that would otherwise have occurred on measurement of assets and liabilities or recognition of losses and gains on different bases.

The principles of financial liabilities follow the accounting policies applied so far.

The Group's financial assets and business models were reviewed in 2022 to ensure correct classification thereof. The review included an assessment of whether collecting cash flows is a significant element, including whether the cash flows only consist of interest and principal.

Notes

9 Accounting policies (continued)

The assessment has not led to significant changes to the measurement and classification of financial assets. In particular, it should be noted that Tryg does not have a business model that implies recognising fair value adjustments in other comprehensive income. Thus, bank loans and deposits are essentially still measured at amortised cost.

Impairment for expected credit losses

According to IAS 39, impairment was based on objective impairment criteria. Implementation of IFRS 9 means that going forward impairment charges for loans and advances measured at amortised cost will be based on expected credit losses and that already at the time of granting (stage 1), loans and advances are subject to impairment charges corresponding to the expected credit losses arising from default within 12 months. This has led to minor increased impairment provisions on bank loans.

IFRS 17 Insurance Contracts

IFRS 17 – Insurance contracts, as adopted by EU, establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts and reinsurance contracts held. It replaces IFRS 4 – Insurance contracts.

In IFRS 17 a general measurement model measures groups of contracts based on the estimates of the present value of future cash flows that are expected as the contracts are fulfilled. The general model is based on present value of future cash flows, adjusted to reflect the time value of money, including a risk adjustment and a contractual service margin. The contractual service margin represents the unearned profit to be recognised in the statement of profit or loss when services are provided in future periods. At each reporting date, the fulfilment cash flows are remeasured using current assumptions.

Tryg's business is entirely focused on non-life insurance and it is relatively short-tail. This makes Tryg eligible to use the premium allocation approach as simplification for measurement. In some cases e.g. when Tryg in the future acquire portfolios the premium allocation model may not be applied.
In these cases the general model will apply.

The premium allocation model is similar to Tryg's previous accounting principles. Tryg has in line with the current accounting principle chosen to expense acquisition cost as they incur. This means that the financial effect of implementing IFRS 17 will be limited.

9 Accounting policies (continued)

The main impact will be on presentation of profit and loss compared to previously:

- Insurance revenue

Insurance revenue is the amount recognised for services provided in the period. Predominantly on the basis of the passage of time. The previous top-line 'gross earned premium' was measured in the same way.

- Insurance service expenses

Insurance service expenses comprise 'Acquisition costs', 'claims costs' and 'administration expenses'.
Previously,
(i) 'Bonus and premium discounts' were off set in 'Gross earned premium'. Under IFRS 17 it will be presented as 'Claims costs'
(ii) 'Onerous contracts' were off set in 'Gross earned premiums' as 'unexpired risk'. Under IFRS 17 it will be presented as 'Claims costs'
(iii) Movement in inflation swaps were included in 'claims costs'. Going forward the movements will be included in 'Investment activities'.

- Net expenses from reinsurance contracts

Net expenses from reinsurance contracts comprise payments to and recoveries from reinsurance contracts held. Under IFRS 17 these will be presented in profit and loss as a single net amount including changes in a specific risk adjustment. Previously, amounts recovered from reinsurers and reinsurance expenses were presented separately and off set in insurance contracts.
'Insurance service result' is the result of 'Insurance revenue', 'Insurance service expenses' and 'Net expenses from reinsurance contracts'.
Statement of financial position presentation has been changed following IFRS 17.

The carrying amount of portfolios of
- reinsurance contracts held that are assets
- insurance contracts issued that are liabilities

Acquired portfolios

The amendment to IFRS 3 Business Combinations introduced by IFRS 17 requires a entity to classify contracts acquired as insurance contracts based on the contractual terms and other factors at the date of acquisition. Claims reserves acquired before the initial application date 1 January 2023 will be presented as insurance revenue based on the expected cash flows as of the acquisition date. The Purchase Price Allocation made under IFRS 3 Business Combinated prior to the application date is fixed and will not change. Hence no changes have been made to Equity and Goodwill.

Notes

9 Accounting policies (continued)

DKKm	01.01.23 IFRS 17	01.01.2023 Change	31.12.22 IFRS 4
Changes opening balance 01.01.23 related to IFRS 17 and IFRS 9			
Assets			
Total other financial investment assets	70,810	424	70,386
Reinsurers' share of premium provisions			264
Reinsurers' share of claims provisions			1,587
Assets from reinsurance contracts	2,823	971	1,851
Receivables from policyholders	0	-1,621	1,621
Receivables from insurance enterprises	0	-498	498
Other asset positions	39,753	-3	39,756
Total assets	**113,385**	**-728**	**114,113**
Equity and liabilities			
Equity	42,502	-2	42,504
Premium provisions			7,700
Claims provisions			39,227
Provisions for bonuses and premium discounts			1,843
Total provisions for insurance contracts	49,063	292	48,770
Debt relating to direct insurance	0	-896	896
Debt relating to reinsurance	0	-123	123
Other liability positions	21,820	1	21,820
Total equity and liabilities	**113,385**	**-728**	**114,113**

9 Accounting policies (continued)

DKKm	2022 IFRS 17	01.01.2023 Change	2022 IFRS 4
Change in income statement due to IFRS 17			
Gross premiums written			34,658
Change in premium provisions			157
Insurance revenue	**38,365**	**3,551**	**34,815**
Insurance technical interest, net of reinsurance	**0**	**-152**	**152**
Claims paid			-22,046
Change in claims provisions			-361
Bonus and premium discounts			-877
Acquisition costs and administration expenses			-4,783
Insurance service expenses	**-32,156**	**-4,090**	**-28,067**
Ceded insurance premiums			-1,673
Change in reinsurers' share of premium provisions			-3
Reinsurance cover received			399
Change in the reinsurers' share of claims provisions			325
Reinsurance commissions and profit participation from reinsurers			229
Net expense from reinsurance contracts	**-576**	**146**	**-722**
Insurance service result/Technical result	**5,636**	**-541**	**6,177**

Notes

9 Accounting policies (continued)

DKKm	2022 IFRS 17	01.01.2023 Change	2022 IFRS 4
Investment activities			
Profit/Loss from associates	-19		-19
Income from investment property	48		48
Interest income and dividends	918		918
Value adjustments	-3,675	-2,763	-913
Interest expenses	-154		-154
Administration expenses in connection with investment activities	-145		-145
Total investment return	**-3,028**	**-2,763**	**-265**
Return on insurance provisions	0	928	-928
Net finance income/expense from insurance contracts	2,621	2,621	0
Net finance income/expense from reinsurance contracts	-34	-34	0
Total investment return after insurance technical interest	**-441**	**752**	**-1,193**
Other income	150	0	150
Other costs	-2,293	-210	-2,083
Profit/loss before tax	**3,051**	**0**	**3,051**
Tax	-804	0	-804
Profit/loss on continuing business	**2,247**	**0**	**2,247**
Profit/loss on discontinued and divested business	0		0
Profit/loss for the period	**2,247**	**0**	**2,247**

Quarterly outline

DKKm	Q1 2023	Q4 2022	Q3 2022	Q2 2022	Q1 2022	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Private										
Insurance revenue	6,002	6,010	6,274	6,228	4,264	4,217	4,232	4,141	3,964	3,870
Insurance service result	828	1,027	1,254	1,255	370	709	641	764	512	663
Key ratios										
Gross claims ratio	72.2	67.6	66.8	65.8	76.8	71.0	70.6	67.1	73.0	69.0
Net reinsurance ratio	1.4	2.8	0.1	1.3	1.8	1.6	1.7	1.8	1.4	2.1
Claims ratio, net of reinsurance	73.6	70.3	66.9	67.2	78.6	72.5	72.3	68.9	74.4	71.2
Gross expense ratio	12.6	12.6	13.1	12.7	12.7	10.6	12.6	12.7	12.7	11.7
Combined ratio	**86.2**	**82.9**	**80.0**	**79.9**	**91.3**	**83.2**	**84.8**	**81.6**	**87.1**	**82.9**
Combined ratio exclusive of run-off	87.2	84.1	81.9	81.5	92.8	85.4	86.8	83.6	89.8	85.4

A further detailed version of the presentation can be downloaded from
tryg.com/uk>investor>Downloads>tables

Quarterly outline

DKKm	Q1 2023	Q4 2022	Q3 2022	Q2 2022	Q1 2022	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Commercial										
Insurance revenue	**2,273**	**2,306**	**2,354**	**2,319**	**1,429**	**1,370**	**1,351**	**1,329**	**1,301**	**1,274**
Insurance service result	**401**	**414**	**481**	**477**	**82**	**40**	**211**	**209**	**159**	**134**
Key ratios										
Gross claims ratio	61.4	70.4	61.1	65.2	68.4	72.7	61.7	68.4	68.1	66.0
Net reinsurance ratio	5.1	-4.7	3.4	-1.7	9.3	5.0	7.1	-0.5	3.0	5.3
Claims ratio, net of reinsurance	66.5	65.7	64.5	63.5	77.8	77.7	68.9	67.9	71.1	71.3
Gross expense ratio	15.9	16.4	15.1	16.0	16.5	19.4	15.5	16.4	16.7	18.2
Combined ratio	**82.3**	**82.0**	**79.6**	**79.4**	**94.3**	**97.1**	**84.4**	**84.3**	**87.7**	**89.5**
Combined ratio exclusive of run-off	83.9	87.5	83.6	86.0	86.7	97.4	86.6	87.3	86.5	96.4

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Quarterly outline

DKKm	Q1 2023	Q4 2022	Q3 2022	Q2 2022	Q1 2022	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Corporate										
Insurance revenue	**914**	**904**	**917**	**934**	**876**	**854**	**870**	**865**	**875**	**841**
Insurance service result	**246**	**30**	**54**	**289**	**-95**	**-49**	**20**	**134**	**-14**	**-106**
Key ratios										
Gross claims ratio	42.0	75.0	74.4	51.4	100.8	91.6	78.4	59.8	83.4	95.5
Net reinsurance ratio	19.9	6.6	7.4	6.5	-1.3	0.5	7.8	14.2	7.9	4.5
Claims ratio, net of reinsurance	61.9	81.5	81.9	57.9	99.6	92.1	86.2	74.0	91.3	100.0
Gross expense ratio	11.2	15.1	12.2	11.2	11.3	13.7	11.5	10.6	10.3	12.6
Combined ratio	**73.1**	**96.6**	**94.1**	**69.1**	**110.8**	**105.8**	**97.7**	**84.6**	**101.6**	**112.6**
Combined ratio exclusive of run-off	86.4	95.9	101.2	86.0	101.8	102.7	93.5	89.0	105.1	113.2
Other [a]										
Insurance revenue	**610**	**749**	**1,010**	**1,792**	**0**	**0**	**0**	**0**	**0**	**0**
Insurance service result	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2**	**0**

[a] Reclassification relating to business combinations from RSA Scandinavia transaction and one-off items are included under 'Other'. Please refer to Accounting policies for futher description of business combinations.

A further detailed version of the presentation can be downloaded from
tryg.com/uk>investor>Downloads>tables

Quarterly outline

DKKm	Q1 2023	Q4 2022	Q3 2022	Q2 2022	Q1 2022	Q4 2021	Q3 2021	Q2 2021	Q1 2021	Q4 2020
Tryg										
Insurance revenue	**9,799**	**9,969**	**10,555**	**11,273**	**6,569**	**6,441**	**6,452**	**6,335**	**6,140**	**5,984**
Insurance service result	**1,474**	**1,472**	**1,785**	**2,021**	**358**	**700**	**872**	**1,106**	**660**	**691**
Investment return	167	549	-203	-948	161	958	630	-686	466	631
Other income and costs	-455	-644	-618	-566	-315	-200	-301	-147	-104	-99
Profit/loss before tax	1,187	1,377	964	507	204	1,458	1,201	274	1,022	1,223
Tax	-302	-296	-336	-77	-95	-85	-165	-337	-208	-185
Profit/loss, continuing business	885	1,081	628	430	109	1,373	1,037	-63	814	1,038
Profit/loss	885	1,081	628	430	109	1,370	1,037	-63	814	1,038
Key ratios										
Gross claims ratio	66.5	69.0	66.2	64.3	78.2	74.1	69.8	66.4	73.4	72.1
Net reinsurance ratio	4.2	1.3	1.6	1.1	3.0	2.1	3.7	3.0	2.6	3.1
Claims ratio, net of reinsurance	70.7	70.3	67.8	65.4	81.2	76.2	73.4	69.4	76.1	75.2
Gross expense ratio	13.3	13.8	13.5	13.3	13.3	12.9	13.0	13.2	13.2	13.2
Combined ratio	**84.0**	**84.0**	**81.3**	**78.7**	**94.6**	**89.1**	**86.5**	**82.5**	**89.3**	**88.4**
Combined ratio exclusive of run-off	86.2	86.1	84.2	83.0	92.6	90.3	87.7	85.1	91.3	91.6

A further detailed version of the presentation can be downloaded from
tryg.com/uk>investor>Downloads>tables

Glossary, key ratios and alternative performance measures

The financial highlights and key ratios of Tryg have been prepared in accordance with the executive order issued by the Danish Financial Supervisory Authority on the financial reports for insurance companies and multi-employer occupational pension funds, and also comply with 'Recommendations & Ratios' issued by the CFA Society Denmark.

Claims ratio, net of ceded business
Gross claims ratio + net reinsurance ratio.

Combined ratio
The sum of the gross claims ratio, the net reinsurance ratio and the gross expense ratio.

Danish general insurance
Comprises the legal entities Tryg Forsikring A/S, Tryg Livsforsikring A/S, Forsikrings-Aktieselskabet Liv II and excluding the Norwegian and Swedish branches.

Diluted average number of shares
Average number of shares adjusted for number of share options which may potentially dilute.

Discounting
Expresses recognition in the financial statements of expected future payments at a value below the nominal amount, as the recognised amount carries interest until payment. The size of the discount depends on the market-based discount rate applied and the expected time to payment.

Dividend per share

$$\frac{\text{Proposed dividend}}{\text{Number of shares at year-end}}$$

Earnings per share

$$\frac{\text{Profit or loss for the year}}{\text{Average number of shares}}$$

Earnings per share of continuing business
Diluted earnings from continuing business after tax
Diluted average number of shares

Gross claims ratio

$$\frac{\text{Gross claims x 100}}{\text{Insurance revenue}}$$

Gross expense ratio without adjustment

$$\frac{\text{Gross insurance operating costs x 100}}{\text{Insurance revenue}}$$

Insurance revenue
Calculated as insurance revenue adjusted for change in gross premium provisions.

Market price/net asset value

$$\frac{\text{Share price}}{\text{Net asset value per share}}$$

Net asset value per share

$$\frac{\text{Equity at year-end}}{\text{Number of shares at year-end}}$$

Net reinsurance ratio

$$\frac{\text{Net expense from reinsurance contracts x 100}}{\text{Insurance revenue}}$$

Norwegian general insurance
Comprises Tryg Forsikring A/S, Norwegian branch.

Operating ratio
Calculated as the combined ratio plus insurance technical interest in the denominator.

$$\frac{\text{Insurance service expenses + Net expense from reinsurance contracts x 100}}{\text{Insurance revenue + insurance technical interest}}$$

Other insurance
Comprises Finnish, Dutch, Austrian, Swiss, Belgian, German, United Kingdom and credit & surety insurance and amounts relating to one-off items and reclassification relating to business combinations. from RSA Scandinavia transaction.

Own funds
Equity plus share of qualifying solvency debt and profit margin (solvency purpose), less intangible assets, tax asset and proposed dividend.

Price/Earnings

$$\frac{\text{Share price}}{\text{Earnings per share}}$$

Relative run-off result
Run-off gains/losses net of reinsurance divided by claims provisions net of reinsurance beginning of year.

Return on equity after tax (%)

$$\frac{\text{Profit or loss for the year after tax}}{\text{Weighted average equity}}$$

Run-off gains/losses
The difference between the claims provisions at the beginning of the financial year (adjusted for foreign currency translation adjustments and discounting effects) and the sum of the claims paid during the financial year and the part of the claims provisions at the end of the financial year pertaining to injuries and damage occurring in earlier financial years.

Solvency II
Solvency requirements for insurance companies issued by the EU Commission.

Solvency ratio
Ratio between own funds and capital requirement.

Swedish general insurance
Comprises Tryg Forsikring A/S, Swedish branch.

Total reserve ratio
Reserve ratio, claims provisions + premium provisions divided by insurance revenue

Unwinding
Unwinding of discounting takes place with the passage of time as the expected time to payment is reduced. The closer the time of payment, the smaller the discount. This gradual increase of the provision is not recognised under claims, but under investment return in the income statement.

Large claims, net of reinsurance
Large claims, net of reinsurance, as calculated by the Tryg Group, represents

Large claims, net of reinsurance is defined as single claims or claims events gross above 10m in local currencies adjusted for reinsurance.

$$\frac{\text{Large claims, net of reinsurance}}{\text{Insurance revenue}}$$

Weather claims, net of reinsurance
Weather claims, net of reinsurance, as calculated by the Tryg Group, represents:

Weather claims, net of reinsurance, is defined as claims related to storm, cloudbursts, natural perils and winter, adjusted for reinsurance.

$$\frac{\text{Weather claims, net of reinsurance}}{\text{Insurance revenue}}$$

Run-off, net of reinsurance
Run-off, net of reinsurance, as calculated by the Tryg Group, represents

$$\frac{\text{Run-off, net of reinsurance}}{\text{Insurance revenue}}$$

Premium proforma growth in local currencies
Premium proforma growth in local currencies is based on proforma figures that includes Trygg-Hansa and Codan Norway. As calculated by the Tryg Group, represents:

$$\frac{\text{(Insurance revenue including Trygg-Hansa and Codan Norway pro-forma in year X - Insurance revenue including Trygg-Hansa and Codan Norway pro-forma in year X-1)}}{\text{Insurance revenue including Trygg-Hansa and Codan Norway pro-forma in year X-1}}$$

Return On Own Funds (ROOF)

$$\frac{\text{Profit for the year after tax x 100}}{\text{(Own Funds Primo + Own Funds Ultimo)/2}}$$

Return On Tangible Equity (ROTE)

$$\frac{\text{Profit for the year after tax x 100}}{\text{(Tangible Equity primo + Tangible Equity Ultimo)/2}}$$

Tangible Equity
Tangible Equity is defined as weighted average equity excluding intangible assets and deferred tax related to intangible assets

Disclaimer

Certain statements in this financial report are based on the beliefs of our management as well as assumptions made by and information currently available to management. Statements regarding Tryg's future operating results, financial position, cash flows, business strategy, plans and future objectives other than statements of historical fact can generally be identified by the use of words such as 'targets', 'believes', 'expects', 'aims', 'intends', 'plans', 'seeks', 'will', 'may', 'anticipates', 'would', 'could', 'continues' or similar expressions.

A number of different factors may cause the actual performance to deviate significantly from the forward-looking statements in this financial report, including but not limited to general economic developments, changes in the competitive environment, developments in the financial markets, extraordinary events such as natural disasters or terrorist attacks, changes in legislation or case law and reinsurance.

Should one or more of these risks or uncertainties materialise, or should any underlying assumptions prove to be incorrect, Tryg's actual financial condition or results of operations could materially differ from that described herein as anticipated, believed, estimated or expected. Tryg is not under any duty to update any of the forward-looking statements or to conform such statements to actual results, except as may be required by law.

Read more in the chapter Capital and risk management on ***pages 33-36***, and in Note 1 on ***page 66***, in the Annual report 2022, for a description of some of the factors which may affect the Group's performance or the insurance industry.